



MCI Student Handbook 2019



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Welcome to MCI!

We look forward to sharing this learning journey with you!

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

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

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

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

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



Dr Denise Meyerson
Managing Director

Management Consultancy International

Management Consultancy International (MCI) is a multi-award-winning Registered Training Organisation (RTO) that consults with global companies on strategic management and training. We partner with some of the biggest companies in Australia and the world to introduce new competencies, corporate values, human resource strategies, customer service initiatives and various other organisational development programs. Our approach is the development of customised programs that help transform processes, improve productivity and help enhance job satisfaction.

MCI is also delighted to offer its award-winning vocational education and training courses to students, including jobseekers, in the business, retail and financial sectors. Our training will provide our students with new, or enhance existing, skills and knowledge which is aligned to industry needs to help them achieve their career aspirations. Our training courses include:

National workforce training

Nationally accredited training courses for current employees who may be eligible under current State Government subsidies for Traineeship Programs, or if ineligible, pay on a Fee for Service basis.

Job-ready courses

Nationally accredited training courses to provide the necessary skills for individuals looking to enter the business, retail and financial sectors. Students may be eligible for State Government subsidised training, or otherwise, pay for training on a Fee for Service basis.

Modes of Training

Face to Face (Group Training)

Training is delivered in person to a group of students and provides for direct interaction with the trainer and other students. This option is only available to groups.

Online

Provides the opportunity for students to undertake training at their own pace remotely via our Learning Management System without compromising our monitoring of their progress. With their own dedication students are provided with the opportunity to successfully progress towards gaining their qualification. Students also have the opportunity to engage with other online students and receive the support of a student mentor.

Combination of Face to Face and Online (Group Training)

A flexible approach allowing students to mix and match the mode of delivery to suit their individual circumstances, needs and preferences.

MCI Solutions, MCI Institute, APM are business names of Management Consultancy International Pty Ltd (MCI). Any student enrolling in a course with MCI is a student of Management Consultancy International Pty Ltd.

All the courses under our scope of Registration may be viewed by visiting our websites <https://mci.edu.au/> and <https://www.mciinstitute.edu.au>

Our team

Our professional facilitators are committed to delivering high quality training and an engaging and enjoyable learning experience resulting in outcomes that are current, relevant and aligned with industry best practice and needs. MCI's team of experienced educational service providers consists of:

- Learning and Development experts responsible for the development of high-quality training and assessment resources
- Highly qualified student outcomes-focused Trainers and Assessors who have extensive industry experience
- Client relations personnel equipped with the skills to provide support services to our clients

- A Quality and Compliance team committed to ensure MCI complies with the VET Quality Framework and other applicable legislation and regulations
- Administration personnel responsible for the maintain the quality of student records

Our team is available to guide you through your course and are committed to ensuring you have a highly enjoyable learning experience and achieve your personal goals.

Access, equity and anti-discrimination

Access to our courses is determined by the requirements of the specific training package and the availability of training places.

MCI is committed to equal opportunity and anti-discrimination principles and complies with the requirements of the corresponding legislation. All students are provided with equal consideration and respect and we foster an environment free of discrimination and harassment to assist students to achieve their desired outcomes in accordance with our Fair Treatment and Equal Benefits and Opportunity Policy and Procedures.

Selection and Enrolment

Before you enrol with us, we want to make sure that you have been provided with sufficient, current and accurate information to make an informed decision about undertaking a course or commencing training with us. In addition to the course brochure which outlines the requirements for and coverage of each course, this Handbook provides an overview of:

- Our Training and Assessment arrangements including provisions for Recognition of Prior Learning (RPL) or Credit Transfer (CT);
- Fees, payment details and refund arrangements;
- Support and guidance services;
- Complaints and Appeals processes; and
- Additional requirements regarding government funded subsidies.

To ensure that you fully understand the options available to you and your rights and obligations, our induction process undertaken when you complete your course enrolment includes discussion on the above information with one of our dedicated team members.

