

Department	Vocational Education & Training		Author	RTO Manager
Quality Controlled Document No. & Title	ESOS 12.0	ESOS Student Handbook_2023	Approved	RTO CEO
Version	1.0		Authorised	RTO Academic Board
ESOS National Code 2018	Standards 1-5, 7-11		Distribution	Internal RTO Staff and Student External Prospective Students

Marriott Academy

Student Handbook for Overseas Students

2023

- DRAFT -

All dates/info to be updated once registration is granted

Marriott Academy
Level 2, Suite 3
470 Collins Street
Melbourne, 3000

Marriott Academy Hospitality Training
Shop 16-18 Metro West Shopping Centre
Cnr Nicholson and Albert Streets
Footscray, 3011

RTO:
CRICOS:

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				External	Prospective Students

NOTE

Where there is an inconsistency between the information provided in this handbook and the RTO's documented Policies and Procedures, then the RTO Policies and Procedures shall take precedence.



Welcome – From the CEO

Welcome to Marriott Academy. Marriott Academy is committed to providing a safe and professional environment in which our students will be able to achieve their potential.

Our RTO is founded on the principles of quality, fairness and respect for the individual. Our expectation is that all Marriott Academy staff and students work as a team in order to maintain the highest educational standards and foster continuous improvement.

Marriott Academy understands that when foreign students make the decision to undertake studies in Australia, it is not a decision made lightly, and the outcomes can be life changing. Overseas students may be faced with many challenges whilst studying in Australia, and Marriott Academy assures all of their students that they will be supported and valued throughout their time at the RTO. All Marriott Academy staff are expected to act as a team in the provision of its services, and students should feel comfortable and confident to approach any of our staff members for support.

Contact details for our personnel are provided below. Whilst staff members may have assigned roles within the RTO, they all accept responsibility for the care of our students.

Marriott Academy Staff Member	Position / Role	Contact
Mr Saurabh Mani	Chief Executive Officer (CEO) Responsible for management of the RTO and all of Marriott Academy's operations.	Email: ceo@marriottacademy.edu.au Phone: 0411 757 861 Emergency: 0411 757 861 or Call 000 in case of immediate police or medical assistance
TBA	RTO Manager Responsible for implementing Marriott Academy policies, managing trainers and course delivery and assessment services.	Email: Phone:
TBA	Student Support and Careers Manager Officer Responsible for the day-to-day welfare and wellbeing of all Marriott Academy students.	Email: Phone: Emergency:
Emergencies: For serious or life-threatening incidents students must call 000 Police/Fire/Paramedics/Ambulance. Any student that experiences a critical incident should, as soon as possible, inform the Marriott Academy Student Support Officer, using the emergency contact number provided above. In case the Student Support Officer is not available, then students should contact the CEO on the emergency number.		
Trainer A	Trainer Responsible for delivering and assessing the Diploma of Leadership and Management, and the Graduate Diploma of Management (Learning).	Email: Phone:
Trainer B	Trainer Responsible for delivering and assessing the Diploma of Leadership and Management.	Email: Phone:
TBA	Administrative Support Officer Responsible for reception duties and student records management.	Email: Phone:
Head Office and Delivery Sites: Marriott Academy Level 2, Suite 3 470 Collins Street Melbourne, 3000 Marriott Academy Hospitality Training Shop 16-18 Metro West Shopping Centre Cnr Nicholson and Albert Streets Footscray, 3011		

Marriott Academy is committed to equipping graduates with practical skills and knowledge to help them succeed in their chosen industry. As global demand booms for entrepreneurial and innovative thinkers, Marriott Academy has re-engineered their approaches to teaching and learning to inspire thought-leading creativity among students in leadership and management. Marriott Academy will teach students the practical skills and theoretical knowledge to ensure they succeed in a fast-changing world and remain work-ready agile in challenging times.



Marriott Academy will make graduates work-ready and will have gained an understanding of what it takes to succeed in the global workforce. A qualification from Marriott Academy will make graduates very attractive potential employees to employers around the world.

Working together for bright futures.

Mr Saurabh Mani
CEO

Medical and nursing services near City campus

- Medical One: 23 QV Terrace, 292 Swanston Street, Melbourne
- Metropolitan Medical Centre: Level 1, Lygon Court Shopping Centre, 380 Lygon Street, Carlton
- Lygon Court Medical: Suite 3, Level 1, Lygon Court Shopping Centre, 380 Lygon Street, Carlton
- LaTrobe Street Medical: Shop 152, Level 1 Melbourne Central, Corner of Swanston and La Trobe Streets, Melbourne

Dental services near City campus

- Royal Dental Hospital (emergency care only): 720 Swanston St, Carlton
- Green Apple Dental: 49/300 Lonsdale Street, Melbourne 3000
- Metro Dental: 393 Swanston Street, Melbourne
- Bouverie Dental: 69 Bouverie Street, Melbourne
- QV Dental: 23 QV Terrace, 292 Swanston Street

For free health advice from a Registered Nurse 24/7, Nurse-on-call on 1300 60 60 24

Public transport in Melbourne

Melbourne's public transport network is efficient, convenient and easy to use. You can choose from trains, trams, buses, yellow taxis and other ridesharing services.

A MYKI card is required for travelling on the public transport system. Visit the website for more information.

<https://www.ptv.vic.gov.au/tickets/myki/>

Visit Public Transport Victoria for maps, timetables, tickets and route information

<https://www.ptv.vic.gov.au/>

Your Safety

At all times while you are studying with Marriott Academy, you will be able to access emergency assistance by contacting Marriott Academy staff on the emergency numbers provided above in the Marriott Academy staff contact details table.

For serious or life-threatening incidents you must call 000 Police/Fire/Paramedics/Ambulance. Any student that experiences a critical incident should, as soon as possible, inform the Marriott Academy Student Support Officer, using the emergency contact number provided above. In case the Student Support Officer is not available, then students should contact the CEO on the emergency number.

Irrespective of the support provided by Marriott Academy if, at any time, you feel unsafe or threatened, have anything stolen or have been a victim of a crime, you can contact the Police for help and report the incident. Should you prefer, you can ask someone you know and trust to contact the Police on your behalf. If you experience language difficulties when speaking with the Police, they will provide someone, free of charge, who speaks your language to address your issue. All Victoria Police wear a blue uniform (either a jumper or a patrol jacket) and carry a Victoria Police badge. In an emergency you can contact the Police, Fire Brigade and Ambulance by dialling 000.

If you require non-urgent advice or information or need to report a non-urgent matter, like lost property, you should attend or call the local Police Station.

Your Important Checklists

Before you leave home



- Consider your family situation and how studying overseas may affect them.
- Plan your budget and make sure you can afford to study overseas. Research any scholarships or financial support that may be available from your government or other institutions.
- Review as much information as you can about your job and career aspirations, studying in Australia, the course in which you intend to enrol, rules and regulations about the student study visa, and how you will pay for tuition and living expenses whilst studying in Australia.
- Download our Overseas Student Handbook and Overseas Student Enrolment form. Read these carefully, especially information regarding course delivery arrangements during the COVID pandemic (pp. 13-14 of the Enrolment Application).
- Take the time to learn about the Education Services to Overseas Students sector. You can start by reviewing information on this website: <https://www.dese.gov.au/esos-framework>

- Apply for your passport, a copy of your birth certificate and any other identification documents such as an international driver's licence.
- Apply for your Australian student visa:
<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#HowTo>
- Complete and submit your Overseas Student Enrolment form, and any supporting documents, such as academic transcripts, to Marriott Academy. You may email or post your application form and documents. Note that you will need to provide certified copies of any documents you provide in support of your application.
- Please make sure that you have paid the enrolment application fee of \$250.00. This is an administrative fee for processing your enrolment application and it is non-refundable. Instructions for payment are on the enrolment form.
- If your enrolment application is approved, we will send you a Letter of Offer and the Overseas Student Agreement. You will need to complete and return the agreement to Marriott Academy. Once processed, we will issue you with a Confirmation of Enrolment (CoE).
- You will need to arrange your Overseas Student Health Cover (OSHC) before your leave for Australia.
- You will need to make arrangements for any family who will be travelling and staying with you.
- You should arrange your accommodation in Australia before leaving your home country.
- It is advisable that you visit your doctor and receive any required immunizations.
- Make sure that you can access your funds once you are in Australia. You should visit your bank and make the necessary arrangements.
- Make the necessary arrangements to travel to Australia. **You should arrange to be in Australia at least three weeks before the commencement of your course.** You will be required to attend an interview with our Student Support and Careers Manager (SSCM), and an Orientation Day, before your course starts.
- Check the weather details for the time you will be in Melbourne. This will help you decide what clothing you may need to pack.
- Make copies of all of your documents, hard copy or electronic, and leave the copies with a family member or a friend. This ensures that you have access to necessary documents should you lose your originals.

Once you are here

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- Contact your family/friends to let them know that you have arrived in Australia safely.
- Settle into your accommodation. Take some time to familiarise yourself with your local surroundings, such as the location of medical facilities, post office, police, supermarket and other services and retail outlets.
- Check the location of public transport near your accommodation such as bus/tram stop and training station. Use the Public Transport Victoria (PTV) website, or a smartphone app such as Google Maps, to work out how to get to the Marriott Academy campus. Arrange to get a MYKI card.
- Check that any banking arrangements you have made are operational, and that your Overseas Student Health Cover (OSHC) is current and active.
- Contact Marriott Academy to make an appointment to meet with the Student Support and Careers Manager (SSCM). The purpose of the meeting is to welcome you to Australia and check that you are well prepared to start your studies at Marriott Academy. This is also an opportunity for you to ask questions. You must meet with the SSCM before the course start date 30th January 2023.
- Remember that you will need to attend the Orientation Day on Wednesday 24th January, 9:30am – 5:00pm. You will have an hour for lunch, which you will need to arrange for yourself.
- If you intend working whilst you are studying in Australia, you will need to apply for a Tax File number.
- Familiarise yourself with the Marriott Academy Important Dates 2023 (next page).

Important Dates 2023

Date	Event	Notes for Students
Tuesday 3 rd January	Marriott Academy office opens	Students may contact Marriott Academy for enquiries and information.
Wednesday 24 th January		Attendance is mandatory
9:30am – 1:00pm	Orientation Day – Student Induction for Overseas Students	ACSF assessments will be used to confirm your language, literacy and numeracy (LLN) skills and identify any areas where you may require support to complete your course.
2:00pm – 5:00pm	Australian Core Skills Framework (ACSF) assessments	

Australian laws protect international students

The Australian Government wants international students to have a rewarding and enjoyable experience when they come to Australia to study. Australia offers high quality education services and protects the rights of international students to ensure you make the most of your time here.

This fact sheet contains important information for student visa holders about living and studying in Australia, including your consumer rights and responsibilities as an international student and key things you should know before and during your study.

As a student on a student visa, you benefit from Australian laws that ensure high standards of education, facilities and support services while you are in Australia. You also have rights to information about your course and the education institution you wish to study with before and during your enrolment. The Education Services for Overseas Students (ESOS) framework offers you financial protection in case your education institution does not deliver what it has promised you. You can find out more on the DESE website.

<https://www.dese.gov.au/esos-framework/esos-legislative-framework>

Before you begin your studies

Choosing a course to study

As an international student, you can only study a course with an education institution listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). All education institutions registered on CRICOS have met the quality standards set out in Australian law, which ensures you receive the best possible education services.

CRICOS is a good place to start when you want to find a course or education institution to study with.

<https://cricos.education.gov.au/>

Using an education agent

International students do not have to use an education agent. You can enrol directly with an Australian education institution. Information about what education institutions offer is usually on their websites.

If you want to use an education agent, it's best to pick one used by the education institution you want to study at. You can find a list of education agents on the education institution's website.

The law requires education institutions to only use education agents that act honestly and with integrity. Agents must give you accurate advice about the courses on offer, including entry requirements, and information about living in Australia. You should still be careful and alert when dealing with agents to ensure you enrol in a course that is suitable for you and will help you achieve your learning goals.

In Australia, education agents cannot give you information on visa and immigration matters – only migration agents can do this. You can find out more about using migration agents at the Department of Home Affairs website.

<https://immi.homeaffairs.gov.au/help-support/who-can-help-with-your-application/using-a-migration-agent>

If you think your education agent might be behaving dishonestly or unethically, you should stop using them immediately and contact your education institution directly.

Written agreements or contracts between the student and institution

Under Australian law, an education institution must have a written agreement with you outlining the services they will provide, all the fees you are required to pay, and conditions for refunds of money you pay for the course.

The written agreement is a legal contract. You should read it carefully and make sure you fully understand what it says before signing it. You and your education institution must follow whatever is set out in the written agreement once you have accepted it, so you should keep a copy of it. Should you ever make a complaint about your education institution, you will need to refer to your written agreement. You can find out more about making complaints on page 6 of this fact sheet, Making complaints and getting help.

Your rights before you enrol

Even before you enrol with an education institution, under Australian law you have the right to:

- receive current and accurate information about the courses, entry requirements, all fees and modes of study from your education institution and your education institution's agent;
- sign a written agreement with your education institution before or at the time you pay fees. You do not have to pay the education institution any money or fees until you accept the agreement;
- seek a refund in certain situations for course money you have paid. Information about refund arrangements must be included in your written agreement;
- get the education you paid for. The law includes tuition protections that will allow you to be placed in another course or receive a refund if your education institution is unable to teach your course (known as a provider default), visit the TPS website for more information; <https://tps.gov.au/Home>
- access complaints and appeals processes; and
- request to transfer to another education institution and have that request assessed by your education institution.

Paying your tuition fees

From 14 December 2015, changes to Australian law give international students more choice about how they pay their fees. Previously you could not pay more than 50 per cent of your fees before you started a course. Now you can choose to pay more than 50 per cent of your tuition fees before you start. For example, you or the person who is paying your fees may decide this is a good idea if the Australian dollar exchange rates mean you will save money by paying more of your fees early.

Your education institution may ask you if you would like to pay more than 50 per cent of your fees before you start your course. This is your choice. Your education institution cannot require you to pay more, unless you are doing a short course of 25 weeks or less. If your course is longer than 25 weeks, you cannot be asked to pay more than 50 per cent of your tuition fees before you start.

Your education institution may wish to organise a payment plan so you can start regularly paying the rest of your tuition fees once you start the course. Your written agreement should include an itemised list of all the fees you will be charged for your course, including your tuition fees, and information on how they will be paid and what refund arrangements apply.

In Australia there are also very strong protections for students' fees, which you can learn more about on page 6 of this fact sheet under Protecting your tuition fees.

What happens if you can't start the course because your visa is refused?

If you have paid fees to an education institution and your visa is refused, you are entitled to a refund. Under Australian law, the education institution is allowed to keep either 5 per cent of the tuition fees you paid or \$500, whichever is the lowest amount, and must refund you the rest.

If your visa is refused after the course was due to start, the education institution can keep tuition fees for the number of weeks that have passed since commencement and must refund you the rest of the fees.

What happens if you decide you don't want to start or continue the course?

If you change your mind and do not want to start the course, you may be entitled to a refund.

If you have a written agreement with the education institution, the amount of your refund will depend on the written agreement, which should tell you what will or will not be repaid to you.

If you do not have a written agreement, you have the right to receive some of your fees back. Under Australian law, the education institution is allowed to keep either 5 per cent of the fees you paid or \$500, whichever is the lowest amount, and must refund you the rest of the tuition fees you paid them.

During your studies

The Tuition Protection Service (TPS) Overview – how does it work for international students?

