



King's Institute of Management and Technology (KIMT)

STUDENT HANDBOOK & ORIENTATION GUIDE

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For the current version of the handbook contact KIMT reception.

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1.0 Registered Training Organisation

Registered training organisations are providers and assessors of nationally recognised training. Only registered training organisations can issue Australian Qualification Framework qualifications and statement of attainments in the vocational education and training (VET) sector

In order to become registered, training providers must be registered with the Australian Skills Quality Authority (ASQA) and meet the requirements for registration as outlined in the VET Quality Framework. This ensures the quality of training and assessment throughout Australia.

2.0 Mission, Philosophy and Vision

The mission of KIMT is to be a leading academic institute in Australia by providing students with high quality training designed to meet their vocational goals in an efficient, professional, compliant and safe learning environment.

KIMT believes in the transfer of knowledge and skills and therefore our vision is to assist all our students in developing themselves both personally and vocationally. KIMT believes in a holistic approach to training. It offers students from all over the world the opportunity to develop their potential in a training environment that is warm, friendly, exciting and multicultural and free from discrimination and harassment.

Australia's diverse population and strong education and training tradition make it particularly suited to international education and KIMT intends to continue to be a significant contributor to Australia's continuing role as a regional leader in education and training.

3.0 Ethics

KIMT undertakes to act at all times in an ethical manner. All activities of KIMT are carried out honestly, fairly, and accurately to give value to our students and clients. High standards of financial probity, marketing and advertising integrity are always maintained. Program delivery benefits students through high standards of education and training, up to date methods, quality materials and expert training staff.

4.0 Client Services

KIMT is committed to high standards in the provision of vocational education and training and other services to all KIMT students and clients. KIMT in all of its dealings will meet the requirements of the:

- WHS Act;
- EEO, Access and Equity and Anti-Discrimination and Harassment Acts;
- National Code of Practice for Providers of Education and Training to Overseas Students 2018;

- The Australian Skills Quality Authority (ASQA) as the national regulator for VET in Australia;
- KIMT's Code of Practice;
- ESOS Act; and
- Any other relevant legislation.

4.1 Student Protection through Legislation

KIMT follows all relevant Commonwealth and State laws as detailed below:

Commonwealth of Australia Acts

- Copyright Act 1968
- Disability Services Act 1993
- Education Services for Overseas Students Act – 2000 (ESOS Act)
- Education Services for Overseas Students Amendment (Re-registration of Providers and Other Measures) Act 2010.
- Human Rights and Equal Opportunity Commission Act 1986
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Racial Hatred Act 1995
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act and National Privacy Principles (2001)

Queensland Acts

- Child Protection Act 1999
- Disability Services Act 2006
- Fair Trading Act 1989
- Workplace Health and Safety Act 2011
- Queensland Education (Overseas Students) Act 1996
- Queensland Education (Overseas Students) Regulations 1998
- Workplace Health and Safety and Other Legislation Amendment Act 2008

Regulations and Codes

- National Code of Practice for Providers of Education and Training to Overseas Students 2018

Students can access the legislation at:

http://www.austlii.edu.au/au/legis/cth/consol_act/

<https://www.legislation.qld.gov.au/OQPCHome.htm>

4.2 Dissemination of Legislative Information, KIMT and Course Information

Information covering all legislative requirements, KIMT and course details, including policy documentation is disseminated to all students as both pre and post enrolment information through the following:

- Student Handbook
- Student and Staff notice boards
- Student meetings
- Student memos and notices
- Reception
- Email
- KIMT Brochure, Posters
- KIMT website

All students may have access to any details concerning legislative requirements, KIMT and course information upon request to management.

4.3 Critical Incidents

4.3.1 Policy

This Policy relates to critical incidents directly involving staff and/or students on any campus which impact not only on the individual but also on other members of KIMT community. A Critical Incident is defined as a traumatic event where physical safety or life is threatened such as rape, personal assault, armed robbery, hostage situation, act of violence, accident, natural disaster or suicide.

- 1.1 Being witness to, or being involved in, a critical incident such as a robbery, act of violence, accident or suicide can affect people. Early appropriate professional intervention following an incident can assist in minimising psychological, physical, educational and social effects and the related human and financial costs to organisations in particular WorkCover.
- 1.2 KIMT has a responsibility to abide by relevant Acts of Parliament such as Workplace and Safety Act 2011 (<https://www.legislation.gov.au/Details/C2015C00472>).
- 1.3 KIMT has a responsibility to staff and students in terms of their physical safety and emotional well-being so the optimal learning and employment outcomes can be achieved.
- 1.4 Co-ordinated, systemic institutional procedures enable rapid, appropriate and comprehensive responses to a critical incident.

Therefore, it is the policy of KIMT to ensure optimal educational outcomes for students and employment outcomes for staff through effective Comprehensive Critical Incident Management, which:

- 2.1 Enables KIMT community to deal with all stages of critical incidents promptly and professionally in order to prevent the development of post-traumatic stress syndrome or harm to the learning environment.

- 2.2 Supports pro-active strategies which will help minimise the occurrence of some critical incidents.
- 2.3 Encourages the early identification of potentially critical incidents within KIMT.
- 2.4 Ensures critical incidents in the workplace are managed in line with established Quality Management and Workplace Health and Safety objectives and Emergency or Disaster procedures.
- 2.5 Provides clearly accessible and understood directions for all personnel caught up in a critical incident.
- 2.6 Assists people to cope with critical incidents by providing appropriate practical and psychological support.
- 2.7 Provides appropriate assistance to people who may require longer-term assistance.
- 2.8 Ensures ongoing training, support and review for staff

All staff of KIMT will act as an immediate “Point of Contact” for all critical incidents. They will then refer the student/s to the Director.

4.4 Access and Equity

Access and equity policies are incorporated into the Code of Practice and all operational procedures. KIMT prohibits discrimination towards any group or individuals in any form, inclusive of

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Physical or intellectual or psychiatric disability, or any organism capable of causing disease
- Homosexuality (male or female, actual or presumed)
- Age

Programs are designed and wherever possible facilities set up to enhance flexibility of delivery in order to maximize the opportunity for access and participation by all students.

4.5 Workplace Health and Safety

The safety of staff, students and clients is of primary importance. KIMT observes all Workplace Health and Safety (WHS) legislation and copies of the relevant Act are available to staff, students and clients. Trainers incorporate WHS considerations when planning and delivering training, and students will be advised of the WHS requirements of their programs and supervised accordingly.

4.6 Catering to Diverse Student Learning Needs

KIMT aims to identify and respond to the learning needs of all students. It is KIMT policy that all trainers are to identify, at the start of training, the training and assessment needs of their students. This may be accomplished informally through class discussion. Trainers will ask questions that

uncover the general English level of the students, understanding of subject concepts and technical skills, previous experience and considerations regarding possible assessment formats. Trainers will use this information when planning training and assessment.

Students should express their views about their learning needs at all stages of their training experience. KIMT helps students to identify their learning needs through the orientation procedure, student feedback forms, trainer discussion and an open invitation to approach staff with suggestions at any stage. The information provided is used to develop training programs and assessments and ensure facilities and services continue to meet expected outcomes.

4.7 Communication (Language, Literacy and Numeracy) Support

All courses incorporate units of competency, which focus on communication skills. Additional language, literacy and numeracy (LLN) support is accessible to all KIMT students and can be organised on a case-by-case basis during student orientation day or during classes. Students are encouraged to discuss additional learning support with their trainer in the first instance. The trainer will advise the Academic Manager or Director who will organise the necessary communication support.

4.8 Cancellation and Refund Policy

Refund Policy

All refunds are subject to the guidelines outlined in KIMT's *Student Refund Policy* below.

Students are strongly advised to consult the Refund Policy before:

- withdrawing from a subject or
- withdrawing from a course

Please note: KIMT reserves the right to change its fees, conditions, course times or course commencement dates.

Refund Policy - Student Default

Student default relates to an overseas student or an intending overseas student if:

1. Zero% refund applies if the course starts on the agreed start date but the student does not start on the agreed start date and has not previously withdrawn from the course or advised of visa cancellation in writing before the course start date;
2. 80% refund applies if the student cancels 28+ days before the course starts;
3. 50% refund applies if the student cancels within 28 days before the course starts;
4. 100% refund applies (minus the enrolment fee) if the student visa is refused.

The agreed starting date is the date the course was scheduled to start or a later date agreed between KIMT and the student.

5. KIMT will make a refund in Australian Dollars only and within 4 weeks of receiving a written claim by the student in accordance with the Student Handbook.

6. All refund considerations will be strictly limited to the total of monies which KIMT has actually received. The refund calculation will **not** include:
 - Enrolment fee;
 - OSHC;
 - Bank charges;
 - Accommodation (if any);
 - Material fee;
 - Proportion of course money received for the proportion of the course provided to the student before the default date;
 - Agent commission paid either directly by the student or through KIMT on behalf of the student whether the commission was paid before or after monies were received by KIMT.
7. KIMT will make the refund available to either the student or the student's representative as identified in the application form as per the ESOS Act Regulation 3.19.
8. When students are enrolled in more than one course (package) and, in the event of a cancellation or withdrawal, a refund will be granted on the second course (treated as an independent course) as per the conditions above in point 1, if the student cancels or withdraws after the course commencement date of the first course.
9. Course and other fees are not transferable to another student or institution.
10. Personal insurance and student expenses are not included in the fees quoted and are the responsibility of the student.
11. All applications for refund must be made by the student in writing using the KIMT *Refund Application Form*, and submitted to the Director for actioning.
12. If a student's request for transfer to another provider is approved by KIMT, he or she is subject to the normal refund policy conditions.
13. If a student transfers to another provider without the approval of KIMT, he or she will not be entitled for any refund.

