



Everest Institute

RTO No 52100 • CRICOS Provider No : 03374A

Australia

Student Handbook

Everest Institute of Education

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Everest Institute of Education acknowledges the traditional owners and custodians of country throughout Australia and acknowledges their continuing connection to land, sea and community. We pay our respects to the people, the cultures and the elders past, present and emerging.

Disclaimer

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WELCOME

Everest Institute of Education (Ei) warmly welcomes all new and returning students. We are delighted to be part of your learning journey and look forward to supporting you in achieving your academic and career goals.

This Student Handbook has been developed to provide you with important and helpful information about your enrolment and studies at Ei. It outlines the Institute's responsibilities, as well as the academic and administrative processes in place to ensure your experience is supportive, engaging, and successful. The handbook also explains your rights and responsibilities and includes key information to help make your transition into study, or continuation of your course, as smooth as possible.

We encourage you to take the time to read this handbook and become familiar with the services and support available to you. Our team is here to assist you every step of the way.

ABOUT EVEREST INSTITUTE OF EDUCATION (EI)

Since 2014, the Everest Institute of Education has become a well-recognised provider of quality-assured and nationally recognised training. The institute is committed to maintaining high standards in providing Vocational Education and Training. Its programs are distinctive in supporting students at all levels of skill and qualifications, with an emphasis on work-integrated learning, preparing them for successful, adaptive careers in the profession best suited to them.

Located in Melbourne, Victoria, the Everest Institute delivers a diverse range of internationally recognised and fully accredited courses that provide students with entry opportunities to quality universities both in Australia and overseas. This handbook has been designed specifically to provide students with important and useful information for their study programs at Everest. It contains details about enrolment procedures and the academic year, including important dates to note. It also outlines the institute's academic and administrative policies and procedures, setting out its obligations and responsibilities to the students while explaining their rights and responsibilities as students at the Everest Institute of Education.

STUDYING AT EVEREST INSTITUTE (EI)

Why is it great to study at Everest Institute?

- We're a recognised provider
- We offer the latest training packages sought after by Industry Professionals
- We provide a transformative educational experience
- We have an innovative approach to Vocational Education and Training

The Everest Institute of Education aims to provide a unique educational experience for all students, irrespective of their stage in life and origin. At Everest, the emphasis is on the skills and knowledge that will enable graduates to adapt throughout a lifetime of social and technological change. The institute acknowledges education as vital in the development of a productive society and helps promote students' sense of worth, value, and ethical standards. Through its training, Everest Institute aims to develop morally and ethically sound, healthy, and qualified individuals who benefit the community.

STUDY LOCATIONS

Head Office (West Melbourne Campus)

479 King Street, West Melbourne, Victoria
3003

Thomastown Campus

157 High Street, Thomastown, Victoria
3074

Lalor Campus

35 Duncan Road, Lalor,
Victoria 3075

LIVING AND STUDYING IN AUSTRALIA

Students can find lots of useful information about living and studying in Australia at [Study Australia](#). The website includes a helpful guide about studying and living in Australia that can be downloaded.

As part of the orientation program, students will receive information to help them adjust to studying and living in Australia, including details specific to Victoria.

This handbook provides information on the courses offered at the Everest Institute, the application process, and visa requirements. It also offers guidance on arriving in Australia and provides introductory information about living and studying in Australia.

DIVERSITY, EQUALITY AND INCLUSION

Everest Institute of Education (Ei) is committed to providing a safe, inclusive, respectful, and supportive learning environment for all students. Ei values diversity and recognises that differences in backgrounds, cultures, experiences, and abilities enrich the learning experience and contribute to better outcomes for all.

Ei ensures that all students are treated with fairness, respect, and dignity throughout their enrolment, training, and assessment. The Institute promotes equal opportunity and does not tolerate discrimination, harassment, bullying, vilification, victimisation, or any form of harmful behaviour.

Inclusive Learning Environment

Ei is committed to delivering student-centred training and assessment that is accessible and responsive to the needs of diverse learners. This includes:

- Providing inclusive and culturally appropriate learning materials
- Using delivery methods suitable for different learning needs
- Ensuring students can access trainers, assessors, and support staff
- Identifying and removing barriers to participation in learning and assessment

This commitment applies across all environments, including classrooms, online learning, practical training, and work placements.

Respect, Safety and Behaviour

All students are expected to:

- Treat others with respect and courtesy
- Value diversity and different perspectives
- Maintain a safe and inclusive environment
- Refrain from behaviour that may harm, offend, or exclude others

Ei does not tolerate:

- Discrimination based on protected attributes (e.g. race, gender, disability, religion)
- Harassment, bullying, or threatening behaviour
- Racism, religious intolerance, or any form of vilification
- Victimisation of individuals who raise concerns or complaints

Cultural and Religious Inclusion

Ei respects the cultural and religious diversity of its students and will take reasonable steps to support inclusion, including:

- Respecting cultural practices, religious observances, and significant events
- Considering individual circumstances when planning attendance, assessments, and support
- Promoting a culturally safe environment for all students, including First Nations students

Reporting Concerns

Students have the right to raise concerns about any behaviour that does not align with these expectations. Concerns, complaints, or incidents can be reported through the Institute's Complaints and Appeals process.

Ei ensures that:

- All concerns are handled confidentially and fairly
- Students are protected from victimisation
- Appropriate action is taken to resolve issues and prevent recurrence

For further information, please refer to the Diversity, Equality and Inclusion Policy and Procedure available on the Institute's website.

ADMISSIONS AND ENROLMENT

Everest Institute of Education (Ei) welcomes applications from all students who meet the entry requirements outlined in this handbook and on the Institute's website. Applications are generally assessed on a first-come, first-served basis. Where a course reaches capacity, applicants may be offered a place in a future intake.

To apply, students must complete an Application Form, available on the Everest Institute website (www.everest.edu.au). The form may also be obtained via email, phone request, or through an approved Education Agent.

Applicants are required to submit all supporting documentation with their application, including:

- Evidence of academic qualifications
- Identification documents (including passport)
- Academic transcripts or school records
- Evidence of English language proficiency (where applicable)
- Any additional documents relevant to course entry requirements

Applications can be submitted directly to the Institute via email at enquiries@everest.edu.au or through an approved Education Agent.

Upon receipt, applications will be assessed for completeness, authenticity, and suitability for the chosen course. This includes verifying documents, assessing entry requirements, and considering the applicant's study goals and ability to successfully undertake the course. Applicants may be contacted for additional information or invited to participate in a pre-enrolment interview.

Applicants will be notified of the outcome of their application. Where an application is successful, the student will receive a Letter of Offer, a Written Agreement outlining the terms and conditions of enrolment, and an invoice detailing fees and payment arrangements. To confirm enrolment, students must review, sign, and return the written agreement.