If your education providers stops providing or does not start providing your course as agreed and does not meet their default obligations

1. the TPS contacts you and creates an account for you
2. register with or log-on to the TPS
3. you provide proof of identity
4. the TPS will assist you to find options for completing your course in Australia or online
 - If there no suitable alternative courses*, you may apply for a refund of the amount of any 'unspent' tuition fees you have paid to your provider. These are any tuition fees you have already paid that are directly related to the course which you haven't yet received. *Ceasing study may affect your visa. Contact immi.gov.au for assistance.
 - Any remaining unspent tuition is refunded to you
5. contact providers and apply for preferred course
6. accept preferred suitable offer
 - TPS transfers any unspent pre-paid fees to your new provider.
 - Any remaining unspent tuition is refunded to you
7. you commence study as agreed

Contact the TPS

If you need to get in touch with the TPS please do not hesitate to contact us.

- email: administrator@tps.gov.au
- call: [1300 980 434](tel:1300980434)
- outside Australia: [+61 1300 980 434](tel:+611300980434)

Support services for you in Australia

Under Australian law your education institution must offer you support services to help you adjust to study and life in Australia, achieve your learning goals and maintain satisfactory progress in your learning. This support is available because we recognise that Australia may be a new environment for students, with different laws, culture and customs. Your education institution must give you free information and advice on:

- support and welfare services available at the education institution;
- legal services;
- emergency and health services;
- facilities and resources;
- complaints and appeals processes;
- any student visa condition that relates to the course you are studying; and
- services international students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

Many education institutions also offer career advice services. You should ask them whether they can help advise you on working and careers.

Your responsibilities as an international student in Australia

Your student visa

As an international student on a student visa, you must:

- comply with your student visa conditions;
- ensure you have and continue to maintain your Overseas Student Health Cover (OSHC) for as long as you stay in Australia on a student visa;
- tell your education institution if you change your address or other contact details;
- meet the terms of your written agreement with your education institution; and
- maintain satisfactory course progress and attendance (attend at least 80% of all scheduled classes).

Information about visa conditions for student visa holders is available on the Department of Home Affairs website, or call 131 881 on Monday – Friday from 9am to 5pm inside Australia (except public holidays).

Academic integrity and misconduct

The Australian Government and education institutions take issues of academic integrity very seriously. Education institutions have many ways of detecting cheating or plagiarism in exams and assessments.

Using ghost writing services, asking someone to take an exam in your place, or any other kind of academic misconduct will result in serious action being taken against you. Your enrolment or student visa could be affected or cancelled altogether.

If you are struggling with your studies, it's best to ask the Student Support and Careers Manager what support services may be provided.

Your consumer rights and protections

Protecting your tuition fees

Australia is widely recognised as a world leader in protecting the tuition fees of international students through its Tuition Protection Service (TPS). The TPS assists international students whose education institutions are unable to fully deliver their course of study, and ensures that international students can either:

- complete their studies in another course or with another education institution; or
- receive a refund of their unspent tuition fees.

In the unlikely event your education institution is unable to deliver a course you have paid for, they have obligations to offer you an alternative course or, if you do not accept the alternative course, pay you a refund of your unspent prepaid tuition fees. If your education institution is unable to meet these obligations for some reason, the TPS will assist you in finding an alternative course or getting a refund if a suitable alternative is not found.

Visit the TPS website for more information. If you are a student whose provider is unable to fully deliver your course, you can call (02) 6271 3440 for assistance.

Marriott Academy will never charge more than \$1,500 in advance, and all course fees are fixed for the duration of your course.

Working in Australia (updated March 2022)

Due to workforce shortages, there is a temporary relaxation of student visa work limits to all sectors of the economy. This takes effect immediately for all ongoing students as well as new student arrivals who wish to commence a job prior to course commencement. This means that international students can work before their course commences and work more than 40 hours a fortnight in any sector of the economy. This also includes secondary applicants. This is a temporary arrangement and will be reviewed by the Government in April 2022. Check Home Affairs website regularly for updates. In addition, if a student visa holder travels to Australia between 19 January to 19 March 2022, they will be eligible for a refund of their visa application charge. Students will be able to apply for a refund up until 31 December 2022. Details of how to apply for a refund will be available shortly. For more information see Temporary changes to visa work conditions for Students and Working Holiday Makers.

Students must continue to balance your study and work commitments even though there is flexibility in the number of hours you can work. Students must still:

- maintain their course enrolment
- ensure satisfactory course attendance, and
- ensure satisfactory course progress.

Student visa holders who cancel their enrolment and stop attending classes, or fail to meet satisfactory course progress, may be in breach of their visa conditions. If students are working or have an offer of employment in a critical sector, and have finished their course, they may be eligible for a COVID-19 Pandemic (subclass 408) visa. Students can only apply for this visa 90 days before your student visa is due to expire.

Last accessed 10 March 2022.

Australian workplace laws provide basic protection and entitlements for all workers in Australia, including workers from overseas. International students have the same entitlements to minimum wages and conditions as Australian workers, as well as superannuation and workers' compensation under Australian workplace laws.

The minimum wages and conditions to which an employee is entitled are set out in awards (also known as modern awards). Awards apply to employees depending on the industry they work in or the job that they do. Awards don't apply when a business has an enterprise agreement or other registered agreement that covers the employee's working conditions. For more information on awards and agreements, visit the Fair Work Ombudsman website.

<https://www.fairwork.gov.au/awards-and-agreements>

Australian laws also protect you from being discriminated against at work, for example because of your race, when you are applying for a job, about to begin a job, or any time during your employment. For more information about discrimination at work, visit the Fair Work Ombudsman and Australian Human Rights Commission websites.

<https://www.fairwork.gov.au/employee-entitlements/protections-at-work/protection-from-discrimination-at-work>

<https://humanrights.gov.au/>

The Fair Work Ombudsman (FWO) helps employers and employees to understand their rights and responsibilities at work. The FWO can also investigate suspected breaches of workplace laws. To find out what you should be paid and learn more about your minimum workplace entitlements you can visit the Fair Work Ombudsman website.

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

You can also call 13 13 94 from 8am to 5.30pm Monday to Friday inside Australia (except public holidays). Getting help to resolve a workplace issue will not automatically affect your student visa.

You are limited to 40 hours of work per fortnight when your course is in session, and unlimited hours in out of session periods. This is to ensure you are mainly focused on your studies. Work conditions for student visa holders can be found on the Department of Home Affairs website.

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#When>

Changing education institutions or courses

If you are not satisfied with the course you are doing and wish to transfer to another education institution, before you make the decision to enrol with another education institution you should be aware that there are rules about what you can or cannot do.

If you are a school student and want to change to another education institution before finishing the first six months of your first school course, you must seek permission from your original education institution to transfer. Six months after you start your first school course, you can change to another education institution without asking your original education institution for approval.

For all other students, if you haven't completed six months of your principal course (the final course of study you are undertaking), Australian law says that you can only change education institutions if:

- your original education institution can no longer provide the course you enrolled in;
- your original education institution says they will release you; or
- you have a government sponsor, and that sponsor writes a letter saying they support you changing education institutions.

In other words, you will usually need your education institution's permission if you want to transfer before you have completed six months of your principal course.

Your original education institution can only provide a letter of release if:

- you have a letter from another education institution saying they have made you an enrolment offer; and
- where you are under 18, you have the support of your parent or legal guardian, or the education institution wishing to enrol you says they will take responsibility for your welfare.

You should read and understand your education institution's transfer policy, as it should clearly state the reasons that you may or may not be granted a transfer. Your education institution must assess or consider your request to transfer against this policy. If you are not satisfied with your education institution's decision, you can appeal through their internal appeals and complaints handling process. If you are not satisfied with the outcome of that internal appeal process, your options are outlined in the section below, Making complaints and getting help.

If you are thinking about changing your course, you need to ensure that you continue to meet the conditions of your student visa. Further information about the impact of changing courses or education institutions is available on the Department of Home Affairs website.

<https://immi.homeaffairs.gov.au/change-in-situation/study-situation>

Making complaints and getting help

If you have a complaint about your education institution, you should talk to them first. Your education institution must have complaints and appeals processes in place to help students resolve their issues. If you cannot resolve your complaint with an education institution, there are other actions you can take. You will need to find out whether your education institution is a private or government type by searching them and looking at the Institution type field on the CRICOS website.

<https://cricos.education.gov.au/Institution/InstitutionSearch.aspx>

If your education institution is a private (non-government) organisation, you can make a complaint to the Commonwealth Ombudsman using the online complaint form on their website.

<https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=oco-complaint-form>

If you are unable to complete the online form, you can contact them on 1300 362 072 from 10:30am to 3pm AEDT Monday to Friday inside Australia (except public holidays).

If you are studying with a government education institution, which includes most universities and TAFEs, the external appeal body will most likely be the ombudsman for the state/territory or Commonwealth. Your education institution can give you the best information about the appropriate external appeals process for their institution. You can find the contact details of all Australian ombudsmen on the Commonwealth Ombudsman website.

<https://www.ombudsman.gov.au/what-we-do/Otherbodies>

Questions?

If you have any questions or concerns that have not been answered in this fact sheet, you can submit an enquiry on the DESE website <https://www.dese.gov.au/international-education>

Find out more and connect on social media

Study in Australia is the official Australian Government website for international students. You can connect with it through their website, Facebook, Twitter or YouTube.

The Fair Work Ombudsman gives you information and advice about your workplace rights and obligations. You can connect with it through their website, Facebook, Twitter, YouTube or subscribing to email updates.

Marriott Academy

Critical Policies, Procedures and Forms

Accessible via Marriott Academy Website

ESOS 0.0	Education Services for Overseas Students Policy Overview
ESOS 0.1	Overseas Student Enrolment Form
ESOS 0.1	Student Enrolment Process
ESOS 0.2	Change of Student Details Form
ESOS 0.3	Student Feedback Form
ESOS_0.4	Student Enrolment Meeting
ESOS_0.5	Orientation Day - Student Induction for Overseas Students
ESOS_2.0	Recruitment of Overseas Students Policy
ESOS_3.0	Overseas Student Offer and Acceptance Agreement
ESOS_3.1	Overseas Student Fee and Refund Policy
ESOS_3.2	ESOS Request Fee Refund Form
ESOS_3.3	Overseas Student Fee Payment Schedule
ESOS_4.0	Education Agents - Engagement & Management Policy
ESOS_4.0.1	Australian International Education and Training - Agent Code of Ethics
ESOS_6.0	Overseas student support services
ESOS_6.1	Standard 7 DESE International education - Student Rights & Responsibilities
ESOS_7.0	Overseas Student Course Transfer Policy and Procedure
ESOS_7.1	Overseas Student Transfer Application Form
ESOS_8.0	Overseas Student Visa Requirements Policy
ESOS_9.0	Deferment, Suspension or Cancellation of Enrolment Policy and Procedure
ESOS_9.1	Application for Deferment of Course or Leave from Studies Form
ESOS_9.2	Student Suspension and Cancellation Report
ESOS_10.0	Complaints and Appeals Policy and Procedure
ESOS_10.0.1	Victorian Small Business Commission-Mediation-Panel-Fee-Policy
ESOS_12.0	ESOS Student Handbook 2022
12.0	Training & Assessment Policy v 1.3
12.1	English as a Second Language Policy
12.2	Language, Literacy & Numeracy Policy
12.3	Student Welfare & Guidance Policy
23.0	Issuing of Qualifications Policy & Procedure
25.0	Privacy Policy
25.4	Access Confidential Records Form
26.0	Copyright Policy

Marriott Academy's Privacy Policy

1.0 Preamble - Federal Privacy Laws

New Federal Privacy Laws became effective from 21 December 2001. The legislation regulates the way RTOs can collect, use, keep secure and disclose personal information. RTOs are required to handle personal information in accordance with the National Privacy Principles as outlined in the legislation. Marriott Academy is bound by the *National Privacy Principles*.

An individual's right to keep their personal information private is highly important. We are committed to protecting and maintaining the privacy, accuracy and security of your personal information.

The following statement shall be included in all Marriott Academy enrolment forms, in accordance with National VET Data Policy – Schedule 1 Privacy Notice:

VET Data Use Statement

Under the Data Provision Requirements 2012 and National VET Data Policy (which includes the National VET Provider Collection Data Requirements Policy at Part B), Registered Training Organisations are required to collect and submit data compliant with AVETMISS for the National VET Provider Collection for all Nationally Recognised Training. This data is held by the National Centre for Vocational Education Research Ltd (NCVER), and may be used and disclosed for purposes that include:

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

NCVER is authorised by the National Vocational Education and Training Regulator Act 2011 (NVETR Act) to disclose to the following bodies, personal information collected in accordance with the Data Provision Requirements or any equivalent requirements in a non-referring State (Victoria or Western Australia), for the purposes of that body:

- *a VET regulator (the Australian Skills, Quality Authority, the Victorian Registration and Qualifications Authority or the Training Accreditation Council Western Australia)*
- *the Australian Government Department of Education, Skills and Employment*
- *another Commonwealth authority*
- *a state or territory authority (other than a registered training organisation) that deals with or has responsibility for matters relating to VET.*

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

2.0 What kind of information does the RTO collect?

The RTO can collect information about:

- 2.1 Learners before, during and after the course of a Learner's enrolment at the RTO;
- 2.2 Job applicants, staff members, volunteers and contractors; and
- 2.3 Other people who come into contact with the RTO.

3.0 Personal information you provide

The RTO will generally collect personal information held about an individual by ways of forms filled out, face-to-face meetings and interviews and telephone calls and other communications. On occasions parties may provide personal information.

4.0 Personal information provided by other people

In some circumstances the RTO may be provided with personal information about an individual from a third party, e.g. a report provided by a medical professional or a reference from another organisation. If you provide information to us about other people, we encourage you to inform them that you have provided us with information.

5.0 How will the RTO use the personal information you provide?

The RTO's primary purpose is for education and the duty of care of its Learners. The RTO will use personal information from an individual for the RTO's primary purpose and for such other secondary purposes that are related to the primary purpose.

- 5.1 To keep Learners informed about matters related to their training, through correspondence, newsletters, magazines and reports;

- 5.2 Day-to-day administration;
- 5.3 Looking after Learner's educational, social and medical well-being;
- 5.4 To satisfy the RTO's legal obligations and allow the RTO to discharge its duty of care.

6.0 Consequences of not supplying information

If we do not obtain the information referred to above, we may not be able to enrol or continue the enrolment of your son/daughter. If you do not agree to this, please advise the RTO in writing to the Privacy Officer.

7.0 Job Applicants, Staff members and contractors

In relation to personal information of job applicants, staff members and contractors, the RTO's primary purpose of collection is to assess and (if successful) to engage the applicant, staff member or contractor. The purposes for which the RTO uses this information include:

- 7.1 In administering the individual's employment or contract,
- 7.2 For insurance purposes,
- 7.3 Seeking funds and marketing for the RTO,
- 7.4 To satisfy the RTO's legal obligations, for example, in relation to child protection legislation.

8.0 Who might the RTO disclose personal information to?

The RTO may disclose personal information, including sensitive information, held about an individual to:

- 8.1 Another RTO, as required;
- 8.2 Government departments;
- 8.3 Medical Practitioners;
- 8.4 People providing services to the RTO, including specialist visiting teacher and sports coaches;
- 8.5 Recipients of RTO publications, like newsletters and magazines;
- 8.6 Parents (where the Learner is under 18 years of age); and
- 8.7 Anyone you authorise the RTO to disclose information to.

9.0 How will the RTO treat sensitive information?

Sensitive information means:

Information relating to a person's racial or ethnic origin, political opinions, religion, trade union or other professional or trade association membership, sexual preferences or a criminal record and health information. Unless you agree otherwise, or is allowed by law, sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose.

