

# STUDENT HANDBOOK





## **Welcome to Melbourne Advanced Commerce Institute**

### **Our Vision**

Melbourne Advanced Commerce Institute aims to be amongst the leading education providers by consistently providing quality education to students by ensuring access to quality resources and facilities.

### **Our Mission**

Melbourne Advanced Commerce Institute is a modern and dynamic educational institute. We offer programs that encourage students to maximise their academic potential and provide practical training for future employment. We pledge to continuously set the standards of education excellence worldwide.

### **Acknowledgement of Traditional Custodians**

Melbourne Advanced Commerce Institute pays its respects to the Traditional Custodians of the lands on which we live and work. We pay our respects to Elders and all Aboriginal and Torres Strait Islander People who continue to care for their country, culture and people.

### **CEO**

**Sharon Diao**



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## 1. Introduction to Melbourne Advanced Commerce Institute (MACI)

### 1.1. About Us

Melbourne Advanced Commerce Institute (MACI) is a modern and dynamic educational institute committed to providing quality education and practical training for future employment. Our courses are designed to help you maximise your academic potential and achieve your career objectives.

### 1.2. Our Values

We are committed to:

- **Quality:** Delivering industry-relevant training and assessment.
- **Integrity:** Operating with transparency and fairness.
- **Support:** Providing a safe, inclusive, and supportive learning environment.
- **Excellence:** Striving for continuous improvement in all that we do.

### 1.3. RTO and CRICOS Information

- **Legal Name:** Melbourne Advanced Commerce Institute
- **RTO Code:** 32471
- **CRICOS Code:** 03490G
- **ABN:** 31 150 741 272

## 2. Student Rights and Responsibilities

### 2.1. Your Rights

As a student of MACI, you have the right to:

- Receive accurate, current, and clear information about your course, fees, and services.
- Be treated fairly and without discrimination.
- Access adequate facilities, resources, and support services.
- Receive training and assessment from qualified and experienced staff.
- Have your personal information protected in accordance with privacy laws.



- Provide feedback and make complaints or appeals without fear of disadvantage.

## 2.2. Your Responsibilities

As a student of MACI, you are responsible for:

- Providing accurate and complete information at the time of enrolment and keeping this information up to date.
- Reading and understanding this Student Handbook and all other policies provided.
- Actively participating in your training and assessment, and meeting course progress requirements.
- Treating staff, fellow students, and others with respect.
- Adhering to the Student Code of Conduct and all MACI policies.
- Complying with all relevant Australian laws.

## 2.3. Student Code of Conduct

MACI is committed to providing a safe, respectful, and productive learning environment. You are expected to:

- Behave in a manner that is not disruptive to others or the learning environment.
- Respect the rights and property of others.
- Not engage in bullying, harassment, or discrimination.
- Follow all lawful and reasonable instructions from MACI staff.

## 2.4. Academic Integrity and Plagiarism

All students must complete an academic integrity induction prior to or at commencement of enrolment. MACI is committed to a culture of honest, ethical, and responsible academic practice. The sections below cover what academic integrity means, what misconduct looks like, how MACI treats the use of Artificial Intelligence (AI), the consequences of misconduct, and referencing requirements.

### Definition and Importance of Academic Integrity

Academic integrity means the commitment to honest, ethical, and responsible academic practices, including the submission of original work that genuinely reflects your own knowledge and skills. It is the foundation of a fair and credible learning



environment. When every student upholds academic integrity, your qualification carries real value to employers and the wider community.

## Examples of Academic Misconduct

Academic misconduct is any action that compromises the integrity of the assessment process. Examples include:

- **Plagiarism** – presenting another person’s work or ideas as your own without proper acknowledgment, including copying text, images, or AI-generated content without citation.
- **Collusion** – working with another student on an individually assessed task without authorisation.
- **Contract cheating** – having another person or service complete your assessment on your behalf.
- **Unauthorised AI use** – using AI tools to generate substantial content or answer assessment questions without disclosure, or submitting AI-generated work as your own.
- **Impersonation** – having someone else attend or complete an assessment in your place.
- **Falsification** – fabricating data, evidence, references, or any part of an assessment submission.

## MACI’s Position on AI Use

MACI recognises that AI tools are increasingly present in everyday life. However, assessment must reflect your own genuine competence. The following table sets out MACI’s position on AI use in assessments:

AI Use Category	MACI Position
Permitted Use	AI may be used for brainstorming, editing for clarity, or summarising research, provided the student discloses such use and retains editorial control.
Prohibited Use	AI must not be used to generate substantial content, answer assessment questions directly, or produce work submitted as the student’s own.
Disclosure Requirement	Any use of AI must be declared using the AI Use Declaration Form, which must accompany the assessment submission.

