



VET Student Loans Student Handbook

The Holistic Healing Company Pty Limited
trading as Australian College of Hypnotherapy
trading as Infinity Institute Australia

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About Infinity Institute

Infinity Institute sets out to do things a little differently. We want you, our students to not only aim for, but achieve, incredible things. Your future is our priority and to ensure that you maximise your potential, we have and will continue to structure our courses in a way that distinguishes them from 'the rest'. This means that upon completion, you will have the best opportunity to flourish in your chosen career. In addition, we set out to ensure that the foundation upon which your education is built at Infinity Institute allows leverage into the future, whether it be for further studies or specialisation in your field of choice.

Our lecturers and tutors are deliberately selected with the highest standards. This allows them to offer our students the highest levels of support in their journey of study. In providing learning support and ongoing assistance that is tailored to their studies our team will facilitate our students in achieving their best.

Critical thinking and inquiry, academic excellence, cultural and gender diversity and ethical behaviour all underpin the values of this institution. Just because we are not a 'big name' organisation, doesn't mean that the qualification you receive at the end of your successful studies carries any less weight.

We propose to challenge mainstream thinking with our model and invite you to join us to do so. Each member of our management, governance and academic team espouses excellence in all aspect of student life. If you want to be the best, come and be part of the team here at Infinity Institute.

VISION

To have an enduring positive impact on society through excellence in education and learning.

MISSION

To provide an educational experience of the highest calibre. To give our students a rich learning experience in a rich learning environment. To ensure our graduates continue to advance in their professional and academic careers. To demonstrate values that positively change the community around us with ever lasting impact.

VALUES

Integrity – expecting and applying the highest personal, professional and ethical standards in all our actions. This will be reflected in transparency and consistency in our conduct and practices.

Fairness – all dealings with and by Infinity Institute will be afforded with fairness as a cornerstone. Treatment of individuals will not be based on any particular attribute, rather will be equal, open and true to the highest ethical standards.

Excellence – every person at Infinity Institute, whether student, staff or board members will demonstrate this quality to ensure that the environment at and outcomes of being associated with, Infinity Institute is beyond reproach.

Accountability –to ourselves and our community. This will be reflected by holding each other to account, striving for optimal impact and relevance through working together and making a positive and valued contribution to the industry, society and community.

What is the VET Student Loans program?¹

The **VET Student Loans program** is an Australian Government loan program that helps eligible students enrolled in **approved courses** at diploma level or above, at **approved course providers** pay their **tuition fees**. The loan has income-contingent repayment arrangements, which means you only need to make repayments if you are earning above the minimum repayment threshold. You can make voluntary repayments at any time.

If you are an eligible student, the Department of Education and Training (the department) may approve your VET Student Loan for an **approved course**. The department will pay your loan directly to your **approved course provider**. You will be responsible for any gap amount in the **tuition fees**, which are not covered by the loan. You will owe a debt to the Australian Government for the loan, which will be managed by the Australian Taxation Office (ATO).

Am I eligible?

To receive a VET Student Loan, you must:

1. be an eligible student
2. be studying an **approved course**
3. be studying with an **approved course provider**
4. apply to the government using the approved form, which will be managed through your provider
5. confirm your engagement and progression to continue to access the loan throughout your course.

To be an eligible student, you must meet ALL of these criteria – further detailed below.

You are:

- an Australian citizen, or
- a qualifying New Zealand citizen², or
- a permanent humanitarian visa holder, who is usually resident in Australia.

Your **FEE-HELP balance** (the amount of your **FEE-HELP limit** you have left) is more than \$0. This means you have enough **FEE-HELP limit** remaining for your proposed studies to be covered by the loan.

You are enrolled with an **approved course provider** in an **approved course** and have enrolled in accordance with the application requirements.

You are studying the **approved course** primarily at a campus in Australia.

¹ Pages 7-8, VET Student Loans information booklet, Commonwealth Department of Education and Training

² A qualifying New Zealand citizen is a New Zealand citizen who meets all of the following:

- holds a special visa category, such as the **New Zealand Special Category Visa (SCV)**;
- has been usually resident in Australia for at least 10 years;
- was a dependent child when he or she was first usually resident in Australia;
- has been in Australia for periods totalling 8 years during the previous 10 years; and
- has been in Australia for periods totalling 18 months during the previous 2 years.

You have been assessed by your **approved course provider** as academically suited to undertake the **approved course** on the basis of either:

- providing your Australian Year 12 Certificate; OR
- providing evidence of successful completion of an **Australian Qualifications Framework** Certificate IV or higher qualification (where the language of instruction is English); OR
- displaying competence at Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy through an approved Language, Literacy and Numeracy test.

In addition, your **approved course provider** must reasonably believe you show competence in completing the course.

You meet the Tax File Number (TFN) requirements.

You have a **Unique Student Identifier (USI)** or are otherwise exempt.

You have given the required documents to your **approved course** provider and submitted the loan application form by the first **census day** no less than two business days after enrolling.

To be an **approved course**, your course must:

be specified on the *VET Student Loans (Courses and Loan Caps) Determination* 2016 (the **courses and loan caps determination**): and

for state-government **subsidised** students, lead to a qualification of diploma or advanced diploma in the **Australian Qualifications Framework**

for **full fee-paying / fee for service** students, lead to a qualification of diploma, advanced diploma, graduate certificate or graduate diploma in the **Australian Qualifications Framework**; and

be provided by an **approved course provider**; and

be delivered by an **approved course provider** or an entity registered with TEQSA or a body approved by the department to deliver the course.

Course Details including Entry Requirements

CHC52015 Diploma of Community Services

Course Overview

This qualification reflects the roles of community services, case management and social housing workers involved in the managing, co-ordinating and/or delivering of person-centred services to individuals, groups and communities.

At this level, workers have specialised skills in community services and work autonomously under broad directions from senior management. Workers are usually providing direct support to individuals or groups of individuals. Workers may also have responsibility for the supervision of other workers and volunteers and/or case management, program coordination or the development of new business opportunities.

Note that the Statutory & forensic child, youth & family welfare specialisation must be achieved in order to meet the minimum education requirements for child protection and youth justice practice in Victoria. In addition, to meet the minimum education requirements for entry into child protection practice in Victoria, diploma qualifications must be approved by the Australian Community Workers Association (ACWA).

To achieve this qualification, the candidate must compete at least 100 hours of work as detailed in the Assessment Requirements of units of competency.

The course at Infinity Institute Australia has been structured in a way that builds in management and leadership skills as well as the key Community Services components of the course. Completing the course with Infinity Institute Australia will, in our view, place graduates in a position to better compete for more senior roles and transition into management and leadership placing you in a better position in the future, sooner! In our experience, employers are always looking for graduates who can demonstrate that they have additional skills than the 'rest of the crown' and applications who are a 'cut above'. We have intentionally structured your course to allow you to take full advantage of the teaching and full advantage of your potential in this career path.

Course Outline

To be awarded CHC52015 Diploma of Community Services, an applicant must achieve competency in a total of 16 units of competency, comprising of eight (8) core units and eight (8) elective units.

The eight (8) core units are as follows:

1. CHCCCS007: Develop and implement service programs
2. CHCCOM003: Develop workplace communication strategies
3. CHCDEV002: Analyse impacts of sociological factors on clients in community work and services
4. CHCDIV003: Manage and promote diversity
5. CHCLEG003: Manage legal and ethical compliance
6. CHCMGT005: Facilitate workplace debriefing and support processes
7. CHCPRP003: Reflect on and improve own professional practice
8. HLTWHS004: Manage work health and safety

The eight (8) elective units are as follows:

1. HLTAID006: Provide advanced first aid
2. BSBHRM506: Manage recruitment selection and induction processes
3. BSBINN601: Lead and manage organisational change
4. BSBMGT502: Manage people performance
5. BSBMGT516: Facilitate continuous improvement
6. BSBRSK501: Manage risk
7. BSBWOR403: Manage stress in the workplace
8. BSBWOR502: Lead and manage team effectiveness

Entry Requirements

All applicants must satisfy the Academic Suitability Requirements and complete a Pre-Training Review.

1. Academic Suitability Requirements

To meet the Academic Suitability Requirements, applicant must satisfy one of the following:

- Provide a copy of a Senior Secondary Certificate of Education that has been awarded to the student by an agency or authority of a State or Territory for the student's completion of year 12; or
- Undertake an approved LLN test and demonstrate competence at or above Exit Level 3 in the Australian Core Skills Framework (ACSF) in both reading and numeracy; or
- Provide a copy of a certificate that a qualification at level 4 or above in the Australian Qualifications Framework (AQF) has been awarded to the student by a body registered to award the qualification in the AQF in Australia and the qualification was delivered in English.

2. Pre-Training Review Requirement

For each applicant, Infinity Institute Australia will conduct a Pre-Training Review of applicant's current Skills and Knowledge. The Pre-Training Review will:

- identify any competencies previously acquired (RPL, recognition of current competency (RCC) or credit transfer); and
- ascertain a suitable, and the most suitable, qualification for student to enrol in, based on the individual's existing educational attainment, capabilities, aspirations and interests and with due consideration of the likely job outcomes from the development of new competencies and skills; and
- ascertain that the proposed training and assessment strategies and learning resources are appropriate for an applicant; and
- identify any barriers to learning and steps to overcome it.

Skills, Knowledge and Experience Recognition

Your existing skills, knowledge and experience can help you get a recognised qualification or competency for some of the Unit of Competency, through an assessment process called Recognition of Prior Learning (RPL). You could be granted competency in full or part of a qualification, saving you valuable time and money, while enhancing your career prospects.

The process could suit you if you have:

- Paid or unpaid work experience
- Prior formal training
- Skills and knowledge gained on the job
- Community Services work experience
- Short course and work-based learning
- Trade skills
- Other life experience

Credit Transfer

Credit transfer is one of several processes for establishing credit. It provides a means for an applicant to gain credit in an AQF qualification on the basis of completed components of another AQF qualification or other formal learning.

The credit transfer process involves:

- Mapping, comparing and evaluating the extent to which the learning outcome, discipline content and assessment requirements of the individual components of one qualification are equivalent to the learning outcomes, discipline content and assessment requirements of the individual components of another qualification, and
- Making a judgment about the credit to be assigned between the matched components of the two qualifications.

Placement Requirement

100 hours' placement (Infinity institute Australia will make every possible effort to assist students in obtaining placement with organisation's or employers. However, it is the ultimate responsibility of students to find their own body for placement. Students are encouraged to search for placement body from the commencement of their course.)

Delivery Mode and Location

- Face to Face (classroom based) at Level 1, 22B Somerton Road, Somerton, VIC 3062

Course Duration

- 12 months - Full time
- 24 months - Part time

Course Fees

Total course fees for CHC52015 Diploma of Community Services is \$15,793.00. Breakdown of the total course fees is as following:

- Tuition fees: \$15,793.00
- Non-tuition fees: \$0
- Total course fees: \$15,793.00

Payment options for Total course fees are as follows:

- Up-front payments for Total course fees
- Initial deposit with payment plan
- VET Student Loans (Only applicable to eligible applicant's, for more information please visit <https://www.education.gov.au/vet-student-loans> or contact Student Administration Team of Infinity Institute Australia.)

Career Pathways

Listed below are some examples of career pathways after successful completion of CHC52015 Diploma of Community Services, but are not limited to:

- Child Welfare Officer
- Residential Carer (Child Protection)
- Social Housing Coordinator
- Community Services Case Manager

Contact Details - Infinity Institute Australia

E-mail: admin@ii.edu.au
Phone No: +61 3 8339 0030
Address: Level 1, 22B Somerton Road, Somerton, VIC 3062



***Note:** CHC52015 Diploma of Community Services delivered by Infinity Institute Australia is a Nationally Recognised Training.

CHC51015 Diploma of Counselling

Course Overview

Diploma of Counselling at Infinity Institute Australia is a journey of self-discovery, providing deep insight into why you think and behave as you do. And when you graduate, you should be well prepared to pursue a career in counselling – employed or self-employed.

Diploma of Counselling at Infinity Institute Australia is extremely applicable to people from all sorts of backgrounds. Whether you are seeking a fresh start in a rewarding profession; or want to acquire counselling skills as an adjunct to your core profession.

Diploma of Counselling reflects the role of counsellors, who work with clients on personal and psychological issues using established counselling modalities. They use communication, micro-counselling and interviewing skills and draw on varied counselling therapies to assist clients. At this level, the counsellor will be working in defined and supported counselling roles in established agencies rather than in independent practice.

Course Outline

To be awarded CHC51015 Diploma of Counselling Services, an applicant must achieve competency in a total of 17 units of competency, comprising of thirteen (13) core units and four (4) elective units.