Enrolment Process

Students who want to enrol in nationally recognised qualifications offered by MCI must meet the entry requirements. MCI reserves the right to refuse any potential student entry to a course if they do not meet the requirements outlined throughout this handbook or in any of MCI's Policies or procedures.

To enrol in an MCI course, you will be required to complete an enrolment form. This form is available online or requested in hard copy from MCI. By completing the MCI enrolment form and formally applying to enrol in a course, you agree to the terms and conditions as outlined in the MCI Student Handbook. MCI recommends that you retain a copy of this document for your records and refer to it prior to contacting our team.

Once you have completed this form, your eligibility to enrol in the selected course will be assessed. The assessment will include:

- Pre-requisites specified by the nationally recognised Training Packages;
- Relevant work experience and/or previous qualifications

Assessment may also include:

- Language, Literacy and Numeracy (administered through a Language, Literacy and Numeracy (LLN) test to ensure they have language skills appropriate to the qualification level. MCI staff are well equipped to assist learners with additional LLN requirements however, if necessary, MCI may recommend that students undertake a literacy and numeracy course with a specialist provider prior to enrolment. This course will be at the student's expense
- Computer Access and Literacy assessment. As a portion of your course may be delivered and/or accessible online, it is a requirement of MCI that you have access to a computer that has internet connection and a basic level of computer literacy to access your course materials and content, being able to go to specific URLs, file management, saving and printing. MCI staff are well equipped to assist learners with additional computer literacy skills however, if necessary, MCI may recommend that students undertake a computer literacy course with a specialist provide prior to enrolment. This course will be at the student's expense;
- Identification of additional assistance requirements which MCI may be able to provide or source to assist students in completion of their course such as reasonable adjustments in assessments requirements such as
 - making training resources and methods accessible e.g. providing learner workbooks in an audio format;
 - adapting physical facilities, environment and/or equipment e.g. setting up hearing loops; making changes to the assessment arrangements e.g. allowing more time for assessments; and
 - making changes to the way evidence for assessment is gathered e.g. written questions asked orally.

If you meet the entry and eligibility criteria you will be sent a Confirmation of Enrolment, informing you about securing a place in your selected course including details about the course such as commencement date, payment options, the venue and other information necessary to undertake the course.

Unique Student Identifier (USI)

If you are undertaking nationally recognised training delivered by an RTO you will need to have a USI. Your USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. MCI is unable to issue you with any nationally recognised VET qualification or statement of attainment without your USI. Please see our registration form for further details and instructions concerning the provision of your USI.

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

You will need to provide MCI with your USI when you enrol to study. If you do not have a USI, you can create your USI online, further information about the USI can be accessed at www.usi.gov.au.

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

What is Smart and Skilled?

MCI is an approved Smart and Skilled training provider. Smart and Skilled is a subsidised NSW Vocational Education and Training (VET) system under which people who live and/or work in NSW can choose from hundreds of government-subsidised qualifications. The NSW Government subsidises the greater portion of the cost of training and the student only pays fees for the remainder.

You can find more information about the Smart and Skilled program on the Smart and Skilled website <https://smartandskilled.nsw.gov.au/>

Smart and Skilled Eligibility

To be eligible to enrol in a qualification subsidised under the Smart and Skilled program, you must provide proof that you are:

- an Australian Citizen, a permanent Australian resident, a humanitarian visa holder or a New Zealand citizen, and
- aged 15 years or older, and
- live or work in NSW, and
- are no longer at school.

Right to recognition of your existing skills/qualifications

Under the RTO Standards, we must recognise AQF Qualifications and Statements of Attainment issued by any other RTO. We must also recognise and assess the skills and knowledge you have gained over your years of work and life experience. The underlying principle of Recognition of Prior Learning (RPL) and Credit Transfer (CT) is that no participant should be required to undertake a unit of competency for which they are already able to demonstrate competency as outlined in the endorsed training package.