## Consequences of Misconduct



Where suspected academic misconduct is identified, MACI will initiate a formal investigation. You will be notified in writing and given an opportunity to respond. Sanctions are applied in proportion to the severity of the misconduct:

- **Minor Misconduct** (e.g., first-instance uncited content): Written warning, mandatory integrity module completion, and resubmission of the assessment.
- **Serious Misconduct** (e.g., substantial plagiarism, undisclosed AI use, collusion): Not Competent (NC) outcome with no resubmission opportunity, formal written warning, and mandatory integrity training.
- **Gross Misconduct** (e.g., contract cheating, impersonation, falsification): Unit failure, suspension, or exclusion from MACI, and potential reporting to regulatory authorities.

You have the right to appeal any misconduct finding within 10 working days in accordance with MACI's Complaints and Appeals Policy.

## Referencing Requirements

Whenever you draw on the work, ideas, or words of others in your assessments, you must acknowledge the source. Proper referencing demonstrates that your work is supported by credible sources, protects you from allegations of plagiarism, and gives credit to the original authors. Your trainer will advise you of the specific referencing style required for your course (e.g., APA, Harvard). If you are unsure how to reference, ask your trainer or Student Support Officer before submitting your assessment. Failure to reference adequately may be treated as plagiarism.

## Induction Declaration

You will be required to sign an Academic Integrity Declaration as part of your enrolment process, confirming that you have read and understood MACI's academic integrity requirements. A signed copy will be retained in your student file.

## 3. Your Course and Training

### 3.1. Course Information and Structure

Detailed information about your specific course, including the units of competency, duration, delivery mode, and assessment requirements, can be found in your Course Guide. This guide is provided to you upon enrolment and is also available on our website.

### 3.2. Training and Assessment



Training and assessment at MACI are designed to be practical, engaging, and relevant to industry needs. Our qualified trainers and assessors will guide you through the learning process and assess your competency against nationally recognised standards. Assessment methods may include written tasks, practical demonstrations, projects, presentations, and workplace observations.

### **3.3. Recognition of Prior Learning (RPL) and Credit Transfer (CT)**

If you have existing skills, knowledge, or experience relevant to your course, you may be eligible for:

- Recognition of Prior Learning (RPL): An assessment process that grants you credit for skills and knowledge gained through formal or informal learning, work, or life experience.
- Credit Transfer (CT): A process that grants you credit for units of competency you have successfully completed with another registered training organisation (RTO).

You can apply for RPL or CT at the time of enrolment or during your course. Application forms are available from the Student Support team. Approval of RPL or CT may shorten your course duration and reduce your fees.

### **3.4. Unique Student Identifier (USI)**

All students undertaking nationally recognised training in Australia must have a Unique Student Identifier (USI). Your USI provides an online record of all your VET training. You can create your USI for free at [www.usi.gov.au](http://www.usi.gov.au). You must provide your USI to MACI before we can issue your qualification or statement of attainment.

### **3.5. Course Progress Requirements**

To successfully complete your course, you must demonstrate competency in all required units. For international students on a student visa, maintaining satisfactory course progress is a condition of your visa. We monitor your progress each term. If you are identified as "at risk" of not making satisfactory progress, we will contact you to discuss an intervention strategy to provide the support you need to succeed.

## **4. Student Support and Wellbeing**

This is a core focus of our institute. MACI is dedicated to ensuring you have the support you need to succeed in your studies and maintain your wellbeing.

### **4.1. Academic Support**

Our trainers are available for academic consultation during scheduled hours. You can seek help with:



- Understanding course content.
- Developing study skills.
- Preparing for assessments.

## 4.2. Language, Literacy, Numeracy and Digital (LLND) Support

We understand that students have varying levels of language, literacy, numeracy, and digital skills. We offer support to help you meet the requirements of your course. This may include:

- One-on-one sessions with a support officer.
- Referral to external LLND support services. (e.g. Skills Explorer <https://skillsexplorer.com.au>)
- Access to resources and assistive technology.

## 4.3. Student Wellbeing and Counselling

Your wellbeing is important to us. MACI is committed to identifying and supporting your personal, emotional, and psychological wellbeing needs. If you are feeling stressed, homesick, or facing personal challenges, we can help.