Students are encouraged to review all information provided prior to accepting the offer to ensure the course is suitable for their needs.

For further details, please refer to the Entry Requirements Policy and Procedure and the Student Enrolment Policy and Procedure available on the Institute's website.

UNIQUE STUDENT IDENTIFIER (USI)

A Unique Student Identifier (USI) is a 10-character alphanumeric reference number that creates a secure online record of an individual's nationally recognised training in Australia. Since 2015, all students undertaking

nationally recognised training are required to have a USI. The USI allows students to access and manage their VET achievements in one place, ensuring their training records remain secure and do not get lost over time.

As part of the enrolment process, students must provide their USI or give permission for Everest Institute of Education (Ei) to create or access a USI on their behalf. Enrolment cannot be finalised, and certification (qualification or statement of attainment) cannot be issued until a valid USI has been provided and verified in accordance with the Institute's requirements.

Students who wish to create their own USI can do so by visiting the official website: www.usi.gov.au.

For further information, please refer to the USI Policy and Procedure available on the Institute's website.

VISAS

Once students receive their electronic Confirmation of Enrolment (eCoE), they will need to apply for a Student Visa (subclass 500) to study in Australia. Detailed information about the student visa application process is available on the official Australian Government website:

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

This website provides information on:

- How to apply for a student visa
- Required supporting documents (including a valid passport)
- Visa conditions
- Work rights while studying
- Overseas Student Health Cover (OSHC)
- Visa application fees and processing times

Students may choose to engage a registered migration agent for assistance with their visa application. Alternatively, students can seek support from Everest Institute of Education (Ei)'s approved Education Agents, who can assist with both course applications and visa processes.

For details of the Education Agents engaged by Ei, students can contact the Institute directly or refer to the Education Agents list available on the Institute's website.

Students are strongly advised to allow sufficient time between lodging their visa application and the course commencement date, as visa processing times may vary.

VISA CONDITIONS

If granted a student visa, students must comply with all visa conditions. Failure to meet these conditions may result in the cancellation of the visa.

Key visa conditions include (but are not limited to):

- Maintain satisfactory course progress and/or attendance and remain enrolled in a registered course.
- Only work in accordance with the work conditions specified in the visa grant.
- Maintain valid Overseas Student Health Cover (OSHC) for the duration of stay in Australia.
- Notify Everest Institute of Education (Ei) of their current residential address in Australia and any changes within 7 days.

- Complete the course within the duration specified on the Confirmation of Enrolment (CoE).
- Remain enrolled with the principal education provider for the first six (6) months of the principal course, unless a valid release is obtained to transfer to another provider.

For full details on student visa conditions, students should refer to the official Australian Government website: <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions>

ARRANGING TRAVEL AND DOCUMENTS TO BRING

Travel costs to Australia are not included in course fees. Students are responsible for arranging and paying for their own travel to Australia.

Students are recommended to arrive in Melbourne at least two (2) weeks prior to their course commencement date to allow sufficient time to settle, arrange accommodation, and attend orientation.

International students will generally arrive at Melbourne Airport (Tullamarine). Students travelling domestically may arrive at Avalon Airport, so it is important to confirm flight details in advance.

Students should prepare and carry a folder of important documents when travelling to Australia, including:

- A valid passport and student visa
- Confirmation of Enrolment (eCoE)
- Overseas Student Health Cover (OSHC) documentation
- Original or certified copies of key documents, such as:
 - Academic qualifications and transcripts
 - Identification documents (e.g. birth certificate)
 - Medical records (if applicable)
 - Any other documents requested by Everest Institute of Education (Ei) at the time of enrolment

Students travelling with family members should ensure that all accompanying dependents' documents are also prepared.

All important documents should be kept in carry-on luggage. It is strongly recommended that students keep copies of all documents with a trusted person in their home country in case originals are lost or misplaced.

ENTRY INTO AUSTRALIA

When arriving in Australia, students will be required to present their passport and complete an Incoming Passenger Card at the Immigration and Border Control checkpoint. Students may be asked questions about their stay before being granted entry into Australia.

After clearing immigration, students should proceed to baggage claim to collect their luggage. It is important to check that all items have arrived and are not damaged. If any baggage is missing or damaged, students should report this immediately at the airline's baggage service counter located in the arrivals area.

Once luggage has been collected, students will proceed through customs and biosecurity screening. Australia has strict biosecurity laws to protect its environment, agriculture, and wildlife.

Students must:

- Declare any food, plant material, animal products, or other restricted items on the Incoming Passenger Card

- Follow instructions provided by biosecurity officers
- Dispose of any restricted items in the bins provided if unsure

Items that are not permitted may be confiscated and destroyed. Failure to declare restricted items or providing false information may result in fines or legal penalties. For more information on what you can and cannot bring into Australia, please visit the official Australian Government website: <https://www.abf.gov.au/entering-and-leaving-australia/can-you-bring-it-in>

ARRIVING IN AUSTRALIA

Getting from Melbourne Airport to your accommodation

To request an airport pick-up, students must contact Everest Institute of Education (Ei) via email at least seven (7) days prior to their arrival in Australia.

Melbourne Airport offers a range of transport options, including:

- Airport shuttle buses to Melbourne CBD
- Taxis and rideshare services
- Pre-arranged airport transfer services

Students are encouraged to plan their transport in advance to ensure a smooth arrival.

Keeping in contact

Before leaving their home country, students should provide their family, friends, and Everest Institute of Education (Ei) with details of their travel arrangements and accommodation in Australia. These details should not be changed without informing the relevant parties.

Upon arrival in Australia, students should notify their family and friends of their safe arrival. For personal safety, it is important to always ensure that someone is aware of their location and contact details.

Arranging your finances

The currency used in Australia is the Australian Dollar (AUD).

Students are encouraged to exchange some money into Australian dollars before arrival. If this is not possible, currency exchange services are available at the airport; however, exchange rates at airports may be less favourable than those offered by banks or exchange providers in the city.

Once in Melbourne, students can exchange money at banks or authorised currency exchange providers. Students should note that most banks are closed on weekends.

For safety reasons, students are advised not to carry large amounts of cash. It is recommended to bring sufficient funds for the first few days and arrange to have additional funds transferred to Australia after arrival.

The amount of money required will depend on individual circumstances, including whether accommodation has already been arranged and paid for. Students should ensure they have sufficient funds to cover initial living expenses for at least the first two weeks.

ACCOMMODATION

Temporary Accommodation

Before arriving in Melbourne, students are encouraged to arrange short-term accommodation for the first one to two weeks. This allows time to settle in, attend orientation, and explore suitable long-term housing options.

Hostels and short-term accommodation providers across Melbourne offer affordable options, including private and shared (dormitory-style) rooms.

