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STUDENT INFORMATION FOR ENHANCE STUDENTS

Brisbane is the third biggest city of Australia. Enhance College of Technology is located in East Brisbane, which is suburb located within 5 Km radius from Brisbane CBD. January is the hottest month in Brisbane with an average temperature of 26°C (78°F). The coldest is July at 15°C (59°F) with the most daily sunshine hours at 11 in January. The wettest month is February with an average of 130mm of rain. The best month to swim in the sea is in January when the average sea temperature is 26°C (79°F).

Brisbane may be one of Australia's cheapest major cities for students to live in, but you'll still need to plan and budget carefully. Going to university can mean more costs than just course fees. Accommodation, books, study materials and transport are all common expenses that are overlooked. Determining the cost of other living expenses can be difficult as it will depend on your own needs and lifestyle.

To help you estimate a monthly budget, here are some approximate costs of common expenses:

- Share house rent: \$480 to \$1000 per month
- Apartment rent: \$660 to \$1760 per month.
- Food: \$320 to \$1120 per month
- Utilities (gas and electricity): \$140 to \$560 per month
- Mobile phone: \$20 to \$120 per month
- Internet: \$35 to \$82 per month
- Public transport: \$60 to \$220 per month
- Photocopying: \$20 to \$40 per month
- Recreation: \$320 to \$600 per month
- Clothing or personal items: \$150 to \$375 per month
- Health (dental / medicine): \$130 to \$325 per month

It is important that you have an up to date information about legislation of Australia, its education system and your rights in Australia. Following are the links to some useful websites for your reference.

[Study in Australia](#)

Provides an introduction to the benefits of studying in Australia. You can search for courses, find out about study costs, and about living in Australia. You can also identify courses which meet Australia's registration, accreditation and quality assurance standards in your own country.

[Study in Australia – visas and information](#)

Provides information for students who are considering studying in Australia.

[Tuition Protection Service](#)

Assists international students whose education providers are unable to fully deliver their course of study. Ensures students are able to either complete their studies in another course or with another provider or receive a refund of their unspent tuition fees.

[Bridging visas](#)

A Bridging visa is a temporary visa. There are five types of bridging visas which cover different circumstances.



Changing courses

If you are thinking of changing your course of study, you need to ensure that you continue to meet all the conditions that apply to your student visa.

Commonwealth Register of Institutions and Courses for Overseas Students

CRICOS is the official website that lists all Australian education providers that offer courses to people studying in Australia on student visas and the courses offered. Search for information about courses offered by Australian education institutions.

ESOS legislative framework

The Education Services for Overseas Students (ESOS) framework protects the interests of overseas students and Australia's reputation for delivering quality education services by setting out standards, roles and responsibilities for education institutions that teach overseas students, as well as providing tuition and financial assurance for students.

Overseas Students Ombudsman

Investigates complaints about problems that overseas students or intending overseas students may have with private education and training in Australia.

Scholarships information for international students

Scholarships are offered by the Australian Government, education institutions and a number of other organisations. They cover various educational sectors, including vocational education and training, student exchanges, undergraduate and postgraduate study and research.

Study Overseas

Provides information and advice on options for studying overseas as part of your university or vocational course.

Studying in Australia – tax information

Provides taxation information for overseas students enrolled to study in Australia in a course that lasts for six months or more.

Visa holders and migrants – know your workplace rights

Find out what visa holders and migrants need to know before they start working in Australia.



STUDENT RULES AND POLICIES FOR ENHANCE STUDENTS

At Enhance College of Technology, hereafter called Enhance, we are committed to providing the highest quality of service to our students. In accordance with this, the student rules and policies page provide information on your rights and responsibilities as a student. They also include information about our administrative processes, key timeframes, and useful forms. Enhance provides education and training services to a diverse cohort of students. It is essential that as an Enhance student you understand your rights and responsibilities, the rules and expectations governing your behaviour and your safety, and the standards for academic and research integrity.

As an enrolled student, you assume these rights and responsibilities upon admission. In matters that are not specifically covered by the Enhance Student Rules and Policies, you must observe the principles outlined here to ensure the dignity of each person, respect for others and their property, and academic excellence are upheld.