- Internal Support: Our Student Support Officers are available to listen and provide guidance. They can help you navigate our policies and refer you to appropriate services.
- External Referrals: For specialised support, we can refer you to professional external services, such as:
  - Lifeline: 13 11 14 (24/7 crisis support)
  - Beyond Blue: 1300 22 4636 (mental health support)
  - Headspace: (youth mental health)
  - Your local General Practitioner (GP)

## 4.4. Critical Incident Management

MACI has a Critical Incident Management Plan to respond effectively to traumatic events that may impact the safety or wellbeing of our students or staff. A critical incident may include a serious injury, natural disaster, or a student's death.

- Immediate Response: If you are aware of a critical incident, inform a staff member immediately. If there is an immediate threat to life or safety, call 000.



- Ongoing Support: Following a critical incident, MACI will provide support and counselling to affected students and staff.

#### **4.5. Diversity, Inclusion and Cultural Safety**

MACI values and celebrates diversity. We are committed to creating a learning environment that is safe, inclusive, and culturally respectful for all students, regardless of their cultural background, age, gender, sexual orientation, ability, or religion. We have a zero-tolerance policy for any form of discrimination, harassment, or bullying.

#### **4.6. Support for Students with Disability**

MACI is committed to providing equitable access and participation for students with disability.

- Disclosure: You are welcome to disclose your disability at any time. This information is voluntary and will be treated confidentially.
- Reasonable Adjustments: Following disclosure, we will work with you to identify and implement reasonable adjustments to support your learning and assessment. Adjustments are made to remove barriers without compromising the integrity of the training product. Examples include extra time for assessments, assistive technology, or modified materials.
- Individual Support and Adjustment Plan (ISAP): Your support needs will be documented in an ISAP to ensure consistent and appropriate support is provided.
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### **5. Your Feedback**

Your feedback is vital to our commitment to continuous improvement.

#### **5.1. Student Feedback and Surveys**

We regularly seek your feedback through:

- Student Satisfaction Surveys: Mid-course and end-of-course surveys.
- Suggestion Box: An anonymous way to provide feedback.
- Student Representative Meetings: Informal discussions to gather feedback.

#### **5.2. Complaints and Appeals Process**



WEI has a transparent and fair process for handling complaints and appeals. You have the right to raise a concern or appeal a decision that adversely affects you, without fear of reprisal.

All complaints and appeals are handled fairly, confidentially, and in accordance with procedural fairness. You may be supported by a person of your choice during the process.

- **Informal Resolution:** We encourage you to first discuss your concerns informally with your trainer, Student Support Officer, or Academic Manager.
- **Formal Complaint/Appeal:** If the issue is not resolved informally, you can lodge a formal complaint or appeal using the Complaints and Appeals Form.

Process:

1. Submit the form via email or in person to the Student Support Officer or Administration Office.
2. We will acknowledge receipt within 5 business days.
3. We will investigate and aim to provide a written outcome within 20 working days. If additional time is required, you will be notified and provided with regular updates.
4. If you are not satisfied with the outcome, you may lodge an internal appeal, which will be reviewed by an impartial Appeal Committee.
5. If the issue remains unresolved, you have the right to access an external independent appeals body, such as the Overseas Students Ombudsman (for international students) or the relevant state or territory government agency

### **5.3. Continuous Improvement**

All feedback, complaints, and appeals are recorded, analysed, and used to identify areas for improvement. This ensures that our services, training, and policies are continually enhanced to meet your needs.

## **6. Enrolment and Administration**

### **6.1. Enrolment Process and Written Agreement**

Upon acceptance into a course, you will be issued a Letter of Offer and Written Agreement. This is a legally binding document that sets out the terms and conditions of your enrolment, including course details, fees, and payment schedule. You must sign



this agreement before we can finalise your enrolment. International students will then receive a Confirmation of Enrolment (CoE) to apply for their student visa.

## 6.2. Fees and Refunds

All fees are outlined in your Written Agreement and the Fee Schedule on our website.

- **Payment:** Fees can be paid by electronic transfer, cheque, money order, or in person at our head office.
- **Refunds:** Refunds are processed in accordance with our Fees and Refund Policy. Key scenarios include:

Circumstance	Refund Outcome
Application fees	No refund
Provider Default (course not delivered, not commenced, or ceased)	Full refund of unused tuition fees OR alternative course (no extra cost)
Initial Visa Refusal prior to course commencement (with evidence)	Refund of total fees less 5% (max \$500)
Visa Refusal after commencement	Refund of unused tuition fees (pro-rata basis)
Package course visa refusal (after first course started)	- Current course: unused tuition fees refunded (pro-rata) - Future course: refund less 5% (max \$500)
Visa refusal without supporting evidence	No refund processed until valid evidence provided
Withdrawal prior to commencement – 10+ weeks before start date	70% refund of tuition fees
Withdrawal prior to commencement – 6–9 weeks before start date	50% refund of tuition fees
Withdrawal prior to commencement – ≤5 weeks before start date	No refund
Deferral prior to commencement	No refund of initial deposit
Withdrawal after course commencement	No refund of tuition fees
Non-tuition fees (OSHC, accommodation, airport transfer, etc.)	Generally non-refundable once arranged or used