Refund Policy - Provider Default

Refunds in situations of provider default are covered by the provisions of the ESOS Act 2000 and ESOS Regulations 2001. If KIMT does not offer a course on the advertised start date, terminates a course after the course start date or before the course completion date or does not provide a course as advertised due to sanctions by any authority or does not provide a course in full, KIMT will pay a full refund which equals the total of the course money received in respect of the student before the default date, plus the enrolment fee or arrange for placement with an alternative provider. Such refunds will be made within 2 weeks following the default date.

KIMT assures the protection of student fees through membership to an approved Tuition Protection Scheme (TPS).

Note: Students not satisfied with the calculated refund may use the KIMT *Complaints and Appeals* procedure and ask for an independent third party to review the calculations.

This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

In summary, the following guidelines should be noted:

All refunds for international students are required to be paid to the designated student bank account, and students will receive a total refund if:

- the offer of a place is withdrawn by KIMT
- the course or programme is withdrawn by KIMT
- the student's initial visa is not granted (minus enrolment fee)

4.9 Relevant legislation

A range of legislation is applicable to all staff and students. Information on relevant legislation can be found at the following websites:

VET www.legislation.qld.gov.au/

ESOS http://www.austlii.edu.au/au/legis/cth/num_reg_es/esfosr20012001n96578.html

Department of Home affairs <https://www.homeaffairs.gov.au/>

Privacy <http://www.privacy.gov.au/>

5.0 KIMT Entry Requirements

5.1 Student English Levels

All delivery, assessment and instruction is carried out in English. The type of English used is academic and is relevant to business, hospitality and community services, with a high component of technical English and subject specific jargon.

Therefore, it is an entry requirement that all enrolling students must have an IELTS of 5.5, or its equivalent – as evidenced upon enrolment by submitting an IELTS Test Report or other equivalent document.

During the enrolment process, student orientation and during classes, trainers will identify any student with a possible English problem – either spoken or written. These students will be referred to the Academic Manager who will discuss with the student their options for enrol in a suitable English course. The student can decide to enrol in the KIMT General English class or another provider of English classes.

The English provider will issue an ECoE for the student and KIMT will cancel the existing ECoE and issue a new ECoE with a new start and end date. During delivery and assessment trainers will assist students with English whenever possible especially with jargon and technical terms.

5.2 Student Academic Entry Requirement

It is an entry requirement that all enrolling students must have completed a minimum of Year 12 or equivalent and must provide evidence of IELTS 5.5 or equivalent.

5.3 Student Age Requirement

Students must be 18 years or older to enroll in KIMT courses.

5.4 International Students

When working with international students, KIMT is bound by the

- (a) *Education (Overseas Students) Regulation 1998* (Qld), made under EOS Act ['E(OS) Reg'];
- (b) the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*, made under the *Education Services for Overseas Students Act 2000* (C'th) ("ESOS Act"); and
- (c) the *Education Services for Overseas Students Amendment (Re-registration of Providers and Other Measures) Act 2010*

International students are also expected to abide by all current legislative requirements.

5.5 Department of Home Affairs

All international students need to be reminded that Department of Home Affairs will want to see evidence of average course attendance (class roles) - including start and finish dates as well as academic performance (i.e. academic transcripts) for visa maintenance and extensions. As part of the supervision of overseas students on a student visa KIMT must notify Department of Home Affairs about a student's failure to maintain minimum rates of academic progress, attendance or who suspend or cancel their courses.

5.6 Electronic Confirmation of Enrolment (ECoE)

KIMT will only create an ECoE for overseas students on a student visa and for students intending to study their courses at KIMT. KIMT may issue letters of offer to all potential students.

5.7 Course Progress and Attendance Policy

The policy and related procedures detail the course progress, attendance monitoring, and intervention strategies and Department of Home Affairs reporting requirements as required in Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018

These requirements are vitally important and the student is strongly encouraged to review, question and understand them so that they can ensure their compliance to these requirements. This policy will be explained to students and staff through induction programs and counselling sessions applicable under this policy.

It is expected that each student will satisfactorily complete all assessments and that they will attend all classes. The exact requirements are detailed below.

Course Progression Requirements:

Each student is expected to satisfactorily complete the course for which they are enrolled, by demonstrating competency in all the required units of competency.

Students are expected to complete a number of assessments in each unit of competency which culminate in the determination of student competency for that unit.

Student assessment results are recorded in the student records management system.

Many of the units of competency contained within the courses contain pre-requisites and these pre-requisites influence the order in which the units of competency are delivered.

Accordingly, a student who fails to complete a unit of competency will potentially not be able to progress onto the next unit until they have completed the required pre-requisite units.

To support this process time has been made available in the student timetable for re-assessments. Students have the right to appeal an assessment decision if they feel their assessment has been marked incorrectly.

It is a requirement that students must make satisfactory course progress; student performance will be reviewed at the completion of each assessment process. Students who do not demonstrate competency in units of competency attempted will invoke our Intervention Strategy. The Intervention Strategy involves the student meeting with the Academic Manager to determine the possible reasons for not achieving competency in the assessments and to determine what assistance if any can be provided.

Students who fail to demonstrate competency in any re-assessment (ie: failed the same assessment twice) will also invoke the *Intervention Strategy*. As before the Intervention Strategy is intended to support the student in their studies and where possible determine solutions to the problems.

At the end of each term each students course progress will be reviewed and students who fail to attain successful completion of all units of competency attempted after all assessment and appeals options have been exhausted will receive a letter notifying them of KIMT's intention to report the student to the Department of Home Affairs for not achieving satisfactory course progress.

One possible outcome of reporting the student, after due process, is that their student visa may be cancelled and they will have to leave Australia.

Our process is:

1. Trainers review the student's academic performance each 5 weeks of a term and identify students who are at risk of not achieving competence in at least 50% or more of the units of competency attempted in the term.
2. A warning letter will be sent to students who have been identified as being at risk of not achieving competence in at least 50% or more of the units attempted in a term.
3. Students are asked to meet with the Academic Manager to develop an Intervention Strategy to assist the student to achieve satisfactory course progress.
4. Trainers are informed of the Intervention Strategy in place and will provide additional assistance as required.
5. Trainers will identify students who have failed or are deemed not yet competent in 50% or more of the units attempted in a term.
6. An intention to report letter is sent to the student informing them that they will be reported to Department of Home Affairs for not achieving academic progress.
7. The student has 20 working days (Monday to Friday is considered 5 working days, unless a public holiday occurs in which case the day is not considered a working day), to access the Complaints and Appeals process. If the student accesses this process reporting to the DHA shall be placed on hold until the outcome of the Complaint and Appeal process is determined.
8. Students who have accessed the Complaints and Appeals process will need to provide documentary evidence as stated in the intention to report letter. They are required to meet with the Director to provide an explanation for their unsatisfactory academic progress.
9. An Intervention Strategy may be developed which will include an agreed timeframe for the student to complete the required assessments.

10. On completion of the intervention strategy period, and the completion of the appeals process which confirms unsatisfactory academic progress, the students' enrolment will be terminated and reported to the Department of Home Affairs for unsatisfactory academic progress.

11. In the event that:

- a. the student does not after 20 working days lodge a Complaint or Appeal, or
- b. the Complaint or Appeal does not alter the original intent to report the student, or
- c. the student withdraws from the complaint or appeal process

KIMT will notify Department of Home Affairs that the student has failed to achieve satisfactory course progress.

Students have the right throughout the process to have the appeal heard by an external body and that reporting to the Department of Home Affairs may impact on their student visa.

Attendance Requirements:

Each student will be issued at orientation with their course timetable.

Students are expected to attend all their nominated classes.

Absences from classes are to be explained, and are not generally permitted except in exceptional circumstances.

While a whole day is allocated to a subject topic, the day is divided into two sessions separated by a meal break.

The roll will be called at the:

- commencement of each session,
- at the return from break

A student who is missing from the roll call will be marked absent from that session.

Students are expected to attend all sessions each week.

It is a legal requirement of Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 that a student MUST attend 80% of their scheduled classes; otherwise they will be reported to the Department of Home Affairs for not achieving satisfactory attendance.

One possible outcome of reporting the student, after due process, is that their student visa may be cancelled and they will have to leave Australia.

KIMT process is:

1. The roll will be called as outlined above. On the last day of each study week, Trainers return completed class attendance rolls to Administration, who will input the attendance into the attendance spreadsheet.
2. Attendance will be calculated weekly.
3. Students who have been recorded as absent for more than 5 consecutive days without approval or who are not attending classes consistently, will receive a phone call and email from

KIMT to identify the reason for absence and ask the student to attend a meeting with the Academic Manager or Director.

4. A first warning letter will be sent out when attendance is at risk of falling below 80%. The letter will advise that they are at risk of falling below the minimum required attendance of 80% and the requirement of their visa conditions to attend classes.
5. A second warning letter will be sent out when a student has missed 20% of the projected attendance hours for the term. (80% or below)
6. When a student fails to maintain 80% attendance, without approval, the student will receive a letter informing them of KIMT's "Intention to Report the student for not achieving satisfactory attendance" for the term.
7. The student has 20 working days (Monday to Friday is considered 5 working days, unless a public holiday occurs in which case the day is not considered a working day), to access the Complaints and Appeals process. If the student accesses this process reporting to the Department of Home Affairs shall be placed on hold until the outcome of the Complaint and Appeal process is determined.
8. In the event that:
 - a. the student does not after 20 working days lodge an Appeal, or
 - b. the Appeal does not alter the original intent to report the student, or
 - c. the student withdraws from the appeal process

KIMT will notify Department of Home Affairs that the student has failed to maintain a minimum 80% attendance.