The Enhance Student Rules and Policies applies to all students, including:

- All domestic and international students enrolled in Vocational Education and Training;
- At any location where approved training and/or assessment occurs, including on-campus, online, specific approved sites, off-campus; and
- In any other way deemed to seriously impact the interests or reputation of Enhance.

Any breach of the Enhance Student Rules and Policies will be subject to a Enhance disciplinary process and may also be unlawful behaviour under Queensland or Australian law, and result in further action being taken.

Expectations

The Enhance Student Rules and Policies outline the expectations for students, and also the obligations of Enhance to its students.

As a Enhance student you have a responsibility to:

- Provide all documentation/undertake actions required at time of enrolment;
- Treat others with courtesy, respect and fairness;
- Respect the safety, well-being and property of others;
- Refrain from behaviour that may be perceived as unsafe, intimidating, discriminating, harassing, bullying or disruptive to others;
- Respect Enhance resources and facilities;
- Use computing and electronic resources appropriately;
- Participate actively and positively in learning and assessment activities;
- Make every effort to meet assessment requirements and submit work on time;
- Meet the requirements for academic progression and completion for your program of study;
- Disclose relevant information to enable Enhance to assist you to undertake study;
- Proactively seek assistance from support services when needed.
- As a Enhance student you can expect to:
 - Be provided with accurate information about your program and the requirements for enrolment;
 - Be treated with courtesy, respect and fairness regardless of age, gender, ethnicity, religion, sexuality or disability;
 - Experience a safe learning environment where hazards are identified and controlled as far as is reasonably practicable;
 - Be provided with the resources to complete your education and training;



- Have personal information treated confidentially, protected against unauthorised access, and provided to third parties only when permitted or required by law;
- Be assessed fairly and judged on the criteria outlined in program information;
- Be provided timely and constructive feedback about the outcome of assessment and progress of study;
- Have complaints and appeals considered promptly and objectively; and
- Have reasonable access to support services.

Use of Facilities and Resources

Enhance's facilities and resources are designed to assist you in your education and training. Facilities and resources include everything within the campus you attend, including classrooms, libraries, workshops, tables, chairs, equipment, and other property and facilities.

You are encouraged to make full use of these facilities and resources for purposes relating to your education and training.

Misuse of Campus Facilities and Resources

You are required to assist in maintaining serviceable facilities, resources, and equipment by:

- Avoiding consuming food, beverages, or chewing gum in classrooms, workshops, libraries, and computer laboratories;
- Leaving classrooms, workshops, and laboratories neat and tidy after classes and tutorials, and ensuring equipment and tools are cleaned and correctly stored;
- Refraining from interfering with campus infrastructure and resources, including security systems and fire alarms;
- Avoiding misusing or obstructing emergency equipment, including fire extinguishers, emergency exits, and evacuations routes;
- Reporting breakages and/or faults with equipment to a Enhance staff member. Should you be found responsible for breakages you may be required to pay the costs of repairs;
- Ensuring all electrical and gas appliances are switched off; and
- Returning or renewing library resources according to the borrowing and return policies of the library.

Addressing Misuse of Campus Facilities and Resources

The misuse of campus facilities and resources is a form of student misconduct, and will be managed under the Student Misconduct process.

Instances of damage to Enhance facilities and resources may also be unlawful behaviour under Queensland or Australian law, and may result in further action being taken.

Health and Safety

Enhance is committed to providing a safe, healthy and productive working environment for all people who work, study, visit a campus or have the potential to be affected by Enhance activities.

You are expected to use personal protective equipment (PPE) and wear any other clothing necessary to meet the work health and safety requirements of your program. If you choose not to wear the personal protective equipment and other clothing required for a task you will be excluded from the activity. If you



have noticed a potential safety hazard in your learning environment, or are involved in a WHS accident or incident you should report it to an Enhance staff member.

Your safety and the safety of others is the most important thing. Enhance will work to ensure that your health and safety is secured, and from there the incident is investigated and managed. You are required to familiarise yourself with emergency procedures for your specified areas of study. Know where your emergency assembly area is and the designated evacuation routes nearest to where you are undertaking education and training.