<b>Student default (visa breach, misconduct, non-payment, non-attendance, etc.)</b>	No refund and outstanding fees may still be payable
<b>Failure to commence / non-attendance</b>	No refund
<b>Transfer to another provider (within first 6 months)</b>	No refund
<b>Instalment payments already made</b>	No refund (considered services committed)
<b>RPL / Credit Transfer (after acceptance of fee adjustment)</b>	No further refund
<b>Course fee adjustments (after enrolment)</b>	No refund unless covered under this policy
<b>Provider closure / inability to deliver course</b>	Refund via TPS or placement into alternative course

- **Provider Default:** If MACI is unable to deliver your course, you will be placed in a suitable alternative course or provided with a full refund of any unspent prepaid fees. For international students, this process is managed by the Tuition Protection Service (TPS).

### 6.3. Deferment, Suspension, and Cancellation of Enrolment

You may apply for a deferment (before course start) or suspension of your studies due to compassionate or compelling circumstances (e.g., serious illness, bereavement). Requests must be in writing and supported by evidence. MACI will assess your application and notify you of the outcome in writing. Approval may impact your student visa. MACI may also suspend or cancel your enrolment for serious misconduct or failure to meet visa conditions.

### 6.4. Attendance Requirements (for International Students)

As an international student on a student visa, you are expected to actively participate in all scheduled training and assessment activities and maintain satisfactory course progress in accordance with your course requirements.

The College may monitor attendance as part of its student support and engagement processes. Where attendance or participation indicates a risk to satisfactory course progress, the College will implement appropriate intervention strategies.

Failure to maintain satisfactory course progress or engagement may result in reporting in accordance with the ESOS Act and National Code requirements



## 6.5. Changes to Your Enrolment or Course

If you wish to change your course or defer your studies, please contact the Student Support Officer. MACI is also required to notify you of any material changes to your course (e.g., location, delivery mode) that may affect you.

## 6.6. Issuance of AQF Certification Documentation

Certification documentation will be issued within 30 days of course completion and payment of all outstanding fees.

## 6.7 Re-issuance of AQF Certification Documentation

If you lose or require a replacement copy of your qualification or statement of attainment, you can request a re-issuance. A re-issuance fee applies (see Fee Schedule). A police report or statutory declaration may be required to verify the loss.

## 6.8. Privacy and Confidentiality

MACI collects and handles your personal information in accordance with the *Privacy Act 1988 (Cth)*. Your information is used for your enrolment, training, assessment, and for reporting to government agencies as required by law (e.g., USI, NCVER). We do not disclose your personal information to third parties without your consent, except where required by law.

## 7. Work Placement (if applicable)

### 7.1. Overview

Some courses include a mandatory work placement component. This provides you with the opportunity to apply your skills in a real-world environment. MACI will assist in arranging your placement and will provide you with a Work Placement Plan, Logbook, and a Workplace Assessment Logbook / Skills Journal.

### 7.2. Student Responsibilities during Work Placement

During your work placement, you are required to:

- Behave professionally and adhere to the workplace's policies and procedures.
- Complete all required tasks and documentation in your logbook.
- Attend all scheduled shifts and notify your placement supervisor and MACI of any absences.
- Comply with all Work Health and Safety (WHS) requirements.



## 8. Facilities and Resources

### 8.1. Access to Campus and Facilities

You will have access to our campus facilities, including classrooms, computer labs, and student common areas. Access hours and usage guidelines are available from Student Support.

### 8.2. Health and Safety

MACI is committed to providing a safe and healthy learning environment for all. Please report any hazards or incidents to a staff member immediately.

## 9. Glossary of Terms

- **AQF:** Australian Qualifications Framework.
- **ASQA:** Australian Skills Quality Authority.
- **CoE:** Confirmation of Enrolment.
- **CRICOS:** Commonwealth Register of Institutions and Courses for Overseas Students.
- **CT:** Credit Transfer.
- **LLND:** Language, Literacy, Numeracy and Digital skills.
- **LMS:** Learning Management System.
- **RPL:** Recognition of Prior Learning.
- **RTO:** Registered Training Organisation.
- **TAS:** Training and Assessment Strategy.
- **USI:** Unique Student Identifier.
- **VET:** Vocational Education and Training.