The following websites may assist students in comparing accommodation options and prices:

- <https://www.tripadvisor.com.au>
- <https://www.hostelworld.com>
- <https://www.wotif.com.au>
- <https://www.lastminute.com.au>

Renting

Renting a property or sharing accommodation with others is a popular option and provides students with greater independence and flexibility in choosing location, housemates, and living arrangements.

Rental costs in Melbourne typically range from \$200 to \$400 per week, depending on the location, property type, and number of occupants. Students should note that utilities such as electricity, gas, water, and internet are usually not included in the rent and may be shared among housemates.

Student Accommodation

Student accommodation is a convenient option, particularly for those who prefer to live close to campus or in a structured environment.

These accommodations generally offer:

- Private or shared rooms
- Shared kitchen and bathroom facilities
- Fully furnished rooms (bed, mattress, wardrobe, study desk and chair)
- Access to common areas, laundry facilities, and internet

Some providers may also offer additional services such as cleaning, on-site support staff, and social activities.

Costs vary by provider and inclusions, but students can generally expect to pay between \$200 and \$500 per week, often including utilities.

Homestay

Homestay involves living with a local Australian family, providing a supportive environment and an opportunity to experience Australian culture and lifestyle.

Homestay arrangements typically include:

- A furnished room
- Meals (usually included)
- Utilities and internet
- A family support environment

Students are expected to maintain their own space and contribute to basic household responsibilities.

Costs generally range from \$250 to \$300 per week, depending on the location, facilities, and number of meals provided.

Students should be aware that homestay accommodation may be located further from the training location, and living arrangements may involve shared household rules and expectations, with less independence compared to other accommodation options.

BRINGING YOUR FAMILY WITH YOU

Students who intend to bring family members to Australia must ensure that each family member applies for an appropriate visa and is covered by Overseas Student Health Cover (OSHC) for the duration of their stay.

Family members may include:

- A partner (married or de facto)
- Dependent children under 18 years of age

Students will be required to provide evidence of family relationships, such as official marriage certificates and birth certificates, as part of the visa application process.

For more information on student visa dependants, please visit the official Australian Government website:

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

Childcare and Schooling Costs

Students travelling with dependent children should consider the cost of childcare and schooling in Australia.

Typical childcare costs in Melbourne are approximately:

- Centre-based childcare: AUD \$100 to \$135 per day
- Family day care: AUD \$9 to \$12 per hour
- Au pairs (living in the home): AUD \$200 to \$250 per week

These costs are indicative only and may vary depending on individual lifestyle and circumstances.

For school-aged children, public schooling may involve voluntary contributions or levies, as well as additional costs for:

- School uniforms
- Textbooks and learning materials
- Excursions and extracurricular activities

Fees for private schools vary significantly, and students are advised to check directly with individual providers for accurate, up-to-date costs.

HEALTH

Emergencies

In an emergency, students should call 000 for police, fire, or ambulance services. When calling, students will be asked:

- Which service is required (police, fire, or ambulance)
- The nature of the emergency
- Their name, location, and contact number

Emergency services in Australia are professional, confidential, and available 24 hours a day.

For more information, visit:

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

Police

Australian police are responsible for maintaining safety, preventing crime, and assisting the community. They are independent of the military and political systems and are there to support and protect all individuals, including international students.

Fire

Fire services respond to fires, rescue situations, and hazardous incidents involving gas or chemicals. Students should call 000 immediately in the event of a fire, regardless of its size.

Ambulance

Ambulance services provide urgent medical care and transport to hospital in emergencies. To request an ambulance, call 000.

Medical assistance

Emergency medical treatment is available 24 hours a day at the emergency departments of public hospitals and some medical centres.

For non-emergency health concerns, students should visit a:

- General Practitioner (GP)
- Local medical centre

Students should always carry:

- Their health insurance card (OSHC)
- Details of any current medications

To find a doctor or medical service, visit: <https://www.healthdirect.gov.au>

Overseas Student Health Cover (OSHC)

Australia has a dedicated health insurance system for international students known as Overseas Student Health Cover (OSHC).

Students are required to:

- Purchase OSHC before arriving in Australia
- Maintain valid OSHC for the entire duration of their student visa

OSHC helps cover the cost of:

- Doctor visits
- Hospital treatment
- Some prescription medicines

This is a mandatory requirement under student visa conditions.

Students may choose an approved OSHC provider, or Everest Institute of Education (Ei) can assist in arranging OSHC upon request.

For more information about OSHC and student visa health requirements, visit:

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

WORKING IN AUSTRALIA

As a student visa holder, students are permitted to work while studying in Australia, subject to visa conditions.

Currently, students can:

- Work up to 48 hours per fortnight (two-week period) during study periods
- Work unlimited hours during scheduled course breaks (e.g. holidays)

Students may work for more than one employer; however, the total combined hours must not exceed 48 hours per fortnight during study periods.

A fortnight is a fixed 14-day period, and students must ensure they do not exceed the permitted hours within that period.

Students should also be aware that:

- They must not commence work until their course has started
- They must continue to maintain satisfactory course progress and attendance
- All students have the same workplace rights and protections as Australian workers, including minimum wage and fair working conditions

For the most up-to-date information on student visa work conditions, please refer to the official website:

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

LIVING COSTS IN AUSTRALIA

Australian migration regulations require international students to demonstrate that they have sufficient funds to support themselves while studying in Australia. This helps ensure that students can focus on their studies and enjoy a safe and positive experience.

While students may supplement their income through part-time work, they should not rely solely on employment to cover living expenses.

From 10 May 2024, the Australian Government updated the financial capacity requirements. Students and their accompanying family members must have access to the following indicative annual living costs:

- Primary applicant (student): AUD \$29,710 per year
- Partner: AUD \$10,394 per year
- Dependent child: AUD \$4,449 per year

Students must demonstrate that the funds they rely on are genuinely available for the duration of their stay in Australia.

For the most up-to-date information, please visit the official Australian Government website: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>

BUDGETING

Once students have settled in Australia, it is important to create and maintain a **personal budget**. This should include expenses such as:

- Accommodation
- Food and groceries
- Transport
- Clothing
- Utilities
- Entertainment and travel
- Childcare (if applicable)

Understanding spending habits and tracking expenses will help students manage their finances effectively and avoid financial stress.

For budgeting tools and guidance, visit: <https://moneysmart.gov.au/budgeting>

SHOPPING

Australia has a wide range of shopping facilities available in major cities and town centres. Typical retail opening hours are from 9:00 am to 5:30 pm, with late-night shopping (until approximately 9:00 pm) on Thursdays or Fridays. Some supermarkets operate extended or 24-hour hours, depending on location.

Common supermarket chains in Australia include:

- Coles
- Woolworths
- Aldi
- IGA
- FoodWorks

Popular department and retail stores include:

- Myer
- David Jones
- Kmart
- Target
- Big W

Students will find a variety of options to suit different budgets and preferences.