During emergency evacuations or lockdowns, your supervisor or teachers will act as emergency coordinators. For your safety, please ensure that you follow the instructions of the officer in control.

Admissions and Enrolment

Enhance provides full admission and enrolment information and advice to students via the Enhance website, student guides and course guides.

When enrolling at Enhance, you will need to:

Understand the Conditions of Admission and Enrolment:

- Check the entry method for the program;
- Ensure that you meet the recommended entry requirements, including that you have the underpinning skills and knowledge, and seek further information about any language, literacy, and numeracy requirements;
- Ensure that you have read and understood the Student Guide and understand the duration, location, mode of delivery, any material and equipment you must provide, and any work placement arrangements; and
- Familiarise yourself with the relevant key dates for enrolling, starting study, and meeting your financial obligations.

Meet the Conditions of Admission and Enrolment:

- Provide all required evidence, and undertake any required testing to meet the program entry requirements;
- Meet your financial obligations by the specified timeframes;
- Ensure that your personal details are current;
- Notify Enhance if you have any special requirements and/or require any reasonable adjustments to meet your needs;
- Meet any specific additional legislative or health and safety requirements, for example obtaining proof of immunisation, undertaking screening for infectious diseases, applying for a Blue Card, or undergoing a Police and criminal history check (as required); and
- Provide Enhance with your Unique Student Identifier (USI), or provide permission for Enhance to apply for a USI on your behalf. It is a requirement that you provide your USI to be enrolled and issued with an Award and graduate.
- Enhance cannot guarantee a position in a program unless you are enrolled by the specified date.

You are not permitted to attend classes until you are enrolled.

Enhance reserve the right to cancel programs, for example, in cases of insufficient enrolment numbers. Alternative arrangements will be discussed with you to ensure you are enrolled in a suitable alternative programs.

If the qualification you are undertaking is superseded or deleted Enhance will consult with you about



your study options. Depending on the circumstances, you may need to transition to (i.e. re-enrol in) the most current qualification. If you are required to transition to a new qualification you will be consulted about any change in enrolment, and any differences in fees and completion dates. If you are required to undertake gap training or additional training to transition to the new qualification additional fees may apply.

Student Fees

Enhance student fees consist of two separate types of fees:

1. Tuition Fees; and
2. Service Fees.

Tuition Fees

Tuition Fees are for your education and training, and include:

- a. Fee for service tuition fees (fees are full price)
- b. Service Fees
Service Fees are for additional goods and services provided to you. Refer to the Student Fee Schedule for more information.

Payment due dates

Students must pay Tuition Fees when you enrol, unless you have other arrangements in place (e.g. A Payment Plan). If you are an International student, you must pay Tuition Fees as they are set out in your Letter of Offer.

Payment methods

Enhance may accept payment of your student fees via the following methods:

- EFTPOS
- Credit card (Visa or MasterCard only)
- Cash

Management of outstanding fees

Enhance expects Tuition Fees to be paid at enrolment, or under the conditions outlined in the Payment Plan. If you don't pay Tuition Fees at enrolment or in accordance with your Payment Plan you may be prevented from undertaking education and training activities.

Enhance may refer outstanding Tuition Fees to an appropriate debt collection agency in cases where payment has not been received by the relevant due date, which may also result in additional costs.

Student Refunds

Student refund rules

Enhance may provide you with a refund of Tuition Fees in a number of circumstances where it's not possible for you to continue with your studies.

In particular, Enhance will provide a refund of Tuition Fees when:

1. You withdraw from a qualification, unit/s of competency, or course within the circumstances outlined below; and
2. Enhance cancels a qualification, unit/s of competency, or course and a suitable alternative can't be found for you.