10.0 Management and security of personal information

The RTO has in place steps to protect the personal information the RTO holds from misuse, loss, unauthorized access, modification or disclosure by use of various methods including locked storage of paper records and passworded access rights to computerized records.

11.0 Updating personal information

The RTO endeavours to ensure that the personal information it holds is accurate, complete and up-to-date. A person may seek to update their personal information held by the RTO by contacting the Receptionist of the RTO at any time.

12.0 You have the right to check what personal information the RTO holds about you

Under the Commonwealth Privacy Act, an individual has the right to obtain access to any personal information which the RTO holds about them and to advise the RTO of any perceived inaccuracy. To make a request to access any information the RTO holds about you or your child, obtain an Access Confidential Information from reception.

Further information may be obtained by contacting the office of the Federal Privacy Commissioner
www.privacy.gov.au

Marriott Academy's Training and Assessment Policy

Marriott Academy delivers mainly to a target clientele where students are over the age of 18 and have attained Australian Core Skills for Framework (ACSF):

- Level 3 for qualifications at AQF Certificate III level to Diploma level, and
- Level 4 for qualifications above AQF Diploma level.

Marriott Academy will recognise the AQF qualifications and Statements of Attainment issued by other providers as evidence of student ACSF level.

2.0 Training

Student education profiles are critical to designing and developing appropriate and effective learning and assessment strategies. Marriott Academy identifies delivery modes and training and assessment materials which would meet the needs of a range of clients within the target group. Training strategies are reviewed regularly and entries in the Continuous Improvement Register are made when any changes are required. If ongoing reviews of training and assessment indicate that further learning needs have been identified, the Training Plans will be amended accordingly and any subsequent issues relating to materials, resource and/or expertise will be addressed.

3.0 Assessment & Reporting of Results

Marriott Academy views assessment as the purposeful, systematic and ongoing collection of information of evidence for use in making judgments about Student learning. In the context of a competency based approach to training, the assessment process involves:

- 3.1 providing students with opportunities to demonstrate core competencies/learning outcomes;
- 3.2 gathering and recording evidence about Students' demonstrations of these core learning competencies/outcomes;
- 3.3 using this evidence as the basis for making overall judgments about Students' demonstrations of core competencies/learning outcomes.

The purposes of assessment are to:

- 3.4 promote, assist and improve Student learning;
- 3.5 inform programs of teaching and learning;
- 3.6 provide data that can be communicated to a range of people about the progress and achievements of individual Students or groups of Students.

Assessment strategies and instruments will be developed so as to:

- 3.7 enable judgments to be made on Student demonstrations of core competencies and/or learning outcomes that have been planned for;
- 3.8 promote Student development;
- 3.9 take account of special considerations for Students with special needs;
- 3.10 be formative, summative and diagnostic;
- 3.11 reflect the principles of assessment;
- 3.12 be reviewed and validated at least annually in accordance with NVR Standards.

Marriott Academy will provide progress results, usually via email, as coursework is completed by Students. Marriott Academy will also provide students with a report on progress results at the end of each semester. Students at risk shall be identified at discussed at RTO team meetings, and the Student Support Manager shall be notified of any required action.

Marriott Academy will issue students with qualifications, which will include a record of Unit results, in accordance with the AQF requirements, within thirty (30) days after course completion. Where students partially complete qualification requirements, a Statement of Attainment shall be issued for Units of Competency completed.

All results shall be entered on Marriott Academy's Student Management System by Marriott Academy Administrative assistant, as they become available.

4.0 Principles of assessment

In the context of competency-based training, assessment should:

- 4.1 focus on Student demonstration of core competencies/learning outcomes as planned for;
- 4.2 provide evidence that Student performances are consistently judged in accordance with prescribed competencies/outcomes;
- 4.3 be comprehensive. That is, incorporate judgments from a range of sources such as students, peers, teachers; and comprise a range of processes for gathering evidence of Student achievement;
- 4.4 be an integral part of the learning process-that is, provide information on Student progress and needs, intervention strategies and allocation of resources;
- 4.5 inform programs of teaching and learning;
- 4.6 be valid;
- 4.7 produce reliable results.

To be effective, assessment should:

- 4.8 reflect social justice principles;
- 4.9 accommodate the diverse needs of students;
- 4.10 be sensitive to issues of gender, disability, culture, background language, socio-economic status and geographical location;
- 4.11 reflect current knowledge of child and adolescent development;
- 4.12 develop Student capacity to self-monitor progress;
- 4.13 take place as close as possible to the place of learning;
- 4.14 be authentic (i.e., involve Students in the use of relevant and useful knowledge, understandings and practical skills).

5.0 Formative assessment occurs when assessment, whether formal (for example, testing) or informal (for example, classroom questioning), is primarily intended for, and instrumental in, helping a Student attain a higher level of performance.

6.0 Diagnostic assessment is a particular type of formative assessment that is intended for determining the nature of a Student's learning problems and then providing the appropriate feedback or intervention (or, alternatively, determining the nature of a Student's success and then providing the appropriate extension activities). Results do not count towards summative assessment.

7.0 Summative assessment is designed to indicate the achievement status or level of performance attained by a Student at the end of a course of study. It is geared towards reporting or certification. These are required to be completed satisfactorily by students in order to meet Unit / Course requirements.

8.0 Validation and Moderation are quality assurance processes designed to ensure comparability of assessment standards when assessing student work, and that assessment process and outcomes comply with the Principles of Assessment and Rules of Evidence. Validated assessment enhances confidence in the reliability of the results of assessment. It can have a positive effect on pedagogy as a result of authentic assessment systems. The process may also involve validating trainer judgments of the standard of student work by having the judgments of those trainers reviewed by their peers.

Marriott Academy validates, and moderates, its assessment strategies by reviewing, comparing and evaluating the assessment processes, tools and evidence contributing to judgements made by a range of assessors against the same competency standards, at least annually, and documenting any action taken to improve the quality and consistency of assessment.

9.0 Reassessment is available to Students. For example, where they have not satisfactorily completed a required assessment task, or have successfully appealed a result, Students may be provided with additional training, if required, and shall be reassessed. All reassessments shall be at the discretion of Marriott Academy, with consideration to time restraints, and the likelihood that the Student will be able to demonstrate competence.

10.0 Documentation that will be developed by Marriott Academy for each qualification on Marriott Academy's scope of registration shall include:

- 10.1 Training and Assessment Strategy;
- 10.2 Training and Assessment Delivery Plan;
- 10.3 Assessment Records; and,
- 10.4 Assessment Tasks.

Documentation shall be made available to RTO trainers and students as appropriate and as required. Where Marriott Academy sources training materials from a third party, Marriott Academy shall ensure that they are suitable and appropriate for the target group.

11.0 Guide to Developing Assessment Tasks

11.1 General

RTOs are required to develop Assessment Tasks, and associated documentation, covering all Units that will be delivered as part of a VET qualification listed on Marriott Academy's scope of registration.

Assessment Tasks will require Students to undertake and complete activities that will enable the Assessor to collect evidence in order to determine whether the Unit skills, knowledge and/or attitudes have been attained and demonstrated by the Student. The Assessor's decisions and judgements are then recorded on the relevant Unit Assessment Tool.

11.2 Structure

Assessment Tasks may be used to cover one or more competencies from a Unit, or from a number of Units.

Assessment Tasks must reflect current industry standards and practices.

Assessment Tasks must comply with the Principles of Assessment and Rules of Evidence for Competency Based Training and Assessment.

11.3 Format

Assessment Task documentation will:

- include the code and full title of the Unit(s) to which the assessment relates;
- list the competencies being assessed as per the Unit requirements (these can be elements of competency, performance criteria, required skills/knowledge and/or critical aspects for assessment and evidence);
- describe precisely and clearly what the Learner will be required to do in order to satisfactorily complete the Task;
- provide clear and sufficiently detailed instructions to the Student;
- list any suggested/required facilities, equipment, materials/resources;
- if appropriate, indicate the standard to which the Task will need to be completed and/or any relevant information from the Unit Assessment Requirements (e.g. context for assessment, methods of assessment);
- indicate a due date for completion and, if appropriate, details of arrangements for late submission and/or re-assessment; and,
- include the date when the Task documentation was produced or last updated, for version control purposes.

11.4 Content

It is critical that Assessment Tasks address Unit requirements and that requirements for workplace performance are taken into account. Where Unit Assessment Requirements require specific judgements to be made, such standards, consistency of performance, then the Assessment Tasks must also take these into consideration. Further, it is expected that relevant employability skills are taken into consideration when developing Assessment Tasks.

The Training and Assessment Plan, and student learning characteristics, will guide trainers when deciding the type of, and content for, Assessment Tasks. It is worth noting that Assessment Tasks should allow for a range of methods of assessment for each Unit. Further, all Assessment Tasks are subject to approval by Marriott Academy RTO Manager in consultation with trainers.

It is strongly advised that Assessment Tools are developed for each Unit, detailing the Skills, Knowledge and/or Attributes required for competency. The Assessment Task(s) will then serve as the means for collecting evidence of Student competency, and the Assessment Tool will serve as record of achievement.

Where Assessment Tools have been developed by Marriott Academy, then the Assessment Tasks must, as a minimum requirement, address the Skills, Knowledge and/or Attributes as listed in the Assessment Tool. Where Unit Assessment Requirements require specific judgements to be made, such standards, consistency of performance, then the Assessment Tasks must also take these into consideration.

11.5 Assessment Methods

Assessment methods will be dependent on the nature of the competency being assessed and the characteristics of the Candidate being assessed. Assessment methods may include

- direct observation, for example:
 - real work/real time activities at the workplace
 - work activities in a simulated workplace environment

- structured activities, for example:
 - simulation exercises/role-plays
 - projects
 - presentations
 - activity sheets

- questioning, for example:
 - written questions, e.g. on a computer
 - interviews
 - self-assessment
 - verbal questioning
 - questionnaires
 - oral/written examinations

- portfolios, for example:
 - collections of work samples by the candidate
 - product with supporting documentation
 - historical evidence
 - journal/log book
 - information about life experience

- review of products, for example:
 - products as a result of a project
 - work samples/products

- third party feedback, for example:
 - testimonials/reports from employers/supervisors
 - evidence of training
 - authenticated prior achievements
 - interview with employer, supervisor, peer

11.6 Nominal Hours

NOMINAL HOURS are the approximate hours of supervised and independent learning/training, and including assessment, deemed necessary to cover the educational material, in a training program or Unit of Competency. These hours are a guide only and would include the time spent face-to-face and out-of-class (e.g. homework, research, independent learning, work experience, industry placement, excursions etc).

It is important to note that Competency Based Training and Assessment is not “hours” limited. That is, whilst course designers may recommend/suggest an approximate number of hours for a Course/Unit, usually called “nominal hours”, a learner is deemed to be “Competent”, once they have completed an appropriate amount of training and are able to demonstrate competence. That is, they have been assessed as having met the course/unit requirements.

Trainers will note that there is no reference to “hours” in practically all Training Package units. Unless specifically stated in the Unit, assessment does not require a specified number of hours of training and/or assessment to have been completed. However, the expectation is that the amount of training provided shall be sufficient to enable students to reflect on and absorb the knowledge, to practise the skills in different contexts, and to learn to apply the skills and knowledge in the varied environments that the ‘real world’ offers before being assessed.

For example, in some units from Hospitality it is actually stipulated that a minimum number of hours of hospitality service (shifts) need to be completed in order to meet the Unit requirements. However, for almost all other Units from all qualification areas, there are no such “hours” requirement. Where there is an “hours” requirement, then this will be clearly stated in the Training Package Assessment Guidelines.

NCVER Nationally Agreed “Nominal Hours”

Nationally agreed hours data have been agreed to by all States and Territories for use in national reporting of VET data only. NCVER sources the nominal hours externally or via state and territory submissions to the National VET Provider Collection and updates the system file periodically. “Nominal hours” for qualifications and Units are used to assist with determining the volume of learning and the amount of training for national recognised VET qualifications. They serve as a guide for RTOs and trainers when developing delivery and assessment strategies.

Using “Nominal Hours” and Determining the Amount of Training

As a general rule, for most theory-based units about 50% of the nominal hours could initially be planned to be delivered face-to-face. The planned proportion of the nominal hours allocated for face-to-face training would usually be higher for practical units, where practical demonstration of competence is critical. Trainers will find the split between face-to-face and out-of-class hours for units is not only influenced by unit content, but may also be influenced by ability levels of a cohort of students, availability of facilities, student’s previous learning, method(s) of delivery chosen etc. More often than not, a trainer will only really get a clear and accurate idea of face-to-face and out-of-class hours required after they have delivered the Unit for the first time.

Structured Independent Learning (SIL) is an integral part of Marriott Academy’s delivery strategies. Students will be expected to complete learning activities independently, as directed by their trainer, whether this be in their own time outside scheduled class hours, or during actual class time. Learning activities may include, but are not limited to:

- required reading
- research
- viewing audio-visual presentations
- completing assignment work
- preparation for assessment
- unsupervised excursions
- industry visits
- homework tasks

11.7 Scheduled Training and Assessment Hours

It is Marriott Academy policy not to require or permit students to attend scheduled classes (including any time that is allocated for self-paced or online studies) for more than eight hours in any one day. It is also Marriott Academy policy not to require or permit full time students to attend scheduled classes (including time any that is allocated for self-paced or online studies) outside of 0800 hrs to 1730 hrs on any day.

Marriott Academy's Academic Honesty and Integrity Policy

Definitions

Academic Dishonesty means seeking to obtain or obtaining academic advantage, including in the Assessment or publication of coursework by dishonest or unfair means, or knowingly assisting another student to do so.

Plagiarism is the presentation of the works of another person / other persons as though they are one's own by failing to properly acknowledge that person / those persons.

Intentional Plagiarism is plagiarism associated with intent to deceive.

Unintentional Plagiarism is plagiarism associated with a lack of understanding of plagiarism or a lack of skill in referencing / acknowledging others' work (this is still a breach of this Policy).

Collusion is the unauthorised act of a student presenting work, which is the outcome of directly working with others, as his or her own.

Consequences

Consequences of academic dishonest and/or plagiarism can include any of the following at Marriott Academy's discretion:

- a) for minor breach, a reprimand, which may include a requirement to re-submit affected coursework and/or undertake re-assessment;
- b) for all other breaches, enrolment with Marriott Academy terminated and all fees forfeited.

Declaration by Students

Signed declaration on Enrolment Application

"I understand that my enrolment may be terminated and all fees forfeited should any course work, or part thereof, submitted by me for assessment be found to be plagiarised, copied without acknowledgement or not my own, where it is clear that I present and submit it as my own work."

Signed declaration on Assessment Cover Sheet

"I hereby declare that all of the materials submitted for assessment have been written and produced by me and, where necessary, I have acknowledged all sources and references used. I understand that sanctions may be imposed in cases of plagiarism and/or cheating, such as cancellation of results and/or enrolment and forfeiting of course fees and charges."

Appeals

Where a student disagrees with a decision regarding a breach of Marriott Academy's Academic Integrity policy, they may pursue appeal proceedings in accordance with Marriott Academy's Complaints and Appeals Policy.

Marriott Academy's Fee and Refund Policy for Overseas Students

The Education Services for Overseas Students (ESOS) Act 2000 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 require that Marriott Academy have in place a Fee and Refund Policy, which must be provided to overseas students who are studying in Australia on a student visa, before formal approval of their enrolment and issuing of a Confirmation of Enrolment.