COURSE ENTRY INTERVIEW AND LANGUAGE, LITERACY AND NUMERACY (LLN) AND DIGITAL LITERACY

Prior to enrolment, all prospective students are required to participate in a course entry interview. This interview is conducted to ensure that the training and assessment provided by Everest Institute of Education (Ei) are appropriate to the student's individual needs and learning goals.

The interview may be conducted face-to-face or over the phone by an Ei representative and will assess:

- The student's current skills and competencies
- English language proficiency and communication skills
- Learning needs and support requirements
- The suitability of the selected course in relation to the student's career goals and intended outcomes

This process ensures that students are enrolled in the most appropriate course and receive the necessary support to successfully complete their studies.

All students are required to undertake a Language, Literacy, Numeracy and Digital Literacy (LLND) assessment prior to enrolment.

Foundation skills, including language, literacy, numeracy and digital literacy, are essential for participating effectively in training, completing assessments, and engaging with workplace and study environments.

These skills support students in:

- Understanding and responding to learning materials
- Communicating effectively
- Performing calculations and interpreting information
- Using digital tools and online learning systems

Although students may have developed these skills through prior education or experience, Ei assesses LLND levels to ensure students have the appropriate foundation skills to undertake their course.

The assessment is conducted using an ACSF-aligned online tool (LLN Robot).

Based on the assessment outcomes:

- Students may be provided with internal academic support, and/or
- Referred to external support services, where required

ENTRY REQUIREMENTS

All prospective students must meet the entry requirements for their chosen course to ensure they have the appropriate skills and knowledge to successfully complete their studies. Everest Institute of Education (Ei) assesses each application to confirm that the student's academic qualifications, English language proficiency, and relevant experience are suitable for the course. As a general requirement, students must be 18 years of age or older and have completed at least Year 12 or an equivalent qualification. International students must also meet the specified English language requirements or provide evidence of equivalent proficiency. Where applicable, students may be eligible for credit transfer or recognition of prior learning (RPL) based on previous studies or work experience. All applications are assessed in a fair and consistent manner to ensure that students are enrolled in courses that align with their capabilities and learning goals.

For further information, please refer to the Entry Requirements Policy and Procedure available on the Institute's website.

FEES AND CHARGES

Everest Institute of Education (Ei) ensures that all fees and charges are clearly communicated, fair, and protected in accordance with regulatory requirements. Students are provided with detailed and accurate information about fees prior to enrolment through documents such as the Course Outline, Letter of Offer, Student Agreement, and this Handbook.

Ei protects all prepaid tuition fees paid by international students in line with Australian Government requirements, including the Tuition Protection Scheme (TPS). Course fees are held in a separate account and accessed only once the student has commenced their course, ensuring students' funds are secure.

Students are generally not required to pay more than 50% of their total tuition fees before course commencement, unless the course duration is less than 24 weeks or specific conditions apply. Students may choose to pay more than 50% upfront if they wish, and flexible payment plans are available to help them manage their fees.

All fees associated with a course, including tuition fees and non-tuition fees, are clearly outlined before enrolment. Course fees typically include all training and assessment required to achieve the qualification. However, additional costs may apply for items such as:

- Textbooks and learning materials
- Uniforms or toolkits (where applicable)
- Re-assessment fees
- Administrative services (e.g. re-issuing certificates or enrolment changes)

An application/enrolment fee applies to all new applications and is non-refundable. Refund conditions, payment terms, and students' rights (including under Australian Consumer Law) are clearly outlined in the Student Agreement and relevant policies.

Students are expected to pay their fees by the due dates outlined in their payment plan. If a student experiences financial difficulty, they are encouraged to contact Ei to discuss alternative arrangements. Late payments may incur additional fees, and continued non-payment may result in suspension of services or cancellation of enrolment, in line with Ei's policies and regulatory requirements.

For detailed information on fees and charges, please refer to the Fees and Charges Policy and Procedure available on the Institute's website.

REFUNDS

All course fees include a non-refundable deposit/enrolment fee, as outlined in the Letter of Offer and Student Agreement. This deposit is non-refundable except in circumstances where Everest Institute of Education (Ei) is required to cancel a course due to insufficient enrolments or other unforeseen circumstances. In such cases, a full refund of fees paid will be provided.

Students who wish to withdraw from a course and apply for a refund or reduction in fees must submit a written request to Ei, outlining the reason for the request. Refunds will only be considered where a formal withdrawal process has been completed.

Eligibility for Refunds

A. Circumstances where a full refund will be provided

- A full refund of course fees paid will be issued in the following situations
- The course does not commence on the agreed start date
- The student is unable to commence due to serious illness, disability, or death of a close family member
- Exceptional or compassionate circumstances (e.g. political, civil, or natural events), approved by Ei
- Ei withdraws the offer of a place for reasons not related to incorrect or incomplete information provided by the student

B. Circumstances where a partial refund may apply

Partial refunds are calculated in accordance with the Education Services for Overseas Students (Calculation of Refund) Specification 2024 and may apply in the following cases:

- Provider default (course cancelled after commencement)
- Where Ei fails to enter into a compliant written agreement
- Visa refusal (before course commencement):
 - Refund of all course fees paid less the lower of 5% of total fees or AUD \$500
- Visa refusal (after course commencement):
 - Refund of tuition fees only, calculated from the date of default
 - Non-tuition fees are not refundable
- Where Ei withdraws an offer due to incorrect or incomplete information:
 - Refund less a 20% administration fee
- Withdrawal 0–28 days before course commencement:
 - 50% of deposit refunded, or
 - In approved compassionate circumstances, refund less 20% administration fee
- Withdrawal or deferral after course commencement:
 - Refund of unused tuition fees calculated based on the remaining study period

C. Circumstances where no refund will be provided

No refund will be issued in the following circumstances:

- Visa refusal due to breach of visa conditions, non-payment of fees, or failure to notify of withdrawal
- Enrolment is cancelled due to misconduct or breach of Ei policies
- Recognition of Prior Learning (RPL) fees are non-refundable
- Student abandons the course without formally withdrawing

Refund Processing and Outcomes

Ei will:

- Provide the outcome of the refund application in writing, including reasons for the decision
- Process applicable refunds within required timeframes
- Maintain records of all refund decisions
- Students will be advised of their right to appeal the decision in accordance with the Complaints and Appeals Policy and Procedure.

For further information, please refer to the Refund Policy and Procedure available on the Institute's website.

CREDITS

Credit transfer is the formal recognition of a student's previous studies, which may reduce the number of units required to complete their course at Everest Institute of Education (Ei).

Ei recognises qualifications and statements of attainment issued by other Registered Training Organisations (RTOs) or authorised issuing organisations (such as universities). Students will not be required to repeat any unit in which they have already been assessed as competent, unless this is required by licensing or regulatory conditions.