Recognition of Prior Learning (RPL)

Knowledge and skills gained in your workplace and from formal and informal training you have undertaken may be relevant to various elements and competency outcomes for units of the course in which you wish to enrol. If you can provide evidence that you have the relevant skills and knowledge, you may be able to use this to gain recognition for all or part of a course. This is known as recognition of prior learning (RPL).

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

You will need to compile a range of evidence, submit your resume and third party/supervisor reports such as testimonials and endorsements to prove to your assessor that you have the required skills and knowledge to satisfactorily achieve the unit of competence.

If you are successful, in your application for RPL you may be able you to complete your studies in less time, however the fees will be the same as those for completing the full unit(s).

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

Credit Transfer

Credit transfer can be applied when a student has previously completed the exact Unit of Competence on the course summary through another RTO or TAFE. If this is the case, you will not be required to do the unit again nor will you be charged to enrol in that specific unit.

To apply for Credit Transfer you will need to submit a certified copy of your prior qualification/s (including transcripts) which indicates successful completion of the Units of Competency.

Assessment

Assessment is a key component of the learning process and completion of assessment tasks provides the opportunity for you to apply, utilise, and demonstrate what you have learnt. It also provides our Assessor with the opportunity to determine whether you have acquired the requisite knowledge and skills.

Fair and proper assessment

All our assessors have the required qualifications and experience in your field of study. When our assessors conduct an assessment, they ensure that it complies with the assessment requirements of the relevant training package or VET accredited course. They also ensure it is conducted in accordance with the Principles of Assessment and the Rules of Evidence; Fairness; Flexibility; Validity; Reliability; Sufficiency; Authenticity and Currency.

ASQA or the relevant State or Territory Training Authority require us to retain your assessments and audit us on the quality of our assessment processes. These are retained in a secure file.

Right to appeal an assessment outcome

If your assessment is rated 'Not yet competent', you can appeal against the type of assessment given, the way the assessment was conducted, or the decision made by the assessor. You will need to ensure that written advice of your appeal is received by MCI no later than 14 days after a formal assessment has been made. This appeal will need to include:

- Your name;
- The assessor's name;
- The competency against which the appeal is being lodged;
- Specific reasons why you believe the original assessment should be changed; and
- Evidence to support the reason for the appeal.

The appeal must be addressed in writing to the MCI CEO using a Complaints and Appeals Form available from an MCI staff member or by downloading a copy from our website our websites <https://mci.edu.au/> and <https://www.mciinstitute.edu.au>

Each appeal will be reviewed, and a decision reached. The appellant will be notified in writing of the decision and the reasons for the decision within 10 days of the appeal lodgement. All details will be kept confidential.

Participant Obligations

All students are expected to conduct themselves in a courteous and professional manner, treating staff, fellow students and members of the public with respect and courtesy at all times.

You are responsible for and expected to ensure that you:

- Attend and actively participate in all learning and/or training sessions;
- Complete the required assessments following our guidelines for presenting work for assessment;
- Take responsibility for your own learning;
- Give your commitment to the qualification and training program; and
- Communicate with your trainer should you require assistance.

Appropriate behaviour

We are committed to provide a learning/ training environment which aims to ensure the health, safety and respect of all participants. To do so, we request that all participants ensure their behaviour is appropriate for the learning environment. This includes ensuring the learning environment is free from harassment, discrimination and bullying and that participants behaviour does not pose any Occupational Health and Safety/ Workplace Health and Safety risks to any persons.

Health & safety

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

Drugs and Alcohol

No student is permitted attend an MCI training session while under the influence or in possession of any illegal drugs or alcohol. Any student who breaches this condition will have their enrolment reviewed.

Online Access to Course Materials

Students who are provided with online access to course materials and assessments will be provided with access to these materials on the day prior to their commencement.

Only the enrolled student is permitted to access the Learning Management System. Students should not share their username and password with any other parties or permit anyone else to access their account. Access will be restricted upon completion/cancellation of the course.