This Fee and Refund Policy applies to those Marriott Academy students who are 'overseas students' as defined in the National Code 2018. Except as provided by law, a refund of tuition fees shall only be granted in accordance with this Fee and Refund Policy. Students acknowledge and agree to the terms and conditions of this policy on signing the declaration found at s 32 of the Student Enrolment Application form (Overseas Students), and by signing Marriott Academy's Overseas Student Offer and Acceptance Agreement.

Marriott Academy reserves the right to amend these terms and conditions at any time to ensure compliance with applicable State and Federal laws and/or to amend the non-refundable Administration Fee. Marriott Academy shall inform the Department of Home Affairs of any change of status where a student who holds a student study visa completes their course outside the course duration period, transfers to another provider, defers their course, is suspended or has their enrolment terminated where they do not meet course academic requirements, and/or does not meet their visa conditions.

Course Fees (2022/2023) (Overseas Student)

At no stage will Marriott Academy collect more than \$1,500 of course fees in advance for any student. All course fees shall be paid by instalments, where payments must not total more than \$1,500 in advance.

BSB50420 Diploma of Leadership and Management

Course fees* shall comprise:

PLEASE REFER TO COURSE INFORMATION.

** All fees shall be fixed for the duration of a student's course*

Fee Refunds

Whilst Marriott Academy's Fee and Refund Policy is founded in fairness and good faith, Marriott Academy acknowledges that all students may take action under Australia's consumer protection laws where a refund is refused.

A full refund of all tuition, and non-tuition, fees paid shall be provided by Marriott Academy where the course is not able to commence on the agreed starting date as specified in the Overseas Student Offer and Acceptance Agreement. Where Marriott Academy is not able to offer a course, Marriott Academy may offer an affected student enrolment in another suitable course, offered by Marriott Academy, at no additional cost. It will be completely at the student's discretion as to whether or not such an offer is accepted.

Prior to commencement of a course, a full refund of tuition fees paid to date, less Marriott Academy's enrolment administrative fee, which is a 'non-tuition fee', shall be provided, where upon presentation of evidence acceptable to Marriott Academy:

- a) the student is refused a study visa;
- b) illness or disability prevents the student from starting a course;
- c) the student fails to meet the English or other entry requirements for acceptance in the course;
- d) there are family circumstances, such as bereavement of a family member, which prevent the student from starting the course;
- e) the student is found to have provided incomplete, or inaccurate, information with their Student Enrolment Application, and is not able to rectify the identified issue(s), or
- f) other special or extenuating circumstances, including political, civil or natural events, which prevent the student from starting the course, and which are accepted at the discretion of Marriott Academy's CEO. For example, a full refund would be payable where an Offer is cancelled because the student is not able to travel to Australia due to travel restrictions being imposed as a result of a pandemic.

Where a student, after accepting an offer of a place, withdraws from the course within 20 working days before the commencement of the course, for no valid or acceptable reason, 75% of the tuition fees paid to date for that course are refundable. Marriott Academy's enrolment administrative fee is a 'non-tuition fee', and is non-refundable.

A student whose visa is cancelled during a course shall not be eligible for a refund of any tuition and non-tuition fees paid.

Where a student has commenced a course, but has their enrolment cancelled, or terminated, for any reason other than cancellation of the student's visa, the amount of refund payable shall be calculated as follows (reference: Education Services for Overseas Students (Calculation of Refund) Specification 2014):

$$\text{Course Fees Paid} \times (\text{Course Duration Weeks} - \text{Course Attended Weeks}^*) / \text{Course Duration Weeks}$$

Example:

Course fee paid in advance \$800, Course duration 32 weeks, Student attended 20 weeks.

$$\$800 \times (32 - 20 / 32) = \$300 \text{ refund}$$

* 'Course Attended Weeks' shall include all weeks from the week of the course start date, as specified in the Overseas Student Offer and Acceptance Agreement up to, and including, the week when the student's request to withdraw from the course is received, or the week in which the student is notified that their enrolment in the course has been terminated.

The student enrolment administrative fee and course materials fee are not refundable once the student has commenced their course.

All requests for full or partial refunds must be made in writing on the ESOS Request Fee Refund Form.

Other Fees

The following fees are payable as required and are not refundable:

Recognition of Prior Learning Assessment ... \$250 per Unit

Re-assessment fee \$150 per unit

Late payment of course fees \$5 per day

Deferral of studies – administrative fee \$150

Refunds Payable

All and any refunds payable, in accordance with this policy, shall be made to the entity or person who made the made to Marriott Academy. Where a student requests that a refund be paid to any other entity or person, such a request must be in writing, and the student indemnifies Marriott Academy against any and all losses that may be incurred by the student.

Details of Course Fees Instalments (2023)

Qualification(s)										
Item	Course Fees	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct
Tuition Fee(s) Paid										
Materials Fee(s) Paid										
Total										

Qualification(s)										
Item	Course Fees	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct
Tuition Fee(s) Paid										
Materials Fee(s) Paid										
Total										

Qualification(s)										
Item	Course Fees	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct
Tuition Fee(s) Paid										
Materials Fee(s) Paid										
Total										

Marriott Academy's Complaints and Appeals Policy

Marriott Academy provides all students with the opportunity to have decisions made by Marriott Academy reviewed and appealed, and for complaints to be lodged, reviewed and resolved. Marriott Academy's procedures for dealing with complaints and appeals are founded on the principles of fairness, equal opportunity and natural justice. It is Marriott Academy's intention that all students feel supported and engage in a fair learning environment.

Accordingly, Marriott Academy's complaints and appeals procedures must ensure that:

- a) the complaints and appeals process is accessible to students
- b) the process is fair, impartial and transparent
- c) outcomes and decisions are consistent where circumstances are comparable
- d) privacy of all concerned is respected and confidentiality maintained
- e) all complaints and appeals are dealt with, and resolved, as expeditiously as possible
- f) records are maintained for a period of no less than two years after the student enrolment ceased.

It is a condition of employment that all staff adhere to the requirements of Marriott Academy's Complaints and Appeals Policy and Procedure. It is also a requirement of enrolment that all students abide by Marriott Academy's Complaints and Appeals Policy and Procedure. As such, it is expected that all staff and students affected by a complaint and/or appeal participate in the resolution process in a cooperative manner and in good faith. Where a staff member or student is determined not to be cooperative and/or not acting in good faith, then Marriott Academy reserves the right to take the appropriate disciplinary action.

Where a student wishes Marriott Academy to reconsider a decision, then Marriott Academy shall engage the services of the Dispute Settlement Centre of Victoria (DSCV) to review the student's complaint and/or appeal, and Marriott Academy's decision(s) relating to the student's application. Marriott Academy, the student, and/or their representative are expected to engage in mediation meetings. DSCV is part of the Victorian Department of Justice & Community Safety, and provides free dispute resolution services to all Victorians. Marriott Academy policy is that Marriott Academy and the student shall be bound by DSCV's decision.

Students who are not satisfied with the outcome of the complaint and appeal process may still lodge a complaint with an external agency, such as the Victorian Ombudsman or Consumer Affairs Victoria. Marriott Academy's policy and procedure does not preclude any student from seeking redress in accordance with all applicable laws.

Complaints and/or Appeals may occur because of decisions made by Marriott Academy with regards, but not limited, to the following:

- Admission, enrolment, transfer and withdrawal.
- Appeal of an assessment result.
- The quality of training provided (e.g., trainer performance, access to facilities and resources).
- Support services.
- Request for special consideration.
- Reporting unsatisfactory progress.
- Failure to meet attendance requirements.
- Refuting of evidence provided by students relating to non-academic requirements (e.g., medical certificate).
- Student disciplinary action (e.g., cheating and plagiarism).
- Fees and charges.
- Bullying.
- Discrimination.
- Harassment.
- Privacy and confidentiality.
- Any other matter, relating to their participation in training with Marriott Academy, that a student believes is having an adverse impact on their ability to meet course requirements, and/or their health and wellbeing.

Student Complaint and Appeal Procedure

1. Inform Marriott Academy staff.	In the first instance, if appropriate, all students are encouraged to discuss their concerns or issues informally with a Marriott Academy staff member. Students may approach their trainer, the Student Support and Careers Manager, the RTO Manager, or Marriott Academy's CEO.
2. Lodge a Complaint and/or Appeal.	<p>Should a student's concerns or issues not be able to be resolved informally, then the student will need to lodge a formal complaint and/or appeal with Marriott Academy's CEO.</p> <p>Students may access the required Complaint and Appeal Form from Marriott Academy's website or student administration. The Form should be completed and lodged with Marriott Academy's CEO as soon as practicable.</p> <p>Should the student consider it inappropriate that Marriott Academy's CEO investigate the complaint and/or appeal, then this will need to be noted on the Complaint and Appeal Form, and the student will be advised of appropriate external agencies which they may approach. Irrespective, all complaints and/or appeals will be considered and investigated by Marriott Academy's CEO.</p> <p>Should the nature of the concerns or issues involve a possible criminal offence, then students are advised to contact Victoria Police and/or seek legal advice.</p> <p>The student's application details shall be entered on the RTO's Complaints and Appeals Register. All Forms and any supporting documents shall be kept in the student's file.</p> <p>At all times, all information shall be treated with the strictest confidence.</p>
3. The Student Complaint and/or Appeal is investigated.	All formal complaints and appeals shall be considered by Marriott Academy's CEO. Where warranted, the CEO shall investigate the complaint and/or appeal. The investigation must allow the student to provide any relevant information and evidence either in writing or verbally. Students will be permitted to engage support when presenting information and evidence.
4. Outcome.	<p>It is intended that all formal complaints and appeals be investigated and the student informed, in writing, of the outcome of their application, and detailed reasons for the decision, within 10 working days from the date when the complaint and/or appeal was received by Marriott Academy. Where more time is required, then the student shall be informed in writing, where a date must be provided as to when the student shall be informed of the outcome of their application. Any extension in time should not exceed an additional 20 working days.</p> <p>A copy of all correspondence shall be kept in the student's file. Details of the outcome of the student's application shall be recorded on the RTO's Complaints and Appeals Register.</p>
5. Reconsideration – Independent Review.	<p>Where a student is not satisfied with the outcome of their application, then they may, within 15 working days, request that their application be reconsidered. The student may make such an application by responding to Marriott Academy's notification of the outcome of their application. Student must provide an explanation of the grounds on which they are requesting a reconsideration, which may include additional information and/or evidence.</p> <p>Marriott Academy shall engage the services of the Dispute Settlement Centre of Victoria (DSCV) to review the student's complaint and/or appeal, and Marriott Academy's decision(s) relating to the student's application. Marriott Academy, the student, and/or their representative are expected to engage in mediation meetings. DSCV is part of the Victorian Department of Justice & Community Safety, and provides free dispute resolution services to all Victorians.</p>
6. Reconsideration Outcome.	<p>Marriott Academy and the student agree to be bound by the decision of the Dispute Settlement Centre of Victoria.</p> <p>Should the student not be satisfied with the outcome of the reconsideration process, then may seek legal advice. The student shall retain the right to take action under the Australian Law.</p> <p>All records shall be kept in the student's file. Details of the outcome of the student's reconsideration application shall be recorded on the RTO's Complaints and Appeals Register.</p>
7. Continuous Improvement.	<p>Where appropriate, Marriott Academy shall review the relevant training and assessment services, and/or RTO management and operational practices, in order to implement change to minimise the risk of reoccurrence of similar complaints and/or appeals.</p> <p>Where changes are implemented, then these shall be recorded in Marriott Academy's Continuous Improvement Register.</p>

1.0 RPL

Recognition of Prior Learning (RPL) is the acknowledgement of skills and knowledge previously attained through formal training, work experience and/or life experience. Learners may be eligible for credit into a VET qualification based on relevant prior learning and/or experience. Recognition of Prior Learning is available on application in all VET qualifications offered at Marriott Academy.

Recognition of Prior Learning (RPL) is an assessment process that involves assessment of the individual's relevant prior learning, formal, informal or non-formal, to determine the credit outcomes of an individual application for credit.

Learners may seek recognition of skills and knowledge involved in a module or unit of competency attained through relevant work and/or life experiences. Credit for course module(s)/unit(s) may be granted where appropriate and sufficient evidence is provided to demonstrate that learning outcomes or competencies have been previously attained, and have been retained, by the learner.

Formal learning refers to learning that takes place through a structured program of learning and assessment that leads to the full or partial attainment of a recognised AQF qualification or other formally recognised qualification.

Non-formal learning refers to learning that takes place through a structured program of learning but does not lead to a formally recognised qualification. *Informal learning* refers to learning gained through work-related, social, family, hobby or leisure activities and experiences. Unlike formal and non-formal learning, informal learning is not organised or externally structured in terms of objectives, time or learning support.

2.0 Credit Transfer

Credit transfer is a process that provides students with agreed and consistent credit outcomes based on identified equivalence in content and learning outcomes between matched qualifications. Credit must be granted for studies completed at an RTO or at any other authorised issuing organisation, such as a university. In the case of any non-equivalent units of competency, complete an analysis to determine the equivalence of the study completed with the relevant units or modules before granting any credit. The RTO accepts and provides credit to students for units of competency and/or modules, unless licensing or regulatory requirements prevent this.

3.0 National Recognition

A key principle of the Australian Quality Training Framework is national recognition (previously referred to as mutual recognition). This means that all RTOs within respective States and Territories will recognise:

- Australian Qualifications Framework qualifications and statements of attainment issued by any other registered training organisation. This enables individuals to receive national recognition of their qualifications and statements of attainment.
- the decisions of all other states and territories in registering training organisations and accrediting nationally recognised courses. Once registered by one jurisdiction, this enables a registered training organisation to operate in any state or territory without a further registration process.

Applicants complete application form and provide certified copies of Certificate(s) and/or Statement(s) of Attainment.