All students are offered the opportunity to apply for credit during enrolment. To apply, students must complete a Credit Application Form and provide relevant supporting evidence, such as:

- AQF certification documentation (e.g. certificates or statements of attainment), or
- Authenticated VET transcripts issued by the Registrar

Where sufficient evidence is provided, Ei will grant credit for equivalent units. In cases where exact matches are not evident, Ei will undertake an equivalence assessment to determine whether previous studies meet the requirements of the units in the student's enrolled course.

All documents submitted as part of a credit application will be verified for authenticity, including confirmation with the issuing organisation or through official transcript systems. Credit will not be granted where there are licensing or regulatory restrictions.

Students will be advised in writing of the outcome of their application. Where credit is granted prior to enrolment, it will be included in the Letter of Offer and Student Agreement and may result in a reduction in course duration and/or fees. Where credit is granted after enrolment and impacts the course duration, this will be updated accordingly.

For further information, please refer to the Credit Transfer Policy and Procedure available on the Institute's website

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning (RPL) is an assessment process that allows students to have their existing skills, knowledge, and experience formally recognised, regardless of how or where they were obtained. This may include experience gained through employment, self-employment, volunteering, informal training, or previous study undertaken in Australia or overseas.

Through RPL, students may be awarded a nationally recognised qualification or statement of attainment without the need to repeat learning they have already achieved. This can help save time and support career progression, further study, or licensing outcomes.

Students who believe they may be eligible for RPL are encouraged to contact the Institute to discuss their suitability. An initial discussion or eligibility check can help determine whether RPL is an appropriate pathway based on the student's work history, skills, and prior experience.

If RPL is considered suitable, students will be guided through the process of providing evidence of their competencies, which may include work samples, references, prior qualifications, or other supporting documentation. A qualified assessor will review the evidence and may also conduct interviews, practical assessments, or workplace observations, where required.

RPL is an assessment-only pathway, and fees apply for each unit assessed. Students will be informed of all applicable fees prior to commencing the RPL process.

For further information, students are encouraged to contact the Institute directly or visit the Institute's website.

ASSESSMENT

The training and assessment delivered by Everest Institute of Education (Ei) are designed to ensure that students develop the knowledge and skills required to meet workplace standards. This approach is known as competency-based training and assessment.

Each course is made up of units of competency, which focus on specific skills and knowledge required in the workplace, such as communication, work health and safety, and industry-specific skills. Students may complete individual units or a combination of units that lead to a full qualification.

Assessment methods vary depending on the course and unit requirements but may include:

- Written and/or oral questions
- Assignments and projects
- Practical demonstrations and observations

At the beginning of each unit or cluster, the trainer/assessor will explain the assessment requirements and expectations. Students will:

- Receive detailed instructions for each assessment task, including marking criteria
- Be informed of submission deadlines and assessment schedules
- Have the opportunity to ask questions and seek clarification

Submitting assessments

Students are required to submit all written assessment tasks with a completed and signed Assessment Task Cover Sheet, which includes a declaration confirming that the work submitted is their own.

Assessment tasks will not be accepted without a signed cover sheet.

Students are strongly advised to keep a copy of all submitted work, as submitted assessments are retained by the Institute for compliance and record-keeping purposes and cannot be returned.

Assessment outcomes

Each assessment task is assessed as either:

- Satisfactory (S), or
- Not Satisfactory (NS)

To achieve an overall Competent (C) outcome for a unit, students must satisfactorily complete all required assessment tasks. If one or more tasks are assessed as Not Satisfactory, the student will receive a Not Yet Competent (NYC) outcome for the unit.

Students are generally provided with up to two (2) additional attempts to achieve a satisfactory result. Clear feedback will be provided, along with a timeframe for resubmission and guidance on required improvements.

If a student is still unable to demonstrate competency after the allowed attempts, they may be required to undertake further training and reassessment. Additional fees may apply, as outlined in the fees and charges section.

Reasonable adjustment in assessment

Ei is committed to providing a fair and inclusive learning environment. Where required, reasonable adjustment may be applied to support students with specific needs, including those arising from disability, illness, or other circumstances.

Reasonable adjustments may include:

- Providing learning and assessment materials in alternative formats
- Adapting the learning environment or equipment
- Allowing additional time to complete assessments
- Adjusting the method of assessment (e.g. oral responses instead of written responses)

Students who require support are encouraged to discuss their needs with their trainer/assessor. All adjustments are made in consultation with the student and at the discretion of the assessor, ensuring that the integrity of the assessment is maintained.

Appealing assessment decisions

If a student does not agree with an assessment decision, they have the right to lodge an appeal.

Information on how to submit an appeal is available in the Complaints and Appeals section of this handbook.

STUDENT PLAGIARISM, CHEATING AND COLLUSION

Everest Institute of Education (Ei) maintains a zero-tolerance approach to plagiarism, cheating, and collusion. Students are expected to always demonstrate academic integrity and submit work that is their own. Any use of external sources must be appropriately acknowledged and referenced.

Plagiarism includes presenting another person's work, ideas, or content as one's own without proper acknowledgment. Cheating includes any dishonest conduct during assessment, while collusion involves unauthorised collaboration with others to complete assessment tasks.

As part of the assessment process, students are required to sign a declaration confirming that the work submitted is their own and that they have not engaged in plagiarism, cheating, or collusion.

Where a breach is suspected, Ei will provide the student with an opportunity to respond to the allegation. If the breach is confirmed, the student may be required to:

- Re-submit or re-attempt the assessment, and/or
- Undertake additional training or assessment, where required

Serious or repeated breaches may result in disciplinary action, including suspension or cancellation of enrolment. For international students, this may also affect their student visa.

Students are encouraged to seek guidance from their trainer/assessor if they are unsure about referencing requirements or appropriate academic practices.

STUDENT ORIENTATION AND SUPPORT SERVICES

The Everest Institute is committed to ensuring that students receive all the support needed to adjust to life and study in Australia and to succeed academically.

Orientation Program

All students are required to attend a compulsory orientation program prior to commencing their studies.

The orientation program provides important information, including:

- Internal and external support services available to assist students
- Accommodation, academic, IT, and student learning support services
- Legal, emergency, and health services
- Facilities, resources, and campus information
- Key policies and procedures, including course progress, attendance, deferral, suspension, cancellation, course transfer, complaints, and appeals
- Student visa conditions, including requirements relating to course progress and attendance

Information provided during enrolment and orientation helps identify any individual support needs, which can be discussed and addressed accordingly.

SUPPORT SERVICES

Ei provides a range of support services to assist students throughout their studies, including:

- Access to qualified trainers and assessors for academic guidance
- English language support
- Study skills support, including study groups and learning assistance
- Review and clarification of learning materials
- Additional time for assessments, where appropriate
- Access to supplementary or modified learning resources
- Tutorial and supervised study support
- Job placement assistance for relevant courses
- Online learning support tools and resources
- IT and computer support
- Referral to appropriate external support services

Students can contact the Institute at (03) 8393 6550 or speak with the Student Support Services Officer to discuss their needs at any time.

