



**VET Student Loans  
Student Handbook**

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## About Infinity Institute Australia

Infinity Institute Australia (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?<sup>1</sup>

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 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, and
5. submit Progression Forms to confirm your ongoing engagement with your studies, and continue accessing 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 citizen or
  - a permanent humanitarian visa holder, who is usually resident in Australia.
- Your HELP balance (the amount of your HELP loan limit you have left) is more than \$0. This means you have enough HELP loan limit remaining for your proposed studies to be covered by the loan. The HELP loan limit is the limit on how much you can borrow. Any borrowing under FEE-HELP, VET FEE-HELP, VET Student Loans and, from 1 January 2020, HECS-HELP will count towards your HELP loan limit.
- 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.
- 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 your International Baccalaureate Diploma Programme (IB) diploma or

- providing a copy of a certificate showing you have been awarded a qualification at level 4 or above in the Australian Qualifications Framework (where the language of instruction was English) or at a level in a framework that preceded the AQF and is equivalent to level 4 or above in the AQF 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 by 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 or
  - 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.

For more detailed information about VET Student Loans, please visit Department of Education, Skills and Employment website <https://www.dese.gov.au/vet-student-loans/vet-information-students> or contact our Student Administration Team.

## Offered Courses

# 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 '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. HLTAID014 Provide Advanced First Aid
2. BSBHRM525 Manage recruitment and onboarding
3. BSBPMG535 Manage project information and communication
4. BSBLDR522 Manage people performance
5. BSBSTR502 Facilitate continuous improvement
6. BSBOPS504 Manage business risk
7. BSBPEF401 Manage personal health and wellbeing
8. BSBTWK502 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**

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.

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.

## 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, 22 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 \$16,077.00. Breakdown of the total course fees is as following:

- Tuition fees: \$16,077.00
- Non-tuition fees: \$0
- Total course fees: \$16,077.00

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 Department of Education, Skills and Employment website <https://www.dese.gov.au/vet-student-loans/vet-information-students> 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](mailto:admin@ii.edu.au)
- **Phone No:** +61 3 8339 0030
- **Address:** Level 1, 22 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, 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. BSBPEF501 Manage personal and professional development
2. BSBCMM412 Lead difficult conversations
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

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.

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.

## 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, 22 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 \$16,077.00. Breakdown of the total course fees is as following:

- Tuition fees: \$16,077.00
- Non-tuition fees: \$0
- Total course fees: \$16,077.00

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 Department of Education, Skills and Employment website <https://www.deise.gov.au/vet-student-loans/vet-information-students> 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](mailto:admin@ii.edu.au)

**Phone No** - +61 3 8339 0030

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

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



## BSB50420 Diploma of Leadership and Management

### Course Overview

Diploma of Leadership and Management reflects the role of individuals who apply knowledge, practical skills and experience in leadership and management across a range of enterprise and industry contexts.

Individuals at this level display initiative and judgement in planning, organising, implementing and monitoring their own workload and the workload of others. They use communication skills to support individuals and teams to meet organisational or enterprise requirements.

They may plan, design, apply and evaluate solutions to unpredictable problems, and identify, analyse and synthesise information from a variety of sources.

### Course Outline

To be awarded BSB50420 Diploma of Leadership and Management, an applicant must achieve competency in a total of 12 units of competency, comprising of six (6) core units and six (6) elective units.

The six (6) core units are as follows:

1. BSBCMM511 Communicate with influence
2. BSBCRT511 Develop critical thinking in others
3. BSBLDR523 Lead and manage effective workplace relationships
4. BSBOPS502 Manage business operational plans
5. BSBPEF502 Develop and use emotional intelligence
6. BSBTWK502 Manage team effectiveness

The six (6) elective units are as follows:

1. BSBOPS503 Develop administrative systems
2. BSBWHS521 Ensure a safe workplace for a work area
3. BSBOPS501 Manage business resources
4. BSBOPS504 Manage business risk
5. BSBLDR522 Manage people performance
6. BSBSTR502 Facilitate continuous improvement

## 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

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.

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.

## 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, 22 Somerton Road, Somerton, VIC 3062

## Course Duration

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

## Course Fees

Total course fees for BSB50420 Diploma of Leadership and Management is \$10,717.00. Breakdown of the total course fees is as following:

- Tuition fees: \$10,717.00
- Non-tuition fees: \$0.00
- Total course fees: \$10,717.00

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 Department of Education, Skills and Employment website <https://www.deise.gov.au/vet-student-loans/vet-information-students> or contact Student Administration Team of Infinity Institute Australia.)