4.0 Applying for Recognition of Prior Learning

Step 1 Applicant obtains an *RPL Tool* from Marriott Academy

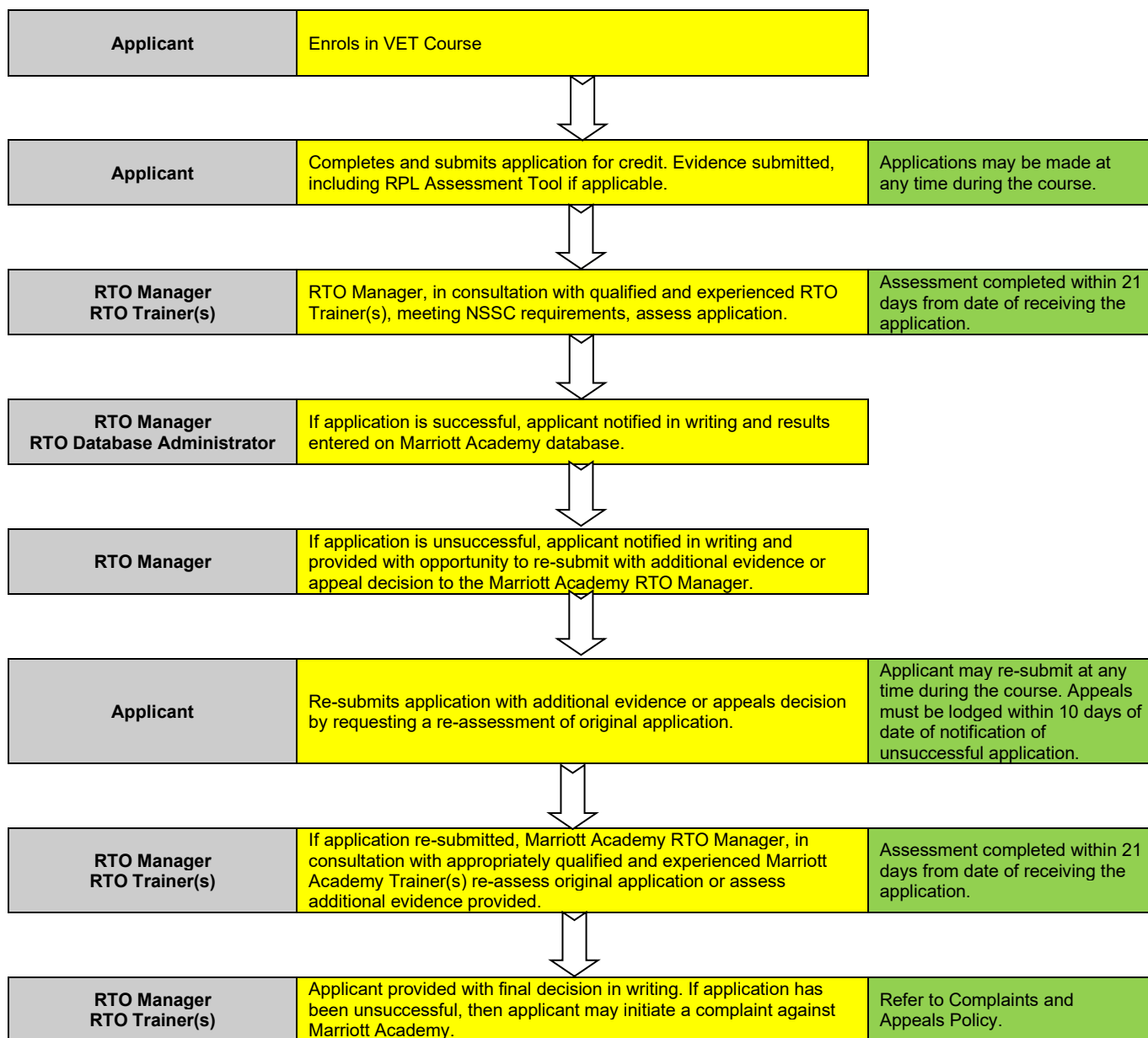
Step 2 *Application* discussed with trainer if required

Step 3 Completed *Application*, comprising a completed RPL Assessment Tool and supporting documentation, submitted to the Marriott Academy RTO Manager for action

5.0 What are the possible outcomes of an application

- Application successful and credit/recognition granted, current competencies recognised
- Application suspended pending learner providing further information/evidence
- Application rejected. Learner may seek to undertake formal assessment for those credits, exemptions, current competencies noted in the learner's application (assessment only pathway)
- Application rejected. The learner may appeal, and the application may be re-assessed. If required, a final decision will be made by the Marriott Academy RTO Manager in consultation with the course teacher.

6.0 Application and Assessment Procedure



7.0 National Recognition

National recognition is a feature of the VET Quality Framework that allows a registered training organisation (RTO) registered in one State or Territory to operate in another without a further registration process; qualifications and statements of attainment issued by any registered training organisation to be accepted and recognised by all other registered training organisations; and training packages endorsed by the National Training Framework Committee to be delivered by all registered training organisations registered to do so.

Previously referred to as mutual recognition, national recognition is unique to the vocational education and training system.

The term national recognition is now being used as it is more clearly related to a nationally consistent training system where learners' qualifications and part qualifications are portable and can be recognised anywhere in the country.

The agreement states that all registered training organisations will recognise qualifications and statements of attainment issued by any other registered training organisations in Australia. This allows a person to automatically gain credit for units of competency that they have successfully completed with another registered training organisation. A statement of attainment from a registered training organisation that contributes to a qualification is reported as a form of credit transfer.

8.0 Costs for RPL Assessments

Refer to Fees and Refunds Policy.

Marriott Academy's Student Support Policy

Marriott Academy shall develop and implement systems and processes to provide necessary and effective support the overseas student in adjusting to study and life in Australia. Marriott Academy shall provide all students information on, and access to, an age and culturally appropriate orientation program.

Marriott Academy shall make a range of information available to students, which shall be disseminated to students at a mandatory orientation session. Marriott Academy shall also make accessible this, and any other relevant, information, throughout the period of study at Marriott Academy via Marriott Academy's website and, where appropriate, through printed materials.

Orientation

1.0 All students must attend an orientation session prior to commencing their studies at Marriott Academy. Orientation sessions shall be scheduled to ensure that all students are able to attend. Where a student is not able to attend an orientation session, the Marriott Academy shall make arrangements for the student to meet with Marriott Academy's Student Support Officer, who will conduct the orientation session. The session shall be conducted by the RTO Manager and the Student Support Officer.

1.1 All students shall be required to sign an attendance roll at the orientation session, as well as a declaration that they have understood the information provided at the session. A copy of the signed documents shall be retained in the student's administrative file.

The Orientation Session

2.0 The following information shall be provided at the orientation session. Where appropriate, information will also be provided as printed materials.

2.1 Marriott Academy Contacts

2.1.1 Important Marriott Academy contact are listed on Marriott Academy's website and in Marriott Academy's Student Handbook.

2.1.2 Students should call 000 where an emergency involves immediate or pending danger.

2.1.3 Marriott Academy's Emergency Contact Number: **XXXX XXX XXX**

RTO Document:

Marriott Academy Student Handbook

2.2 ESOS Framework

2.2.1 All students must familiarise themselves with the ESOS Framework, and should be aware of key websites relevant to studying and living in Australia. The following are key websites (accessed 07 June 2021):

<https://www.dese.gov.au/esos-framework>

<https://www.dese.gov.au/international-education/support-international-students>

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

2.3 Living and Studying in Australia

2.3.1 The Marriott Academy Student Support and Careers Manager (SSCM) is available from 9:00am – 5:00pm Monday to Friday, and 24 hours in case of emergencies. Students are encouraged to make an appointment should they wish to meet with the SSCM. The SSCM may assist with:

- General student welfare, such as personal issues, home sickness, accommodation, issues with RTO services
- Meeting academic and attendance requirements, and accessing support such as supplementary classes
- Accessing support outside the RTO, such as attendance to medical and health issues, employment, visa issues, travel

2.3.2 Where Marriott Academy is not able to provide required support, then Marriott Academy SSCM shall refer the student to external support services. For example, where student issues are legal in nature or require services of a specialist.

2.4 Attendance and Satisfactory Progress

2.4.1 Marriott Academy shall designate a student as being a 'student at risk' (STAR) where that student does not meet course attendance and/or satisfactory progress requirements.

2.4.2 The minimum requirement for attendance is 80 per cent of the scheduled contact hours for the course. A student shall also be deemed not to have met course attendance requirements where the student is absent for more than five consecutive days without approval.

2.4.3 Student not meeting course progress requirements is where a student, after having been provided with support* fails to satisfactorily complete course assessment(s) within the time specified.

2.4.4 In the first instance, Marriott Academy's Student Support Officer (SSCM) shall make contact with a STAR to determine the circumstances under which the student has been designated as being at risk. Where it is appropriate to do so, the SSCM shall make arrangements for the student to be provided with suitable support.

2.4.5 If the SSCM, in consultation with a student's trainer(s) and the RTO Manager, determine that after the STAR has been offered support, whether or not the student accepts that support, the student still does not meet course attendance and/or satisfactory progress requirements, then the student shall be informed in writing, and may be reported for unsatisfactory attendance and/or progress.

2.4.6 Students may submit an appeal of any decision made by Marriott Academy in accordance with Marriott Academy's policy and procedure.

2.4.7 Marriott Academy's full policy and procedure:

RTO Documents:

ESOS_8.0 Overseas student visa requirements - overseas student progress and attendance and course duration.

ESOS_10.0 Complaints and Appeals Policy and Procedure v 1.0

** Additional training, supplementary classes, or other suitable and appropriate support that allows the student fair opportunity to satisfactorily the course assessment(s).*

2.5 Change of Student Details

2.5.1 All students must, as soon as practicable, advise Marriott Academy of any changes to the personal details they provided at the time of enrolment. In particular, advising Marriott Academy of any changes to the following information is critical:

- Contact details such as telephone/mobile, email address and address, in Australia or in their home country
- Emergency contact details
- Visa requirements
- issues that may affect the student's ability to complete the course requirements, such as learning challenges, disabilities

2.5.2 Marriott Academy must be notified in writing of all changes, using the Student Change of Details Form.

RTO Document: ESOS_0.2 Change of Student Details Form

2.6 Facilities and resources

2.6.1 Students will find information regarding the RTO's facilities and resources in the Student Handbook. Marriott Academy Trainers shall provide specific information regarding course facilities and resources during the first scheduled training session.

2.7 Safety Information

2.7.1 Student safety is of paramount importance and Marriott Academy is committed to providing a safe and welcoming environment for all students. In the first instance students should review information provided online (accessed 07 June 2021):

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety>

2.7.2 Marriott Academy's Student Support and Careers Manager (SSCM) shall provide guidance with regards to cultural differences that may exist between students' home countries and Australia, relevant to living and studying in Australia.

2.8 Student's rights and responsibilities

2.8.1 Marriott Academy students shall have rights and responsibilities with regards to maintaining an environment conducive to learning, where collaboration and mutual respect are valued by all.

2.8.2 A positive learning environment is one of the most critical components of a skills-based education classroom. A positive learning environment is created when students and staff value participatory teaching and learning and when there is trust and rapport among students and between staff and students. To establish trust that leads to true participation and engagement in learning, Marriott Academy shall establish a learning environment in which all students feel valued, safe, and supported. (Reference: Human Kinetics, <https://us.humankinetics.com/>)

2.9 Reporting Critical Incidents

Marriott Academy has developed and implemented a policy and procedure for managing critical incidents that could affect an overseas student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm.

2.9.1 Where a student becomes aware of, or is involved in, a critical incident*, then the student must:

- a) call 000 for immediate assistance where there is an imminent threat or an incident has transpired where their health and wellbeing, or that of another person, has been affected
- b) call the RTO's emergency contact number and report the incident
- c) contact the Marriott Academy Student Support Officer.

2.9.2 Marriott Academy shall report all incidents, to the relevant authorities, where it is required to by law. In other circumstances, Marriott Academy shall report incidents only after express permission has been provided by the affected student(s) to do so. Gaining consent is mandatory in all cases except where student does not have the capacity to consent, or where the student is missing.

2.9.3 The Marriott Academy CEO and RTO Manager shall be informed as soon as it is practicable of all 'critical incidents'.

2.9.4 The Marriott Academy CEO, in consultation with the RTO Manager and the Student Support Officer, shall consider the details and severity of an incident and determine what action needs to be taken. Where an incident is not severe and can be resolved internally, then the suitable and required action shall be taken, with providing support for the affected student(s) and/or staff member(s) being the most important consideration. If in the event that the incident is considered severe, and Marriott Academy does not have the capacity or resources to respond appropriately, then the Marriott Academy CEO, or their delegate, shall contact and alert the relevant external agencies and/or authorities.

2.9.5 Marriott Academy shall maintain a record of all critical incidents, including action taken and related outcomes, for at least two (2) years after the overseas student ceases to be an accepted student.

2.9.6 Where appropriate, a review 'critical incidents' shall be added to the agenda of the next RTO Management Team meeting.

** A 'critical incident' is any event that significantly impacts on a student's wellbeing, and/or the wellbeing of others, whether the impact be real or perceived. The incident may impact on a person's physical or mental wellbeing, cause emotional distress or affect a student's ability to meet their responsibilities as a Marriott Academy student. 'Critical incidents may include:*

- missing student (See 'Missing Student' above);
- any fatality or serious injury requiring emergency medical attention, or any threat of these;
- a serious traffic collision resulting in serious injury or death;
- physical / sexual assault or domestic violence, where this has caused fatality or severe psychological or physical trauma;
- severe verbal or psychological aggression;
- fire resulting in death, significant injury or significant property loss;
- a hold up or attempted robbery resulting in death, significant physical or psychological injury, or significant property loss;
- serious threats of violence;
- storms or natural disasters;
- serious physical or psychological illness;
- drug or alcohol abuse resulting in hospitalization or death;
- being charged in relation to a criminal offence.

2.10 Student Feedback

2.10.1 A positive learning environment encourages students to be open and honest about their learning experience, and factors that affect their ability to complete their course. Marriott Academy encourages students to provide honest and frank feedback, not necessarily limited to training services, but including all services offered by Marriott Academy. Students may provide feedback anonymously should they wish to do so.

RTO Document:

ESOS_0.3 Student Feedback Form

2.11 Student Requests to Transfer

2.11.1 Students may request to transfer to another provider. All applications must be made in writing using Marriott Academy's Request to Transfer Application Form. However, before any request will be considered, the student must discuss their intended transfer with Marriott Academy's Student Support Officer. Where there are extenuating or compelling reasons for a student to transfer to another provide, Marriott Academy's RTO Manager may accept to assess the student's application without the student first meeting with Marriott Academy's SSCM. Students may appeal all decisions by accessing Marriott Academy's ESOS_10.0 Complaints and Appeals Policy and Procedure v 1.0.

RTO Document:

ESOS_7.0 Overseas Student Course Transfer Policy and Procedure v 1.0

ESOS_7.1 Overseas Student Transfer Application Form v 1.0

ESOS_10.0 Complaints and Appeals Policy and Procedure v 1.0

2.12 Complaints and Appeals

2.12.1 Students shall have access to a fair and transparent complaints and appeals process.

3.0 Student Support Services

3.1 The Marriott Academy Student Support and Careers Manager (SSCM) is the first point of contact for students requiring support that their trainers and/or RTO Manager are not able to provide. Areas where the SSCM may provide initial advice and support include, but are not limited to:

- accommodation & housing advice
- study and meeting course requirements
- childcare
- counselling, mental health
- disability support
- financial advice
- health advice
- legal issues
- welfare services.

The support provided by the SSCM will not extend beyond providing initial and general advice. Areas where specialist support may be required will be on referred to appropriate external agencies.

3.1 Where Marriott Academy is unqualified or unable to provide required student support services, then students may be referred to specialist external support agencies, such as:

- Relationships: "When love hurts" www.dvirc.org.au/whenlove
- Legal aid: <https://www.legalaid.vic.gov.au/>
- Beyond Blue <https://www.beyondblue.org.au/>
- Domestic violence and Incest www.burstingthebubble.com
- Anxiety: Adavic Anxiety Disorders Association www.adavic.org
- Overweight Teenagers: choosehealth@rmit.edu.au
- Same Sex Attraction: www.also.org.au/alsorts
- Drug and Alcohol Youth Outreach Team 9689 5533

Marriott Academy's Overseas Student visa Requirements Policy

This Policy applies to all overseas students studying on shore holding a student Visa as a student of the Marriott Academy. Overseas students would have been informed, prior to enrolment, of the requirements to achieve satisfactory course progress and attendance requirements. They also would have been informed of the expected duration of study, which will be specified on the overseas student's Confirmation of Enrolment (CoE). The duration of the course will not exceed the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) registered duration for the course.

Overseas students must, as a condition of their study visa:

- be enrolled in a full-time registered course to undertake study. For VET courses, a full-time course is a minimum of 20 scheduled course contact hours per week
- maintain satisfactory attendance in their course that would enable the student to complete the course within the nominated course duration
- maintain course progress* for each study period as required by Marriott Academy, thus enabling the student to complete the course within the nominated course duration

** course progress is the measure of advancement within a course towards the completion of that course irrespective of whether course completion is identified through academic merit or skill-based competencies.*

In order to implement the Policy requirements, Marriott Academy will monitor the progress of overseas students to ensure they are able to complete the course within the expected duration specified on the CoE.