WELFARE SERVICES

Ei provides access to a range of welfare and wellbeing services to support students' mental, physical, social, and emotional wellbeing. These services may be provided directly or through referrals and include support with:

- Accommodation
- Counselling and crisis support
- Disability and equity matters
- Financial concerns
- Legal issues
- Medical and mental health support
- Peer mentoring and social inclusion programs

- Religious and spiritual matters
- Stress management
- Academic and study-related concerns

These services are generally provided at no additional cost to students.

For further assistance, students may contact Ei at enquiries@everest.edu.au or call (03) 8393 6550.

Following are some of the external agencies that provide welfare services.

Reading and Writing Hotline

- **Telephone:** 1300 655 506
- **Website:** : <https://www.readingwritinghotline.edu.au>

The Victorian Disability Advisory Council

- **Telephone:** 1300 880 043
- **Website:** <https://www.vic.gov.au/victorian-disability-advisory-council>

Victorian Equal Opportunity and Human Rights Commission

- **Telephone:** 1300 880 043
- **Website:** <https://www.humanrights.vic.gov.au>

SPELD Victoria Inc.

- **Telephone:** 1800 051 533
- **Website:** <https://speldvic.org.au/>

Victoria Legal Aid

- **Telephone:** 1300 792 387
- **Website:** <https://www.legalaid.vic.gov.au/>

Lifeline

- **Telephone:** 13 11 14
- **Website:** <https://www.lifeline.org.au/>

Reach Out

- **Website:** <https://reachout.com/>

MAINTAINING ENROLMENT AND COURSE PROGRESS

Students are required to maintain satisfactory course progress to meet the conditions of their student visa. These requirements are explained during orientation.

Everest Institute of Education (Ei) monitors student progress and provides early support to assist students in meeting course requirements. Where a student is identified as being at risk, Ei will implement appropriate support strategies.

If a student does not meet course progress requirements:

- A first warning letter will be issued, and the student will be invited to attend a meeting to discuss support options
- If progress remains unsatisfactory, a second warning letter will be issued, followed by another support meeting
- If the student continues not to meet course progress requirements over two consecutive study periods, a Notice of Intention to Report (NOITR) will be issued

Students have the right to appeal within 20 working days. If no appeal is lodged or the appeal is unsuccessful, the student will be reported via PRISMS for unsatisfactory course progress.

Where required, students may need to adjust their study plan or undertake additional units to complete the course within the duration of their visa.

Attendance

Ei does not report students based on attendance; however, attendance and participation are monitored regularly.

Students are expected to actively participate in training sessions as outlined in the Training and Assessment Strategy and timetable. Where a student shows low participation, reminders will be issued.

If attendance or participation places a student at risk of not meeting course progress requirements, an intervention strategy will be implemented.

Intervention Strategy

Ei ensures that students at risk of not meeting course progress requirements are identified early, notified, and supported.

An individualised intervention strategy will be developed and may include:

- Opportunities for reassessment
- Additional academic support and guidance
- Review of learning materials in a simplified format
- Extra time to complete assessment tasks
- Supplementary learning activities
- Counselling or personal support
- Referral to external support services
- Adjustment to study load (where appropriate)

Extension to an expected course duration

Extensions to the course duration (CoE) are only permitted under specific circumstances, including:

- Compassionate or compelling circumstances, such as:
 - Serious illness or injury (supported by medical evidence)
 - Bereavement of close family members
 - Major events such as political unrest or natural disasters
 - Traumatic experiences affecting the student
- Where the student is participating in an approved intervention strategy
- Where an approved deferral or suspension has been granted
- Delays in visa processing preventing course commencement

Any variation to the course duration will be:

- Recorded on the student's file
- Reported via PRISMS, where required

Students will be advised to contact the Department of Home Affairs for any visa implications.

DEFERRAL, SUSPENSION AND CANCELLATION

Deferral or suspension of studies will only be granted in compassionate or compelling circumstances, supported by appropriate evidence. Each application is assessed on its individual merits.

- Deferrals or suspensions are generally granted for a maximum period of six (6) months
- Requests beyond this period will be reassessed
- If a student does not return after the approved period, their enrolment may be cancelled

Students may request to withdraw from their course at any time. Everest Institute of Education (Ei) may also initiate suspension or cancellation of enrolment in circumstances such as:

- Non-payment of fees
- Misconduct or breach of student policies
- Unsatisfactory course progress or participation

Students who wish to transfer to another provider within the first six months of their course will be managed in accordance with Ei's course transfer requirements.

Cancellation of studies

Students may initiate cancellation of their enrolment at any stage during their course. All requests must be submitted in writing and will be processed in accordance with Institute procedures.

Ei may also initiate cancellation of enrolment where required, including for:

- Non-compliance with policies and procedures
- Misconduct or behavioural concerns
- Failure to meet course progress requirements

Where applicable, refunds will be processed in accordance with the Institute's fees and refund arrangements.

Visa status (International students only)

- Any change to a student's enrolment status, including deferral, suspension, or cancellation, may impact their student visa.
 - Ei will notify the relevant government authority via PRISMS of any changes to enrolment status.
 - Students will not be reported until the internal appeals process is completed
- Students may still access external appeals, however reporting requirements may proceed as required
- Once reported, students may have 28 days to take action (e.g. leave Australia, obtain a new CoE, or pursue an appeal)
- Students are encouraged to seek advice from the Department of Home Affairs:
<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>

- Where Ei initiates suspension or cancellation, students will be provided with a Notice of Intention and given 20 working days to access the Complaints and Appeals process, unless exceptional circumstances apply.
- During the appeals process, students will generally be allowed to continue attending classes, unless there are serious welfare or safety concerns.
- All decisions and supporting documentation relating to deferral, suspension, or cancellation will be recorded and maintained on the student's file.

For further information, please refer to the Deferral, Suspension and Cancellation Policy and Procedure available on the Institute's website

CHANGE IN VISA STATUS

Any changes to a student's enrolment status, including deferral, suspension, or cancellation, may have an impact on their student visa. Where a student's enrolment is deferred, suspended, or cancelled, Everest Institute of Education (Ei) will notify the relevant government authority via the Provider Registration and International Student Management System (PRISMS) of the change in enrolment status.

Students are strongly encouraged to seek advice from the Department of Home Affairs regarding the potential impact on their visa:

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

Regardless of whether a suspension is initiated by the student or the Institute, the suspension period (as recorded in PRISMS) will not be included in attendance or course progress monitoring calculations.