Submission of Assessments

Students will be required to submit their assessments during their course. The submission will be assessed and the student deemed either 'Satisfactory or Not Yet Satisfactory'. If a student is deemed 'Not Yet Satisfactory' they will be required to resubmit their assessment (using the detailed feedback provided by the assessor as guidance). Students can resubmit three times after the first attempt. If a student is unable to successfully complete an assessment after the maximum allowable number of attempts, they may be required to pay a fee for re-assessment as per the Fees and Refunds section of this handbook, or they will be deemed Not Competent for that unit.

Once a student has submitted all submissions for a unit of competency, they will be deemed either Competent or Not Yet Competent for the full unit.

Students are required to always keep copies of any submitted assessments in case the file uploaded was corrupted or if original documents are undelivered or otherwise unable to be located.

Plagiarism/Cheating/Collusion

MCI treats cheating, plagiarism and collusion as a serious offence. Any student found cheating, plagiarising or colluding with other students will be suspended from their course and may be withdrawn at the student's expense (i.e. no financial refund or reimbursement will be paid). If a student is found to be cheating, plagiarising or colluding on more than one occasion, MCI may withdraw the student from their course and refuse any future enrolments. Any student using work produced by someone else (quotes, paraphrasing, ideas or other material) must formally reference the author. Failing to reference an author may be considered plagiarism.

Review of Enrolment

MCI reserves the right to review any student's enrolment whose conduct or progression is not of an acceptable standard and/or if the student breaches any policies or conditions stated within this handbook.

If an allegation of misconduct is made against you, a Committee may investigate the allegation. If the Committee does investigate the allegation of misconduct, the Committee must:

- notify you of the allegation (by letter or email) and
- give you the opportunity to respond to the allegation

If you receive an allegation of misconduct, you should:

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

When the Committee has completed its investigation, it must decide either that:

- you did not engage in misconduct, that will be the end of the matter; or
- you did engage in misconduct, then the Committee will decide on the penalty for you which could be:
 - deemed as Not Yet Competent for an assessment piece or unit
 - suspension
 - exclusion from your course

Right to complaints & appeals

MCI is committed to ensuring that any complaint from you and/or stakeholders is handled in a constructive, timely, fair, unbiased and equitable manner which is easily accessible and offered to you and/or stakeholders at no charge. MCI has developed a Complaints and Appeals Policy and Procedure to outline how stakeholder's complaints and appeals will be considered which along with a proforma complaints form is accessible via the MCI websites: <http://mci.edu.au/> or <https://www.mciinstitute.edu.au/>.

Right to support & assistance

MCI is committed to assisting you to complete your courses, training and assessment program. If you have met the entry requirements for a course and or training program, you will also have access to our range of academic support options that provide you with the best opportunity to successfully complete your course.

As noted above, our enrolment process provides an opportunity to assess and identify any existing special needs that may impact your ability to complete your course and or training program and will monitor your academic progress to identify potential obstacles to successful completion of the course.

Support options

Achievement of your academic goals may be jeopardised by difficulties arising from a number of circumstances which may include:

- Language, Literacy and Numeracy; and/ or
- Cultural, Social-economic, Personal and/or environmental difficulties.

It is not possible to list all potential support options; however, the following are examples of support that may be available:

- Reasonable adjustment of assessment tasks without compromising the rigour of the assessment process;
- Language, literacy and numeracy (LLN) programs or referrals to these programs;
- Customising resources or activities within a training package or accredited course;
- Modifying a presentation medium;
- Providing additional study support and study skills programs;
- Providing assistive or adaptive technologies;

We will provide a supportive learning environment to the best of our ability and resources. Our support options are available to any currently enrolled participant and where possible, support will be provided by us at no additional cost to you. MCI will monitor these arrangements to ensure that your needs continue to be met.