1.0 Satisfactory Progress

1.1 All Marriott Academy trainers are required to maintain records of progress results using the Marriott Academy Student Results Record. An overseas student will be deemed not to have met Marriott Academy's course satisfactory progress requirements where the student, after having been provided with support*, does not satisfactorily complete course assessment(s) within the time specified and, as a result, will not be able to complete the course requirements within the nominated course duration. Where there are no extenuating circumstances*, failure to meet course requirements may result from the student:

- being graded 'Not Yet Competent' for one or more course Units, after any reassessment
- not submitting completed assessments, in accordance with the instructions for the assessment(s) and/or by the due date, after any extension has been granted
- not having submitted assessments authenticated by Marriott Academy as a result of the student breaching Marriott Academy rules regarding academic honesty

A student who does not meet Marriott Academy's 'Satisfactory Progress' requirements shall be deemed to be a 'Student at Risk' (STAR). Trainers must report students, who do not meet the satisfactory progress requirements, to the RTO Manager and the Student Support Officer. The RTO Manager shall complete a Student at Risk Report and add this to the student's file.

2.0 Satisfactory Attendance

2.1 All Marriott Academy trainers are required to maintain records of student attendance and participation using the Marriott Academy Register of Student Attendance. Where there are no extenuating circumstances*, the minimum requirement for attendance is 80 per cent of the scheduled contact hours for the course. A student shall also be deemed not to have met course attendance requirements where the student is absent for more than five consecutive days without approval.

'Attendance' shall be calculated by Marriott Academy on a continuous participation model, where a student's attendance rate is calculated on the basis of scheduled course class hours attended and hours delivered over a block of 12 sessions.

Course hours attended / Course hours delivered = Attendance rate

Example: 50 hours attended / 60 hours delivered = 83% Attendance Rate

A student who does not meet Marriott Academy's 'Satisfactory Attendance' requirements shall be deemed to be a 'Student at Risk' (STAR). Trainers must report students, who do not meet attendance requirements, to the RTO Manager and the Student Support Officer. The RTO Manager shall complete a Student at Risk Report and add this to the student's file.

** 'Extenuating circumstances' may include, but are not limited to, medical and health issues, personal issues such as a bereavement in the family, factors beyond a student's control such as complying with government imposed COVID restrictions.*

3.0 Students at Risk

3.1 Marriott Academy will intervene where a student's attendance rate falls below 80% over a 40 session block, and/or the student is making unsatisfactory progress. Unsatisfactory progress is where a student receives a result of 'NYC' for one or more course Units. The RTO Manager shall complete a STAR Report, in consultation with the student's trainer(s) and the Student Support and Careers Manager (SSCM). Whilst the RTO Manager shall make the final decision regarding the form of intervention, the decision should be made in collaboration with the student's trainer(s) and the Student Support Officer. The RTO Manager shall record reasons for the decision, and any feedback provided by the student's trainer(s) and the SSCM.

3.2 The RTO Manager shall inform Marriott Academy's CEO whenever a decision to accept a student attendance rate below 80% is made over a 40 session block. Marriott Academy's CEO may decide not to approve the RTO Manager's decision where the CEO believes that such a decision will have a negative effect on other students, such as encouraging other students to attend less than 80% of required scheduled classes, without acceptable reason(s).

3.3 If, after a thorough review by Marriott Academy, it is determined that a student has been identified as a STAR, due to not meeting attendance requirements and/or unsatisfactory course progress and, consequently, is at risk of not being able to complete their course within the nominated duration period then:

- a) The student shall be issued a formal warning in writing, and shall be advised of actions required for redemption, which shall include mandatory meeting(s) with Marriott Academy's Student Support and Careers Manager (SSCM). The Marriott Academy SSCM shall schedule meetings with the student, as required, in order to monitor the student's progress in meeting redemption requirements. Students who require an extension to their study plan will be advised to complete the Application for new Confirmation of Enrolment (COE) form;
- b) The Marriott Academy SSCM, where appropriate, shall arrange for Marriott Academy trainer(s) to provide the student with additional training and/or an opportunity for reassessment;
- c) The student may be provided with an Individual Student Learning Support Plan.
- d) Should it become evident that, during the implementation of Marriott Academy's STAR intervention strategy, that the student will not be able to complete the course requirements within the nominated duration period, then the student shall be advised in writing that their enrolment shall be terminated.

3.4 Marriott Academy acknowledges that overseas students may experience a range of challenges during their time studying in Australia. Such challenges may include, but are not limited to:

- accommodation problems;
- academic standards and expectations;
- cultural shock, home sickness;
- local customs and etiquette;
- balancing work commitments and studies.

3.5 Intervention strategies that may be actioned by the SSCM may include, but are not limited to:

- transition support;
- individual learning support plan;
- study skills support (e.g., developing a study plan, time management, assessment expectations, class attendance and participation, reading and note taking skills, academic referencing and plagiarism, research methods, web searching, library skills, engaging a tutor etc);
- welfare support;
- reduction in course load (extension of course end date will require a new CoE);
- increased contact
- referral to external agencies or specialists.

3.6 The SSCM shall ensure that documentary evidence of the measures implemented, as part of intervention strategies, must be placed in student's file. Student should receive a copy.

3.7 Marriott Academy shall report to Immigration via PRISMS any changes to student CoEs. Reporting the student, and issuing a new CoE, shall occur as soon as it is known the student cannot reasonably complete his or her program within the expected duration as specified on the student's CoE, and circumstances warrant an extension to be granted to the student. Where Marriott Academy extends the duration of a student's enrolment, Marriott Academy shall advise the student, in writing, to contact Immigration in order to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

3.8 Marriott Academy shall not extend the duration of an overseas student's enrolment if the overseas student is unable to complete the course within the expected duration, unless:

- a) there are compassionate or compelling circumstances, as assessed by the registered provider on the basis of demonstrable evidence, or

- b) Marriott Academy has implemented, or is in the process of implementing, an intervention strategy for the overseas student because the overseas student is at risk of not meeting course progress requirements, or
- c) an approved deferral or suspension of the overseas student's enrolment has occurred under Standard 9 (Deferring, suspending or cancelling the overseas student's enrolment).

4.0 Student Appeals

4.1 Student may appeal any decision made by Marriott Academy with regards to 'satisfactory progress' and/or 'satisfactory attendance'. Whilst Marriott Academy's Complaints and Appeal Policy and Procedure shall apply, in cases where decisions being appealed related to 'progress' and/or 'attendance', then the student must lodge their appeal within twenty (20) working days of being notified by Marriott Academy.

4.2 In all cases, Marriott Academy shall take into consideration circumstances where there are compassionate or compelling reasons for the student's breach of progress and/or attendance requirements.

5.0 Reporting overseas student visa holders

5.1 Where a student has been supported through Marriott Academy's intervention strategies, but still fails to meet course progress and/or attendance requirements, and there are no special or extenuating circumstances, then the student shall be informed in writing that Marriott Academy intends to report the student to Immigration. Marriott Academy shall advise the student that they have the right to access Marriott Academy's internal complaints and appeals process within 20 working days.

5.2 If the registered provider has assessed that the overseas student is not meeting course progress or attendance requirements in accordance with its policies, the registered provider must give the overseas student a written notice of its intention to report. The registered provider also needs to advise the overseas student of their right to access the registered provider's internal complaints and appeals process within 20 working days.

5.3 Marriott Academy shall only report unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:

- a) Marriott Academy's internal, and any external, complaints and appeals processes have been completed and the decision or recommendation supports and upholds Marriott Academy's decision, or
- b) the overseas student has chosen not to access Marriott Academy's complaints and appeals process within the 20 working day period, or
- c) the overseas student has chosen not to access the external complaints and appeals process, or
- d) the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.

6.0 Reassessment

Students will have an opportunity to undertake two supplementary assessments in each unit for which they have been deemed Not Yet Competent (NYC). These reassessment services will be provided to students at no additional charge, and will be conducted during the scheduled 'Supplementary Classes'.

If students are still assessed as NYC after their second reassessment, then the NYC result will stand. Students may access Marriott Academy's Complaints and Appeals Policy should they wish to appeal an assessment result.

Marriott Academy's Deferment, Suspension or Cancellation of Enrolment Policy and Procedure

Marriott Academy understands that there may be circumstances, whilst overseas students are enrolled in Marriott Academy course(s), where a student's enrolment may need to be deferred, suspended or cancelled, or the student wishes to apply for temporary leave from their studies.

1.0 Deferment, Leave from Studies, Suspension and Cancellation

1.1 Deferment: A request, initiated by a student, prior to the commencement of study of their course to temporarily postpone their studies.

1.2 Leave from Studies: A request, initiated by a student, to be granted temporary leave from their studies after the commencement of their course.

1.3 Suspension: The enrolment of a student in their course of study is suspended for a period of time, after which time the student may recommence their course.

1.4 Cancellation: A student's Confirmation of Enrolment (CoE) is cancelled. Students who have their CoE cancelled must reapply to Marriott Academy if they wish to continue their course.

2.0 Conditions for Deferment, Leave from Studies, Suspension and Cancellation

2.1 Specific circumstances may include, but are not limited to:

- a) Compassionate or compelling circumstances. For example, student illness, family issues such as a bereavement in the family, and circumstances beyond a student's control such as where a government imposes restrictions due to a pandemic.
- b) A student does not meet the course progress and/or attendance requirements, as required under Marriott Academy's Overseas Student Visa Requirements Policy.
- c) A student engages in conduct which is unacceptable, poses a danger to themselves or others, is unlawful, or brings Marriott Academy into disrepute.
- d) A student does not pay required Marriott Academy fees and charges, of which they were informed prior to enrolment.

2.2 For the purposes of implementing this policy, Marriott Academy understands that 'compassionate and compelling circumstances' may include, but are not limited to, where a student:

- a) has not been issued with a study visa in time to start their course on the course start date;
- b) experiences medical and health related issues which affect the student's ability to participate in training and assessment;
- c) suffers a bereavement of close family members such as parents or grandparents;
- d) is subject to major political upheaval or a natural disaster in home country requiring emergency travel and this has impacted on the student's studies;
- e) suffers a traumatic experience affecting their ability to undertake training and/or assessment;
- f) is enabled to start or continue their studies as a result of government restrictions imposed in response to a global pandemic;
- g) was unable to be offered a prerequisite course/unit by Marriott Academy.

In all cases, responsibility lies with the student to provide the necessary evidence to support their application.

2.3 Students who apply for deferral solely on the basis of financial difficulties, Deferral due to lack of funds, Marriott Academy will not accept such circumstances as 'compassionate or compelling'. It is a condition of an overseas student's study visa that they have access to funds to cover the tuition fees and cost of living for the duration of their student visa.

3.0 Making an Application for Deferment or Leave from Studies

3.1 Students intending to defer, or wishing to apply for leave from their course, must do so by completing Marriott Academy's Application for Deferment of Course or Leave from Studies Form.

3.2 Where a student applies for leave from studies, then approval can only be given where there are compassionate or compelling circumstances.

3.3 Marriott Academy shall process all applications within 10 working days of receiving the application. The student shall be notified of the outcome of their application in writing, and which must include Marriott Academy's reason(s) where an application is denied.

3.4 Where a student's application is denied, the student may appeal Marriott Academy's decision by accessing Marriott Academy's Internal Appeals process, as specified in Marriott Academy's Complaints and Appeals Policy and Procedure. All applications for appeals must be lodged within 20 working days of the student receiving written notification of Marriott Academy's decision.

3.5 The application process will require students to contact Immigration in order to determine if their study visa will be affected, should their application be approved. For example, Immigration may advise the student if they are required to leave the country while on approved leave. The application process requires students to provide evidence that they have corresponded with Immigration in relation to their application.

3.6 Marriott Academy's RTO Manager and Student Support Officer shall be informed of any decision to approve course deferral or grant leave from studies. The RTO Manager and SSCM, where appropriate, shall consult with the student's trainer(s) to ensure that strategies are implemented to support the affected student. The RTO Manager shall complete a STAR report and include this in the student's file. In all cases, the RTO Manager, SSCM and the student's trainer(s) shall ensure that the granting of leave, shall not impact adversely on a student's ability to complete their course within their nominated course duration period. Where this is unavoidable, then the student may be required to contact Immigration regarding their study visa, and Marriott Academy may need to issue a new Confirmation of Enrolment (CoE).

4.0 Suspension and Cancellation of Enrolments

4.1 Marriott Academy may decide to suspend or cancel a student's enrolment where the student:

- a) is determined to be in breach of Marriott Academy's academic honesty policies;
- b) engages in conduct which represents a danger to themselves and/or others;
- c) engages in conduct which does not allow other students to participate effectively in their course;
- d) does not meet Marriott Academy's course attendance and/or progress requirements;
- e) breaches the conditions of their study visa;
- f) is determined to have been deceptive and/or dishonest when providing information to Marriott Academy, in particular where that information was provided as part of the student's enrolment process;
- g) engages in any conduct which is unlawful;
- h) engages in conduct which brings Marriott Academy into disrepute; and/or
- i) is determined to be in breach of Marriott Academy policies such as bullying, harassment etc.

4.2 In all cases the RTO Manager shall, when considering any decisions regarding suspension of a student, or cancellation of a student's enrolment:

- a) notify Marriott Academy's CEO, in writing, of the possible suspension or cancellation, and whether there may be a possibility to external persons, entities or authorities may be involved;
- b) use Marriott Academy's Student Suspension and Cancellation Report to record all processes undertaken, comprehensive details of any investigation(s), and the list of documents, or other evidence, pertaining to the matter at hand;
- c) consult with Marriott Academy's SSCM and the student's trainer(s);
- d) conduct a thorough investigation of all circumstances pertaining to related incident(s);
- e) maintain comprehensive and thorough records of all matters pertaining to the investigation, which may include records of interviews and review of documents;
- f) prior to informing the student(s) of the outcome of the investigation, provide a written report, with recommendations, to the Marriott Academy CEO;
- g) ensure that all records are kept in the student's file, and retained for a period of no less than 7 years after the student has completed their course, or is no longer enrolled with Marriott Academy;
- h) use professional judgement to assess each case on its individual merits
- i) after all avenues of appeals, available to the student, are exhausted, report student via PRISMS to Immigration that the student's enrolment is suspended, or cancelled.

4.3 Suspension cannot take effect until the internal appeals process is completed unless extenuating circumstances relating to the welfare of the student or other students apply. The appeal period shall apply in all cases unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk. Marriott Academy shall keep attached evidence to support this to the RTO Manager's Student Suspension and Cancellation Report.

5.0 Reporting Requirements

5.1 Marriott Academy shall notify the Department of Education and Training through PRISMS where a student has received approval to defer their studies, or Marriott Academy has decided to suspend the overseas student's enrolment for a period without affecting the end date of the CoE. There will be no change to the CoE on PRISMS – the overseas student will still be listed as studying. However, the notice of deferment or suspension will be recorded in PRISMS.

5.2 Marriott Academy shall notify the Department of Education and Training through PRISMS where a student has received approval to defer their studies, or Marriott Academy has decided to suspend the overseas student's enrolment for a period which will affect the end date of the CoE. The original CoE will be cancelled on PRISMS and Marriott Academy may create a new CoE with a more appropriate end date. If Marriott Academy is unable to determine when the overseas student will return, it can choose not to create a new CoE at that point, but to wait until the overseas student has notified Marriott Academy of the intended date of return before creating a new CoE.

5.3 Marriott Academy shall notify the Department of Education and Training through PRISMS when it has decided to permanently cancel (terminate) an overseas student's enrolment. Once this process is complete, the overseas student's CoE status will be listed as 'cancelled'. Regardless of the reason, if an overseas student's enrolment is suspended, the period of suspension of enrolment (as entered in PRISMS) should not be included in attendance monitoring calculations.