The thirteen (13) core units are as follows:

1. CHCCSL001 Establish and confirm the counselling relationship
2. CHCCSL002 Apply specialist interpersonal and counselling interview skills
3. CHCDIV001 Work with diverse people
4. CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety
5. CHCLEG001 Work legally and ethically
6. CHCCSL003 Facilitate the counselling relationship and process
7. CHCCSL004 Research and apply personality and development theories
8. CHCCSL005 Apply learning theories in counselling
9. CHCCSL006 Select and use counselling therapies
10. CHCCSL007 Support counselling clients in decision-making processes
11. CHCCSM005 Develop, facilitate and review all aspects of case management
12. CHCCCS019 Recognise and respond to crisis situations
13. CHCPRP003 Reflect on and improve own professional practice

The four (4) elective units are as follows:

1. BSBLDR511 Develop and use emotional intelligence
2. BSBWOR501 Manage personal work priorities and professional development
3. CHCPOL003 Research and apply evidence to practice
4. CHCCOM003 Develop workplace communication strategies

Entry Requirements

All applicants must satisfy the Academic Suitability Requirements and complete a Pre-Training Review.

1. Academic Suitability Requirements

To meet the Academic Suitability Requirements, applicant must satisfy one of the following:

- Provide a copy of a Senior Secondary Certificate of Education that has been awarded to the student by an agency or authority of a State or Territory for the student's completion of year 12; or
- Undertake an approved LLN test and demonstrate competence at or above Exit Level 3 in the Australian Core Skills Framework (ACSF) in both reading and numeracy; or
- Provide a copy of a certificate that a qualification at level 4 or above in the Australian Qualifications Framework (AQF) has been awarded to the student by a body registered to award the qualification in the AQF in Australia and the qualification was delivered in English.

2. Pre-Training Review Requirement

For each applicant, Infinity Institute Australia will conduct a Pre-Training Review of applicant's current Skills and Knowledge. The Pre-Training Review will:

- identify any competencies previously acquired (RPL, recognition of current competency (RCC) or credit transfer); and
- ascertain a suitable, and the most suitable, qualification for student to enrol in, based on the individual's existing educational attainment, capabilities, aspirations and interests and with due consideration of the likely job outcomes from the development of new competencies and skills; and
- ascertain that the proposed training and assessment strategies and learning resources are appropriate for an applicant; and
- identify any barriers to learning and steps to overcome it.

Skills, Knowledge and Experience Recognition

Your existing skills, knowledge and experience can help you get a recognised qualification or competency for some of the Unit of Competency, through an assessment process called Recognition of Prior Learning (RPL). You could be granted competency in full or part of a qualification, saving you valuable time and money, while enhancing your career prospects.

The process could suit you if you have:

- Paid or unpaid work experience
- Prior formal training
- Skills and knowledge gained on the job
- Counselling work experience
- Short course and work-based learning
- Trade skills
- Other life experience

Credit Transfer

Credit transfer is one of several processes for establishing credit. It provides a means for an applicant to gain credit in an AQF qualification on the basis of completed components of another AQF qualification or other formal learning.

The credit transfer process involves:

- Mapping, comparing and evaluating the extent to which the learning outcome, discipline content and assessment requirements of the individual components of one qualification are equivalent to the learning outcomes, discipline content and assessment requirements of the individual components of another qualification, and
- Making a judgment about the credit to be assigned between the matched components of the two qualifications.

Delivery Mode and Location

- Face to Face (classroom based) at Level 1, 22B Somerton Road, Somerton, VIC 3062

Course Duration

- 12 months - Full time
- 24 months - Part time

Course Fees

Total course fees for CHC51015 Diploma of Counselling is \$15,793.00. Breakdown of the total course fees is as following:

- Tuition fees: \$15,793.00
- Non-tuition fees: \$0
- Total course fees: \$15,793.00

Payment options for Total course fees are as follows:

- Up-front payments for Total course fees
- Initial deposit with payment plan
- VET Student Loans (Only applicable to eligible applicant's, for more information please visit <https://www.education.gov.au/vet-student-loans> or contact Student Administration Team of Infinity Institute Australia.)

Career Pathways

Listed below are some examples of career pathways after successful completion of CHC51015 Diploma of Counselling, but are not limited to:

- Counsellor
- Generalist Financial Counsellor
- Rural Financial Counsellor

Contact Details - Infinity Institute Australia

E-mail - admin@ii.edu.au

Phone No - +61 3 8339 0030

Address - Level 1, 22B Somerton Road, Somerton, VIC 3062



***Note:** CHC51015 Diploma of Counselling delivered by Infinity Institute Australia is a Nationally Recognised Training.

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a compulsory reference number made up of numbers and letters that gives students access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications.

The USI will make it easier for students to find and collate their VET achievements into a single authenticated transcript. It will also ensure that students' VET records are not lost.

The USI is available online and at no cost to the student. (<http://www.usi.gov.au/create-yourUSI/Pages/default.aspx>). This USI will stay with the student for life and be recorded with any nationally recognised VET course that is completed.

Students need one form of identity (ID) from the list below:

- Driver's licence; and/or
- Medicare card; and/or
- Australian Passport; and/or
- Visa (with Non-Australian Passport) for international students; and/or
- Citizenship Certificate.

Training Program Induction

Learner induction will be undertaken on the first day of training and assessment for all full qualifications provided by The Holistic Healing Company Pty Limited trading as Australian College of Hypnotherapy and Infinity Institute Australia (Infinity Institute).

Students will be provided a Learner Handbook which forms the basis for this induction and the induction process for Learners and Trainees undergoing full qualifications and new apprenticeships will also include detailed explanations of the following:

1. Name and contact details of Infinity Institute and trainer
2. RPL/RCC process
3. Employer/Learner/Assessor responsibilities
4. Number/frequency of visits
5. Tuition Fee details & invoicing
6. AVETMISS Statistical Reporting
7. Record keeping and access to files
8. Assessment Procedures & Evidence Collection
9. Qualifications to be issued
10. Complaints and Appeals Procedures
11. The Learner's Training plan – including course information, including content and vocational outcomes

Induction confirmation is acknowledged by completing the form at the back of the Learner Handbook

Learner Responsibilities

Irrespective of the type of training, all Learners have a responsibility to:

- Adhere to Infinity Institute Policies and Procedures, a copy of which is accessible on our website and at your face to face training or can be sent to you in soft copy on request.
- Treat others with respect, fairness and courtesy
- Not to plagiarise, collude or cheat in any assessment activity
- Attend class and arrive on time
- Notify your trainer if you will be absent or late
- Participate actively in the course
- Submit assessments on time and in the required manner
- Provide written notice of any changes to your enrolment status and personal details
- Communicate openly with your trainer and in cases of Traineeship your employer
- Conduct yourself and manage behaviours to current workplace and industry standard

Infinity Institute Responsibilities

Infinity Institute will maintain and deliver high quality training courses, complying with the VET Quality Framework accreditation requirements as a Registered Training Organisation.

Infinity Institute will maintain Workplace, Health and Safety, Equal Opportunities, Harassment, Bullying and Discrimination Policies and relevant legislation.

Infinity Institute will provide support services to assist learners overcome the barriers to achieving competency.

Infinity Institute shall:

- Treat all learners equally
- Provide a learning environment free from harassment and bullying
- Respect learner's rights to privacy and confidentiality
- Provide information to all learners on how to lodge complaint or appeal without being victimized
- Deliver training and assessment services which are consistent with the relevant Training Package and needs of industry
- Seek learner feedback on the quality of our training and assessment services
- Communicate concise and timely information through letters, emails, telephone and website
- Advise learners and Trainees of any change to the training and assessment services including third party arrangements (including new and existing) and changes to ownership

Employer Responsibilities

Employer Responsibilities are only for trainees or where work placements are required:

- Provide employment for the term of the traineeship or work placement. (This is on the proviso that there is not a legitimate reason for the termination of employment; for example extreme cases of misconduct);
- Link your conditions of employment to an Award or Workplace Agreement;
- Provide training in the workplace to help achieve the competency standards set by the industry;
- Provide a safe working environment;
- Help assess your skills in relation to the performance required by your industry and the training package;
- Offer feedback on your progress; and
- Liaise with your training consultant about your achievements and how they believe you have achieved these.

Training Delivery

Traineeships

Traineeship shall be delivered ‘on the job’ with the assistance of your employer. Your trainer will work with your employer (Workplace Trainer), to allow all parties to prepare a training plan to help achieve your training outcome and goals.

Full Qualifications

Full Qualifications shall be delivered and assessed using a blend of theory based training, which includes:

- written assessments
- case studies
- assignments, and
- clinical activities with clients.

Assessments

All programs delivered by Infinity Institute are assessed under the “Principals of Competency Based Training” therefore assessment is based on you demonstrating your practical skills. Your assessor will assess your competence (ability) in each unit and then you will receive an assessment of “Competent” or “Not Yet Competent”.

When being assessed in the required skills and knowledge, you will be required to perform to a standard that is required in the workplace.

Mutual Recognition

Australian College of Hypnotherapy will recognise Qualifications and/or Statements of Attainment issued by all other Registered Training Organisations.

Recognition of Prior Learning/Current Competency

If you consider you are already competent in specific Units of competency, you may be granted an exemption from undertaking the assessment, upon:

- Proof of subject-relevant formal training (Conducted by industry or educational institutions in Australia), or
- work experience, undertaken in the last 2 years; and
- Submission of evidences such as authenticated documents or samples of work demonstrating relevance and currency; and,
- Participation in an interview to ascertain current skills and knowledge. A cost may be associated to undertake this assessment interview.

If you make a claim for RPL a number of things could happen:

- you may not be granted any exemptions
- you may be granted exemptions for some Units
- you may be granted exemptions for all Units

Plagiarism

Learners should always submit evidence of competency that has been created by the Learner themselves. Plagiarism is not accepted by Australian College of Hypnotherapy and where plagiarism is detected Infinity Institute will assess the evidences as Not Yet Competent and further counsel the Learner on the requirements of Learners to submit their own evidences.

Overdue assignments

The due dates for the submission of assignments is mandatory and you are required to have all assignments reach the college on or before the due date. Under extenuating circumstances, you may apply for an extension for the relevant assignment.

It is your responsibility to apply for an extension prior to the assignment due date. Failure to request an extension will incur an Administration fee of \$110.

Determination of Not Yet Competent (NYC)

To be awarded a Nationally Recognised Qualification you must be deemed competent in all Units of Competency.

Whereby a learner is determined by the assessor to be Not Yet Competent (NYC) the learner may re-sit an assessment on a date provided by the college upon payment of an administration fee of \$110.00.

Whereby a learner is determined Not Yet Competent (NYC) and the learner does not apply or fails to present for a re-sit of the assessment, the determination of Not Yet Competent (NYC) shall stand as the final result.

Certificates and Statements of Attainment

For all Learners, on the successful completion of your training Infinity Institute will issue a Certificate/Diploma. This Qualification will record your name, date of completion, and the full name of the Qualification acquired. Your certification will include a transcript listing the units of competency achieved on the back. The Nationally Recognised Training logo (NRT) on your certificate indicates the course qualification is recognised throughout Australia. Therefore, your skills are transferable.

If you are unable to achieve the full qualification (or if only a part of the full qualification was offered at the time) you will be issued a Statement of Attainment. This will include results of the competencies achieved and can be added to at a later date if you wish.

In the event of a lost or stolen Certificate/Diploma requiring re-issue a \$100 administration charge will apply.

Continuous Improvement

Infinity Institute prides itself in focusing on continually improving our training and assessment services. We value your feedback and do the best we can to include your suggestions for improvement into subsequent courses

Code of Conduct

OVERVIEW

This Code of Conduct sets out the conduct and behaviour which is expected by The Holistic Healing Company Pty Limited trading as Australian College of Hypnotherapy and Infinity Institute Australia (Infinity Institute) of all staff, students, contractors, volunteers and visitors.

All staff, students, contractors, volunteers and visitors at Infinity Institute are expected to adhere to minimum standards of behaviour. There are explicit agreements between Infinity Institute e and the staff, students, contractors and volunteers which include adherence to all relevant Policies, legal obligations and regulatory requirements.

Visitors brought to the Infinity Institute campus by staff, students, contractors and volunteers are expected to adhere to the same requirements. It is the responsibility of the anyone who invites or accompanies any visitors to the Infinity Institute campus to ensure that their visitor acts appropriately and adheres to the required expectations of behaviour.

In particular, the expectation is that:

- their staff, students and contractors must act in an ethical manner
- their students attend their scheduled classes
- their students undertake their academic work diligently, with integrity and honesty
- their students do not engage in plagiarism, cheating (including “contract cheating”), collusion and any
- other form of academic misconduct
- their students do not behave in a manner which is disruptive to classes or the learning environment
- their staff, students, contractors, volunteers and visitors do not engage in any form of discrimination,
- harassment, victimisation or bullying including online and in any virtual environment
- their staff, students, contractors, volunteers and visitors do not act in a manner which places others at
- risk or danger
- their staff, students, contractors, volunteers and visitors must immediately report any issues or abuse
- of anyone under the age of 18
- their staff, students, contractors, volunteers and visitors do not perform acts which are illegal
- their staff, students, contractors, volunteers and visitors must not attend the campus if they are under
- the influence of alcohol or illicit drugs
- their no smoking is permitted on campus or the building

Any breach of this Code of Conduct, any other Policy, legal obligation or regulatory requirement relating to behaviour or conduct may result in disciplinary action.

Any disciplinary action will be outlined in the related Policy and Procedure which the action or actions has breached.