Rules for Domestic Students

A refund of Tuition Fees may be provided in the following circumstances:

Number	Circumstance	Refund Amount
1	Withdrawal from a qualification or unit/s of competency prior to the start of study date	Full Tuition Fee refund An Administration Fee of \$200 will be applied to process your refund application
2	Enhance cancels a qualification or unit of competency	Full Tuition Fee refund No Administration Fee will be applied

Rules for International Students

A refund of Tuition Fees may be provided in the following circumstances:

Number	Circumstance	Refund Amount
1	Visa Rejection (before commencement of education/training)	Full Tuition Fee refund An Administration Fee of \$200 will be applied.
2	Visa Rejection (after commencement of education/training)	Pro-rated Tuition Fee refund (An Administration Fee will not be applied to the student refund, as required by the Education Services for Overseas Students (Calculation of Refund) Specification 2014 (Cth))
3	Withdrawal from course more than 20 calendar before course commencement date	85% Tuition Fee refund An Administration Fee \$200 will be applied.
4	Withdrawal from course within less than 20 calendar days before course commencement date	50% Tuition Fee refund An Administration Fee \$200 will be applied.
5	Withdrawal prior to acceptance of offer	Full Tuition Fee refund An Administration Fee \$200 will be applied.
6	Withdrawal by Enhance due to incorrect or incomplete information supplied by the student	Full Tuition Fee refund A specific withdrawal for incorrect or incomplete information Administration Fee of \$200 will be applied.
7	Withdrawal by Enhance due to failure to meet entry requirements for next course of study (however with no breach of the written agreement)	90% Tuition Fee refund An Administration Fee \$200 will be applied.
8	Student withdrawal after course commencement date	No refund for current or previous courses Full Tuition Fee refund for future courses Administration Fee of \$200 will be applied.
9	Visa Cancelled or Study Rights Cancelled due to actions of Student	No Refund
10	Course Cancelled by Enhance – Provider Default	Full Tuition Fees refund for courses withdrawn

Refunds will also consist of a refund of all International students Additional Fees if you withdraw prior to the course commencement date.



Administration Fee refers to the prescribed Domestic Student Refund Administration Fee and International Student Refund Administration Fee in the Student Fee Schedule, to contribute to the reimbursement of costs in Enhance processing student refund applications.

Exceptions

The following exceptions apply for domestic and international student refunds:

- a. Students who have their enrolment cancelled by Enhance as a result of academic or behavioural misconduct under the Enhance Student Rules and Policies are not eligible for a refund of Tuition Fees for any training after the start of study date/course commencement date;
- b. For students receiving an approved deferral from Enhance, the deferred fees will be held by Enhance for the agreed period of the deferral;
- c. For students who have an outstanding debt with Enhance, approved refunds will be applied to the debt prior to any remaining balance being paid to the student;
- d. Students who are enrolled in unit/s of competency or courses in which they have applied for a credit transfer will receive a full refund if the credit transfer application is successful and they have applied for the credit transfer prior to the start of study date/course commencement. An Administration Fee will not be applied;
- e. In the event of a student's death whilst they are undertaking a qualification, unit/s of competency or course Enhance will provide a refund to the estate of the deceased. An Administration Fee will not be applied.

In exceptional cases of special circumstances outside of these rules, Enhance may consider a student refund application supported by independent supporting documentation. In cases of special circumstances, Enhance will determine the refund amount. An Administration Fee will apply.

When considering whether special circumstances should be recognised and applied to student refund applications, Enhance must be satisfied that the circumstances:

- Are beyond the student's control;
- Did not make full impact until on or after the unit/course commencement date; and
- Made it impracticable for the student to complete the requirements of the unit or course in the period during which the person undertook, or was to undertake the unit or course.

Examples of special circumstances include:

- Medical circumstances (illness or injury), supported by a doctor's statement;
- Family/personal circumstances, supported by a statement from a Enhance counsellor or CEO;
- Course related circumstances, supported by a statement from the CEO;
- Employment related circumstances (domestic students only), supported by a statement from your employer;

Student Refund Applications

To make a refund application, you need to submit a Student Refund Application to Enhance.

To support your application, you will also need to submit a Change of Enrolment form (for domestic students) or International Student Program Withdrawal Form (for international students) to your Enhance region, to formally identify your need to change or cancel your enrolment.

All student refund applications must be made within:

- 12 months of the close of study date (for domestic students); and
- 6 months of the close of study date for the semester (for International students).