Marriott Academy's Course Transfer Policy and Procedure

Policy Overview

All student requests to transfer to, and from, another provider shall be assessed and processed by Marriott Academy's RTO Manager, who may consult with Marriott Academy trainers and/or the Marriott Academy Student Support and Careers Manager (SSCM).

1.0 Transfer Period

Where a student requests a transfer to another provider prior to completing six months of their principal program the Marriott Academy RTO Manager shall, should there be no other issues, approve the transfer if:

- a) the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered
- b) the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider
- c) the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS
- d) any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.

At all times, responsibility rests with the student to enrol in their course on time. Where students fail to meet their obligations to enrol, they will be reported to Immigration via PRISMS for failing to enrol.

2.0 Transfer Applications

Step 1 The student must complete and submit Marriott Academy's Request to Transfer Application Form.

Students must attach evidence of a valid offer from another provider to their application.

It is required that the student discuss their intention to transfer with Marriott Academy's SSCM before submitting their application. The student must consider any factors that may adversely affect the continuation of their course with Marriott Academy. Factors may include, but are not limited to, Unit delivery sequence, requirements for partially completed Units, course duration and end date, and class schedules.

Students must include the following information and/or documents with their application:

- a) Detailed the reasons for the request to transfer to another provider and how this will be in the student's best interests.

If the student is claiming that the course their current provider is offering is not meeting their expectations, or that the provider has in some way misled them, then verifiable evidence must be included.

- b) an offer letter from the other provider confirming that a valid enrolment offer has been made unconditionally;
- c) documentary evidence to verify any circumstances on which the student is relying to have their transfer application approved.

For example, if the application is being made on medical grounds documentary, then evidence from an appropriately qualified medical practitioner, psychologist or counsellor must be provided. Failure to present evidence may adversely affect the outcome of the application; and

- d) written approval for the change from the sponsor, where the sponsor is paying the tuition fees.

Students must ensure that their application is submitted at least ten (10) working days before they intend to end their enrolment with their current provider.

Step 2 The RTO Manager shall review each transfer application and must determine if the student transfer will be in the best interests of the student. The RTO Manager shall approve a student's request to transfer where:

- a) the student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with that registered provider's intervention strategy to assist the student in accordance with Standard 8 (Overseas student visa requirements)
- b) there is sufficient, verifiable evidence of compassionate or compelling circumstances, circumstances* which are generally out of the control of the student which will have an
- c) impact upon the student's wellbeing or program progress.
- d) the student's current registered provider fails to deliver the course as outlined in the written agreement
- e) there is sufficient, and verifiable evidence that the student's reasonable expectations about their current course are not being met, and that
- f) there is sufficient, and verifiable evidence that the student was misled by the registered provider or an education or migration agent regarding the registered provider or its course and the course is therefore unsuitable to their needs and/or study objectives
- g) an appeal (internal or external) on another matter results in a decision or recommendation to release the student.

* *Compassionate or compelling circumstances may include:*

- *Medical grounds, which may include, but are not limited to, serious illness or injury.*
- *Death of a student's immediate family member evidenced by a death certificate.*
- *Other compassionate circumstances where adequate evidence can be provided to show reason for release.*

Step 3 Where a student's application is complete, and all required information and evidence is verifiable, then the RTO Manager shall advise the student, in writing, of the outcome of their application within five (5) working days of having received the application. Marriott Academy shall advise the student to contact Immigration to seek advice on whether a new student visa is required.

Step 4 The RTO Manager shall inform the Marriott Academy SSCM who will contact the student and make arrangements for their transfer. The RTO Manager shall also inform the student's trainer(s), in writing, of the new enrolment, detailing support that the student may require.

3.0 Refusal of Transfer

If the Marriott Academy RTO Manager, after considering all information and evidence provided by the students, decides to refuse the transfer request, the RTO Manager shall inform the student in writing of:

- a) the reasons for the refusal, and
- b) the student's right to access the Marriott Academy's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

Marriott Academy shall not finalise the student's refusal status in PRISMS until the appeal period has expired or, where the student has made an appeal, the appeal outcome finds in favour of Marriott Academy, or the student withdrew from the appeal process.

Marriott Academy may refuse an application for transfer to another provider where the student:

- has not discussed their proposed transfer with Marriott Academy's SSCM;
- has not completed the first four weeks of the principal program in which he or she is enrolled and has not accessed the full range of support services offered by Marriott Academy;
- is transferring to a similar program with another provider and has not provided information and verifiable evidence that supports their transfer request;
- intends to transfer to a new program which may impact adversely on their career objectives as stated in their original admissions application;
- has provided a statement in support of their application which is inconsistent with other information provided by student;
- has any unpaid fees and charges.

If a student is not satisfied with the result of the appeal process, the student has the right to access the external appeals process at minimal or no cost through the Victorian Ombudsman.

4.0 Retention of Records

Marriott Academy shall maintain records of all requests from overseas students for a release and the assessment of, and decision regarding, the request for two years after the overseas student ceases to be an accepted student.

Marriott Academy's Overseas Student Visa Requirements Policy and Procedure

Policy Overview

This Policy applies to all overseas students studying on shore holding a student Visa as a student of the Marriott Academy. Overseas students would have been informed, prior to enrolment, of the requirements to achieve satisfactory course progress and attendance requirements. They also would have been informed of the expected duration of study, which will be specified on the overseas student's Confirmation of Enrolment (CoE). The duration of the course will not exceed the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) registered duration for the course.

Overseas students must, as a condition of their study visa:

- be enrolled in a full-time registered course to undertake study. For VET courses, a full-time course is a minimum of 20 scheduled course contact hours per week
- maintain satisfactory attendance in their course that would enable the student to complete the course within the nominated course duration
- maintain course progress* for each study period as required by Marriott Academy, thus enabling the student to complete the course within the nominated course duration

** course progress is the measure of advancement within a course towards the completion of that course irrespective of whether course completion is identified through academic merit or skill-based competencies.*

In order to implement the Policy requirements, Marriott Academy will monitor the progress of overseas students to ensure they are able to complete the course within the expected duration specified on the CoE.

1.0 Satisfactory Progress

1.1 All Marriott Academy trainers are required to maintain records of progress results using the Marriott Academy Student Results Record. An overseas student will be deemed not to have met Marriott Academy's course satisfactory progress requirements where the student, after having been provided with support*, does not satisfactorily complete course assessment(s) within the time specified and, as a result, will not be able to complete the course requirements within the nominated course duration. Where there are no extenuating circumstances*, failure to meet course requirements may result from the student:

- being graded 'Not Yet Competent' for one or more course Units, after any reassessment
- not submitting completed assessments, in accordance with the instructions for the assessment(s) and/or by the due date, after any extension has been granted
- not having submitted assessments authenticated by Marriott Academy as a result of the student breaching Marriott Academy rules regarding academic honesty

A student who does not meet Marriott Academy's 'Satisfactory Progress' requirements shall be deemed to be a 'Student at Risk' (STAR). Trainers must report students, who do not meet the satisfactory progress requirements, to the RTO Manager and the Student Support Officer. The RTO Manager shall complete a Student at Risk Report and add this to the student's file.

2.0 Satisfactory Attendance

2.1 All Marriott Academy trainers are required to maintain records of student attendance and participation using the Marriott Academy Register of Student Attendance. Where there are no extenuating circumstances*, the minimum requirement for attendance is 80 per cent of the scheduled contact hours for the course. A student shall also be deemed not to have met course attendance requirements where the student is absent for more than five consecutive days without approval.

'Attendance' shall be calculated by Marriott Academy on a continuous participation model, where a student's attendance rate is calculated on the basis of scheduled course class hours attended and hours delivered over a block of 12 sessions.

Course hours attended / Course hours delivered = Attendance rate

Example: 50 hours attended / 60 hours delivered = 83% Attendance Rate

A student who does not meet Marriott Academy's 'Satisfactory Attendance' requirements shall be deemed to be a 'Student at Risk' (STAR). Trainers must report students, who do not meet attendance requirements, to the RTO Manager and the Student Support Officer. The RTO Manager shall complete a Student at Risk Report and add this to the student's file.

** 'Extenuating circumstances' may include, but are not limited to, medical and health issues, personal issues such as a bereavement in the family, factors beyond a student's control such as complying with government imposed COVID restrictions.*

3.0 Student Appeals

4.1 Student may appeal any decision made by Marriott Academy with regards to 'satisfactory progress' and/or 'satisfactory attendance'. Whilst Marriott Academy's Complaints and Appeal Policy and Procedure shall apply, in cases where decisions being appealed related to 'progress' and/or 'attendance', then the student must lodge their appeal within twenty (20) working days of being notified by Marriott Academy.

4.2 In all cases, Marriott Academy shall take into consideration circumstances where there are compassionate or compelling reasons for the student's breach of progress and/or attendance requirements.

4.0 Reporting overseas student visa holders

5.1 Where a student has been supported through Marriott Academy's intervention strategies, but still fails to meet course progress and/or attendance requirements, and there are no special or extenuating circumstances, then the student shall be informed in writing that Marriott Academy intends to report the student to Immigration. Marriott Academy shall advise the student that they have the right to access Marriott Academy's internal complaints and appeals process within 20 working days.

5.2 If the registered provider has assessed that the overseas student is not meeting course progress or attendance requirements in accordance with its policies, the registered provider must give the overseas student a written notice of its intention to report. The registered provider also needs to advise the overseas student of their right to access the registered provider's internal complaints and appeals process within 20 working days.

5.3 Marriott Academy shall only report unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:

- a) Marriott Academy's internal, and any external, complaints and appeals processes have been completed and the decision or recommendation supports and upholds Marriott Academy's decision, or
- b) the overseas student has chosen not to access Marriott Academy's complaints and appeals process within the 20 working day period, or
- c) the overseas student has chosen not to access the external complaints and appeals process, or
- d) the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.

5.0 RTO Documents:

ESOS_10.0 Complaints and Appeals Policy and Procedure v 1.0

6.0 Reassessment

Students will have an opportunity to undertake two supplementary assessments in each unit for which they have been deemed Not Yet Competent (NYC). These reassessment services will be provided to students at no additional charge, and will be conducted during the scheduled 'Supplementary Classes'.

If students are still assessed as NYC after their second reassessment, then the NYC result will stand. Students may access Marriott Academy's Complaints and Appeals Policy should they wish to appeal an assessment result.

7.0 Student Code of Conduct

You **MUST** take responsibility for your learning by:

- Attending your scheduled classes, workshops and activities
- Arriving on time for classes and remain in the class for the duration of the session
- Reporting your reasons for being absent within one week of that absence
- Using equipment supplied or approved by Marriott Academy in the manner in which it is intended
- Obtaining prior written permission for the use of electronic or recording devices during classes
- When completing coursework and assessments, not engaging in plagiarism, cheating, or any form of academic dishonesty
- Taking responsibility for your support needs by communicating with your trainers or student support staff.

You **MUST** contribute to a healthy and safe learning environment by:

- Engaging in safe behaviour at all times

- Never, whilst on campus, using or being under the influence of, alcohol, drugs and other substances that may adversely affect your co-ordination, response rate or judgement
- Keeping food and drink out of classrooms
- Complying with Marriott Academy's smoke free campus policy.

You MUST respect yourself and others by:

- Ensuring that you respect the rights and welfare of other members of the Marriott Academy community
- Refraining from any activities or behaviours that may be construed as harassment, intimidation, discrimination or bullying
- Reporting any incidents of harassment or bullying you experience or witness whether caused by students or staff
- Using appropriate language when communicating with other students, staff and campus visitors
- Expressing your points of view in a way that respects the opinions, beliefs and values of other learners and trainers
- Showing respect and consideration for other students, staff and visitors.

You MUST show respect for your learning environment by:

- Only using Marriott Academy property which you are entitled to access, in a responsible and careful manner
- Complying with the law, and Marriott Academy policies and procedures, at all times
- Raising concerns about any matter which you believe hinders your learning
- Accessing the Marriott Academy computer network and equipment only for learning purposes and do not allow others access to your passwords.

Students who breach this Code of Conduct may be subject to penalties including suspension or expulsion and termination of enrolment, in the most serious cases. Behaviour such as verbally or physically threatening others, property damage or drugs are a criminal matter and will be referred to the police for investigation. Students who are found in breach may access Marriott Academy's Complaint's and Appeals Policy and Procedure.

STUDENT FEEDBACK

You are encouraged to provide feedback at any time. Just complete this form and place it in the 'Student Feedback' box located at reception.

My feedback is about:

- my course
- a trainer or trainers
- course materials and resources
- facilities
- course requirements such as assessments
- education agents
- Other, please specify:

Provide feedback (attach additional pages, documents if necessary)

Your name: (optional) _____ Student ID (optional) _____

Submit this form in the Student Feedback Box

Office Use Only

- RTO Manager informed
- RTO CEO informed, if appropriate
- Issue(s) added to RTO Management Meeting Agenda, if appropriate
- Student notified of outcome of feedback, if appropriate

Authorised Officer (print name) _____

Authorised Officer (signature) _____

Date: _____

Notes:

Marriott Academy

Living and Studying in Australia

A Multi-Cultural Society

Australia is multicultural and multi-racial, and this is reflected in the country's food, lifestyle and cultural practices and experience. Australia has an important heritage from its First Peoples, which plays a defining role in the cultural landscape. Australia is the most successful multicultural society in the world, uniting a multitude of cultures, experiences, beliefs, and traditions. Australia owes her accomplishments as a nation to the contributions of more than 300 different ancestries, from the First Australians to the newest arrivals.

Take the time to read about Australia's cultural heritage.

<https://www.homeaffairs.gov.au/mca/Statements/english-multicultural-statement.pdf>

Living in Australia – Accommodation

Finding accommodation is one of the first things you'll need to do when you move to Australia. There are many options to consider and decisions to make, such as should I rent or buy? or which suburb should I live in?

Review the information provided here:

<http://www.movingtoaustralia.com.au/living-in-australia/living-in-australia/>

Settling into your Accommodation

There can be a lot to do when moving to Australia. During the moving process, organising the connection of utilities, such as gas, electricity and telephone connections, is something that often gets left to the last minute. The best time to connect utilities at your new place is in the final few days before you move in. If you are renting, some utilities may already be connected, check with the landlord.

<http://www.movingtoaustralia.com.au/living-in-australia/australia-electricity-gas-water/>

Getting Around in Australia – Driving

If you have an overseas driver's licence, you'll need to obtain an Australian State driver's licence within three months of arriving in Australia if you want to continue driving here. If you're a temporary visa holder, you'll be able to drive on your overseas licence for 12 months.

<http://www.movingtoaustralia.com.au/living-in-australia/driving-in-australia/>

Using your Mobile Phone in Australia

It is strongly advisable that if you are bringing your own phone from home, then you must contact your provider and enquire about using your mobile phone overseas. You may access information about mobile phone services in Australia from here:

<http://www.movingtoaustralia.com.au/living-in-australia/mobile-phone-companies-australia/>

Looking after your Health – Overseas Student Health Cover (OSHC)

Overseas students undertaking formal studies in Australia, and their dependents (for example, spouses and children under 18 years old), must obtain OSHC.

<https://www.studyinaustralia.gov.au/english/live-in-australia/insurance>

OSHC includes cover for visits to the doctor, some hospital treatment, ambulance cover and limited pharmaceuticals (medicines). OSHC insurers can provide a range of different OSHC products. These may range from a basic product which covers only the compulsory minimum services to comprehensive products which cover, in addition to the compulsory minimum services, extra services as specified under the particular policy. Learn more about OSHC, including a list of the providers at www.privatehealth.gov.au/

The Department of Home Affairs requires overseas students to maintain OSHC for the duration of time they are in Australia. For further information please visit the Department of Home Affairs website [here](#).