Complaints and Appeals Policy & Procedure

OVERVIEW

The Holistic Healing Company Pty Limited trading as Australian College of Hypnotherapy and Infinity Institute Australia (Infinity Institute) is committed to providing an effective, efficient, timely, fair and confidential academic and non-academic complaint handling procedure for all students.

Academic matters include those matters which relate to student progress, assessment, course content or awards in a course of study.

Non-academic matters include those matters which do not relate to student progress, assessment, course content or awards in a course and include complaints in relation to personal information that the provider holds in relation to the Student. Non-academic complaints tend to arise from events occurring at a provider's premises or from non-academic decisions made by a provider.

DEFINITIONS

For the purposes of this document the following applies:

Appeal means the escalation and review of an outcome of a Formal Complaint where a Complainant is not satisfied with the result.

Complainant means a student who raises a Complaint and seeks a resolution to that Complaint.

Complaint means a problem, concern or feeling of dissatisfaction that a student has with an act, omission, oversight or decision made by another student or any Infinity Institute/Australian College of Hypnotherapy staff or contractor (Respondent) where the student seeks a resolution. A Complaint could be of an academic or personal nature.

Formal Complaint means a Complaint made in writing which cannot be resolved through the Informal Complaint mechanism.

Informal Complaint mean a complaint that is dealt with directly between the complainant and any other person involved, with the intention of a resolution prior to a Formal Complaint being raised.

Respondent means the person or people that a Complaint is made against.

POLICY

Infinity Institute is committed to providing an effective, efficient, timely, fair and confidential academic and non-academic Complaint handling procedure for all students.

All Complaints are taken seriously and will be investigated fully and thoroughly. At the compulsion of such investigation, any and all appropriate action will be taken. Complainants should feel completely comfortable in lodging complaints without fear of any reprisal or untoward consequences of doing so.

The principles of natural justice and procedural fairness underpins how Infinity Institute deals with Complaints and Appeals. These principles are adopted at every stage in the process. Complaints will be investigated in an honest and ethical manner to ensure that the outcome is fair and just.

This Policy sets out the framework for the complaints handling system which includes:

- Providing an impartial and fair mechanism for students to make a Complaint
- Providing students accurate information on how to make a Complaint
- Setting timeframes for Complaint resolution
- Providing or allowing support for the student
- Allowing the student to access independent professional advice at their own cost
- Informing students of their options if they are not satisfied with the outcome
- Providing an Informal Complaint and Formal Complaint process for dealing with their concerns
- The student is informed if costs may be incurred for Appeals, and these costs are reasonable

Infinity Institute maintains a Complaints and Appeals Register. This Register will include details of all Formal Complaints lodged, details of outcomes and any other relevant information. All Complaints will be dealt with in a manner which ensures privacy, and where necessary confidentiality, of the parties involved.

RESPONSIBILITY

The Chief Executive Officer is responsible for implementation of this Policy and Procedure and ensuring that all staff are fully trained in its operation and students and complainants are made aware of its availability.

PROCEDURE

Formal Complaint

The following procedure is to be applied to a formal complaint:

- The Complaint and Appeals form must be fully completed
- The complainant and respondent will have the opportunity to present their case at each stage of the procedure
- The complainant and the respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire
- The process will be free of discrimination or victimisation
- At all stages of the process, discussions relating to complaints, complaints and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this Procedure will be provided to the Complainant and/or the Respondent if requested
- Records of all Complaints will be kept for at least five (5) years from the time Complainant ceases to be a student. These records will be kept strictly confidential

Stage One (Internal)

Formal Complaints must be submitted in writing to the Chief Executive Officer via the following methods

By electronic copy via email: admin@ii.edu.au

By hardcopy posted or delivered to: Level 1
22B Somerton Road
Somerton, VIC 3062

A copy should also be sent to the responsible trainer who taught the course.

Infinity Institute will assess the Complaint and determine the outcome. The Complainant will be advised of the decision in writing within 5 business days of the decision being made. The Complainant will be advised of their right to access Stage Two of this Procedure if they are not satisfied with the outcome of Stage One.

If the Stage One decision requires an action to be performed, it should be implemented within ten (10) business days of Complainant being informed of the decision. If this is not possible, the reasons for a longer period must be given to the affected parties.

Stage Two (External)

If the Complainant is not satisfied with the outcome of Stage One, they may lodge an Appeal in writing with the CEO of Infinity Institute. Complainants must lodge an Appeal in writing within twenty (20) business days of receiving the written decision for Stage One.

Appeals must be submitted in writing to the Chief Executive Officer via the following methods:

By electronic copy via email: admin@ii.edu.au

By hardcopy posted or delivered to: Level 1
22B Somerton Road
Somerton, VIC 3062

Appeals will be referred to an independent and impartial person who will review the Appeal.

The reviewer will conduct all necessary consultations with the Complainant and other relevant persons and once in receipt of their recommendation will decide the outcome of the Appeal. The Complainant will then be advised in writing of the outcome of the outcome of their Appeal, including the reasons for the decision, within five (5) business days of the decision being made.

The Complainant will be advised of their right to progress to Stage Three of the Complaints and Appeals Procedure if they are not satisfied with the outcome.

If the Stage Two decision requires an action to be performed, it should be implemented within ten (10) business days of the Complainant being informed of the decision. If this is not possible, the reasons for a longer period must be given to the affected parties.

Stage Three

If the Learner or Complainant is not satisfied with the outcome of Stage Two they must advise in writing that they are not satisfied with outcome of Stage Two and that they are escalating the matter to the Australian Skills Quality Authority (ASQA) or the VET Student Loans Ombudsman.

To lodge a complaint with ASQA, please see the following link:

<http://www.asqa.gov.au/complaints/make-a-complaint---domestic-students/make-a-complaint---domestic-students1.html>

The VET Student Loans Ombudsman began operating on 1 July 2017. The Ombudsman manages and investigates complaints about the VET FEE-HELP scheme and VET Student Loans program. For more information please see the following link:

www.ombudsman.gov.au/vslo.

Enrolment Process Policy and Procedure

1. Policy

This Policy and Procedure ensures that The Holistic Healing Company Pty Limited trading as Infinity Institute Australia (Infinity Institute) provides appropriate information prior to enrolment that allows all potential students to make an informed decision to study with Infinity Institute. It also ensures a consistent enrolment process will be implemented for all domestic students and that appropriate records will be maintained in all student files.

Infinity Institute will assess all potential student enrolment applications to ensure they meet the enrolment requirements of the course and to confirm their ability to complete the qualification.

2. Procedure

The following procedure explains the process that is to be undertaken to enrol a student into a course of study. The process related to application, enrolment and entry of a student must be conducted with honesty and integrity.

2.1 Pre-Application information:

Students must be provided with the Student Handbook, VSL Information Booklet, Quick Guide for VSL Applications (attached) and all other materials referred to in the pre-training review interview (PTR) checklist (attached) prior to applying. Student must also be directed to all policies and procedures contained within the Infinity Institute Australia website.

2.2 Application

All students must complete an enrolment form (as attached) and undertake and conclude the PTR to confirm their enrolment. The enrolment form shall be lodged prior to any student being accepted as a student within the college.

2.3 Academic Suitability

To meet the academic suitability, students must satisfy one of the following:

- (a) a Senior Secondary Certificate of Education that has been awarded to the student by an agency or authority of a State or Territory for the student's completion of year 12; or
- (aa) a copy of a diploma that has been awarded to the student for the student's completion of the International Baccalaureate Diploma Programme; or
- (b) both:
 - (i) the student is assessed as displaying competence at or above Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy using an assessment tool approved under section 82; and
 - (ii) the provider reasonably believes that the student displays that competence; or
- (c) both:
 - (i) a certificate (however described) that the student has been awarded a qualification, either:
 - A. at level 4 or above in the Australian Qualifications Framework or at a level in a framework that preceded the Australian Qualifications Framework that is equivalent to level 4 or above in the Australian Qualifications Framework; or
 - B. that has been assessed by a Federal, State or Territory government agency which assesses overseas qualifications (or an organisation contracted by such

an agency to undertake such assessments) as equivalent or comparable to a qualification referred to in sub-subparagraph (2)(c)(i)(A).

- (ii) the course for the qualification was delivered in English.

2.4 Pre-Training Review Interview (PTR)

The purpose of the PTR is to ensure that the student understands the responsibilities, obligations and rights related to applying for and obtaining a VET Student Loan. Part of the process of the PTR is for the assessor to explain to the student all items contained within the PTR checklist (as attached).

A key component being that the student is required to complete an LLN activity to assess their language, literacy and numeracy ability to complete the course (unless otherwise satisfied in accordance with Rule 80 of the *VET Student Loans Rules 2016*).

The results of the LLN should be discussed with the prospective student during the PTR Interview. The results of assessing a student's competence in reading and numeracy under the procedure must be reported:

- (a) to the student as soon as practicable after the assessment; and
- (b) to the Secretary in the form, manner and by the time requested by the Secretary.

2.5 Unique Student Identifier

- It is a requirement that all learners must provide a Unique Student Identifier (USI) to Infinity Institute before a qualification or statement of attainment can be issued.
- Upon receipt of an enquiry from a prospective learner Infinity Institute will include in the information provided to the enquirer that they must provide a USI when they enrol, and will be directed to the USI website at www.usi.gov.au/create-yourUSI/Pages/default.aspx
- Infinity Institute will include provision for the USI on the enrolment form
- Upon receipt of an enrolment form from a learner, Infinity Institute will confirm that the USI has been included on the enrolment form, and will verify that this USI is correct by using the Student Management System to check the USI through the USI Registry System
- If the learner has not included the USI on the enrolment form, they will be contacted and advised that the USI is required before any qualification or statement of attainment can be issued
- If the USI check returns a "not valid" response, the learner will be contacted and the USI will be confirmed. A further check will be made through the USI Registry System
- A notation will be made on the enrolment form that the USI has been confirmed as correct
- The confirmed USI will be included in the student details on the Student Management System
- Prior to the issuing of a Qualification or Statement of Attainment, the RTO Manager will confirm that the student information on the Student Management System includes the learner's USI

2.6 Records

- The signed enrolment form will be kept on the students file along with all other documents relevant to the student's enrolment such as the LLN Report (if applicable) and PTR Checklist (all collected documents).
- Any original documents submitted as part of the enrolment process will be copied and maintained on the student file. All originals will be returned to the student.

2.7 VSL Application Process

The attached 'Quick Guide – Applications' outlines the application process for VET Student Loans which a student is required to follow when applying for enrolment with Infinity Institute Australia on this basis.

Fair Treatment and Equal Benefits and Opportunity Policy

OVERVIEW

The Holistic Healing Company Pty Limited trading as Australian College of Hypnotherapy and trading as Infinity Institute Australia (Infinity Institute) supports the concept of equal opportunity and is committed to providing all staff, students and potential students with a working and learning environment which values diversity, respects differences and provides an environment that is safe, healthy, positive, supportive and free from all forms of harassment, bullying and discrimination.

DEFINITIONS

For the purposes of this document the following applies:

The Act refers to the *Higher Education Support Act 2003 the Vet Student Loan Act 2016 and the Standards for Registered training Organisations (RTO'S) 2015*

Student/s refers to all persons enrolled in a unit of study who are, or would be entitled to Vet Student Loans assistance and is a genuine student in line with the Vet Student Loans Rules 2016 and Vet Student Loans Act 2016

Potential Students refers to all persons seeking to enrol in a VET unit of study that meets the course requirements who would be entitled of accessing a Vet Student Loan in line with the Vet Student Loan Rules 2016 and Vet Student Loans act 2016

FAIR TREATMENT

Infinity Institute will treat all Students and Potential Students fairly.

STUDENT SELECTION

Infinity Institute has open, fair and transparent procedures, based on merit for making decisions about:

- a. the selection, from among Potential Students; and
- b. the treatment of Students.

Potential Students seeking to enrol in a VSL unit of study with Infinity Institute, regardless of their background, circumstances or eligibility for funding, will be assessed for entry to study through the same published entry requirements and through the same process.

Privacy Policy

The Holistic Healing Company Pty Limited trading as Australian College of Hypnotherapy and trading as Infinity Institute Australia (Infinity Institute) is committed to protecting your privacy and your personal information in accordance with the Privacy Act 1988 and the Privacy Act Amendments 2014.

It is necessary for Infinity Institute to collect personal information about you and does so by getting you to complete Infinity Institute Enrolment form at your induction. The Australian Skills Quality Authority (ASQA), Department of Education, State Training Services, NCVER and Infinity Institute will use the information gathered for statistical and reporting purposes. It may also be used to claim State and/or Commonwealth Government funding for your training. We will not disclose, sell or pass on your personal details in any way other than the purposes stated without your consent.

Personal information is collected solely for the purposes of our operation as a Registered Training Organisation and is stored in Infinity Institute's Student Management System, Learner Management System or elsewhere on the data network.

If at any stage your personal details change throughout the course of your training, inform your trainer/assessor so that your details can be amended, please use the Change of Circumstances Form. You have the right to access the personal information recorded at any time and provide any necessary corrections. Please contact your trainer/assessor.

Access to a copy of student or team member's records by a third party can only be obtained by written permission of the relevant person whose file has been requested. Such permission will also identify those sections of the file to be available.