9. Please Note: KIMT may not report the student if:

- a. The student is maintaining satisfactory course progress,
- b. The student is attending 70% of the scheduled course contact hours for the course in which he or she is enrolled.
- c. There is documentary evidence demonstrating that compassionate or compelling circumstances apply

Students must remain enrolled throughout the appeal process.

Students have the right to have the appeal heard by an external body.

Reporting to Department of Home Affairs will impact on the student visa.

Intervention Strategy

It is KIMT's intention to support students in the completion of their studies, and where required, KIMT will require students to attend mandatory counselling sessions with the Academic Manager or Director.

Such occasions arise when:

1. A student is failing to attain successful completion of units attempted at the end of a term of study.
2. A student has failed the initial assessment for a unit and the subsequent re-assessment for that same unit.
3. A student has been issued with two warning letters within a term advising them of their risk of not meeting satisfactory attendance requirements

4. A student has been absent without approval for five or more consecutive days.
5. Other circumstances occur which will jeopardise a student's satisfactory and timely completion of the course of study.

In all of these occasions, the student will be contacted in writing to arrange an appointment with the Academic Manager or Director to discuss the reasons that the student has failed to meet KIMT's expectations.

The intention of these meetings is to understand the student's reasons and to determine if the student requires support and that the necessary requirements can be met.

The student can bring a support person, if required.

Depending on the circumstances, KIMT may recommend the student contact an external support agency or other support agency as determined by KIMT.

In all case's the details of the meeting, who attended and the agreements and recommendations will be recorded and included in the student file.

5.8 Overseas Student Health Cover (OSHC)

All students who are in Australia on student visas are legally required to obtain Overseas Student Health Cover (OSHC) for the entire duration of their stay in Australia. If students are not previously covered by OSHC, KIMT can assist students with regards to obtaining and maintaining OSHC.

5.9 Students at KIMT with dependent children

Students with dependants are reminded that all school age children must attend a government approved school for their duration in Australia. Schools charge a variety of fees and the student should make provision for these costs in their financial budgets.

5.10 Leave Entitlements

It is recommended that all students attend 100% of class time, as this tuition is vital for satisfactory academic results. Hence, all student leave is to be restricted to official KIMT breaks. In cases of exceptional compassionate circumstances beyond the students control for example bereavement and sickness; provision may be made for leave entitlements. Students must complete a *leave of absence form* and have leave approved prior to taking leave.

In cases of bereavement (for example - death in the family), students must provide KIMT with documentation covering the reason for bereavement and evidence of return air fares etc.

Sickness must be evidenced by a valid medical certificate from a registered medical practitioner ie with a medical provider number on the certificate. All other certificates are not acceptable. The original medical certificate must be sighted and attached to the completed leave of absence form before medical leave will be approved.

A leave of absence form is to be completed and handed to administration with all supporting documentation.

5.11 Punctuality

Students should be at KIMT 15 minutes prior to the start of training and are to return on time to training after breaks. Students not in class when the attendance roll is called will receive partial absence.

5.12 Preparation

Students are responsible for their academic progress and should come to class prepared to study. Please bring stationary with you and any texts and references that are required.

5.13 Transfer/Change of Provider

International students are required to remain with the same education provider with whom they originally enrolled for at least the first 6 months of the principle course or the duration of the principle course if it is less than 6 months.

Students wanting to be released from KIMT should follow these steps:

Step 1. Make an appointment with the Director or Academic Manager. Appointment is to be made with Reception and will be within 48 hours of the initial request.

Step 2. Fill out a request for release form, including the reasons for wanting to leave, sign and lodge the form with Reception. Ensure all documentary evidence is submitted with the form.

KIMT will assess all transfer requests within this restricted period and may grant a letter of release after consideration of all circumstances and evidence provided.

KIMT may grant a letter of release where:

- a. The student has provided a letter from another registered provider confirming that a valid enrolment offer has been made
- b. The student can enrol into the other course at an appropriate point in the course
- c. The students current academic progress indicates that the student can manage the new course

KIMT will not grant a letter of release:

1. To any student wishing to transfer from KIMT within the first 6 months of their principle course. (Where the student has had leave from their study due to deferment or suspension this period will not be counted as part of the 6 months of completed study).
2. To students enrolled in a course which is less than 6 months
3. If the student has unpaid course fees for the current study period. The current study period is the study period in which the student applies for a Letter of Release. If this falls during the holiday period or term breaks the release will be determined as being the previous study period.
4. If the student has recently commenced the course and the full range of support services are still to be provided or offered to the student
5. If the student is trying to avoid being reported to Department of Home Affairs for failure to meet KIMT's attendance or academic requirements or non-payment of fees

6. If the transfer is deemed to be detrimental to the student
7. If the transfer jeopardises the student's progress through a package of courses

Note that:

1. Students should allow a minimum of 10 working days to assess the student transfer request
2. The letter of release, if granted, will be issued at no cost to the student and will advise the student of the need to contact Department of Home Affairs to seek advice on whether a new student visa is required
3. If a transfer is granted KIMT will calculate any refunds according to the Course Cancellation and Refund Policy and Procedure
4. Students may use KIMT Complaints and Appeals process or involve an independent 3rd party at any time during the process
5. Where KIMT does not grant a letter of release, the student will be provided with written reason/s for refusing the request and will be informed of his or her right to appeal the decision in accordance with the Complaints and Appeals process
6. No request will be considered until the student produces a signed Letter of Offer from another CRICOS registered provider
7. The Letter of Release will state the following:
 - a) Whether or not the student demonstrated a commitment to studies during the course
 - b) Whether or not the student had a good attendance record and
 - c) Whether or not the student paid all course fees owing
 - d) Advise the student to contact Department of Home Affairs urgently to seek advice on whether or not a new student visa is required
8. Students will be given written notice of the transfer refusal
9. All documentation which forms part of the decision will be kept on the student's file

Definition of Principle Course

The principal course of study refers to the main course of study to be undertaken by an overseas student where a student visa has been issued for multiple courses of study. The principal course of study would normally be the final course of study where the overseas student arrives in Australia with a student visa that covers multiple courses.

Students wishing to transfer to KIMT

KIMT will not knowingly enrol a student wishing to transfer from another provider unless the student can provide evidence of completing 6 months of their principle course and unless under the following circumstances:

- a) The original provider has ceased to be registered for the course in which the student is enrolled
- b) The original provider has produced a letter of release
- c) The original provider has a sanction imposed on its registration by the Australian Government or other relevant legislative body that prevents the student from continuing the principle course

- d) A government sponsor of the student considers the change to be in the students best interest and has provided written support for the change

6.0 Training delivery

6.1 Competency Based Training

All training at KIMT is based on the principles of Competency Based Training. Delivery and assessment require students to demonstrate competency in all unit and students will be provided with every opportunity to demonstrate that they can carry out required tasks.

6.2 Training Package Requirements

All KIMT courses, delivery and assessment comply with the requirements of the nationally endorsed Training Packages. Upon request students may have access to these packages and familiarize themselves with the units of competency.

6.3 Professional Staff Recruitment

All KIMT staff are employed on the basis of having the requisite skills, knowledge, experience and attitude for the position. KIMT follows employment legislation and promotes EEO principles in its recruitment practices.

6.4 Guest Trainers

At KIMT we recognise the necessity to maintain industry involvement and for our training to be reflective of industry practice and needs. Therefore, training may incorporate guest trainers from industry or professional associations whenever possible.

6.5 Flexible Delivery

KIMT practices the principles of flexible delivery. Programs are designed to maximize the opportunity for access and participation by all students. It is KIMT policy that trainers must adopt a modified training approach i.e. a maximum of 50% of tuition time may be trainer lead explanation and discussion, with the remaining 50% focusing on student lead activities.

At all times learning at KIMT will be:

- Student focused
- Based on dialogue, using current business English
- Practical involving students in hands-on activities
- Current in terms of the information and case studies used
- Applied – not theoretical only

At the start of each unit, trainers will identify the training needs of the students and adopt a variety of training strategies designed to meet these needs.

Training alternatives may include: presentations, role play, case studies, demonstrations, excursions, guest lectures, group work, calculations, exercises, journals, projects, observations, computer assisted learning, tutorial style and individualized learning, library use, magazines and newspapers, video and audio-visual

KIMT is an English learning environment and class discussions are to be conducted in English only.

6.6 Excursions

KIMT encourages relevant activities beyond the classroom. Suggestions for furthering links with outside organisations and sites are always welcome. Students at KIMT may also be required to attend excursions as part of certain units. Students must complete a Field Trip/Excursion Form and pay any relevant cost/s prior to taking part in field trip/excursion.

6.7 Training Outcomes

All training and assessment is geared towards one final outcome only - that is the awarding of a nationally recognized qualification or statement of attainment. Hence, training and assessment will be conducted according to the unit of competency criteria as stipulated in the training package or accredited course.

7.0 Assessment

7.1 Competency Grading

KIMT follows a competency system for grading of assessment tasks and final assessment results. Assessment results will be recorded on all official academic transcripts as either 'C' – competent, "NYC" – not yet competent or 'CT' – credit transfer. Students who do not successfully complete their assessment will be recorded as 'NYC' whilst non-attempted subjects will be recorded as an 'NA' – not assessed. Students have the right to appeal assessment results and should follow the Complaints and Appeals Procedure for this situation.