You can access further information about Australia's healthcare system here:

<http://www.movingtoaustralia.com.au/living-in-australia/healthcare-australia/>

Banking in Australia

You must contact your banking institution in your home country if you need to access funds from your bank account whilst you are in Australia. You will also need to understand the different currency and Australian banking institutions. You may access some important information here:

<http://www.movingtoaustralia.com.au/banking-in-australia/opening-a-bank-account-in-australia/>

<http://www.movingtoaustralia.com.au/banking-in-australia/banks-in-australia-useful-information/>

Working while you Study in Australia

You are limited to 40 hours of work per fortnight when your course is in session, and unlimited hours in out of session periods. This is to ensure you are mainly focused on your studies. Work conditions for student visa holders can be found on the Department of Home Affairs website.

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#When>

You may also access some information about working in Australia here:

<http://www.movingtoaustralia.com.au/working-in-australia/jobs-australia/>

Staying Safe – 10 Tips to help you stay safe around Melbourne

1. Plan your trip ahead of time. Carry a public transport timetable and know the time of your last train/tram/bus. Call 1800 800 007 (6am – midnight) or go to Public Transport Victoria for information on timetables, routes and ticketing.
2. Stand behind the yellow line until your train or tram arrives when waiting for public transport. Stand in well-lit areas. Make yourself aware of the location of security cameras.
3. Where possible travel with friends. If you are on your own, consider traveling in the front carriage of the train, near the driver's cabin.
4. Be aware of the red emergency button located near the exits on the train. If you press this button, the train driver will be able to see you via a security camera and organize police assistance if you need it.
5. Be aware of what is going on around you, especially at night and remember your headphones, mobile phone or too much alcohol can distract you from your surroundings.
6. Walk confidently and with purpose. Walk with other people. After dark, stick to well-lit paths where you are visible to passing traffic.
7. If you feel at risk or uncomfortable when walking along the street, cross the street or change direction. Enter a shop or business where you can wait until you feel safe.
8. In an emergency call 000 for police, fire and ambulance. It is a free call from all public, mobile and land line phones. Program 000 into your mobile just in case!
9. In non-emergency situations, when you require advice or information about your safety contact the Marriott Academy Student Support Officer, or call in on your local police station.
10. If you witness or have knowledge about a crime, incident or offence, you can report it anonymously to Crime Stoppers on 1800 333 000.

Need Help with Your Studies

You should have informed Marriott Academy of any special learning challenges or needs when submitting your enrolment application. If you experience any difficulties with your coursework, your trainer should be your first point of contact for assistance. If in the case where your trainer cannot assist you they will advise you regarding the most appropriate service and/or resource that may be of assistance to you, or refer you to the Marriott Academy Student Support Officer. If you have special needs you may be able to negotiate alternative learning and assessment strategies, where this is allowable under meeting the course requirements.



International education: ensuring quality and protecting students

Australia welcomes international students

Coronavirus (COVID-19) information for international students

International students are an important and valued part of Australia's world class education system. Those impacted by the COVID-19 pandemic can find a range of resources and support on the Department of Education, Skills and Employment (DESE) [website](#).

Additional information can also be found on the [Study in Australia](#) website, the official Australian Government website for international students.

Australian laws protect international students

The Australian Government wants international students to have a rewarding and enjoyable experience when they come to Australia to study. Australia offers high quality education services and protects the rights of international students to ensure you make the most of your time here.

This fact sheet contains important information for student visa holders about living and studying in Australia, including your consumer rights and responsibilities as an international student and key things you should know before and during your study.

As a student on a student visa, you benefit from Australian laws that ensure high standards of education, facilities and support services while you are in Australia. You also have rights to information about your course and the education institution you wish to study with before and during your enrolment. The Education Services for Overseas Students (ESOS) framework offers you financial protection in case your education institution does not deliver what it has promised you.

You can find out more about the framework on the [DESE website](#).

Before you begin your studies

Choosing a course to study

As an international student, you can only study a course with an education institution listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). All education institutions registered on CRICOS have met the quality standards set out in Australian law, which ensures you receive the best possible education services.

[CRICOS](#) is a good place to start when you want to find a course or education institution to study with.

Using an education agent

International students **do not** have to use an education agent. You can enrol directly with an Australian education institution. Information about what education institutions offer is usually on their websites.

If you want to use an education agent, it's best to pick one used by the education institution you want to study at. You can find a list of education agents on the education institution's website.

The law requires education institutions to only use education agents that act honestly and with integrity. Agents must give you accurate advice about the courses on offer, including entry requirements, and information about living in Australia. You should still be careful and alert when dealing with agents to ensure you enrol in a course that is suitable for you and will help you achieve your learning goals.

In Australia, education agents cannot give you information on visa and immigration matters – only migration agents can do this. You can find out more about using migration agents at the [Department of Home Affairs website](#).

If you think your education agent might be behaving dishonestly or unethically, you should stop using them immediately and contact your education institution directly.

Written agreements or contracts between the student and institution

Under Australian law, an education institution must have a written agreement with you outlining the services they will provide, all the fees you are required to pay, and conditions for refunds of money you pay for the course.

The written agreement is a legal contract. You should read it carefully and make sure you fully understand what it says before signing it. You and your education institution must follow whatever is set out in the written agreement once you have accepted it, so you should keep a copy of it. Should you ever make a complaint about your education institution, you will need to refer to your written agreement. You can find out more about making complaints on page 6 of this fact sheet, [Making complaints and getting help](#).

Your rights before you enrol

Even before you enrol with an education institution, under Australian law you have the right to:

- receive current and accurate information about the courses, entry requirements, all fees and modes of study from your education institution and your education institution's agent;
- sign a written agreement with your education institution before or at the time you pay fees. You do not have to pay the education institution any money or fees until you accept the agreement;
- seek a refund in certain situations for course money you have paid. Information about refund arrangements must be included in your written agreement;
- get the education you paid for. The law includes tuition protections that will allow you to be placed in another course or receive a refund if your education institution is unable to teach your course (known as a provider default), visit the [TPS website](#) for more information;
- access complaints and appeals processes; and
- request to transfer to another education institution and have that request assessed by your education institution.

Paying your tuition fees

From 14 December 2015, changes to Australian law give international students more choice about how they pay their fees. Previously you could not pay more than 50 per cent of your fees before you started a course. Now you can **choose** to pay more than 50 per cent of your tuition fees before you start. For example, you or the person who is paying your fees may decide this is a good idea if the Australian dollar exchange rates mean you will save money by paying more of your fees early.

Your education institution may ask you if you would like to pay more than 50 per cent of your fees before you start your course. This is your choice. Your education institution cannot require you to pay more, unless you are doing a short course of 25 weeks or less. If your course is longer than 25 weeks, you cannot be asked to pay more than 50 per cent of your tuition fees before you start.

Your education institution may wish to organise a payment plan so you can start regularly paying the rest of your tuition fees once you start the course. Your written agreement should include an itemised list of all the fees you will be charged for your course, including your tuition fees, and information on how they will be paid and what refund arrangements apply.

In Australia there are also very strong protections for students' fees, which you can learn more about on [page 6](#) of this fact sheet under [Protecting your tuition fees](#).

What happens if you can't start the course because your visa is refused?

If you have paid fees to an education institution and your visa is refused, you are entitled to a refund. Under Australian law, the education institution is allowed to keep either 5 per cent of the tuition fees you paid or \$500, whichever is the lowest amount, and must refund you the rest.

If your visa is refused after the course was due to start, the education institution can keep tuition fees for the number of weeks that have passed since commencement and must refund you the rest of the fees.

What happens if you decide you don't want to start or continue the course?

If you change your mind and do not want to start the course, you may be entitled to a refund.

If you have a written agreement with the education institution, the amount of your refund will depend on the written agreement, which should tell you what will or will not be repaid to you.

If you do not have a written agreement, you have the right to receive some of your fees back. Under Australian law, the education institution is allowed to keep either 5 per cent of the fees you paid or \$500, whichever is the lowest amount, and must refund you the rest of the tuition fees you paid them.

During your studies

Support services for you in Australia

Under Australian law your education institution must offer you support services to help you adjust to study and life in Australia, achieve your learning goals and maintain satisfactory progress in your learning. This support is available because we recognise that Australia may be a new environment for students, with different laws, culture and customs. Your education institution must give you free information and advice on:

- support and welfare services available at the education institution;
- legal services;
- emergency and health services;
- facilities and resources;
- complaints and appeals processes;
- any student visa condition that relates to the course you are studying; and
- services international students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

Many education institutions also offer career advice services. You should ask them whether they can help advise you on working and careers.

Welfare for students under 18 years of age

If you are under 18 years of age, you will only be granted a visa if there are adequate arrangements in place for your accommodation, support and general welfare. This is for your personal safety and applies for the length of your student visa or until you turn 18.

If you are under the age of 18, your visa application must demonstrate that you will be accompanied by a parent, legal custodian or an eligible relative. If you will not be living with one of these people, your education institution can agree to be responsible for approving your accommodation, support and general welfare arrangements while you are in Australia on a student visa.

If your education institution has approved your living and general welfare arrangements, but you wish to change them, you **must** have the approval of your education institution before you do so. This is because your education institution must advise the Department of Home Affairs as soon as possible about changes to living and welfare arrangements for students under 18.

If you don't have your education institution's approval, this may be reported to the Department of Home Affairs. If this happens, you will be in breach of student visa condition 8532 and your visa may be cancelled.

Visit the Department of Home Affairs website for more information about [visa requirements](#) and [welfare arrangements](#) for students under the age of 18.

Your responsibilities as an international student in Australia

Your student visa

As an international student on a student visa, you must:

- comply with your student visa conditions;
- ensure you have and continue to maintain your Overseas Student Health Cover (OSHC) for as long as you stay in Australia on a student visa;
- tell your education institution if you change your address or other contact details;
- meet the terms of your written agreement with your education institution; and
- maintain satisfactory course progress and attendance.

Information about visa conditions for student visa holders is available on the [Department of Home Affairs website](#), or call 131 881 on Monday – Friday from 9am to 5pm inside Australia (except public holidays).

Academic integrity and misconduct

The Australian Government and education institutions take issues of academic integrity very seriously. Education institutions have many ways of detecting cheating or plagiarism in exams and assessments.

Using ghost writing services, asking someone to take an exam in your place, or any other kind of academic misconduct will result in serious action being taken against you. Your enrolment or student visa could be affected or cancelled altogether.

If you are struggling with your studies, it's best to ask your education institution what support services they can offer you.

Your consumer rights and protections

Protecting your tuition fees

Australia is widely recognised as a world leader in protecting the tuition fees of international students through its Tuition Protection Service (TPS). The TPS assists international students whose

education institutions are unable to fully deliver their course of study, and ensures that international students can either:

- complete their studies in another course or with another education institution; or
- receive a refund of their unspent tuition fees.

In the unlikely event your education institution is unable to deliver a course you have paid for, they have obligations to offer you an alternative course or, if you do not accept the alternative course, pay you a refund of your unspent prepaid tuition fees. If your education institution is unable to meet these obligations for some reason, the TPS will assist you in finding an alternative course or getting a refund if a suitable alternative is not found.

Visit the [TPS website](#) for more information. If you are a student whose provider is unable to fully deliver your course, you can call (02) 6271 3440 for assistance.

Working in Australia

Australian workplace laws provide basic protection and entitlements for all workers in Australia, including workers from overseas. International students have the **same** entitlements to minimum wages and conditions as Australian workers, as well as superannuation and workers' compensation under Australian workplace laws.

The minimum wages and conditions to which an employee is entitled are set out in awards (also known as modern awards). Awards apply to employees depending on the industry they work in or the job that they do. Awards don't apply when a business has an enterprise agreement or other registered agreement that covers the employee's working conditions. For more information on awards and agreements, visit the [Fair Work Ombudsman website](#).

Australian laws also protect you from being discriminated against at work, for example because of your race, when you are applying for a job, about to begin a job, or any time during your employment. For more information about discrimination at work, visit the [Fair Work Ombudsman](#) and [Australian Human Rights Commission](#) websites.

The Fair Work Ombudsman (FWO) helps employers and employees to understand their rights and responsibilities at work. The FWO can also investigate suspected breaches of workplace laws. To find out what you should be paid and learn more about your minimum workplace entitlements you can visit the [Fair Work Ombudsman website](#). You can also call 13 13 94 from 8am to 5.30pm Monday to Friday inside Australia (except public holidays). Getting help to resolve a workplace issue will **not** automatically affect your student visa.

You are limited to 40 hours of work per fortnight when your course is in session, and unlimited hours in out of session periods. This is to ensure you are mainly focused on your studies. Work conditions for student visa holders can be found on the [Department of Home Affairs website](#).

Changing education institutions or courses

If you are not satisfied with the course you are doing and wish to transfer to another education institution, before you make the decision to enrol with another education institution you should be aware that there are rules about what you can or cannot do.

If you are a school student and want to change to another education institution before finishing the first six months of your first school course, you must seek permission from your original education institution to transfer. Six months after you start your first school course, you can change to another education institution without asking your original education institution for approval.

For all other students, if you haven't completed six months of your principal course (the final course of study you are undertaking), Australian law says that you can only change education institutions if:

- your original education institution can no longer provide the course you enrolled in;
- your original education institution says they will release you; or
- you have a government sponsor and that sponsor writes a letter saying they support you changing education institutions.

In other words, you will usually need your education institution's permission if you want to transfer before you have completed six months of your principal course.

Your original education institution can only provide a letter of release if:

- you have a letter from another education institution saying they have made you an enrolment offer; and
- where you are under 18, you have the support of your parent or legal guardian, or the education institution wishing to enrol you says they will take responsibility for your welfare.

You should read and understand your education institution's transfer policy, as it should clearly state the reasons that you may or may not be granted a transfer. Your education institution must assess or consider your request to transfer against this policy.

If you are not satisfied with your education institution's decision, you can appeal through their internal appeals and complaints handling process. If you are not satisfied with the outcome of that internal appeal process, your options are outlined in the section below, [**Making complaints and getting help.**](#)

If you are thinking about changing your course, you need to ensure that you continue to meet the conditions of your student visa. Further information about the impact of changing courses or education institutions is available on the [Department of Home Affairs website](#).

Making complaints and getting help

If you have a complaint about your education institution, you should talk to them first. Your education institution must have complaints and appeals processes in place to help students resolve their issues.

If you cannot resolve your complaint with an education institution, there are other actions you can take. You will need to find out whether your education institution is a private or government type by searching them and looking at the **Institution type** field on the [CRICOS website](#).

If your education institution is a private (non-government) organisation, you can make a complaint to the Commonwealth Ombudsman using the [online complaint form](#) on their website. If you are

unable to complete the online form, you can contact them on 1300 362 072 from 10:30am to 3pm AEDT Monday to Friday inside Australia (except public holidays).

If you are studying with a government education institution, which includes most universities and TAFEs, the external appeal body will most likely be the ombudsman for the state/territory or Commonwealth. Your education institution can give you the best information about the appropriate external appeals process for their institution. You can find the contact details of all Australian ombudsmen on the [Commonwealth Ombudsman website](#).

Questions?

If you have any questions or concerns that have not been answered in this fact sheet, you can submit an enquiry on the [DESE website](#).

Find out more and connect on social media

Study in Australia is the official Australian Government website for international students. You can connect with it through their [website](#), [Facebook](#), [Twitter](#) or [YouTube](#).

The **Fair Work Ombudsman** gives you information and advice about your workplace rights and obligations. You can connect with it through their [website](#), [Facebook](#), [Twitter](#), [YouTube](#) or [subscribing to email updates](#).