All reasonable steps are taken to protect personal information from misuse, loss, unauthorised access, modification or disclosure including restricted access to electronic files, secure storage of paper files and secure backup of data.

At enrolment students are required to access the usi.gov.au to obtain their unique student Identifier number (USI). They are required to submit their USI to the student coordinator for the purposes of maintaining ACH electronic records for the collection of data by Commonwealth and State Government Departments and Agencies.

A copy of or details of how to access Infinity Institute's Privacy Policy will be provided to you and discussed at your induction or is available from the administration team.

Records and Information Management Policy & Procedure

POLICY

This policy is designed to ensure that The Holistic Healing Company Pty Limited trading as Australian College of Hypnotherapy and trading as Infinity Institute Australia (Infinity Institute) effectively manages administrative, record management and reporting requirements in accordance with the requirements of the *Standards for Registered Training Organisations 2015*.

This Policy is written to comply with the Australian Privacy Principles.

This Policy and Procedure applies to administration, records management, and record retention of all records and details collected and maintained for training and assessment services delivered by Infinity Institute.

The Policy and Procedure also provide the processes ensuring Infinity Institute maintains compliance with all external reporting responsibilities (for example AVETMISS, Quality Indicators).

Correction – students have the right to seek that erroneous records are corrected in accordance with this policy and procedure.

Responsibility

Business and Financial

The Chief Executive Officer has the responsibility to ensure that all business and financial records are accurately maintained. This includes but is not limited to:

- Financial and annual reports
- Business plans
- Minutes of meetings relating to business operations and governance arrangements

Delivery and Training

The Chief Executive Officer has responsibility for ensuring that all records relating to the delivery of training and assessment services are maintained appropriately. This includes but is not limited to:

- All records of delivery and assessment arrangements
- Staff records
- All required records to ensure compliance against the Standards for Registered Training Organisations 2015

Student records

Student Administration has the responsibility for the storage, maintenance and archiving of all training, assessment and other student records. This includes but is not limited to:

- Student records database

- Records and evidence of training and assessment services
- All related administration paperwork and records relating to student enrolment, progress, and completion of any training and assessment services provided

Infinity Institute maintains a Student Record Management System that is able to collect AVETMISS data as required by the regulatory framework.

Retention of Student Training Resources and Assessment Instruments

Infinity Institute maintains master copies of all training resources and assessment instruments for all staff to access as required. These training resources and assessment instruments are maintained for a period of no less than one year from the date the materials cease to be used within Infinity Institute. Documents and records may be kept in archived format.

Retention of Student Records and Assessments

Infinity Institute retains all student assessment and other records of training securely for the duration of the student's enrolment and a further six months after completion or cancellation of the student's enrolment.

PROCEDURE

Documentation and records will be maintained by Infinity Institute depending on the format of the record in accordance with this procedure as outlined below.

Hard Copy Student Files

Currently Enrolled Students

All student records are maintained in hard copy while a student is enrolled with Infinity Institute, including but is not limited to:

- Enrolment Form
- The assessment schedule for each unit included in the enrolment (Training Plan)
- Pre- Training Review (including LLN testing, and any CT/RPL applications)
- Assessments and results documentation
- Financial and fee related documentation (copies of CAN and prescribed fee notices)

Completed/ Cancelled Students

Hard Copy student records will be retained in full for a period of six months after the completion of training and assessment. These files may be archived as per the archiving processes in place.

Each individual student file will include the following:

- Enrolment Form
- The assessment schedule for each unit included in the enrolment (Training Plan)
- Pre- Training Review (including LLN testing, and any CT/RPL applications)
- Assessments and results documentation
- Financial and fee related documentation (copies of CAN and prescribed fee notices)
- Assessment Outcome Record Sheets for each unit
- Copy of the Statement of Attainment or Qualification issued

Electronic records

Full electronic student records (including all documentation referred to under the completed/cancelled students for hard copy records) for all students will be retained for a period of thirty (30) years. This will be maintained in a format that is able to be retrieved for purposes of student, staff or other lawful access as required.

Enrolments and participation

All details of enrolment and ongoing participation in training and assessment are entered on the AVETMISS compliant Student Records Management System. This database shall also contain records of student progress that shall be maintained by Student Administration.

Student data shall be entered in a timely manner that reflects the student's current status (but no less than required by the regulatory reporting requirements). This includes identifying the training and assessment that has been undertaken as it occurs and maintaining an ability to provide up to date student records at any time.

Provision of student records to regulator

Transfer of records will be consistent with contractual and legal requirements and the requirements of the National VET Regulator (Australian Skills Quality Authority). This may include regular reporting of various data (i.e. Quality Indicators) relating to the training and assessment services provided by Infinity Institute.

Document disposal

Student Records

All student records are stored securely in line with the timeframes above. The manner of disposal after the retention period will be the responsibility of Student Administration. To ensure confidentiality, documents containing personal details or other sensitive information will be destroyed securely before disposal.

Other documentation

The document retention period of all other documents relating to the operations of Infinity Institute, if not contractually or legally required, shall be seven (7) years other than where in accordance with this Policy and Procedure. The manner of disposal after the retention period will be the responsibility of the Chief Executive Officer. To ensure confidentiality, documents containing personal details or other sensitive information will be destroyed before disposal.

Secure storage of electronic records

Student records and results are stored on Infinity Institute's Student Record Management System. All electronic records are kept on a secure server that is backed up daily. Copies of the daily back up are kept in three different places (including two offsite locations).

Privacy and Student Access

Please refer to Privacy Policy for detailed information.

Except as required under the *Standards for Registered Training Organisations 2015* or otherwise by law, information about a student will be kept confidential and not disclosed to a third party without the written consent of the student.

Access by a student to their personal records is available upon request to the Student Administration. A student may contact Student Administration in writing to discuss a suitable time to view their file. Access will only be granted once a student can confirm their identification. Student Access to the file will be granted only once written notification is received and Student Administration has validated the student's identification. Access shall be provided within two days of confirming the student's identification. Information that may be accessed includes progress, personal details and any relevant details of the student's enrolment that Infinity Institute has collected.

Monitoring and review of records

On an annual basis Infinity Institute will conduct an internal audit against the *Standards for Registered Training Organisations 2015* and this will include reviewing all records to ensure compliance is being maintained. This process is supported within the Quarterly Review Schedule and the Quality Management Policy and Procedure. Student files

will also undergo regular reviews to ensure information is included as required. This includes use of the 'Student File Checklist'.

Correction

Students have the right to seek that erroneous records are corrected in accordance with this policy and procedure. Where a student forms the view that a record (whether it be personal information, student assessment or related records or financial and fee related records) is incorrect, the student may apply for a correction of that record by completing the attached form and providing it in writing to Student Administration.

Upon receipt of the application for correction, Student Administration will consider the request and make a decision regarding the application within 7 business days. Student Administration will advise the student in writing of the outcome along with reasons for the decision.

Where the student feels aggrieved with the outcome, the student may, in writing seek a review of the decision. This application for review must be presented to Student Administration, who will in turn provide the application and a copy of all materials pertaining to the original application and the reasons for refusal, to the Chief Executive Officer.

The Chief Executive Officer will review the materials and make a determination within 7 business days. The decision along with reasons for the decision will be provided to the student in writing. The decision of the Chief Executive Officer will be final and no further correspondence regarding the decision will be entered into.

Nothing in this procedure affects, removes or diminishes the rights of the student to seek any and all remedies that are otherwise available to the student at law.

Application to correct student record

Student Name:

Student ID:

What is your application in respect of? (please indicate)

- ☐ Personal record
- ☐ Academic record
- ☐ Financial/fee record
- ☐ Review of refusal decision

Please identify the nature of the record which you are applying to have corrected. Please provide all details to sufficiently identify the record in question (including course; trainer; unit; assessment number or type; fee or notice etc). Please clearly identify why the record is incorrect and the reason required for correction:

Where appropriate or applicable, please identify what the corrected record should state:

Signed:

Date:

Statement of Tuition Assurance for Exempt VET Student Loans (VSL) Providers

Introduction

1. Tuition assurance protects students in the event a course provided by an approved VSL provider ceases to be provided after it starts but before it is completed. Affected students are offered a replacement course with another provider and where this is not possible, the students' FEE-HELP balance for the affected part of the course will be re-credited.
2. As an approved provider under the *VET Student Loans Act 2016*, The Holistic Healing Company Pty Limited trading as Australian College of Hypnotherapy and trading as Infinity Institute Australia (Infinity Institute) ABN: 34 097 426 303 ACN: 097 426 303 must be a party to an approved tuition assurance arrangement or have an approved exemption in place.
3. It is intended that, from 1 January 2018, Infinity Institute will be exempted from the requirement to be a party to an approved tuition assurance arrangement. Instead, Infinity Institute is required to comply with interim arrangements which ensure similar tuition assurance protection is provided to students.
4. This statement sets out the interim arrangements for tuition assurance that will apply from 1 January 2018 and Infinity Institute's obligations from that date.
5. If any changes occur to the proposed arrangements outlined below, a revised statement will be provided on Infinity Institute's website and advised to all students that have enrolled in the intervening period.

What happens if Infinity Institute ceases to provide a course after it starts but before it is completed?

Information for affected students

6. Infinity Institute will notify affected students in writing that an approved course is no longer provided within 2 business days after The Infinity Institute ceases to provide the course after it starts but before it is completed.
7. As soon as practicable, Infinity Institute will also update its website to reflect that the course is no longer being delivered and to give students information about the tuition assurance arrangements.

Replacement courses

8. The Commonwealth Department of Education and Training (the Department) (or a consultant engaged by the Department) will work with affected students to identify a replacement course and arrange for students to be placed with replacement providers.
9. Replacement courses must meet the following requirements:
 - the course must lead to the same or comparable qualification as the original course;
 - the mode of delivery of the replacement course must be the same as or, with the student's consent, similar to the mode of delivery for the original course;

- the location of the replacement course must be reasonable, having regard to the costs of, and the time required for, a student's travel; and
 - the student will not incur additional fees that are unreasonable and will be able to attend the replacement course without unreasonable impacts on the student's prior commitments.
10. Affected students will be offered a replacement course and may seek a review about whether the course offered to them meets the requirements for replacement courses.
 11. A student who accepts the replacement course offered will not be required to pay the replacement provider for the replacement components of the replacement course. However, the fees payable for the remainder of the replacement course may be different from the fees payable for the original course.
 12. A student who accepts the replacement course offered will also receive course credits for parts of the original course successfully completed by the student, as evidenced by:
 - a copy of a statement of attainment or other Australian Qualifications Framework certification document issued by the course provider or an authorised issuing organisation in accordance with the Australian Qualifications Framework; or
 - a copy of an authenticated VET transcript issued by the Student Identifiers registrar.
 13. Each affected student will have a period of six (6) months in which to accept the replacement course offer. The Department may extend that period in circumstances that justify an extension.
 14. If an affected student enrolls in a course that is not a replacement course, the student may be required to pay additional tuition fees, and might not receive the course credits the student would have received if the student had enrolled in a replacement course.

Re-crediting of students' FEE-HELP balances

15. Where there is no suitable replacement course for a student, Infinity Institute will re-credit the student's FEE-HELP balance for the affected parts of the original course. The amount re-credited will be equal to the amount of VET student loan used to pay tuition fees for the student for the course, or parts of the course.

Prepaid fees

16. For tuition fees paid up-front greater than \$1500, Infinity Institute has in place a Tuition assurance bank account
17. For tuition fees paid up-front below \$1500, students should be aware that there is no formal protection in place and students will be responsible to seek a refund for these fees directly from Infinity Institute if Infinity Institute fails to provide the agreed services. Infinity Institute has in place Refund Policy. If the provider is under external administration, this may require the student submitting a proof of debt with the external administrator.

Record keeping

18. It is suggested best practice for students to retain assessments, records of competencies or statements of attainment that they receive from their education provider.

Withdrawal and Refund Policy

The Holistic Healing Company Pty Limited trading as Australian College of Hypnotherapy and trading as Infinity Institute Australia (Infinity Institute) understands that in some circumstances, students may wish, or in rare cases, have no option to withdraw from a course of study. Infinity Institute intends to support students in fulfilling all educational aspirations with the greatest level of support and ease. Stress can play a significant role in the life of a student and where Infinity Institute is able to reduce that stress, it will endeavour to do so. Ultimately however, the onus must be on the student to understand the rules and processes around both withdrawals and as a consequence, seeking a refund or re-credit of fees.

On occasion there will be a situation where, although at first instance withdrawal would seem to be the natural next step, alternative arrangements will be instituted. An example is where a course is cancelled if, for example, minimum numbers are not met. In such cases, students will be offered a place in the next available course rather than simply provided with an immediate withdrawal and refund. This is to ensure the academic interests of the student is protected by continuing the educational goals without unnecessary delay.

In usual circumstances, the policy of Infinity Institute Australia will be to consider, on the merits, the application for withdrawal and further, to determine the level of fees, if any, that are properly refundable (or subject for re-credit). Of course, Infinity Institute considers special circumstances in accordance with this policy and procedure document where applicable.