7.2 Industry Committees

KIMT liaises with industry in an effort to confirm that current course material and training is reflective of industry needs, instilling skills to meet the employment and skill demands of industry; proposed courses are reflective of future industry and employment growth and that assessment strategies, assess salient points and provide results that are useful to prospective employers.

KIMT seeks industry contact through: Industry committees, membership of professional, industry organizations; employment of training staff with local industry skills and experience; contact with Skills

Councils; guest trainers; excursions; use of local media – newspaper, magazines, journals etc in training.

7.3 Flexible Assessment

All assessment tasks are competency based and students will be assessed throughout the unit. Assessment tasks are designed to evaluate evidence that a student can demonstrate competency. Students are provided with every opportunity, within their course duration, to obtain and show their progress towards competency. Students who are not able to show competency after the completion of their course will have the opportunity to complete the outstanding subjects in an agreed period of time. At the start of each unit, trainers will identify the assessment needs of students and program a range of assessment strategies to meet these needs. Such assessment strategies might include: formal exams, demonstrations, presentations, calculations, projects, reports, audio-visual, questions and answer or case studies.

7.4 Assessment Moderation

At KIMT assessors are required to moderate all assessment tasks to ensure that the tasks and results are reliable, valid and fair and to ensure that the marking procedures are also valid and fair.

7.5 Assessment Recording

The trainer of the unit conducts the assessment and evaluates the student's academic performance. Academic results are recorded on the assessment cover sheet and entered onto the student records management system.

7.6 Late Submissions

The due date for all assessment tasks will be explained to students at the start of each unit. These dates must also be reproduced on the assessment cover sheets. KIMT has the right to seek late assessment fees in the event that a student has not sought an extension from the trainer.

Students should meet with the trainer and request an extension due date at least 2 days prior to the actual assessment due date.

Students will be permitted to submit assessment tasks at any time prior to the due date. An automatic 'NYC' will be awarded to any assessment task not submitted.

7.7 Incomplete Assessment

Students not completing all assessment tasks by the end of a unit will be awarded an 'NYC' for that unit and provided every opportunity to submit the outstanding tasks by a date agreed by both parties. The 'NYC' result will be reconsidered upon the submission of assessment tasks.

7.8 Appeals for Reassessment

All appeals should follow the Complaints and Appeals process. An *Appeals form* should be completed. Appeals regarding assessments will generally be conducted through an initial interview with the trainer and then the Academic Manager. A copy of the assessment task under question should be brought to the interview.

Students wishing to make an appeal should first make an appointment with the trainer of the subject in question to discuss results and go through tasks. If the matter is not resolved an appointment should be made for an interview with the Academic Manager. All appeals are eligible to be heard by an independent party as per the Complaints and Appeals process.

7.9 Student Submission of Group Work

In areas where the development of group skills is important, students will be allowed the opportunity to submit group assessments as the product of the contribution of all work team members. Trainers should ensure that group work is appropriate for the task that, a maximum group size is set and that students list on the covering page each team member's name with a description of individual contributions.

8.0 Recognition of Prior Learning (RPL) and Credit Transfer (CT)

8.1 Recognition of Prior Learning

Students may apply for recognition of prior learning (RPL) on the basis of previous and or current work experience, life experience or training. Only the Academic Manager may grant RPL status. Students are required to indicate their intention to apply for RPL upon enrolment and complete the RPL and credit transfer information kit, which is available at reception. Students will be informed in writing as to the results of their application and if any further evidence is required.

8.2 Credit Transfer (CT)

Under national recognition, KIMT recognises the qualifications issued by other Australian RTOs and will award credit transfer for all previous training resulting in a competent result for the exact same competency units as listed on KIMT course profiles. Only the Academic Manager may grant credit transfer status. Students are required to indicate their intention to apply for credit transfer at the time of enrolment and complete the credit transfer form which is available at Reception. Students will be informed in writing as to the results of their application and any further evidence that may be required.

The granting of RPL and CT will reduce the length of your course. The Department of Home Affairs will be notified as to the new course length. Any adjustments to course price due to RPL or CT must be only approved by the Director.

It is the student's responsibility to make sure their student visa conditions have not changed due to the reduction in course length.

9.0 Enrolment

9.1 Subject and Course Enrolment

Students will complete units of competency that make up their respective qualification. If a student believes that he or she had previously completed any units of competency from the course; they should discuss with their trainer for a possibility of a credit transfer.

9.2 Fast Tracking

Students wishing to graduate before their expected graduation date may do so by fast tracking their training. Enrolling for more than the required 20 hours of classes per week or by undertaking studies outside of KIMT and submitting the assessment tasks when ready may accomplish this, however this is subject to the availability of classes and trainers. Students should seek approval from the Director before applying to fast track their training.

Students should note that KIMT is required to inform Department of Home Affairs once the student has completed their course.

9.3 Course Information

KIMT provides accurate, relevant, and up-to-date course information to students both prior to commencement, upon commencement and during their course. This information is available to students at all times (see dissemination of information) through the:

- Pre enrolment information
- Student Handbook
- Website
- KIMT prospectus and course information sheets available at reception
- Orientation

9.4 Course Deferment, Cancellation and Exclusion

Deferment, Cancellation and Exclusion

This policy applies to both requests from students and decisions initiated by the management of KIMT regarding deferral, cancellation or exclusion of enrolment. It covers the grounds on which a student's enrolment may be deferred, cancelled or excluded, the evidence that may be required to justify such a decision, and the procedures for informing students of decisions and appeal processes open to them and for reporting changes in enrolment status to Department of Home Affairs.

Deferral of studies by international students is permitted only in compassionate or compelling circumstances such as serious illness or bereavement. Students will be required to provide evidence

of compassionate or compelling circumstances. The maximum period of deferral or suspension is six months.

Academic misconduct

All students are expected to maintain high standards of academic honesty and integrity. Academic misconduct is defined as attempts by students to cheat, plagiarize or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so. Students are considered guilty of academic misconduct if they seek to gain advantage by unfair means such as copying another students' work, offering any form of bribery to KIMT staff for a competence result, or in any way mislead the trainer about their knowledge, ability, or the amount of original work they have done. Repeated or serious instances of academic misconduct may be punished by suspension or cancellation of a student's enrolment.

General misconduct

Students are expected to respect other students, staff and property so that learning and teaching can take place safely and without impediment due to the misconduct of others.

General misconduct is where a student acts dishonestly; harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages or steals KIMT property or the property of others; alters/defaces KIMT documents or records; prejudices the good name of KIMT or otherwise acts in an improper manner.

KIMT will report all criminal acts committed by students to the relevant authorities.

The Director may impose the penalty of expulsion from KIMT in the case of physical or verbal abuse of students or staff, repeated or severe misconduct, or criminal acts.

Notification and appeal

1. Students will be notified in writing of penalties as a consequence of either general or academic misconduct;
2. The grounds for appeal are:
 - procedural irregularities, and/or
 - factual errors on which the decision was based and which were of such magnitude as to invalidate the decision;
3. Appeals must be lodged in writing with the Director within 20 days of the date of the student being notified of the consequence. The process will commence within 10 working days of the date of receipt of the student's appeal. Enrolment will not be suspended or cancelled until the internal appeals process is exhausted, unless extenuating circumstances apply.

Roles and responsibilities

Administration Staff:

- 1) To receive requests for deferment and cancellation of enrolment and appeals against decisions to defer, cancel or suspend enrolment from students and forward them to the Director;
- 2) To place completed forms and other relevant documents in student's file.

Director:

- 1) To assess requests from students for deferment and cancellation of enrolment and evaluate the evidence presented in support of such request;
- 2) To decide on the imposition of deferment, cancellation or exclusion of enrolment as a punitive or security measure;
- 3) To evaluate appeals against decisions on deferment and cancellation of enrolment;
- 4) To notify Department of Home Affairs of deferment, cancellation or exclusion of enrolment;
- 5) To monitor KIMT procedures in relation to deferment, cancellation or exclusion of enrolment for compliance with Standard 9 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018

Procedure

Student request for deferment or cancellation of enrolment

1. Student submits a written request for deferment or cancellation with supporting evidence to Administration Staff;
2. Administration Staff process the request and forward to Director;
3. Director assesses request and evaluates supporting evidence presented;
4. Director records decision on student records management system;
5. Director notifies Department of Home Affairs if request is granted;
6. Director informs student of decision and of their right to access KIMT Complaints and Appeals Process if they disagree with the decision;
7. Following deferment and upon return to class, student provides any further supporting evidence requested by Director and consults Trainer regarding units missed and measures to be taken to make up for missed training and assessment;
8. Trainer advises student and Director if extension of course will be required.

Procedure

Suspension or cancellation of enrolment initiated by KIMT

1. Trainer or other staff member reports student misconduct to Director;
2. Director decides on appropriate disciplinary action;
3. Director informs student of intended action and of their right to access KIMT Complaints and Appeals Process;
4. If student chooses not to access KIMT Complaints and Appeals Process, outcome of process supports original KIMT decision, or 'extenuating circumstances relating to the welfare of the student' are deemed to apply, Director implements decision via PRISMS;
5. Administration Staff will place a hard copy of all relevant documents in the student file.

9.5 Enrolment on Behalf of Other Students

All students must enrol in person. This is to sight check all enrolled students at KIMT and to provide appropriate academic counselling.

9.6 Change of Course

Students wishing to change course can do so only in the second week after course commencement. Students should see Reception for a Change of Course Form and consult with the Director. Trainers must make available to the students all notes, class activities and assessment tasks the student has missed. However, it is the responsibility of the student to submit any outstanding assessments by the end of the unit.