Suspension or deferral of enrolment will only be approved in compassionate or compelling circumstances, supported by appropriate evidence. Approved suspensions are generally granted for a maximum period of six (6) months. Requests beyond this period will be reassessed, and where a student does not return after the approved period, their enrolment may be cancelled.

Students should note that changes to enrolment status may affect their visa conditions. Following cancellation or reporting, students may have 28 days to:

- Leave Australia, or
- Obtain a new Confirmation of Enrolment (CoE), or
- Apply for a different visa

If a student leaves Australia and wishes to resume their studies at a later date, they may be required to apply for a new student visa.

YOUR FEEDBACK

Everest Institute of Education (Ei) values student feedback and recognises its importance in ensuring that training and support services meet student needs. Feedback is used as part of Ei's continuous improvement processes to enhance the quality of training, assessment, and overall student experience.

Students and, where applicable, employers may be invited to complete Quality Indicator Surveys administered by the National Centre for Vocational Education Research (NCVER). These surveys contribute to national data collection and help Ei evaluate and improve its performance.

Students are encouraged to actively participate in these surveys when requested by their trainer/assessor or when contacted via email or other communication channels.

Ei also welcomes feedback at any time. Students can provide feedback:

- In person
- Via email
- By phone

All feedback is treated seriously and used to support ongoing improvements in services and student outcomes.

STUDENT CODE OF CONDUCT

Everest Institute of Education (Ei) is committed to providing a safe, inclusive, and respectful learning environment for all students. All students are expected to behave in a manner that reflects respect, integrity, and responsibility at all times.

Students must:

- Treat all staff and fellow students with courtesy, fairness, and respect
- Respect diversity, including cultural, religious, and individual differences
- Follow all Institute policies, procedures, and reasonable directions from staff
- Maintain a safe and supportive learning environment
- Act with honesty and integrity, particularly in assessment tasks
- Comply with Work Health and Safety (WHS) requirements
- Ensure that their behaviour, both in person and online, does not negatively impact others or the Institute

Students must not engage in behaviour that includes:

- Bullying, harassment, discrimination, or hate conduct
- Violence, threats, or disruptive behaviour
- Cheating, plagiarism, or collusion
- Damage to property or misuse of resources
- Attending classes under the influence of alcohol or illegal drugs
- Breaching privacy or confidentiality, including recording others without permission

Students are expected to comply with all academic integrity requirements, including appropriate use of resources and any restrictions on the use of AI tools in assessments, as directed by their trainer/assessor.

Where a student's behaviour does not meet expected standards, Ei will manage the matter in a fair and transparent manner, which may include:

- Informal discussions and support
- Formal warnings or behaviour management plans
- Suspension or cancellation of enrolment in serious cases

Students have the right to respond to any allegations and access the Complaints and Appeals process.

For international students, serious breaches of the Code of Conduct may also impact their student visa status. For further information, please refer to the Student Code of Conduct Policy and Procedure available on the Institute's website

LEGISLATIONS

Education Services for Overseas Students (ESOS Framework)

The Australian Government ensures that international students receive a high-quality education in a safe and supportive environment. These protections are provided under the ESOS Framework, which includes the Education Services for Overseas Students Act 2000 and the National Code 2018.

Students have the right to:

- Receive accurate and up-to-date information about their course and provider
- Access support services to assist with their studies and wellbeing
- Have access to a complaints and appeals process
- Be protected as a consumer under Australian law

For more information, students are encouraged to visit:

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

Work Health and Safety (WHS)

Everest Institute of Education (Ei) is committed to providing a safe learning environment for all students and staff in accordance with relevant legislation. Students also have a responsibility to:

- Follow all health and safety instructions
- Report any hazards, incidents, or injuries to staff immediately
- Seek assistance if unwell or injured
- Follow emergency procedures when required
- Maintain a safe environment (e.g. keeping walkways clear, following hygiene practices)
- Not smoke, consume alcohol, or attend under the influence of drugs on campus

Harassment, Victimization, or Bullying

Ei is committed to maintaining an environment free from bullying, harassment, discrimination, and victimisation.

- Harassment: Unwelcome behaviour that offends, humiliates, or intimidates
- Victimization: Unfair treatment due to making or supporting a complaint
- Bullying: Repeated behaviour that causes harm or distress

If a student experiences or witnesses such behaviour:

- Where appropriate, ask the person to stop
- Report the matter through the Complaints and Appeals process

Equal Opportunity

Ei promotes fairness, equity, and equal opportunity for all students. All individuals are treated with respect throughout:

- Enquiry and enrolment
- Training and assessment
- Access to support services

Students are supported to achieve their full potential regardless of background or personal circumstances.

National VET Regulator Act 2011

As a Registered Training Organisation (RTO), Ei complies with the National VET Regulator Act 2011, ensuring that:

- Training and assessment meet nationally recognised standards
- Students receive quality education and recognised qualifications

PRIVACY PRINCIPLES

Everest Institute of Education (Ei) collects personal information to support its training, assessment, and administrative functions, as well as to meet legal and regulatory requirements. All information is collected, stored, and managed in accordance with the Privacy Act 1988 and relevant Australian privacy laws.

Ei only collects information that is necessary and relevant to delivering nationally recognised training and services.

Your Privacy Rights

Ei ensures that all individuals:

- Are informed why their information is collected, how it will be used, and with whom it may be shared
- Can access their personal information upon request
- Can request correction of inaccurate or incomplete information
- Can opt out of marketing communications at any time
- Can make a complaint if they believe their information has been mishandled

Collection of Information

Personal information is generally collected through:

- Enrolment and application forms
- Training and assessment records
- Online systems and submissions

The types of information collected may include:

- Personal and contact details
- Employment information (where relevant)
- Academic history
- Background and statistical information
- Training, participation, and assessment records
- Fee and payment information
- USI and, for international students, visa and passport details

Storage and use of information

Ei stores personal information securely in both:

- Paper-based files (kept in locked storage), and
- Electronic systems (with restricted access)

Personal information is used only to:

- Manage student enrolment and administration
- Maintain accurate academic records
- Issue qualifications and statements of attainment
- Provide training, support services, and relevant information

Ei may use personal information to inform students about other courses or services. Students can opt out of receiving such communication at any time.

Disclosure of information

Ei may disclose personal information to authorised organisations, including:

- Government agencies (e.g. ASQA, Department of Education, Department of Home Affairs)
- National Centre for Vocational Education Research (NCVER)
- Other authorised bodies for compliance, reporting, or research purposes

Information will only be disclosed:

- With the student's consent, or
- Where required or authorised by law

Any organisation receiving this information is required to use it only for the intended purpose.

ACCESS TO YOUR RECORDS

Students have the right to access or obtain a copy of the records held by Everest Institute of Education (Ei). This includes personal information, as well as records relating to course participation, progress, and outcomes.

To request access, students must submit a written request to Reception using the Access to Records Form.