In any case, students are required to make a formal application to withdraw and/or request a refund using the Application to Withdraw Form and Refund Request. Grounds for a refund may, for example, include withdrawal from a course prior to commencement and special circumstances such as serious illness or other matters beyond the student's control which have a serious, adverse effect on the student's ability to complete the course.

Documentary evidence and a statutory declaration may be required in support of applications for withdrawal and/or refund due to special circumstances. Approval of an application for a refund is the decision of Infinity Institute Australia. Review and appeal procedures apply as set out in this document. Eligible VET Student Loans students may choose to defer a portion of their course fees and in such cases, the following conditions will apply:

- If a student chooses to withdraw from a course after a census date the relevant proportion of the course fees will be applied inclusive of upfront fees and VSL fees
- Students are required to make a formal application to withdraw using the Application to Withdraw Form;
- no requirement to complete a Refund Request Form for fees deferred to VET Student Loans.

Withdrawal Procedure

Students who wish to withdraw from a VET Course or Unit of Study must provide in writing their Application to Withdraw Form and Refund Request to withdraw to the student services officer.

If the Application is made on or **before** the VSL census date:

- The student will be advised that they will not incur a VSL debt;
- Any tuition fees paid up-front, any gap fees paid via payment plan or a loan from the provider will be refunded; and
- Infinity Institute Australia will NOT charge:
 - a withdrawal fee;

- an administration fee;
- a fine or penalty;
- a fee determined to be a disincentive to withdrawing from a unit, part of a course or whole course.

Infinity Institute will ensure there is no penalty for withdrawing enrolment on or before census day where:

- Infinity Institute enrolls a student in a course on the basis that some or all of the tuition fees for the course are covered fees (covered by a VET student loan); and
- on or before a census day for the course the student requests in writing that the provider cancels the enrolment (a student may understand this to be an application to withdraw).

If a student requests to be withdrawn from a VET Course or Unit of Study **after** the census date:

- The student will incur a VSL debt for that VET Unit of Study; and
- No refund is applicable to any fees paid up-front (subject to the Special Circumstances provisions outlined below).

If Infinity Institute cancels a student's enrolment, it will:

- Inform the student concerned of a proposed cancellation;
- Provide the student with at least 28 days to initiate complaint procedures before the cancellation takes final effect;
- Provide for the cancellation to take effect only after the complaint procedures initiated by the student have been completed;
- Set out the circumstances in which fees for the course, or the part of the course concerned will, or will not be refunded.

If a student elects to enrol in part of an approved course where the student had earlier withdrawn from a part of the course, the student must request to re-enrol in writing to Infinity Institute Australia's student services officer.

In all circumstances, Infinity Institute will provide confirmation to the student of their withdrawal, including the date and time of the student's withdrawal, the unit of study, part of a course or whole course from which the student withdrew and the relevant census day upon completion of the decision regarding withdrawal and fee refund. Further, confirmation will also be provided as to whether the student has incurred a debt for the unit, part of the course or whole course.

Special Circumstances

Infinity Institute will only consider applications for remitting a VSL debt after the census date where there are special circumstances for doing so. To assist students with making their application the following definitions and guidelines are to be applied in determining special circumstances:

Special circumstances will allow Infinity Institute to re-credit a student's fees where it is satisfied that they prevented, or will prevent, the student from completing the requirements of the course or the part of the course. Some factors may include:

- medical;
- family;

- personal;
- employment; or
- course related.

In determining whether the student's circumstances meet the required special circumstances threshold, Infinity Institute will have regard to the following:

- whether the student could do enough of the following to meet course requirements:
 - private study;
 - attending training sessions and other activities;
 - engaging online;
 - complete any assessments, or demonstrate any competencies, required;
 - complete any other requirements which would assist meeting the course requirements.

Special circumstances need to be:

- beyond a person's control; AND
- do not make their full impact until on or after the census date for the unit of study in question; AND
- make it impracticable for a person to complete the requirements for the unit of study.

For circumstances to be *beyond a person's control*, the situation should be that which a reasonable person would consider is not due to the person's action or inaction, either direct or indirect, and for which the person is not responsible.

Infinity Institute needs to be satisfied that a person's circumstances did not make their full impact on the person until on or after the census date for a unit of study if the person's circumstances occur:

- before the census date but worsen after that day; or
- before the census date, but the full effect of magnitude does not become apparent until on or after that day; or
- on or after the census date.

The situation must be unusual, uncommon or abnormal to be considered special circumstances. Students do not need to demonstrate they were unable to withdraw from the course prior to the census day.

Infinity Institute will consider whether the person's circumstances changed on or after the census day and when the full effect or magnitude of the circumstances became apparent, taking into account any additional circumstances, including continuation of a pre-existing condition that may have affected the person on or after the census day.

Payment Plan Arrangements and Refunds

Where a student has an approved payment plan arrangement and requests to withdraw, Infinity Institute will, for students supported by a VET Student Loan:

- PRE-census date, refund any monies paid through this payment plan arrangement, and

- Post-census date maintain the debt for any monies owed to Infinity Institute for the previous census period until repaid in full, at which time the debt will be reduced to a zero balance for the payment plan arrangement.

Re-crediting of a VSL Debt

A student may apply in writing to have their FEE-HELP balance re-credited under Part 6 Division 2 of the *VET Student Loans Act 2016* pursuant to the following requirements:

- a student may apply in writing to the provider for the student's FEE-HELP balance to be re-credited under section 68 of the Act because of special circumstances;
- a student may apply to the Secretary for the student's FEE-HELP balance to be re-credited under section 71 of the Act because:
 - the provider, or a person acting on the provider's behalf, engaged in unacceptable conduct in relation to the student's application for the VET student loan;
 - the provider has failed to comply with the Act or an instrument under the Act and the failure has adversely affected the student;
- that special circumstances are circumstances that:
 - are beyond the student's control;
 - do not make their full impact on the student until on or after the census day for a course, or the part of a course;
 - make it impracticable for the student to complete the requirements for the course, or the part of the course, during the student's enrolment in the course, or the part of the course;
- that applications for re-crediting under section 68 of the Act must be made within 12 months after the census day for the course, or the part of the course, concerned, or within that period as extended by the provider;
- that applications for re-crediting under section 71 of the Act must be made within 5 years after the census day for the course, or the part of the course, concerned, or within that period as extended by the Secretary.

The processes available to students in relation to reconsideration and review of decisions whether or not to re-credit FEE-HELP balances carry no charge for reconsideration or review of decisions, other than review by the Administrative Appeals Tribunal.

The Secretary may re-credit a student's FEE-HELP balance in relation to special circumstances if a course provider

- is unable to act or is being wound up or has been dissolved; or
- has failed to act and the Secretary is satisfied that the failure is unreasonable.

In requesting a remittance of the VSL debt, a student must provide relevant and appropriate evidence that they are unable to continue their study in the unit due to special circumstances. Students can obtain further information about special circumstances from the student services officer.

Once a request to remit a person's VSL debt is approved, a student's VSL debt is removed for the relevant unit/s studied.

Infinity Institute will refund to the Commonwealth the amount of VSL paid to the Infinity Institute on behalf of the student, if the student's request is successful. Infinity Institute Australia will notify 'the Secretary' of variation if the student's request is successful.

Infinity Institute may refuse an application to withdraw from a unit or units of study after the Census Date if it considers the student's request is not based on special circumstances, if it believes there is not sufficient and relevant evidence or if it believes the student's request does not fall within the relevant timeframes for the application and processing of requests for remittance of VSL debt.

Infinity Institute will consider the student's application as soon as practicable. Applications will be considered within twenty (20) business days after submission of all final material/evidence. Applicants will be notified of the decision in writing, within a further fifteen (15) business days.

Students will not be victimised or discriminated against for:

- seeking review or reconsideration of a decision; or
- using the provider's processes or procedures about dealing with complaints; or
- making an application for re-crediting of the student's FEE-HELP balance under Part 6 of the Act.

Review of Decision

Where Infinity Institute decides NOT to re-credit a student's FEE-HELP balance, that decision is subject to review. This means an affected person may request the decision maker to review the decision and further apply to the AAT for a review of the reconsidered decision.

If a Student is not satisfied with the decision made by Infinity Institute, the Student may apply at no additional charge, within 28 days of the receipt of the original decision, for a review of the decision. The application for review must:

- be made within 28 days of receipt of the original decision;
- include the date of the original decision;
- state fully the reasons for applying for the review; and
- include any additional relevant evidence.

Applications should be made in writing to the CEO (Infinity Institute Australia, Level 1, 22 Somerton Rd, Somerton VIC 3062) as the designated Review Officer of any decisions relating to a request for re-crediting of a VSL balance.

Note: The Review Officer is senior to the designated student services officer responsible for the original decision and was not involved in making the original decision to be reviewed.

The Review Officer will:

- acknowledge receipt of the application for review of a decision in writing within ten (10) business days; and
- inform the Student that if the Review Officer has not advised them of a decision within 45 days of receipt of the application for review, it is taken that the Review Officer has confirmed the original decision.

The Review Officer will then:

- review the information from the original decision and then assess any new evidence provided by the Student;
- provide written notice to the Student of the decision, setting out the reasons for the decision; and
- inform the Student of their right to apply to the Administrative Appeals Tribunal if they disagree with the Review Decision, and timelines involved (see below).

In circumstances where an application for review is made outside the application period (that is, 28 days after the person was notified of the decision), and the provider has not extended this time, the applicant will be advised the application has been refused on the basis the person is out of time. In these circumstances, it is not necessary for Infinity Institute to address whether the special circumstances test has been satisfied.

Reconsideration by the Administrative Appeals Tribunal

At the time of the original decision, and at the time of the subsequent Review Decision, the student will be notified of their review rights and responsibilities. The student services officer will inform a student in writing of their right to appeal to the Administrative Appeals Tribunal (AAT) if they are not satisfied with the outcome and provide the contact details of the closest AAT office and the approximate costs of lodging an appeal.

The Application must be lodged at the AAT within 28 days of receiving written notice of the Review Decision. This time limitation can be extended in limited circumstances by order of the AAT.

AAT Details and Approximate Costs

AAT Registry
GPO Box 9955
MELBOURNE VIC 3000
Telephone: 1300 366700

Full details of the application process and fees payable are available on the AAT Registry's website www.aat.gov.au

An application fee may have to be paid in the amount of \$816 and is subject to change. Applications cannot proceed until the fee has been paid or waived. Applications for fee waiver must be made to the AAT directly. Students are informed of the AAT website and payment arrangements as part of the written notification of the student's right for an external review and through publishing of this Policy & Procedure on Infinity Institute's website.

Upon receipt of notification from the Commonwealth Department of Education & Training (DET) of a lodged AAT appeal, Infinity Institute Australia commits to the provision of copies of all the documents that are relevant to the appeal within ten (10) business days.

Notification of Withdrawal from a VET Student Loans approved course.

Students who have been withdrawn from a VET Student Loans approved course will be sent a Confirmation of Withdrawal letter, via e-mail, within 30 days of the withdrawal being entered into the system.

The letter will contain the following information:

- confirmation to the student of their withdrawal, including the date of the student's withdrawal, the unit of study, part of a course or whole course from which the student withdrew and the relevant census day;
- confirmation as to whether the student has incurred a debt for the unit, part of the course or whole course (noting that no debt may be incurred if the student withdraws prior to the census day);

- advice to the student regarding the special circumstances requirements (if applicable to the student's circumstances);
- information about the refund of upfront payments (if applicable to the student's circumstances)

Deferral, Suspension or Cancellation of Enrolment

Infinity Institute may defer student's commencement on the following grounds when a course is not offered.

Infinity Institute may suspend a student enrolment on the following instances:

- When a student is deemed to be in breach of the Student Code of Conduct; or
- When a student is deemed not making satisfactory course progress and fails to comply with the requirements of the Intervention Plan.

Infinity Institute Australia may cancel a student enrolment on the following instances:

- When a student demonstrates serious breach of the Student Code of Conduct;
- When a student is in breach of the course progression policy;
- When a student is continually absent from scheduled course hours;
- Non-payment of outstanding fees (if applicable)

In the event that a student enrolls on the basis that some or all of the VET tuition fees will be covered by a VET student loan, and if the student does not submit an eCAF on or before the census date (or is not approved for a VET student loan) and does not voluntarily pay for the part of the course (eg. unit) upfront Infinity Institute may cancel or defer the student's enrolment for the course in whole or in part on the census day.

In cases where suspension or cancellation of the student's enrolment is initiated by the Infinity Institute, students will be notified and given 30 business days to access the Infinity Institute's internal complaints and appeals process (see Student Complaints and Appeals Procedure).

There will be no change in enrolment status and the student will not be reported to the department until the appeals process is completed. Upon cancellation of the course, student fees for the remaining proportion of the study period will be reimbursed in full.

Contacts and Additional Information³

Your provider

The student administration/enrolments office at your provider will be able to help you with:

- enrolments
- tuition fees
- census days
- eligibility criteria for VET Student Loans
- applying for a VET Student Loan
- the correct withdrawal procedure
- getting your FEE-HELP balance re-credited and your HELP debt removed under special circumstances
- complaint procedures for student complaints.