Change of course may affect your visa duration, therefore, students are advised to contact DHA to check visa requirements.

10.0 Orientation

10.1 Student Orientation

All starting students will be taken through a KIMT orientation conducted by a member of KIMT staff. It is essential for students to attend this session to understand KIMT's academic system and familiarise themselves with KIMT facilities and services.

Students must bring their passport and 2 passport size photographs to orientation for identification and processing their student card. During orientation all questions regarding course structure and timetables will be answered.

10.2 First Day of Class

On the first day of class trainers will:

- Call out the attendance roll and check the names, student number and registration of each student
- Direct all students not on the roll to the Director
- Explain the attendance and results recording procedure to be used
- Provide each student with a course outline and assessment schedule and explain the assessment process
- Ascertain, through discussion, the learning and assessment needs of the students.
- Identify possible English problems and refer to the Director
- Start training

10.3 Structure of Orientation Proceedings

- Students issued with a copy of Student Handbook
- Discuss KIMT and course information
- Students asked to sign Student Induction Form
- Students are informed of the KIMT complaint and appeals process and fee refund policy
- Students asked to provide 2 passport sized photos and passport
- Students enrolled into classes
- Tour of KIMT campus
- Students advised of support services in the local area by reference and other promotional materials

10.4 Academic and Vocational Support

KIMT is committed to help students to achieve their training goals and making their learning experience enjoyable. If a student has difficulty in learning in the class due to deficiency in English language, literacy or numeracy skills, they should speak with the Trainer. The trainer will refer the student to the Academic Manager.

The Academic Manager will give information to the student about KIMT General English courses that can provide them with language, literacy and numeracy assistance to support their learning and assessment completion.

If a student has difficulty in learning in the class due to reasons other than difficulty with English language or literacy and numeracy and is unable to meet course requirements, he/she should see their Trainer before or after the class to organise additional tuition support.

If students have any concerns about their visa condition relating to course progress and/or attendance, they are encouraged to discuss the matter with the Director, who may then forward this matter to the student support services designed to assist students in meeting course requirements and maintaining their attendance.

Students may receive academic or vocational counselling from the Academic Manager, trainers or other qualified staff. Trainers will monitor student progress and provide counselling or support as appropriate, and where needed refer the student to the Academic Manager, depending on the nature of the problem.

KIMT will not charge students for its support services; however, students need to be aware of the fees and charges associated with the provision of support services by external organisations.

10.5 Personal Counselling

Students experiencing distress or discomfort are invited to talk to whichever staff member they feel comfortable with. Where necessary the Director will assist the student to access external professional assistance. All staff will treat clients with courtesy and empathy at all times.

KIMT will not charge students for its support services; however, students need to be aware of the fees and charges associated with the provision of support services by external organisations.

Counselling services available in the local area include:

Mind Professionals Pty Ltd (Woolloongabba)

Suite 9, Level 1
Taylor Medical Centre
40 Annerley Road
Woolloongabba, QLD 4102
P: (07) 3217 4899
<http://www.mindprofessionals.com.au>

Kinections Psychology and Wellbeing Clinic - Counselling-Marriage Family & Personal

221 Logan Road, Buranda 4102
P: 1300 114 397
<http://betterrelationships.com.au/services/counselling/kinections-psychology/>

10.6 Student Input and Feedback

Students at KIMT are encouraged to provide input and feedback. This input and feedback may be provided either informally through conversation, observation or suggestion or formally through interviews and surveys. KIMT will attempt, whenever and wherever possible, to incorporate feedback in planning and development.

Student surveys will be distributed at the conclusion of each unit and at the conclusion of each course and a suggestion box is available at KIMT. Students are welcome to make an appointment with the Director to discuss issues in person.

11.0 Records Management

11.1 Records

KIMT maintains electronic and manual files covering all administrative and academic information. Files are stored for the legislated period of time and electronic files are backed up regularly.

Student Files contain the following documents and records:

- | | |
|---|---|
| <ul style="list-style-type: none">• Application• Acceptance and enrolment• Immigration/Visa documents• All correspondence with or concerning student• Memos or file notes | <ul style="list-style-type: none">• Copies of issued academic records• Copies of issued attendance records• Copies of other certificates or awards attained |
|---|---|

KIMT ensures through its Records Management Policy and Procedure the:

- | | |
|--|--|
| <ul style="list-style-type: none">• Security and Confidentiality of all records• Archiving of all records | <ul style="list-style-type: none">• External Reporting• Access of records by relevant authorities |
|--|--|

11.2 Security and Confidentiality

Student Records such as information concerning contact details, financial status, academic status, attendance status, registration details, identification details, evaluations, feedback, surveys, counselling, warning and reporting documentation, payment schedules, sickness, leave are kept secured and confidential at KIMT.

To affirm this:

- Each student is issued a unique student ID number
- Each student is supplied with a unique student card
- Student cards are non-transferable
- Students can only enrol for KIMT courses or sign attendance or receive results or documentation in person
- Student files are maintained electronically and manually. All electronic and manual files are accessible by management only.
- Staff can only access electronic files by unique access codes which have been provided on a need to know basis and relevant level of security access
- Student details are only distributed externally to regulatory agencies on formal request and not without KIMT making every attempt to contact the student first
- No student details are ever given out to other students, agents, businesses
- Students requesting access to personal information must complete a Student Request Form which will be submitted to the Director for approval
- Student information made available will be handed to the student personally

Use of Personal Information

Please recognise that the information provided by the student to the KIMT, including: student details, personal and contact details, course enrolment details and changes, and attendance; academic progress will be made available to relevant Commonwealth and State agencies pursuant to obligations under the ESOS Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018

KIMT is required, under s19 of the ESOS Act 2000, to notify the Department of Home Affairs of changes to student's enrolment; and any suspected breach by students of student visa conditions relating to attendance or satisfactory academic performance.

11.3 Access to Records by Students

Students have access to personal records on request by completing a Student Request Form. In all cases KIMT will protect the privacy of all information.

11.4 Change of Student Contact Details

Students are obligated to keep KIMT informed of their current contact details and to inform KIMT immediately of any change in these details. Students are advised that KIMT will not accept responsibility where a student has not updated their contact details.

11.5 Student Results Recording

Students' results are recorded on the Student Records Management System by Trainers and regularly audited by the Academic Manager.

Interim transcripts may be provided upon request. Final transcripts will be provided at the conclusion of the course. Student needs to fill out a Student Request form and submit to Reception.

11.6 Class Attendance Rolls

Recording

Student attendance will be recorded daily on the Class Attendance Rolls. These rolls are legal documents and as such are never to be handled by students, left anywhere other than the Trainers desk or removed from KIMT premises for any reason before being entered into the KIMT Student Attendance Monitoring System electronically. In the case of excursions trainers will still record attendance on class attendance rolls.

Attendance will be recorded for each student listed on the class roll for every class. The roll will be called by the trainer at the commencement of each session, end of each session and at the return from breaks.

A student who is missing from the roll call will be marked absent from the session.

12.0 Warning and Reporting

It is the policy of KIMT to warn and subsequently report all students who do not comply with their Student Visa attendance and academic progress requirements.

When a student fails to maintain an 80% attendance, without approval, the student will receive two attendance warning letters from KIMT, and later a letter informing them of the KIMT's "Intention to report" the student for either not achieving satisfactory attendance or academic progress.

Students who do not comply with all of KIMT terms and conditions of enrolment including the non-payment or late payment of KIMT fees and offending behaviour will also receive warning notifications. Where the situation remains unchanged, expulsion is an option, which leads to immediate reporting to Department of Home Affairs.

13.0 Complaints and Appeals Policy and Procedure

KIMT has a comprehensive Complaints and Appeals policy and procedure for both academic and non-academic matters. Students who are concerned about the conduct of KIMT are encouraged to attempt to resolve their concerns using this complaint procedure. All students will be provided with a copy of the Complaints and Appeals Policy and Procedure prior to making a contract to enrol and again at course commencement.

The contents under this heading are a summary of the full policy and procedure.

The full version of the Complaints and Appeals Policy and Procedure is available from Administration or on the KIMT website.

As an overseas student in Australia on an overseas student visa, you must provide your training provider with an opportunity to address the complaint by following the provider's complaints and appeals procedures, in accordance with Standard 10 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

KIMT will give you a written statement of the outcome, including reasons for the outcome.

If you are not satisfied with the outcome, or the way KIMT has handled your complaint, you are entitled to take your complaint to an external appeals body.

Overseas students enrolled with a private training provider can lodge an external appeal with the Commonwealth Overseas Students Ombudsman. Contact details for the Overseas Students Ombudsman are available from www.oso.gov.au.

Internal Complaints and Appeals policy and procedures

KIMT provides complaints and appeals policy and procedures for both academic and non-academic matters. The policy and procedures ensure that:

A process is in place for lodging a formal complaint or appeal if the matter cannot be resolved informally, then written records of the complaint and any subsequent appeal are kept.

KIMT's complaint and appeals process will ensure that:

- each complainant or appellant has the opportunity to formally present his or her case, at minimal or no cost to him or herself;
- each party may be accompanied and assisted by a support person at any relevant meetings;
- the complainant or appellant is given a written statement of the outcome, including details of the reasons for the outcomes
- the process commences within 10 working days of the formal lodgement of the complaint or appeal and supporting information and all reasonable measures will be taken to finalise the process as soon as practicable.
- We resolve the complaint as fast as practical to ensure that the issue does not interfere with the student's studies, visa or any other relevant matters.