- There is no charge to access records
- A fee may apply for photocopying or providing copies

Ei will respond within 10 days of receiving the request. Students will be advised whether:

- Records can be viewed in person, or
- Copies will be provided electronically or via post

Where students are granted access to review records in person:

- Photo identification must be provided
- Access will be supervised by an Ei staff member

Where records are sent by post, they will only be sent to the address recorded on the student's file, unless an authorised update has been provided.

Students may also request a Statement of Attainment by contacting the Institute via email or phone.

Access to records may be provided by:

- Supplying copies of documents
- Allowing supervised access to review records
- Issuing an updated Statement of Attainment
- Any other appropriate method to ensure access to current records

Amendment to Records

Students may request corrections to any incorrect or outdated information held by Ei.

- Requests must be submitted using the Amendment to Records Request Form
- Changes to contact details can be made using the Change of Details Form

All requests will be reviewed, and updates will be made where appropriate.

CRITICAL INCIDENT, HEALTH AND SAFETY

Everest Institute of Education (Ei) is committed to ensuring the health, safety, and well-being of all students, staff, and visitors. In the event of a critical incident, Ei will take immediate and appropriate action to ensure the safety of all individuals involved.

Ei has procedures in place to minimise risks and respond effectively to incidents, including emergencies such as serious injury, illness, threats, or other significant events.

Prevention and Preparedness

Ei ensures that:

- Risk management practices are in place to reduce the likelihood of incidents
- Staff and students are provided with health, safety, and emergency information
- Students are informed during orientation about critical incident procedures and key contact persons
- Staff receive ongoing training and updates on health, safety, and incident management

Response to a Critical Incident

In the event of a critical incident, Ei will:

- Take immediate action to ensure safety (e.g. contacting emergency services, first aid, evacuation if required)
- Notify appropriate personnel, including the designated officer or critical incident team
- Liaise with relevant authorities such as police, medical services, or government agencies, where required
- Maintain accurate records of the incident and actions taken

Post-Incident Support

Ei will ensure that:

- Appropriate support services (such as counselling) are made available to affected students and staff
- Communication is managed appropriately with relevant parties, including family members, where required
- Normal operations are restored as soon as it is safe to do so

Follow-up and Continuous Improvement

Following any critical incident:

- Ei will review the response and outcomes
- Identify any improvements required
- Implement changes to prevent recurrence

For further information, please refer to the Critical Incident, Health and Safety Policy and Procedure available on the EI's website.

COMPLAINTS AND APPEALS

Everest Institute of Education (Ei) is committed to providing a fair, transparent, and accessible process for managing complaints and appeals. Students have the right to raise concerns about any aspect of their experience, including enrolment processes, marketing information, quality of training and assessment, student support services, or the behaviour of staff, other students, or third-party providers. A complaint refers to dissatisfaction with a service or experience, while an appeal is a request to review a decision made by Ei, such as assessment outcomes, refund decisions, course progress decisions, or responses to a complaint.

Complaints should be lodged within ninety (90) calendar days of the incident, and appeals must be submitted within thirty (30) calendar days of the original decision. All complaints and appeals must be made in writing using the Complaints and Appeals Form or another written format. Students are encouraged to provide as much detail as possible, including the issue or decision, how it has affected them, any supporting evidence, steps already taken to resolve the matter, and suggested outcomes.

Ei will acknowledge receipt of all complaints and appeals within three (3) working days. The matter will be investigated in a fair, confidential, and unbiased manner in accordance with the principles of natural justice. Students may be accompanied by a support person during the process. Where relevant, third parties or other individuals involved will be given the opportunity to respond. Complaints and appeals will generally be finalised within thirty (30) calendar days. If additional time is required, students will be informed in writing of the reasons and provided with regular updates until the matter is resolved.

During the complaints and appeals process, a student's enrolment will be managed in accordance with regulatory requirements. For domestic students, enrolment will be maintained throughout the process. For international students, enrolment will be maintained during the internal appeals process without reporting any change via PRISMS. Where an external appeal is lodged, enrolment will be managed depending on the type of appeal. If the appeal relates to course progress or attendance, enrolment will be maintained until the external process is completed. However, where the appeal relates to suspension or cancellation due to misconduct, Ei may proceed with reporting via PRISMS after the outcome of the internal appeals process.

If a student is not satisfied with the outcome of the internal process, they may request an independent external review. For domestic students, Ei may recommend an independent party, or the student may choose their own external party at their own cost. For international students, the independent external body is the Overseas Students Ombudsman (OSO), which is a free service. Ei will fully cooperate with any external review and implement any recommendations within the required timeframe. The outcome of any external review will be communicated to the student in writing.

Students may also access external complaint avenues such as:

National Training Complaints Hotline

<https://www.dewr.gov.au/national-training-complaints-hotline>

Australian Skills Quality Authority (ASQA)

<https://www.asqa.gov.au/about/complaints>

Commonwealth Ombudsman

<https://www.ombudsman.gov.au/complaints>

There is no cost to access the internal complaints and appeals process. All complaints and appeals are recorded and used as part of Ei's continuous improvement processes. Nothing in this process limits a student's right to pursue other legal remedies under Australian law.

For further information, please refer to the Complaints and Appeals Policy and Procedure available on the Institute's website.

ISSUING OF CERTIFICATION DOCUMENTS

Upon successful completion of a course and payment of all outstanding fees, Everest Institute of Education (Ei) will issue students with the relevant AQF certification documentation, including a qualification or statement of attainment, within thirty (30) calendar days.

Where a full qualification is issued, it will be accompanied by a Record of Results, which outlines the units of competency achieved. Where a student has partially completed a qualification, such as in the case of withdrawal, a Statement of Attainment will be issued for the units successfully completed.

Ei will only issue certification once the student has:

- Successfully met all training and assessment requirements,
- Paid all outstanding fees, and
- Provided a valid Unique Student Identifier (USI)

Ei reserves the right to withhold certification until all requirements are met, except where otherwise required by law.

All certification documents are issued directly to the student and not to third parties. Students can also access their records through the USI system, where applicable.

Re-Issuing Statements and Qualifications

Ei maintains records of all AQF certification documentation for a period of at least thirty (30) years.

Students may request a re-issue of their qualification, statement of attainment, or record of results at any time. A re-issue fee of \$60 applies, and students will be required to submit a formal request. Re-issued documents will reflect the original details and information.

For further information, please refer to the AQF Certification Policy and Procedure available on the Institute's website

We Wish You Success

At Everest Institute of Education (Ei), we are proud to support students from diverse backgrounds in achieving their personal and professional goals.

Your journey with us is important, and we encourage you to take full advantage of the support services, resources, and opportunities available to you.

If you need help at any time, please reach out. We are here to support you.

We wish you success in your studies and beyond.

This handbook should be read in conjunction with the EI's policies and procedures available on the website at www.everest.edu.au