My Skills website www.myskills.gov.au

My Skills is the consumer directory for VET. Using My Skills you can compare courses and providers to choose the course that best suits your needs.

My Skills lists all the nationally registered training providers, their contact details, the publicly available courses they are approved to deliver and where they are being delivered. Students can use My Skills to search for VET Student Loans approved courses and approved course providers. Course price and course duration information can also be entered by training providers to assist students in assessing value for money.

My Skills features:

- course price information: all approved course providers are required to enter on My Skills the fees a student can expect to pay for a course accessed with VET Student Loans
- a VET Student Loans calculator to assist you to understand how your debt will grow after five and ten years if unpaid
- information collected from previous students about their satisfaction with training and their employment outcomes.

Study Assist website www.studyassist.gov.au

The website provides information about options for financing your tertiary study, including:

- HELP loans available in both the higher education and VET sectors
- courses and providers that offer Australian Government assistance
- student income support
- Australian Scholarships and Awards.

³ Pages 33-35, VET Student Loans information booklet, Commonwealth Department of Education and Training

VET Student Loans Ombudsman

The VET Student Loans Ombudsman began operating on 1 July 2017. The Ombudsman manages and investigates complaints about the VET FEE-HELP scheme and VET Student Loans program. For more information, visit www.ombudsman.gov.au/vslo.

National Training Complaints Hotline

The National Training Complaints Hotline (13 38 73) is a joint Australian and state and territory government initiative which protects students and makes it easier for consumers, such as apprentices, students, employers and others, to lodge complaints if they are concerned about any aspect of the training system.

The National Training Complaints Hotline directs complaints to relevant authorities, connecting consumers to the appropriate organisation.

For more information, visit www.education.gov.au/NTCH.

Australian Taxation Office (ATO)

The ATO can help you with:

- your HELP debt
- compulsory repayments
- voluntary repayments
- overseas repayments
- the best time for you to repay your debt.

Contact details:

- visit www.ato.gov.au/getloaninfo,
- visit www.ato.gov.au/onlinebalance for information on viewing your loan account online,
- use [ATO online services](#) to view loan accounts and other information such as Payment Reference Number (PRN) and voluntary repayment options
- call 13 28 61 for information about your HELP account and personal tax topics
- call 13 36 77 TTY or 1300 555 727 TTY for hearing or speech impaired students
- write to Australian Taxation Office PO Box 1032, Albury NSW 2640.

Note: Do not send voluntary repayments to this address.

Department of Human Services (DHS)

DHS can help you with Youth Allowance, Pensioner Education Supplement, Austudy, and ABSTUDY and other forms of student income support assistance.

Contact details:

- visit www.humanservices.gov.au
- call 13 24 90 for information on Youth Allowance and Austudy
- Freecall™ 1800 132 317 for information on ABSTUDY
- Freecall™ 1800 810 586 for TTY* enquiries
- call 13 12 02 for information in languages other than English.

*TTY is only for people who are deaf or who have a hearing or speech impediment. A TTY phone is required to use this service.



Pre-Training Review Interview Checklist (VET Student Loans)

Applicant Name	
Interviewer Name	
Interview Date	

Pre-Training Review Interview Checklist (VET Student Loans)

Instructions for the assessor – you and the applicant are required to discuss each item contained within this checklist and the obligations or burdens that they create on the college or the student. As each item is discussed, please tick and ensure that each of you sign the completed form. A copy of this form **MUST** be retained on the student file.

Information required to be provided prior to enrolment	Information provided
All information required to be provided under the Standards for NVR Registered Training Organisations that relates to ensuring that each applicant is properly informed and protected.	<input type="checkbox"/>
The tuition fees for the approved course.	<input type="checkbox"/>
Any fees other than tuition fees that are payable for the course.	<input type="checkbox"/>
The applicant's options for paying tuition fees, including: <ul style="list-style-type: none"> i payment by the applicant as fees become due; and ii a VET student loan. 	<input type="checkbox"/>
Information about VET student loans, including that: <ul style="list-style-type: none"> i it is a loan from the Commonwealth; and ii the loan will remain a personal debt until it is repaid to the Commonwealth; and iii the loan may, until the debt is repaid, reduce an applicant's take home (after tax) wage or salary and may reduce the applicant's borrowing capacity; and iv an applicant may wish to seek independent financial advice before applying for a loan. 	<input type="checkbox"/>
The criteria for being an eligible applicant for a VET student loan.	<input type="checkbox"/>
The application process for a VET student loan.	<input type="checkbox"/>
An explanation that the applicant may be required during the course to communicate his or her agreement that the Secretary continue to use the VET applicant loan to pay tuition fees for the course.	<input type="checkbox"/>
The maximum amount of a VET student loan that may be available for the course under section 8 of the Act (not taking into account the effect of paragraph (b) of that section), and an explanation that the amount of the loan cannot be greater than the student's remaining HELP balance.	<input type="checkbox"/>
The amount of VETSL debt the student would accrue if the student received the maximum amount of VET student loan for the course (the debt could be up to 120% of the loan).	<input type="checkbox"/>
An explanation that the tuition fees will be reasonably apportioned across a specified number of sequential fee periods and that each fee period will contain at least one census day.	<input type="checkbox"/>

Information required to be provided prior to enrolment	Information provided
<p>Information about census days, including:</p> <ul style="list-style-type: none"> i the meaning of a census day (in accordance with the definition of census day in the Act); and ii that a student may cancel the student's enrolment in the course or part of the course using the Infinity Institute Australia's procedure for withdrawal; and iii if a student withdraws before the census day for a course or part of a course, the student will not incur a VETSL debt for the course or part of the course and will receive a refund for any tuition fees already paid for the course or part of the course. 	<input type="checkbox"/>
<p>How to access the following on the Infinity Institute Australia's website:</p> <ul style="list-style-type: none"> i the tuition fees for the course; ii the census days for the course; iii Infinity Institute Australia's procedures for withdrawal from the course and cancellation of enrolment; iv other procedures the Infinity Institute Australia is required to have by <i>VET Student Loans Rules 2016</i>. 	<input type="checkbox"/>
<p>Advice that it is important for an enrolled student to notify the Infinity Institute Australia of any change of contact details.</p>	<input type="checkbox"/>
<p>Provide applicant with all of the following:</p> <ul style="list-style-type: none"> i VSL Information Booklet; ii Student Handbook; iii eCAF Fact Sheet; iv Student Obligations Fact Sheet; v Student Progression Fact Sheet; and vi Student Fact Sheet: Tax File Number (TFN) Mismatch. 	<input type="checkbox"/>
<p>Information on how to access the following websites:</p> <ul style="list-style-type: none"> i My Skills website ii myHELPbalance website iii Study Assist website iv Study and Training Support Loans Repayment Calculator (ATO website) v Department of Education Skills and Employment website 	<input type="checkbox"/>
<p>Evidence of citizenship and residency obtained (including printout of VIVO confirmation).</p>	<input type="checkbox"/>

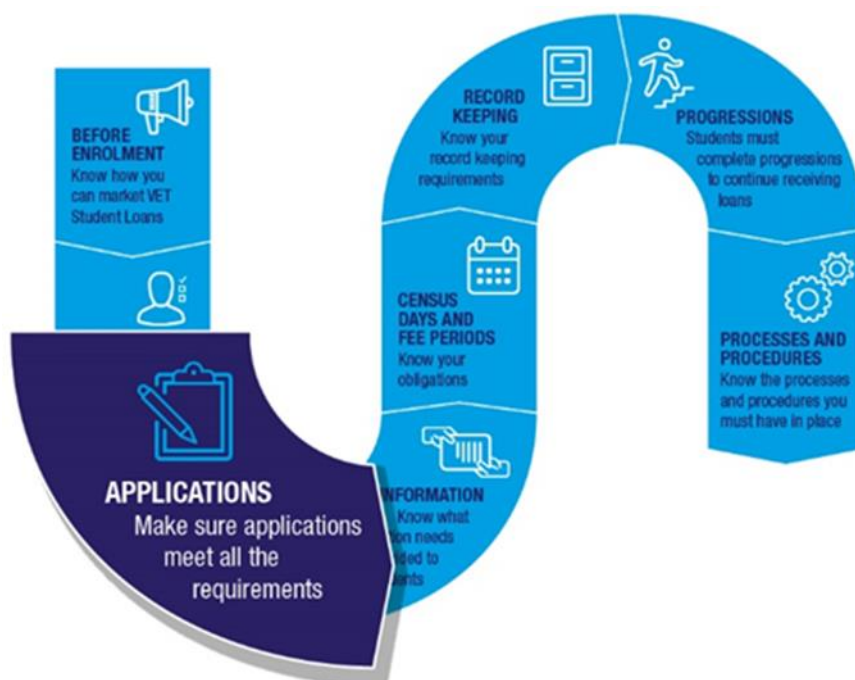
Applicant Declaration	Interviewer Declaration
<p>I, being the applicant for a VET Student Loan, with Infinity Institute Australia, confirm that I have reviewed with the assistance of the named interviewer, each and every item contained in this checklist and am satisfied of the meaning of the same. I understand the responsibilities, obligations and rights that may be created as a result of me applying for and receiving a VET Student Loan debt. I have been advised that I may wish to receive independent advice in relation to any of the items contained in this checklist.</p>	<p>I, being the interviewed of an applicant for a VET Student Loan, with Infinity Institute Australia, confirm that I have explained to the applicant, the meaning of each and every item contained in this checklist and am satisfied that the applicant understands the meaning of the same. I have explained the responsibilities, obligations and rights that may be created as a result of the applicant applying for and receiving a VET Student Loan debt. I have explained that the applicant may</p>

				<p>wish to receive independent advice in relation to any of the items contained in this checklist.</p> <p>I further have been satisfied of the applicant's academic suitability in accordance with Rule 80 of the <i>VET Student Loans Rules 2016</i> for enrolling in the nominated course.</p>			
Applicant Signature		Date		Interviewer Signature		Date	



Quick Guide – Applications

This quick guide provides information on the application process for VET Student Loans.



Applying for a VET Student Loan

The VET Student Loan application process

- After enrolling in a VET Student Loans approved course, a student informs their provider that they want to access a VET Student Loan.
- The provider assesses the student's eligibility for a loan (refer to Quick Guide – Eligibility). If assessed as eligible, the provider enters the student's enrolment information into the electronic Commonwealth Assistance Form (eCAF) system.
- The eCAF system sends an email to the student with instructions on how to access their application.
- The student completes the pre-populated eCAF, including providing their Tax File Number (TFN). For students under 18 additional information is required. Refer to 'Students who are under 18' below.
- A student cannot submit an eCAF earlier than two business days after the enrolment date in the eCAF system. This ensures that students have adequate time to consider their decision to take on a loan.
- The eCAF must be submitted on or before the census day for which they want the loan to apply.
- After submitting the eCAF, the student receives a receipt via email with confirmation that the application has been approved. The provider can now view the student's eCAF.
- The application process is now complete. The student will be able to access a VET Student Loan, paid to the provider, for any census days that occur after the eCAF submission date.

Students who are under 18

Students who are under 18 must submit a completed parental consent form as part of their application. This parental consent form needs to be signed by a responsible parent.

If the student does not submit a completed parental consent form then they will be unable to access a VET Student Loan unless they can prove that they are independent (see section below).

You can find the [parental consent form](#) on the Department of Education, Skills and Employment (the Department) website.

When is a student under 18 considered independent?

A student under 18 years of age is considered independent if they have received Youth Allowance on the basis that they are independent. They will need to provide evidence of this to their provider. This evidence is best provided by the student's Centrelink Income Statement that notes that they have been assessed as independent.

A student who is under 18 that can prove their independence does not need to submit a parental consent form as part of their application.

If a student cannot show appropriate evidence of their independence, they will need to submit a signed parental consent form to access a VET Student Loan.

eCAFs

Applications for VET Student Loans are made through the electronic Commonwealth Assistance Form (eCAF) system.

To access the eCAF system, providers must complete the **eCAF System Access Request** form for each individual officer requesting access to the system, and/or the **eCAF API System Access Request** form for a provider service account. The completed forms must be sent to VETStudentLoans@dese.gov.au.

Answers to frequently asked questions can be found under the 'Help' tab in the eCAF system.

Providers must supply accurate student enrolment information in the eCAF. If there are inaccuracies, students will be directed to their provider for correction.

Providers cannot delete an eCAF once it has been submitted by a student. However, a provider may delete an eCAF that has not been submitted by a student if the student no longer wishes to access a VET Student Loan.

Tax File Numbers (TFNs)

To apply for a VET Student Loan a student needs to have a valid TFN.

If a student cannot remember their TFN they should call the Australian Taxation Office (ATO) on 13 28 61. Providers cannot request or obtain a student's TFN directly from the ATO.

If a student does not have a TFN, they will need a Certificate of Application for a Tax File Number to apply for a VET Student Loan. This is a certificate from the ATO that shows that a student has applied for a TFN. The student must attach this certificate to their eCAF before submitting it to the Department.

Once the student receives their TFN from the ATO they need to contact their provider immediately. The provider will need to re-open the eCAF to allow the student to update their TFN.