Overseas students should also be aware that they may make a complaint to the Australian VET regulating body, Australian Skills Quality Authority (ASQA). More information can be found at:

<http://www.asqa.gov.au/for-students/for-students.html>

Please note, for all academic matters the trainer should be the first point of contact. For non-academic matters, students must contact Reception in the instance to discuss any issues.

All complaints or appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution.

Access to external review

KIMT provides complaints and appeals policies and procedures for academic and non-academic matters which also ensure that students can escalate the complaint or appeal for review by an independent person or panel to review.

KIMT refers students to InterMEDIATE Dispute Management to assist KIMT and students with any required dispute resolution.

InterMEDIATE can be contacted on 1300 367 330 or www.intermediate.com.au

Guarantee of continued enrolment during appeal and review process

KIMT will continue to maintain your enrolment while the complaints and appeals processes are ongoing.

Implementation of complaint outcomes

If the outcome of any internal or external complaint or appeal process results in a decision supporting the student, KIMT resolves to immediately implement any decision and/or corrective and preventative action required, and advise the student of the outcome in writing.

All appeals and complaints are reviewed at KIMT monthly management meetings and, if appropriate, will result in a continuous improvement activity.

14.0 KIMT Resources

KIMT maintains suitable and up to date premises and equipment, which comply with all relevant government regulations and are kept in good order and upgraded as necessary. KIMT maintains administration and training facilities and equipment so as to ensure smooth and effective operations. Facilities and equipment are set up, cleaned and maintained regularly to provide a pleasant and efficient working environment. Records of premises and equipment are kept for financial and maintenance purposes. Staff and students have access to necessary instructional and assessment facilities, materials and equipment.

Training facilities have:

- Accessible amenities such as toilets and drink stations
- Adequate acoustics without disturbance from external noise
- Adequate lighting for normal viewing, writing
- Flexible layout options appropriate to room size, shape and furniture
- Pleasing aesthetics
- Sufficient power points placed appropriately

and reading, without glare, brightness or distractions

- Adequate ventilation and heating/cooling sufficient to maintain a suitable temperature for work and study
- Clear sight and hearing from all points and to the point of presentation
- Comfortable, ergonomic chairs, designed for use over a sustained period
- Student library
- Suitable audio visual and presentation equipment
- Suitable tools and equipment set up safely and securely
- Computer and internet access

Students can also display personal advertisements and messages on the notice boards.

14.1 Computers and the Internet

KIMT has computers with network connection with printing and scanning devices. The students will have to supply and use their own saving device (USB Port).

Students are given unlimited access to computer and internet facilities for educational and study purposes only. Student printing facilities are available at an additional cost.

14.2 KIMT Building Security System and Smoke Alarms

KIMT's Woolloongabba campus and the Underwood campus are both fitted with smoke alarms and have the emergency exit procedures displayed on the walls. In the case of an emergency, students are requested to remain calm and follow staff instructions.

Students should familiarise themselves with the Emergency Procedures as explained during the Student Orientation and as posted throughout KIMT premises.

EMERGENCY EVACUATION AND FIRE

STAFF

Evacuation of Buildings

FIRE/SMOKE OR IMMEDIATE EMERGENCY CONDITIONS

Fire Evacuation Procedure

- Evacuation will be initiated by activation of the Evacuate Signal that is audible in all sections of the building or at the discretion of a member of KIMT if they consider there is any danger to personnel in their immediate vicinity.
- Staff members shall evacuate all persons in immediate control, beginning with those furthest from the designated fire exits.
- Where training is being conducted, the person conducting (or nominally in charge of) these shall, upon receiving instructions to evacuate, conduct their students out the designated fire exit.
- If there are any mobility-impaired persons in the building, it is the responsibility of staff members to assist them if necessary.
- During evacuation, doors shall be kept closed, but not locked, to retard the spread of smoke and fire. This is particularly important with respect to corridor smoke doors.
- Staff members shall convey the order to evacuate as firmly as necessary to ensure compliance.
- Following evacuation, each staff member shall post volunteers near building entrances to prevent re-entry by unauthorised persons. Staff Members shall then report to the Director or the most senior staff member for further instructions.
- After leaving the building, assemble outside the front door on the opposite side of the road to the building. Do not re-enter the building until clearance is given.
- **Do not leave the assembly area without informing your respective staff member** - Emergency Services personnel will risk their lives if it is thought you are still in the building.

Evacuation Drills

Evacuation drills will be conducted at least once a year. These will not necessarily be fire drills; other types (eg. bomb threat) will be used on some occasions. Advanced notice will be given, and all persons present in the building will be expected to participate.

Special Instructions for Staff

Staff should make themselves aware, each term, where the nearest Fire Exit is located for each classroom in which they hold a class.

If a fire or smoke or other imminent emergency condition exists while a staff is conducting class, staff should direct the students to the nearest Fire Exit, assuring that all students have evacuated before following.

EMERGENCY EVACUATION AND FIRE

STUDENTS

Evacuation of Buildings

FIRE/SMOKE OR IMMEDIATE EMERGENCY CONDITIONS

All students are to follow the safety principles below during any emergency:

Follow the instructions of Public Safety and Fire or Police Department personnel and KIMT staff

DO NOT PANIC

If an emergency condition arises here is what to do **when you hear the fire bell:**

- Don't panic
- Listen for a warning that the alarm may only be a test
- If requested to evacuate remain calm and proceed with orderly evacuation
- Follow KIMT staff to the exit signs and use the Fire Exit only
- Go to the designated safety area and wait with staff and students
- Your trainer will check your name against the class roll
- Do not return to fire/smoke floor until instructed to do so.

14.3 Equipment

Equipment is available for KIMT purposes only by both staff and students. Please ensure that you use all equipment safely and follow WHS procedures at all times. Get help if there is a problem.

14.4 Texts and References

KIMT has resources available for students for study purposes. The student text list will be provided to students for purchase (if required). Students may also make use of KIMT facilities for study purposes and Trainers may take students to outside libraries and organise a library representative to explain membership and research techniques.

15.0 Issuance of Qualifications

On completion of a course students will be issued with the appropriate certification. On completion of each unit, trainers will enter results into the KIMT student records management system. Students will be eligible to receive the qualification on successful completion of all units of competency within the qualification and should submit a student request form to Reception requesting the certificate. Allow up to 30 working days for KIMT to process qualifications/statements of attainment.

Where a student does not successfully complete all required assessment they will not be eligible to receive a qualification. They will, however be eligible to receive a Statement of Attainment for units of competency they have achieved competence in.

KIMT can only issue a qualification or statement of attainment to a student who has provided KIMT with a verified Unique Student Identifier (USI) or KIMT has applied for a USI on behalf of the student.

All qualifications and statements of attainment issued will be issued without alteration or erasure and be identified by a unique number – printed on the qualification or statement. KIMT will maintain a record of all qualifications issued for a period of 30 years.

15.1 Secondary Courses

KIMT will enrol students who are doing their primary course, secondary course or both courses at KIMT. It is the responsibility of the student to maintain their student visa conditions with regards to their primary provider. If a student does not fulfil the requirements of the primary provider and has their visa cancelled and is subsequently unable to continue their secondary course or for any other reason KIMT will apply KIMT cancellation and refund policy with regards to student default.

16.0 Course Completions

Students must complete, at competent level, all subjects that comprise a course at KIMT. Both core and elective competency units have been preselected to maximize vocational outcomes and to this end KIMT may have included bonus units at no extra cost to the student.

16.1 Rules Ensuring Comfort and Convenience

As KIMT is a place for training and learning certain rules apply during the conduct of courses, and for the convenience and comfort of all students and staff. Compliance with rules is a condition of entry to KIMT.

16.1.1 Alcohol

Alcohol is NOT permitted on KIMT premises.

16.1.2 Smoking

KIMT is a NON SMOKING workplace and we ask for your assistance not to smoke on KIMT premises or within the building.

16.1.3 Chewing Gum

The chewing of gum is NOT allowed on the premises.

16.1.4 Drugs

KIMT has a zero tolerance policy when it comes to the use of drugs in KIMT. Any students found doing drugs or drug related activities will be expelled from KIMT and will be reported to the police.

16.1.5 Spitting

Spitting is NOT allowed in public places in Australia. It is against the law and you can be fined if you are caught spitting.

16.1.6 Firearms and Knives

It is against the law to carry firearms or knives at the public places. You must NOT bring any firearms, knives or any kind of weapons to KIMT. Anybody found with any type of weapon will be expelled from KIMT and will be reported to the police.

16.1.7 Attire

Student's attire should be neat and tidy at all times, and professional, when required. Thongs or any clothing considered by management to be offensive will not be allowed.

Hospitality students must wear chef's attire and personal protective clothing related to the hospitality industry.

Aged care students must wear uniform when doing industry placement and follow facilities dress rules.

16.1.8 Mobile Phones

All mobile phones should be on silent mode or switched off during class time. You can use the mobile phone out of class sessions, during the breaks and in the common room.

16.1.9 Food and Drink

No food or drink is allowed in the classrooms, computer labs, and clinical lab. You can use the common room for eating and drinking.

16.1.10 Litter

Please use the rubbish bins provided for litter.

16.1.11 Other Important Tips

Never leave your belongings unattended. If anything is lost, check with the Administration Staff at the Reception. Keep KIMT premises clean and do not write anything on the walls or on the desks. Students are asked to leave KIMT premises in a neat and tidy condition.

17.0 Living in Brisbane

Brisbane is the capital of Queensland, the second-largest and third-most populous state in Australia. Brisbane is located in the south east corner of the state.