External support services

Where the nature of the support needs are beyond our scope of expertise you may be referred to an external provider. Where support services are provided by an external provider the cost of accessing those services will be your responsibility. MCI will identify appropriate support services. These services may include the organisations listed below who you may contact directly to seek immediate external agency support:

- [Adult Migrant English Program](#)
- Literacy and Numeracy Support: [Australian Council of Adult Literacy](#) phone 03 9546 6892
- [Vision Australia](#)
- [Blind Citizens Australia](#)
- [Australian Association of the Deaf](#)
- [NSW Deaf Society](#)
- [Career Information Centre](#)
- [Indigenous Counselling Services](#)

Reading and Writing Hotline

<https://www.readingwritinghotline.edu.au/>

Phone: 1300 655 506

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Anti-Discrimination Board NSW

<http://www.antidiscrimination.justice.nsw.gov.au/>

The Anti-Discrimination Board of NSW promotes anti-discrimination, equal opportunity principles and policies throughout NSW. It administers the anti-discrimination laws, and handles complaints under the Anti-Discrimination Act 1977 (NSW). It is part of the NSW Department of Justice.

Australian Centre for Disability Law

<http://www.disabilitylaw.org.au>

Postal: PO 989 Strawberry Hills NSW 2012

Phone: 02 8014 7000

Lifeline

Phone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Reach Out <http://www.reachout.com.au>

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

Legal Aid NSW <http://www.legalaid.nsw.gov.au/>

Phone: 1300 888 529

Legal Aid NSW helps people with their legal problems. Our legal services include legal advice, help at court and family dispute resolution. We can help in most areas of criminal law, family law and civil law.

Centrelink <http://www.centrelink.gov.au>

Phone: 131021

If you are completing a full time course you may be eligible for benefits through Centrelink.

Fair Work Australia

<https://www.fwc.gov.au/>

Phone: 13 13 94

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

Academic Progression

MCI is dedicated to assisting all students in successfully progressing through their studies as they work towards gaining a qualification. As such, we strictly enforce an academic progression policy. The purpose of this policy is to monitor and assess the academic progress of all students to ensure that student achievement and retention is consistent with our educational objectives and to provide guidelines regarding cases of unsatisfactory academic progress. For further details, please refer to our Academic Progression Policy.

Deferral

MCI is dedicated to assisting all students in successfully progressing through their studies as they work towards gaining a qualification. However, some students may wish to put their study on hold due to valid reasons.

Students who wish to defer their training are encouraged to speak to a course advisor about their concerns regarding their training. If you decide to proceed with the deferral, MCI may only permit a deferral of no more than 6 months from the date of receiving your notice. Students who do not recommence training within the 6-month period of deferral will be reported as discontinuing training.

Withdrawal

If a student wants to discontinue their training MCI is required to establish if the reason for discontinuing relates to the quality of services delivered by MCI. If that is the case, MCI will endeavour to address the student's concerns. If

a student proceeds with the discontinuation of training, the student must provide a formal notification of withdrawal from training. MCI will provide the student with any applicable fee refund and issue a Statement of Attainment for any successfully completed units of competency. MCI may also initiate suspension or cancellation of a student's enrolment on the grounds of misbehaviour of the student or non-payment of fees. Information in this Handbook describes the behaviour expected by students, as well as information on plagiarism, collusion and cheating

Right to respect & protection of privacy

Personal Information and Privacy

MCI is subject to the provisions of the Commonwealth Privacy Act 1988 which incorporates the amendments made to it by the Privacy Amendment (Private Sector) Act 2000.

MCI keeps all student information private and confidential. For regulatory requirements, MCI is required to supply your information to regulatory bodies or government agencies such as the Department of Education.

From time to time, MCI may be required to release information about your academic progress to other parties including but not limited to employers, Job Services Australia providers, third parties delivering services on behalf of MCI.

MCI's 'Personal Information Policy and Procedure' is accessible from MCI's website <http://mci.edu.au/> and <https://www.mciinstitute.edu.au/>.

Access to Records

Students can request access to their records at any time throughout their enrolment. Students should submit their requests in writing to MCI.