To do this, the provider puts the eCAF into 'revision' status. The student will receive an email telling them to update their eCAF record with their TFN. After entering their TFN, the student then resubmits the eCAF.

This process must be done within six weeks of the 'First census day of the loan application' in the eCAF. Without a TFN, the student will not be able to use the loan to pay their fees.

Without a TFN included in the eCAF, providers will not be paid the loan amount and providers cannot recover the course fee from students. Providers cannot recover course fees from the student where those fees were indicated in the Statement of Covered Fees as being covered by a loan.

To allow providers to follow up on students who have supplied a Certificate of Application for a Tax File Number, providers can run an eCAF exception report to identify all students who have not yet provided a TFN. The report is available on the eCAF dashboard. Providers may also access and search for eCAFs without TFNs directly in the eCAF system or via the API links from their student management systems. Refer to the eCAF Help guide for more information.

Required documentation

Providers must retain all required information and documentation collected in relation to a VET Student Loan application for five years. Providers must be able to produce this evidence and documentation for the Department on request.

Further information

For further information on applications, refer to the following resources:

- [VET Student Loans Manual for Providers](#) (see Chapter 4.7 Student Administration and Chapter 4.8 Processes and Procedures)
- [VET Student Loans Information Booklet](#)

For the legislation relating to application requirements, please see sections 10, 17 and 51-52 of the [VET Student Loans Act 2016](#), and sections 10, 85, 105 and 152 of the [VET Student Loans Rules 2016](#).

Contacts

If you need assistance with the eCAF system, please contact: VETStudentLoans@dese.gov.au.

Domestic Student Enrolment Form

Instructions to applicants:

Please complete all relevant sections of this form and attach the evidence's required.

Please submit this completed form and required evidence's in person to Student Administration or email it to admin@ii.edu.au

1. Student Details

Title			
Student ID (if known)			
Surname (Legal Family Name)			
First Name (Legal Given Name)			
Middle Name (Legal Middle Name)			
Date of Birth			
Nationality			
Gender	<input type="checkbox"/> Male	<input type="checkbox"/> Female	<input type="checkbox"/> Indeterminate/Intersex/Unspecified

2. Contact Details

Email Address		Email Address 2	
Mobile Phone		Home Phone	

3. Home Address (Must NOT be a PO Box)

Number and Street			
Suburb		State	Vic
Postcode		Country	Australia

4. Postal Address (If different from Home Address)

Number and Street			
Suburb		State	
Postcode		Country	

5. Course Choice (Please tick the Course you wish to apply for)

☐ CHC51015 Diploma of Counselling (Approved for VET Student Loan)

☐ CHC52015 Diploma of Community Services (Approved for VET Student Loan)

Do you wish to access VET Student Loan for the course you have chosen above?

☐ Yes ☐ No

If yes, you are referred to the following attached documents:

- Quick Guide - VSL Application document
- Enrolment Process Policy and Procedure
- Student Handbook
- VSL Information Booklet
- PTR Checklist and attachments

For further information on VET Student Loan, please visit <https://www.employment.gov.au/information-vet-student-loans-students> and www.ii.edu.au or contact Infinity Institute Australia administration team by phone: 03 8339 0030 or email: admin@ii.edu.au.

6. Language and Cultural Diversity

Where were you born?	<input type="checkbox"/> Australia	<input type="checkbox"/> Other (Specify)		
Do you speak a language other than English at home? (If more than one language, indicate the one that is spoken most often)	<input type="checkbox"/> No	<input type="checkbox"/> Yes (Specify)		
How well do you speak English?	<input type="checkbox"/> Very well	<input type="checkbox"/> Well	<input type="checkbox"/> Not well	<input type="checkbox"/> Not at all
How well do you read and write in English?	<input type="checkbox"/> Very well	<input type="checkbox"/> Well	<input type="checkbox"/> Not well	<input type="checkbox"/> Not at all
Are you of Aboriginal or Torres Strait Islander origin? (For persons of both Aboriginal and Torres Strait Islander origin, mark both 'Yes' boxes.)	<input type="checkbox"/> No	<input type="checkbox"/> Yes, Aboriginal	<input type="checkbox"/> Yes, Torres Strait Islander	

7. Disability

Do you consider yourself to have a disability, impairment or long-term condition?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If Yes, please indicate the areas of disability, impairment or long-term condition: (You may indicate more than one area.)		
<input type="checkbox"/> Hearing/ Deaf	<input type="checkbox"/> Mental illness	
<input type="checkbox"/> Physical	<input type="checkbox"/> Acquired brain impairment	
<input type="checkbox"/> Intellectual	<input type="checkbox"/> Vision	
<input type="checkbox"/> Learning	<input type="checkbox"/> Medical condition	
<input type="checkbox"/> Other (Specify)		

8. Schooling

What is your highest COMPLETED school level? (Tick ONE box only)		
<input type="checkbox"/> Never attended School	<input type="checkbox"/> Completed Year 8 or Lower	<input type="checkbox"/> Completed Year 9 or Equivalent
<input type="checkbox"/> Completed Year 10	<input type="checkbox"/> Completed Year 11	<input type="checkbox"/> Completed Year 12
In which year did you complete your highest school level?		
Are you still attending secondary school?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Note: Please provide a certified copy of your highest COMPLETED School level (if available).		

9. Previous qualification

Have you SUCCESSFULLY completed any of the following qualifications? (Tick ALL appropriate boxes)		
<input type="checkbox"/> Bachelor's Degree or Higher Degree	<input type="checkbox"/> Associate Degree	<input type="checkbox"/> Advanced Diploma
<input type="checkbox"/> Associate Diploma	<input type="checkbox"/> Diploma	<input type="checkbox"/> Certificate IV (or Adv Certificate/Technician)
<input type="checkbox"/> Certificate III (or Trade Certificate)	<input type="checkbox"/> Certificate II	<input type="checkbox"/> Certificate I

<input type="checkbox"/> Certificates other than the above (specify)			
If you answered Yes to any of the above, please enter the Prior Education Achievement Recognition Identifiers for all qualifications, use the following priority order to determine which identifier to use:			
	Australian	Australian equivalent	International
Bachelor's Degree or Higher Degree	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advanced Diploma or Associate Degree	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diploma (or Associate Diploma)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Certificate IV (or Advanced Certificate/Technician)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Certificate III (or Trade Certificate)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Certificates II	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Certificates I	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Certificates other than above	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Note: Please provide a certified copy of all your previous completed qualification's.			
10. Study reason			
Of the following categories, which BEST describes your main reason for undertaking the course? (Tick ONE box only)			
<input type="checkbox"/> 01 To get a job <input type="checkbox"/> 02 To develop my existing business <input type="checkbox"/> 03 To start my own business <input type="checkbox"/> 04 To try for a different career <input type="checkbox"/> 05 To get a better job or promotion <input type="checkbox"/> 06 It was a requirement of my job <input type="checkbox"/> 07 I wanted extra skills for my job <input type="checkbox"/> 08 To get into another course of study <input type="checkbox"/> 12 For personal interest or self-development <input type="checkbox"/> 11 Other reasons <input type="checkbox"/> 13 To get skills for community/voluntary work			
11. Citizen Status Details			
Country of Birth		Year arrived in Australia (if not born here)	
Which of the following are you?			
<input type="checkbox"/> Australian Citizen	<input type="checkbox"/> Permanent humanitarian visa Holder		
<input type="checkbox"/> New Zealand Citizen	<input type="checkbox"/> Other (please specify)		
(New Zealand citizens must answer the following 5 questions. You will be required to provide evidence)			
New Zealand Citizens ONLY			
Do you hold a Special Category Visa?			<input type="checkbox"/> Yes <input type="checkbox"/> No
Have you been in Australia at least 10 years prior to your enrolment date?			<input type="checkbox"/> Yes <input type="checkbox"/> No
Did you enter Australia as a minor with no spouse or de facto partner?			<input type="checkbox"/> Yes <input type="checkbox"/> No
Have you lived in Australia for at least 8 of the last 10 years?			<input type="checkbox"/> Yes <input type="checkbox"/> No
Have you lived in Australia for a total of 18 months of the last two years before your enrolment day?			<input type="checkbox"/> Yes <input type="checkbox"/> No
12. Employment			
Of the following categories, which BEST describes your current employment status? (Tick ONE box only)			

For casual, seasonal, contract and shift work, use the current number of hours worked per week to determine whether full time (35 hours or more per week) or part-time employed (less than 35 hours per week).

- | | |
|--|---|
| <input type="checkbox"/> 01 Full-time employee | <input type="checkbox"/> 05 Employed – unpaid worker in a family business |
| <input type="checkbox"/> 02 Part-time employee | <input type="checkbox"/> 06 Unemployed – seeking full-time work |
| <input type="checkbox"/> 03 Self-employed – not employing others | <input type="checkbox"/> 07 Unemployed – seeking part-time work |
| <input type="checkbox"/> 04 Self-employed – employing others | <input type="checkbox"/> 08 Not employed – not seeking employment |

Which of the following classifications BEST describes your current or most recent occupation? (Tick ONE box only)

- | | |
|--|---|
| <input type="checkbox"/> 1. Managers | <input type="checkbox"/> 6. Sales Workers |
| <input type="checkbox"/> 2. Professionals | <input type="checkbox"/> 7. Machinery Operators and Drivers |
| <input type="checkbox"/> 3. Technicians and Trade Workers | <input type="checkbox"/> 8. Labourers |
| <input type="checkbox"/> 4. Community and Personal Service Workers | <input type="checkbox"/> 9. Other |
| <input type="checkbox"/> 5. Clerical and Administrative Workers | |

Which of the following industry BEST describes your current or previous Employer?

- ☐ A. Agriculture, Forestry and Fishing
- ☐ B. Mining
- ☐ C. Manufacturing
- ☐ D. Electricity, Gas, Water & Waste Services
- ☐ E. Construction
- ☐ F. Wholesale Trade
- ☐ G. Retail Trade
- ☐ H. Accommodation and Food Services
- ☐ I. Transport, Postal and Warehousing
- ☐ J. Information Media and telecommunications
- ☐ K. Financial and Insurance Services
- ☐ L. Rental, Hiring and real Estate Services
- ☐ M. Professional, Scientific and Technical Services
- ☐ N. Administrative and Support Services
- ☐ O. Public Administration and Safety
- ☐ P. Education and Training
- ☐ Q. Health Care and Social Assistance
- ☐ R. Arts and recreation Services
- ☐ S. Other Services

13. Victorian Student Number (VSN)

To be completed by all students aged up to 24 years:

Since 2009 in schools and since 2011 for vocational education and training (VET) organisations and Adult Community Education providers, a Victorian Student Number (VSN) has been allocated upon enrolment to each individual student aged up to 24 years.

Students should report their VSN on all subsequent enrolments at a Victorian school or training organisation. In particular, all students who are currently enrolled in either a VET provider or a Victorian school (including those already participating in a VET in school's program) should obtain their VSN from their current education or training organisation and report their VSN on this enrolment form.

Students who are enrolling for the first time since the VSN was introduced will get a new VSN.

Do you have a Victorian Student Number (VSN)?

☐ Yes (provide your VSN) _____

☐ No

If no, have you attended any Victorian school since 2009 or done any training with a vocational education and training (VET) registered training organisation or an Adult and Community Education provider in Victoria since 2011?

☐ No - I have not attended a Victorian school since 2009 or a TAFE or other VET training provider since the beginning of 2011.

☐ Yes - I have attended a Victorian school since 2009. Most recent Victorian school attended:

and/or

☐ Yes - I have participated in training at a TAFE or other training organisation since the beginning of 2011.

List the most recent training organisations with which you have participated in training in Victoria since 2011 (List up to 3 training organisations)

14. Unique Student Identifier (USI)

From 1 January 2015, you can be prevented from being issued with a nationally recognised VET qualification or statement of attainment when you complete your course if you do not have a Unique Student Identifier (USI). If you have not yet obtained a USI you should apply for it directly at <http://www.usi.gov.au/create-your-USI/>. Please note that if you would like to specify your gender as 'other' you will need to contact the USI Office for assistance.

Do you have a USI?

☐ Yes (provide your USI here):

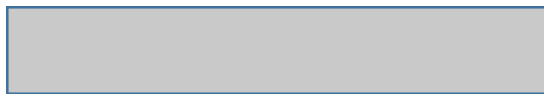
☐ No, but I would like Infinity Institute Australia to apply for a USI on my behalf.

If you would like Infinity Institute Australia to apply for a USI on your behalf, you must authorise us to do so and declare that you have read the privacy information at <https://www.usi.gov.au/documents/privacy-notice-when-rto-applies-their-behalf>. Please refer to the USI privacy notice on next page as well.

You must also provide some additional information as noted at the end of this form so that we can apply for a USI on your behalf.

I, (print your name) _____, authorise Infinity Institute Australia to apply, pursuant to sub-section 9(2) of the *Student Identifiers Act 2014*, for a USI on my behalf.