Brisbane is Australia's fastest-growing capital with a population of 2.46 million and offers a safe, friendly, multicultural environment.

Brisbane is considered one of the major business hubs in Australia. Many major Australian and international companies have a contact office in Brisbane. Many electronics companies also take advantage of the strategic port and airports by choosing to have distribution hubs in the city.

The inner city is characterised by the Brisbane River, parklands, convention facilities, museums, art galleries, a casino, malls, shopping districts and a host of cosmopolitan restaurants and cafés.

The golden beaches and fun parks of the Gold Coast are just an hour's drive south. The beautiful Sunshine Coast beaches lay a short drive to the north, along with national parks, rainforests and attractions such as Australia Zoo.

Brisbane's reputation as a friendly, modern city makes it a popular tourist destination.

Useful links

Visit Brisbane www.visitbrisbane.com.au

Things to do in Brisbane www.thingstodo.com/au/queensland/

Brisbane City Council www.brisbane.qld.gov.au/

Services Local to the Woolloongabba Campus:

KIMT Woolloongabba campus is in an ideal location on the south side of Brisbane River and it is not far from the city, shopping centres, medical centres, banks and accommodation.

Listed below are some of the various services in the local area.

Shopping:

Princess Plaza (General Shopping) 12 Annerley Rd, Woolloongabba, QLD 4102

Target (Budget general shopping) Cnr. Ipswich Road & Cornwall Street, Buranda, QLD 4102

Myer (Upper market general shopping) 91 Queen St, Brisbane, QLD 4000

Coles (Food supermarket) 795 Stanley St, Woolloongabba, QLD 4102

Woolworths (Food supermarket) Ipswich Road, Buranda, QLD 4102

Banking:

Bank of Queensland 386 Logan Rd, Greenslopes QLD 4120, (07) 3324 5111

Westpac 490 Ipswich Rd, Annerley, QLD 4103, (07) 3249 1588

Commonwealth Bank of Australia 264 Ipswich Road, Buranda QLD 4102, 13 22 21

Medical Centres:

Mater Adult Hospital Raymond Terrace, South Brisbane, QLD 4101, (07) 3163 8111

Mater Hill Family Medical Centre 7/40 Annerley Rd, Woolloongabba, QLD 4102, (07) 3844 3239

Gladstone Road Medical Centre 38 Gladstone Rd, Highgate Hill, QLD 4101

Mater Medical Centre Suite 23, 293 Vulture St, South Brisbane, QLD 4101 (07) 3844 9932

Lanfranchi Dental Surgery 793 Stanley St, Woolloongabba, QLD 4102 (07) 3391 1889

Dr Justine Brock Dentist 24 Gladstone Rd, Highgate Hill, QLD 4101 (07) 3844 6071

Real Estate Agents (Accommodation Services):

Professionals Service Centre 9/63 Annerley Rd, Woolloongabba, QLD 4102, (07) 3846 1800

LJ Hooker 443 Ipswich Road, Annerley, QLD 4103, (07) 3848 7369

The Agency Real Estate 38 Fisher St, East Brisbane, QLD 4169 (07) 3891 3877

Leo Tsimpikas Real Estate 128 Boundary St, West End, QLD 4101 (07) 3844 5909

Legal Assistance:

Hogan Stanton Lawyers Level 1, Central Park 2, 32 Park Rd, Milton, QLD 4064 (07) 3511 7055

Lee PM & Co Solicitors 625 Stanley St, Woolloongabba, QLD 4102 (07) 3435 4200

John Drakos Solicitors Suite 1, 80 Ipswich Rd, Woolloongabba, QLD 4102 (07) 3392 2000

17.1 Climate

Seasons

Summer (December to February)	Queensland summers are generally long and very warm, with temperatures ranging from 21°C to 36°C, with occasional hot spells of over 38°C. Humidity in summer ranges from 60% to 85%.
Autumn (March to May)	Pleasantly warm weather conditions with occasional cooler nights.
Winter (June to August)	Brisbane has a short and mild winter. Winter temperature ranges from 12°C to 21°C, with the overnight temperature sometimes dropping below 12°C.
Spring (September to November)	Spring in Brisbane offers a pleasant mild temperature, with occasionally unpredictable cold, wet and windy days.

Clothing

There is no formal dress code for students whilst on campus. Most students dress informally – jeans, skirts or trousers with t-shirts, casual shirts or blouses are acceptable for most occasions.

Students should bring at least one set of more formal clothes, a sports jacket or suit and tie for men and appropriate dress for women, for functions such as official dinners or graduation ceremonies. For festive occasions students may wish to bring national dress and accessories.

Shorts are often worn during the summer months, as are sandals or running shoes. For winter, students should make sure they have warm clothes such as jumpers, sweatshirts, sweaters, warm socks and closed shoes, jackets or tracksuits. While heavy coats are not necessary, students from tropical climates sometimes find the winters very cold, and may need hats and gloves.

17.2 Cost of Living

The cost of living in Brisbane really depends on your lifestyle. As a guide, you will need approximately AUD \$19,000.00 for living expenses for one year (covering accommodation, transport and food but not entertainment or a car).

17.3 Accommodation Options

Brisbane has a diverse range of accommodation options. Students may choose to live with an Australian family, in student lodging, or take on independent apartment rental. For student accommodation needs KIMT recommends Global Experience and Homestay. Whatever you choose, we suggest arranging your accommodation as early as possible - preferably as soon as you have accepted the offer from KIMT. For students who have not decided where they would like to live in Brisbane, a minimum booking of four weeks at a Homestay will guarantee you somewhere to stay upon arrival, while you make more definite arrangements. Airport pickup can be arranged with accommodation.

Two Homestay Providers:

- Brisbane Educational Consultants & Brokers (BECAB) and
- Homestay Brisbane

Further information regarding the services provided by these two agencies and the associated costs, can be obtained by contacting these respective providers directly and visiting their respective websites for further information.

Global Experience: <http://www.becab.com.au/>

Homestay Brisbane: <http://www.homestay.com/australia/brisbane>

17.4 Airport Pickup

A KIMT representative can pick you up from the airport on your initial arrival in Brisbane. Student must arrange airport pick with Reception 7 days prior to arriving in Brisbane. Airport pick up will cost \$150 which is to be paid at the time of organising.

17.5 Student Employment

International student visa holders can legally work up to 40 hours per fortnight during the study term and full-time during term breaks. Students are advised that part-time work may distract them from their studies and they should not rely on their earnings to pay tuition fees or other living expenses.

17.6 Festivals

There is nothing that Brisbane community enjoy more than a good festival. Every year the Brisbane Festival is held, running for a month over summer. It includes theatre, shows, operas, concerts, exhibitions and plenty more.

17.7 Food

Brisbane's dining scene offers something for all tastes and budgets, with the city's multicultural flavour reflected in its cuisine. Students can access a range of dining options, from cheap eateries and farmer's markets through to reasonably priced cafes and pubs.

For a range of dining options via cuisine type or location, see Visit Brisbane website. <http://www.visitbrisbane.com.au/Things-to-do/Eat-and-Drink>

17.8 Night life

As a large multicultural city, Brisbane prides itself on nightlife unparalleled in Australia. Whether clubbing, pubbing or raving is your scene, we have it all. Popular nightspots include those located around the city centre or in Fortitude Valley.

17.9 The Great Outdoors

Of course Brisbane is known for its beaches, river and gardens as well as its great theme parks on the Gold Coast. A cheap way to explore what Brisbane and the Gold Coast have to offer is to buy a train ticket and explore. Many attractions offer discounted tickets and 'two for one' offers. Keep an eye out and snap up a bargain.

Brisbane has a number of parks within the city as well as National parks within 30 minutes' drive of the central business district (CBD).

17.10 Getting Around

Brisbane is well serviced by public transport. Ferries service various parts of the river with larger City Cats providing express services with the smaller City Ferries providing more stops. Buses and trains provide a cheap and reliable method for getting around Brisbane and the suburbs. For more details see: <http://jp.translink.com.au/>

Occasionally you may wish a more personal service; Brisbane's Taxis are fast and efficient.

King's Institute is situated in Woolloongabba that is close to Park Road railway station (600m or ten minutes' walk). Mater Hill Bus Way is also very close to King's Institute.

Public Transport Concession

A 50% concession fare is available for tertiary and post-secondary students on all TransLink public transport services.

Students in South East Queensland can now apply online

(<https://gocard.translink.com.au/webtix/>) for tertiary concession fares to be activated on their go card.

For more information, visit www.translink.com.au/tertiary or call 13 12 30

17.11 Shopping

As a bargain hunting student you'll be spoilt for choice, with shops ranging from chic boutiques to some of the world's most beautiful and colourful markets that are renowned for their diversity and sheer size. Some of the better markets include those located at the Brisbane Powerhouse, the Valley markets; South Bank Lifestyle Markets or the Riverside Markets.

For shopping fanatics, the city centre itself, with the Brisbane Arcade, Wintergarden Mall, MacArthur Central and Myer Centre.

17.12 Telephone, Internet and Post

The cheapest way to phone overseas is using a phone card. These are available at newsagents and convenience stores. Different phone cards will have different rates. You will need to compare different cards to see which is the cheapest for your country. Students can opt for a post-paid or pre-paid mobile phone.

To post a letter overseas the cost is between AUD \$1.10 and AUD \$2.60 through Australia Post. Parcels and freight are a lot more expensive and the cost will depend on how much you are sending and where it is going to.