## Career Pathways

Listed below are some examples of career pathways after successful completion of BSB50420 Diploma of Leadership and Management, but are not limited to:

- Managers
- Professionals
- Clerical and Administrative Workers



## Contact Details - Infinity Institute Australia

**E-mail** - [admin@ii.edu.au](mailto:admin@ii.edu.au)

**Phone No** - +61 3 8339 0030

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

**\*Note:** BSB50420 Diploma of Leadership and Management delivered by Infinity Institute Australia is a Nationally Recognised Training.



## **BSB60420 Advanced Diploma of Leadership and Management**

### **Course Overview**

Advanced Diploma of Leadership and Management reflects the role of individuals who apply specialised knowledge and skills, together with experience in leadership and management, across a range of enterprise and industry contexts.

Individuals at this level use initiative and judgement to plan and implement a range of leadership and management functions, with accountability for personal and team outcomes within broad parameters.

They use cognitive and communication skills to identify, analyse and synthesise information from a variety of sources and transfer their knowledge to others, and creative or conceptual skills to express ideas and perspectives or respond to complex problems.

### **Course Outline**

To be awarded BSB60420 Advanced Diploma of Leadership and Management, an applicant must achieve competency in a total of 10 units of competency, comprising of five (5) core units and five (5) elective units.

The five (5) core units are as follows:

1. BSBCRT611 Apply critical thinking for complex problem solving
2. BSBLDR601 Lead and manage organisational change
3. BSBLDR602 Provide leadership across the organisation
4. BSBOPS601 Develop and implement business plans
5. BSBSTR601 Manage innovation and continuous improvement

The five (5) elective units are as follows:

1. BSBHRM614 Contribute to strategic workforce planning
2. BSBPMG633 Provide leadership for the program
3. BSBSTR602 Develop organisational strategies
4. BSBSUS601 Lead corporate social responsibility
5. BSBHRM613 Contribute to the development of learning and development 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

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.

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.

## 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, 22 Somerton Road, Somerton, VIC 3062

## Course Duration

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

## Course Fees

Total course fees for BSB60420 Advanced Diploma of Leadership and Management is \$10,717.00. Breakdown of the total course fees is as following:

- Tuition fees: \$10,717.00
- Non-tuition fees: \$0.00
- Total course fees: \$10,717.00

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 Department of Education, Skills and Employment website <https://www.deise.gov.au/vet-student-loans/vet-information-students> or contact Student Administration Team of Infinity Institute Australia.)

## Career Pathways

Listed below are some examples of career pathways after successful completion of BSB60420 Advanced Diploma of Leadership and Management, but are not limited to:

- Managers
- Professionals
- Community and Personal Service Workers

## Contact Details - Infinity Institute Australia

**E-mail** - [admin@ii.edu.au](mailto:admin@ii.edu.au)

**Phone No** - +61 3 8339 0030

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

**\*Note:** BSB60420 Advanced Diploma of Leadership and Management delivered by Infinity Institute Australia is a Nationally Recognised Training.



## Unique Student Identifier (USI) and Commonwealth Higher Education Student Support Number (CHESSN)

The Unique Student Identifier (known as a USI) is a reference number made up of a combination of ten numbers and letters. Your USI is used to connect your student loan information to your personal details. You can log in and check or update your details at any time. Your USI is your individual education identifier for life. It also creates an online record of your training attainments in Australia.

USIs have been in place since 2015. Therefore, if you have studied a VET course in the last five years, including while at secondary school, you will already have an existing USI. If you have an existing USI you must continue to use that same USI on your eCAF application. You can locate your USI easily at [Get a USI](#)

Applying for a USI is fast and free, and you keep the same USI for life. You can apply for a USI in as little as five minutes at [Unique Student Identifier](#).

### Where do I provide my USI?

You might be asked to provide your USI when you apply to enrol in your course with your provider. Your provider should request your USI as part of the enrolment process.

Students seeking VET Student Loans will be required to provide their USI on their eCAF application. This will either be pre-populated in the eCAF application form by your provider, or alternatively you should enter your USI in the USI field before you submit your eCAF application form.