☐ I have read and I consent to the collection, use and disclosure of my personal information (which may include sensitive information) pursuant to the information detailed at <https://www.usi.gov.au/documents/privacy-notice-when-rto-applies-their-behalf>, and NCVER policies, procedures and protocols published on NCVER's website at www.ncver.edu.au



Date: __/__/__

Student Signature

Preferred contact method

☐ Phone

☐ Email

☐ Mail

Town/ City of Birth:

(please write the name of the Australian or overseas town or city where you were born)

We also need to verify your identity to create your USI. Please provide details (and copies) of one of the forms of identity below. Please ensure that the name written in 'Student Details' section is exactly the same as written in the document you provide below.

Australian Driver Licence

State/Territory

Licence Number

Medicare Card

Colour of your Medicare Card

☐ Green

☐ Yellow

☐ Blue

Medicare Card Number

Expiry Date

Individual reference number (next to your name on Medicare card)

Australian Birth Certificate

State/Territory

Registration Number

Passport			
Australian Passport Number			
Non - Australian Passport Number (with Australian Visa)		Issuing Country	
Immicard			
Immicard Number			
Citizenship Certificate			
Stock number		Acquisition date	
Certificate of Registration by Descent			
Acquisition date			
In accordance with section 11 of the <i>Student Identifiers Act 2014 (s.11)</i> , Infinity Institute Australia will securely destroy personal information which we collect from individuals solely for the purpose of applying for a USI on their behalf as soon as practicable after we have made the application or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.			
15. USI Privacy Notice			
<p style="text-align: center;">PRIVACY NOTICE Consent for collection, use or disclosure of personal information</p> <p>The following is provided to you on behalf of the Student Identifiers Registrar (Registrar).</p> <p>You are advised and agree that you understand and consent that the personal information you provide in connection with your application for a Unique Student Identifier (USI):</p> <ul style="list-style-type: none"> ➤ is collected by the Registrar as authorised by the <i>Student Identifiers Act 2014</i>. ➤ is collected by the Registrar for the purposes of: <ul style="list-style-type: none"> • applying for, verifying and giving a USI; • resolving problems with a USI; and • creating authenticated vocational education and training (VET) transcripts; ➤ may be disclosed to: <ul style="list-style-type: none"> • Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for: <ul style="list-style-type: none"> ◆ the purposes of administering and auditing VET, VET providers and VET programs; ◆ education related policy and research purposes; and ◆ to assist in determining eligibility for training subsidies; • VET Regulators to enable them to perform their VET regulatory functions; • VET Admission Bodies for the purposes of administering VET and VET programs; • current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies; • schools for the purposes of delivering VET courses to the individual and reporting on these courses; 			

- the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
 - researchers for education and training related research purposes;
 - any other person or agency that may be authorised or required by law to access the information;
 - any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
- will not otherwise be disclosed without your consent unless authorised or required by or under law.

The consequences for not providing the Registrar with some or all of your personal information are that the Registrar will not be able to issue you with a USI.

Privacy policies and complaints

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the Registrar's Privacy Policy or by contacting the Registrar on usi@education.gov.au or telephone 1300 857 536, international enquiries +61 2 6240 8740. The Registrar's Privacy Policy contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act 1988, including in relation to the misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs.

16. Victorian Government's VET Student Enrolment Privacy Notice & Student Declaration

The Victorian Government, through the Department of Education and Training (the Department), develops, monitors and funds vocational education and training (VET) in Victoria. The Victorian Government is committed to ensuring that Victorians have access to appropriate and relevant VET services. Any personal information collected by the Department for VET purposes is protected in accordance with the *Privacy and Data Protection Act 2014* (Vic) and the *Health Records Act 2001* (Vic).

Collection of your data

Infinity Institute Australia is required to provide the Department with student and training activity data. This includes personal information collected in Infinity Institute Australia enrolment form and unique identifiers such as the Victorian Student Number (VSN) and the Commonwealth's Unique Student Identifier (USI). Infinity Institute Australia provides data to the Department in accordance with the Victorian VET Student Statistical Collection Guidelines, available at:

<http://www.education.vic.gov.au/training/providers/rto/Pages/datacollection.aspx>

Use of your data

The Department uses student and training data, including personal information, for a range of VET purposes including administration, monitoring and planning, including interaction between the Department and Student where appropriate.

The data may also be subjected to data analytics, which seek to determine the likelihood of certain events occurring (such as program or subject completion), which may be relevant to the services provided to the student.

A student's USI may be used for specific VET purposes including the verification of student data provided by Infinity Institute Australia administration and audit of VET providers and programs; education-related policy and research purposes; and to assist in determining eligibility for training subsidies.

Disclosure of your data

As necessary and where lawful, the Department may disclose VET data, including personal information, to its contractors, other government agencies, professional bodies and/or other organisations for VET-related purposes. In particular, this includes disclosure of VET student and training data to the Commonwealth and the National Centre for Vocational Education Research (NCVER).

Legal and Regulatory

The Department's collection and handling of enrolment data and VSNs is authorised under the *Education and Training Reform Act 2006* (Vic). The Department is also authorised to collect and handle USIs in accordance with the *Student Identifiers Act 2014* (Cth) and the *Student Identifiers Regulation 2014* (Cth). Survey participation: You may be contacted to participate in a survey conducted by NCVER or a Department endorsed project, audit or review relating to your training. This provides valuable feedback on the delivery of VET programs in Victoria.

Survey participation

You may be contacted to participate in a survey conducted by NCVER or a Department-endorsed project, audit or review relating to your training. This provides valuable feedback on the delivery of VET programs in Victoria.

Please note you may opt out of the NCVER survey at the time of being contacted.

Consequences of not providing your information

Failure to provide your personal information may mean that it is not possible for you to enrol in VET and/or to obtain a Victorian Government VET subsidy.

Access, correction and complaints

You have the right to seek access to or correction of your own personal information. You may also complain if you believe your privacy has been breached. For further information, please contact Infinity Institute Australia administration in the first instance by phone 03 8339 0030 or e-mail admin@ii.edu.au

Further information

For further information about the way the Department collects and handles personal information, including access, correction and complaints, go to: <http://www.education.vic.gov.au/Pages/privacypolicy.aspx>

For further information about Unique Student Identifiers, including access, correction and complaints, go to: <http://www.usi.gov.au/Students/Pages/student-privacy.aspx>

Student Declaration:

☐ I acknowledge that I have read the Victorian Government's VET Student Enrolment Privacy Notice.

Date: ____/____/____

Student Signature

Date: ____/____/____

Parent/Guardian Signature (Parental/guardian consent is required for all students under the age of 18.)

17. Privacy Statement & Student Declaration

Under the *Data Provision Requirements 2012*, Infinity Institute Australia is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by Infinity Institute Australia for statistical, administrative, regulatory and research purposes.

Infinity Institute Australia may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

For more information about NCVER's Privacy Policy go to <https://www.ncver.edu.au/privacy>

Student Declaration:

- ☐ I declare that the information I have provided to the best of my knowledge is true and correct.
- ☐ I understand that Infinity Institute Australia is required to submit data sourced from this enrolment form to the National Centre for Vocational Education Research Ltd (NCVER) as a regulatory reporting requirement. The information contained on my enrolment form may be used by Infinity Institute Australia or the following third parties for administrative, regulatory and/or research purposes:
- School – if I am a secondary student undertaking VET, including a school-based apprenticeship or traineeship.
 - Employer – if I am enrolled in training paid by my employer.
 - Government departments and authorised agencies.
 - NCVER.
 - Organisations conducting student surveys.
 - Researchers.
- ☐ I may receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. (Please note you may opt out of the survey at the time of being contacted.)



Date ____/____/____

Student Signature

18. Terms and Conditions

1. Infinity Institute Australia is required to provide the Victorian Government (through the Department of Education and Training (DET)) with student and training activity data which may include information provided by the student in this enrolment form. Information is required to be provided in accordance with the Victorian VET Student Statistical Collection Guidelines, available at: <http://www.education.vic.gov.au/training/providers/rto/Pages/datacollection.aspx>

The DET may use the information provided to it for planning, administration, policy development, program evaluation, communication, resource allocation, reporting and/or research activities. For these and other lawful purposes, The DET may also disclose information to its consultants, advisers, other government agencies, professional bodies and/or other organisations.

2. Selection and enrolment at Infinity Institute Australia is carried out in an ethical and responsible manner. Individual interviews are conducted to ensure applicants meet the entry requirements, are well informed about our courses and provide the opportunity to identify any special requirements the applicant may have. All successful applicants must complete the orientation program to familiarise themselves with the college's services, facilities and procedures.
3. Infinity Institute Australia endeavours to create a positive learning environment and provide student support services which are free of coercion, unfair treatment and harassment of students. Students are encouraged to achieve their personal best through the provision of valid learning and assessment tools and methods that are most suited to their diverse needs. Infinity Institute Australia has a fair and open Complaints Policy to address student complaints and appeals, and ensures all outcomes are on record in writing.
4. All staff of Infinity Institute Australia abide by the principles of access and equity and ensures that they behave in a non-discriminatory manner as outlined in the Staff Manual. Equity issues are discussed and considered at a management level whilst updates and changes to equity legislation are communicated at manager's meetings.

Where a student has a concern regarding their treatment, the student should refer to the Student Complaints and Appeals Procedure.

5. Infinity Institute Australia gives the guarantee to provide the training and/or assessment once the student has commenced study in their chosen qualification unless other factors prevent this such as non-payment of fees, Infinity Institute Australia withdrawal or suspension of the student.
6. Refunds will be in accordance with the Infinity Institute Australia's Withdrawals and Refund Policy & Procedure.
7. A Statement of Attainment of the completed units will be issued upon request at any time during the course. A full qualification will be issued once all units have been satisfactorily completed and there are no outstanding debts to Infinity Institute Australia. Infinity Institute Australia will issue the qualification and the results when the student has filled out the Qualification Issue Request Form, which can be obtained at the main campus. The qualification will be issued by Infinity Institute Australia in 10 working days. There may be a charge of up to \$50 for reissue of certification documentation.
8. Infinity Institute Australia is committed to protecting an individual's right to privacy in accordance with *Privacy Act 2001*.

9. This enrolment agreement is subject to a cooling-off period of 5 working days during which the applicant can cancel the enrolment without payment or penalty.
10. Infinity Institute Australia will provide training and assessment in relation to the course. Infinity Institute Australia is responsible for the quality of the training and assessment in compliance with the *Standards for RTOs 2015*, and for the issuance of the AQF certification documentation.
11. Infinity Institute Australia must, during the course of delivering the training monitor and record training progress of each student. Infinity Institute Australia will provide both academic and non-academic support to each student, if required.
12. In the event of any change in contact details, the student will notify Infinity Institute Australia within 7 days by completing Change of details form and providing this to student administration.
13. All students enrolled in and participating in programs or using the services of Infinity Institute Australia are expected to maintain appropriate standards of conduct at all times. Where behaviour is deemed to be improper or inappropriate, action may be taken as outlined in Infinity Institute's Code of Conduct.
14. Where a student is applying for a VET Student Loan, that applicant confirm they have been provided with, read and understand all documents in relation to applying for a VSL Student Loan. Further, they acknowledge and accept the responsibilities, obligations and rights that are associated with the applicant and grant of a VET Student Loan.

☐ I, (print your name) _____, agree to all the Terms and Conditions set out above, and to all Infinity Institute's Policies and Procedures.

Infinity Institute Australia policies and procedures are available on our website: www.ii.edu.au . For more information, please contact Infinity Institute Australia administration team by phone 03 8339 0030 or e-mail admin@ii.edu.au



Date: ____/____/____

Student Signature

19. Student Declaration

In signing or emailing this form I acknowledge and declare that:

- ☐ I have read and understood and consent to the privacy statement and have completed all questions and details on the enrolment and eligibility forms.
- ☐ Arrangements have been made to pay all fees and charges applicable to this enrolment. I have read and understand the information provided in student handbook.
- ☐ I agree to be bound by Infinity Institute's Student Code of Conduct, regulations, policies and disciplinary procedures whilst I remain an enrolled student.
- ☐ My participation in this course is subject to the right of Infinity Institute Australia to cancel or amalgamate courses or classes. I agree to abide by all rules and regulations of Infinity Institute Australia. I understand and have been provided with information by Infinity Institute Australia in relation to Credit Transfer and RPL.
- ☐ I confirm that I have been informed about the training, assessment and support services to be provided, and about my rights and obligations as a student at Infinity Institute Australia.
- ☐ I have also visited Infinity Institute Australia website to review Training and Assessment options available to me including but not limited to duration, location, mode of delivery and work placement (if any), fees, refunds, complaints, census dates and withdrawals.
- ☐ I authorise Infinity Institute Australia or its agent, in the event of illness or accident during any Infinity Institute Australia organised activity, and where emergency contact next of kin cannot be contacted within reasonable time, to seek ambulance, medical or surgical treatment at my cost.
- ☐ My academic results will be withheld until my debit is fully paid and any property belonging to Infinity Institute Australia has been returned.
- ☐ I acknowledge that from time to time Infinity Institute Australia may send me information regarding course opportunities and other promotional offers and that I have the ability to opt out to receiving this material.
- ☐ I confirm that I have been provided with, read and understood all documents in relation to applying for a VSL Student Loan. Further, I acknowledge and accept the responsibilities, obligations and rights that are associated with the applicant and grant of a VET Student Loan.



Student Signature

Date ____/____/____