Fees, charges and refunds

Payment of enrolment or course fees

All courses have applicable enrolment administration fees which may be payable either by you as a participant, by your employer or by another stakeholder as applicable to your course and or training program. This fee is payable in advance before a course commences. Individual payment arrangements and schedules can be discussed with you, or your employer prior to enrolment.

Fee subsidies (Smart and Skilled)

If you are eligible to access smart and skilled training programs (refer eligibility requirements under the pre-enrolment section above) fees and charges payable may be subsidised.

Concession or exemption (Smart and Skilled)

Participants who receive a Government Benefit (i.e. Pension or Allowance) may be exempt from paying course fees, or may receive concessional rates. In claiming an exemption, you must provide proof that you are receiving benefits.

Cooling-off period

In all cases where course fees are paid in advance of the course commencement date, the statutory cooling off period of ten (10) business days applies.

Refund policy

MCI has established a fair and reasonable refund policy.

Refund applications must be made in writing using the Fee Refund Application Form. This form can be downloaded from the MCI website or may be obtained directly by contacting our administration team. Approved refunds will be paid within 30 days of receipt of the completed Form. For further details, please refer to our Refund Policy and Procedures which may be also be found on the MCI website.

Fee Assurance

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

Nature of the guarantee

Our guarantee to you to complete your training

Once you have commenced study in your chosen course and or training program, MCI is committed to providing the highest quality of training and assessment as outlined to you.

In the event that MCI is no longer able to provide the training and assessment as initially agreed, then MCI will arrange for agreed training and assessment to be completed through transfer to another RTO. Prior to the transfer, you, your employers and/ or relevant stakeholders will be formally notified of the arrangements including any refund of fees that may be applicable.

Notifications of changes agreed services

We will advise of any changes to the agreed services relating to your signed terms and conditions, as soon as practicable and provide you with a minimum of 30 days notification of any changes in services or terms and conditions prior to their taking effect. This includes any changes to the qualification; closure or ceasing to deliver any part of the course in our guarantee; any new third-party arrangements; a change in ownership; or changes to existing third-party arrangements.

Legislation

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

Testamurs

Upon completion of a course, students will be issued a testamur for a nationally recognised qualification. A Certificate showing successful completion of the course will be issued by Management Consultancy International (RTO ID: 91088) and sent via mail to either the student's postal address provided on their enrolment form or to their workplace coordinator (with prior approval).

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

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

Students who lose or misplace their testamur may request for a reprint of the testamur in writing to the RTO Administration Manager. Please refer to the Fees and Refunds Policy for the fee applicable.

Change of Details

Students are required to notify MCI in writing of any changes to their personal or contact information. Changing personal details and not notifying MCI will be considered an unacceptable excuse for not receiving communication.

Evaluation of Training

MCI has a strong focus on the quality of our training and assessment services. We always strive to improve our courses, resources, training delivery and assessment practices. Throughout your enrolment you may be asked for feedback on various elements of the course. Your responses will be used to improve our courses for the benefit of

our current and future students. We encourage feedback and appreciate honesty. We would like to thank you in advance for providing us with constructive feedback.

If you have an incident that you would want to complain about to attain a resolution, please refer to the 'Complaint and Grievance Handling Procedure' in this handbook.

Copyright & Intellectual Property

MCI owns and has the right of use of all course materials, content, assessments, online courses, handbooks, policies, procedures, business practises, and other intellectual property you will be exposed to throughout your course. MCI will provide you access to relevant materials prior to and until the completion of your course with MCI. All materials are to remain for the explicit use of the enrolled student and must not be distributed to any other parties. All documentation, logos, slogans, pictures, courseware and other materials provided by MCI are copyrighted by MCI or one of MCI's partners and should not be used for any unauthorised purposes.

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

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

Disclaimer

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

Further information

For further information about the contents of this handbook or any other queries or feedback regarding your courses and or training program or any of our services please contact MCI on 1300 768 550 or via email at info@mci.edu.au