### Why do I need a USI on my eCAF application form?

You will need to apply for a USI and include your USI on your eCAF application form if you wish to be eligible for a VET Student Loan.

If you are undertaking either nationally recognised training, or a higher education qualification, you need a USI in order to receive Commonwealth financial assistance, as well as to obtain your qualification or statement of attainment.

You must include your USI on your eCAF application form so that your provider and the Australian Government can provide you with information about any VET Student Loans or HELP loans you may have used. Your CHESSN (if allocated) is also used to help provide this information. The CHESSN will be gradually decommissioned from 2021 and replaced by the USI.

Your USI and your CHESSN (if allocated) are printed on your Commonwealth Assistance Notice (CAN).

The USI is being extended in 2021 to higher education. You should only have one USI – this will create a single government identifier for your entire tertiary education journey. You should only have one USI for the duration of your studies – even if you change providers, or decide to start a new course a few years after completing one, or change your name. You should always use the same USI for all of your studies.

## Orientation Program

Students Orientation will be undertaken on the first day of their training and assessment for all full qualifications provided by Infinity Institute Australia (Infinity Institute).

Students will be provided with Infinity Institute VSL Student Handbook and VSL Information Booklet which forms the basis for this orientation program and the orientation program will also include the detailed explanations of the following, but are not limited to:

1. Course Overview and delivery timetable
2. Units of Competency details
3. Information on Census Dates
4. Information on Vet Student Loan Statement of Covered Fees, Vet Student Loan Fee Notice, Commonwealth Assistance Notice, Progressions and other
5. Infinity Institute's Website ([www.ii.edu.au](http://www.ii.edu.au))
6. Course progression and attendance
7. Details of Trainer and Assessor
8. Detailed explanation of VET Student Loans
9. Course Total Tuition Fees
10. Infinity Institute's Policies and Procedures
11. Infinity Institute's Withdrawal and Refund policy and procedure
12. Student responsibilities including update of contact details
13. Infinity Institute's responsibilities
14. Infinity Institute's Complaints and appeals policy and procedure
15. Assessment Procedures & Evidence Collection
16. Infinity Institute's Student Administration and Support Team

## Student Responsibilities

Irrespective of the type of training, all Student 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 and contact details
- 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 students' feedback on the quality of our training and assessment services
- Communicate concise and timely information through letters, emails, telephone and website
- Advise students and all other stakeholders of any change to the training and assessment services including third party arrangements (including new and existing) and changes to ownership



## 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

Infinity Institute 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

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

## Overdue assignments

The due dates for the submission of assignments are mandatory and you are required to submit all the assignments to your assessor 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.

## 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.

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 no administration charge will apply.

## Policies and Procedure

### 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 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 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 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 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](mailto:admin@ii.edu.au)

By hardcopy posted or delivered to: Level 1  
22 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](mailto:admin@ii.edu.au)

By hardcopy posted or delivered to: Level 1  
22 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](http://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 Program; 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](http://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 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 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, NCVET 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](http://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 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 that 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.

<b>Update Student Record Form</b>
Student Name:
Student ID:
What is your application in respect of? (please indicate) <input type="checkbox"/> Personal record <input type="checkbox"/> Academic record <input type="checkbox"/> Financial/fee record <input type="checkbox"/> 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 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 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](http://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 Information<sup>2</sup>

### 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](http://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](http://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.

## 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](http://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](http://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](http://www.ato.gov.au/getloaninfo),
- visit [www.ato.gov.au/onlinebalance](http://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](http://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.

## Key Dates

Public Holidays 2021		
Date	Day	Holiday
01 January 2021	Friday	New Year's Day
26 January 2021	Tuesday	Australia Day
08 March 2021	Monday	Labour Day
02 April 2021	Friday	Good Friday*
03 April 2021	Saturday	Saturday before Easter Sunday
04 April 2021	Sunday	Easter Sunday
05 April 2021	Monday	Easter Monday
25 April 2021	Sunday	ANZAC Day*
14 June 2021	Monday	Queen's Birthday
Subject to AFL schedule	Subject to AFL schedule	Friday before the AFL Grand Final
02 November 2021	Tuesday	Melbourne Cup
25 December 2021	Saturday	Christmas Day
27 December 2021	Monday	
26 December 2021	Sunday	Boxing Day
28 December 2021	Tuesday	