17.13 Emergency Support Services

Police, Fire, Ambulance 000

Poisons Information Centre (24 hours) 13 1126

Telephone Interpreter Service (TIS) 13-1450

Hospitals/ Medical Centres

Princess Alexandra Hospital – (07) 3176 2111

Mater Hospital Brisbane – (07) 3163 8111

Royal Brisbane and Women's Hospital - (07) 3646 8111

Healthscope Medical Centres – (07) 3828 6300

Immigrant Services

Migrant Women's Emergency Support Service (07) 3846 3490

Qld Bureau of Ethnic Affairs (07) 3224 2772

Legal Matters/Discrimination

Caxton Legal Centre Inc. (07) 3214 6333

Commonwealth/State Ombudsman 1300 362 072

Legal Aid Queensland 1300 651 188

South West Brisbane Community Legal Service Inc. (07) 3372 7677

Tenant's Union of Qld/Tenancy Advice (07) 3882 9447

Women's Legal Service (07) 3392 0644

Emergency Help/Crisis Relief

Crisis Relief (07) 3235 9999

Child Abuse (24 hours) 1800 177 135

Kids Helpline 1800 551 800

Life Line (24 hours) Brisbane Crisis Line (24Hours) 13 1114

Care Line (24 Hours) 1800 242 636

Sexual Assault Helpline 1800 010 120

Addiction Problems

Alcohol & Drug Information Service (24 Hours) 1800 177 833

Gamblers Anonymous (24 hours) (07) 3356 0117

17.14 International calls

0011 + country code + area code + number (country codes may be found in the telephone directory).

0012 + country code + area code + number (to find out the cost of the call immediately afterwards)

17.15 Banking

There are many different types of bank accounts. Ask about the different types of accounts before you decide which one you would like to open. A Savings Account is probably the most suitable account for students. When you open an account you will normally receive an ATM Card allowing you to withdraw money after hours. Many shops in Australia will not accept cheques but most will take credit cards. An ATM Card cannot be used for credit but it can be used in some supermarkets to pay for the bill (as long as there is money in your account) and it can be used to withdraw money from the machine (ATM) you find outside banks.

17.16 School Aged Dependent Children

Students are advised that any school aged dependants accompanying them will be required to pay full fees if they are enrolled in either a government or non-government school.

18.0 Unique Student Identifier (USI)

All students studying nationally recognised Vocational Education and Training courses in Australia must have a (USI). A USI gives you access to your online USI account which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5. A USI account will contain all your nationally recognised training records and results.

When applying for a job or enrolling in further study, you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life.

Training providers must record a USI for all students under Commonwealth legislation and the conditions of registration for training organisations. A valid USI, verified by KIMT, will be required to be able to issue a statement of attainment or qualification to a student undertaking nationally recognised training.

It is free and easy for you to create your own USI online. You can create your own USI at the USI website www.usi.gov.au. If you create your own USI, you should provide your USI to KIMT as soon as possible so that you're USI can be verified and records updated.

18.1 Creating your own USI

STEP 1: Have at least one form of ID ready: Driver's License, Australian Passport, Medicare Card, Birth Certificate, Visa (with non-Australian Passport), Immigration Card or Citizenship Certificate.

IMPORTANT: To make sure we keep all of your training records together, the USI will be linked to your name as it appears on the form of ID you used to create the USI. The personal details entered when you create a USI must match exactly with those on your form of ID. If you do not have proof of ID from the list above, you can contact your training organisation about the other forms of ID they can accept to help you get a USI.

STEP 2: Have your personal contact details ready: Address, email and/or phone number.

STEP 3: Visit usi.gov.au and click on 'Create a USI'.

STEP 4: Agree to the terms and conditions and follow the steps.

STEP 5: Write your unique number down and keep it somewhere handy and safe.

STEP 6: Supply your USI to KIMT when you enrol

18.2 What if a student does not have a USI

If you do not already have a USI and you require KIMT to apply for a USI to the Student Identifiers Registrar (Registrar) on your behalf, current students are required to complete USI permission form and return it to KIMT as soon as possible for your USI to be created. For new students, permission can be given when completing the KIMT International Student Application form.

King's Institute of Management and Technology will provide to the Registrar the following items of personal information about you:

- your name, including first or given name(s), middle name(s) and surname or family name as they appear in an identification document;
- Your date of birth, as it appears, if shown, in the chosen document of identity;
- Your city or town of birth;
- Your country of birth;
- Your gender; and
- Your contact details.

When we apply for a USI on your behalf the Registrar will verify your identity. The Registrar will do so through the Document Verification Service (DVS) managed by the Attorney-General's Department which is built into the USI online application process if you have documents such as a Medicare card, birth certificate, driver licence, Australian passport, citizenship document, certificate of registration by descent, ImmiCard or Australian entry visa.

If you do not have a document suitable for the DVS and we are authorised to do so by the Registrar we may be able to verify your identity by other means. If you do not have any of the identity documents mentioned above, and we are not authorised by the Registrar to verify your identity by other means, we cannot apply for a USI on your behalf and you should contact the Student Identifiers Registrar.

In accordance with section 11 of the Student Identifiers Act 2014 Cth (SI Act), we will securely destroy personal information which we collect from you solely for the purpose of applying for a USI on your behalf as soon as practicable after the USI application has been made or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

The personal information about you that we provide to the Registrar, including your identity information, is protected by the Privacy Act 1988 Cth (Privacy Act). The collection, use and disclosure of your USI are protected by the SI Act.

If you ask KIMT to make an application for a student identifier on your behalf, KIMT will have to declare that KIMT has complied with certain terms and conditions to be able to access the online student identifier portal and submit this application, including a declaration that KIMT has given you the following privacy notice:

You are advised and agree that you understand and consent that the personal information you provide to us in connection with your application for a USI:

- Is collected by the Registrar for the purposes of:
 - applying for, verifying and giving a USI;
 - resolving problems with a USI; and
 - creating authenticated vocational education and training (VET) transcripts;
- may be disclosed to:
 - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
 - the purposes of administering and auditing Vocational Education and Training (VET), VET providers and VET programs;
 - education related policy and research purposes; and
 - to assist in determining eligibility for training subsidies;
 - VET Regulators to enable them to perform their VET regulatory functions;
 - VET Admission Bodies for the purposes of administering VET and VET programs;
 - current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
 - schools for the purposes of delivering VET courses to the individual and reporting on these courses;

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

18.3 Privacy policies and complaints

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the Registrar's Privacy Policy (<http://usi.gov.au/Pages/privacy-policy.aspx>) or by contacting the Registrar at:

Privacy Officer
Office of the USI Registrar
Canberra City ACT 2601
GPO Box 9839
Canberra ACT 2601
Email: usi@industry.gov.au

19.0 Additional Service Charges

Service	Charge
Replacement student ID card	\$20
Replacement Certificate/Statement of Attainment	\$100 if within 5 years
Replacement Certificate/Statement of Attainment	\$250 if 5 to 15 years
Replacement Certificate/Statement of Attainment	\$500 if 15 to 30 years
Application to vary application: <ul style="list-style-type: none"> • Change of Course • Change of Start date 	\$100
Printing	\$0.08c per page
Late Assessment fee	\$100 per assessment
Third attempt to gain competence in assessment task	\$250 per unit of competency
Late course fees Note: <i>If fees are overdue, students CoE/s may be cancelled as a breach of visa conditions</i>	\$10 per day late payment fine
Recognition of Prior Learning Note: <i>Only available prior to course start date</i>	\$250 per unit plus \$350 enrolment fee (Non-Refundable) \$275 per unit tuition fee for any gap training
Cancellation prior to commencement of course Note: <i>The fee covers the processing of refund and does not apply to visa rejection cases</i>	\$150
Cancellation after course commencement	\$350
Airport pickup Organised with Reception 7 days before arrival in Brisbane	\$150

All amounts are in Australian dollars (AUD) and payable at Reception

20.0 Understanding of KIMT Rules and Receipt of Student Handbook

I, Student ID No:.....
acknowledge that all of KIMT Course Information, Enrolment Terms and Conditions, Enrolment, Course Fees, Refund Policy and Visa Terms and Conditions have been provided and fully explained to me during my KIMT Orientation and that I understand and agree to abide by all of these terms and conditions.

I understand:

- That if I am in jeopardy of breaching any of these terms and conditions KIMT will initiate a warning and reporting procedure;
- That if I am in breach of any of the above mentioned terms and conditions, my enrolment from KIMT will be cancelled and if I am on a student visa I will be reported through PRISMS to the DHA;
- That while I am on a student visa in Australia, I am obligated to attend KIMT for 20 hours of supervised tuition on-site and maintain an attendance of not less than 80% at any time;
- That I am required to maintain, as KIMT defines, a satisfactory rate of academic progress, doing all the required assessments, appearing in all the required tests/examinations (written/oral), attending all the required seminars and being on time on all occasions;
- That I will notify KIMT of any change of contact details;
- That I am enrolling in all courses that have been offered and issued to me with confirmation of enrolment (CoE/s).
- That I must remain 'financial' at all times and will pay my tuition fees on time as per the signed payment plan for all courses;
- That I will maintain my Overseas Student Health Cover (OSHC) at all times;
- That I will apply USI and provide the USI number to KIMT or give my permission to KIMT to apply USI on behalf of me;
- That I have received a copy of the student handbook and have read and understood all KIMT rules, policies and procedures as detailed in the student handbook.
- I will abide by all written agreements I have signed with KIMT; and
- That I again understand and agree that if I am in breach of any of these conditions my enrolment will be cancelled which in turn leads to cancellation of my student visa.

.....
Student Signature

.....
Date