Student Refund Decisions



Enhance will make its decision within 20 business days (or 28 calendar days for International students) of receiving all the information required to support your application.

If you are not eligible for a student refund, Enhance will formally notify you of its refund decision in writing.

If you do receive a student refund, Enhance will provide you with the refund to your nominated bank account.

Reviews of Student Refund Decisions

If you are dissatisfied with the outcome of your student refund request Enhance will provide you with the option of requesting an internal review. Your internal review request must be made within 20 business days. Enhance will provide written notice of the appeal decision within 20 business days of the internal review request being received.

If you are dissatisfied with the outcome of the internal review you may request an external appeal via the Queensland Ombudsman.

Credit Transfer and Recognition of Prior Learning

Credit Transfer Rules

Credit transfer is a process that provides you with credit for previous formal study that is equivalent to your nominated qualification. For Vocational Education and Training students, credit transfer may be granted below 100% of a qualification.

You may be eligible for part of a complete qualification through RPL. You can receive recognition towards an entire vocational qualification (certificate or advanced diploma level). Credit transfer applications will only be considered for students with an enrolment in a Enhance program in which they are seeking credit transfer.

Credit Transfer Applications

To make a credit transfer application you will need to fill out a Credit Transfer Application Form.

You must submit your application prior to the start of study.

Along with this form, you should also submit any relevant qualification testamurs, Record of Results, and graduation statements (either copies certified by a Justice of the Peace, or originals for sighting by an appropriate Enhance staff member).

Credit Transfer Decisions

Enhance will advise you of the credit transfer decision in writing as soon as possible after your application and all relevant documentation is received.

Recognition of Prior Learning

Recognition of Prior Learning Rules

Recognition of Prior Learning (RPL) is a process that provides you with an opportunity to receive credit for the formal and non-formal learning you have undertaken.

The RPL process takes into account all relevant skills, knowledge, and experience that you have. Through



the assessment process you may be able to gain a complete qualification or, if you have gaps in your knowledge, parts of a qualification, which you can then complete with additional training.

As part of your RPL assessment you will be advised how much of your qualification can be achieved through RPL.

Recognition of Prior Learning Applications

To make an RPL application you will need to contact Enhance by sending email to info@enhance.edu.au. You must submit your application prior to the start of study.

Along with this, you will also be required to submit an RPL Self-Appraisal Form. Your RPL Assessor will provide this to you and help you complete the form.

Recognition of Prior Learning Decisions

Enhance will acknowledge receipt of the RPL application/enquiry within 24 hours.

After that, an initial pre-enrolment interview will be conducted by Enhance within 5 business days of receipt of the application/enquiry, to discuss the evidence required and advise you on your suitability for RPL.

If you are eligible, an RPL Assessor will provide you with an RPL Training and Assessment Plan, which identifies the units/modules in which you need to enrol, and provide you with an RPL Candidate Guide for the relevant qualification.

Enhance will work to advise you of your eligibility for RPL prior to the start of study where possible.

Recognition of Prior Learning Enrolment and Payment

Once you've been advised that you can enrol, you will be able to use the information provided in the RPL Training and Assessment Plan to enrol into the relevant units of competency / modules and pay the relevant fees for your program. At this point you will also submit your completed RPL Candidate Guide.

An RPL Assessor will contact you within 5 business days schedule a Professional Conversation (Assessment Interview). The interview will be scheduled within 10 business days.

Recognition of Prior Learning Assessments

The time taken to complete RPL assessments will depend on the complexity of, and the amount of evidence supplied to support the application.

Enhance will undertake the RPL assessment within the following timeframes, unless there are extenuating circumstances where evidence cannot be provided or additional assessments cannot be conducted:

- 1-2 units within 5 business days from the date of the enrolment;
- 3-5 units within 10 business days from the date of the enrolment;
- 6-10 units within twenty 20 business days from the date of the enrolment; and
- 10 or more units within 10 weeks from the date of the enrolment.

Assessment including appeals

Types of Assessment



There are a variety of forms of assessment that you will undertake throughout your education and training with Enhance, including:

- Written assessments (including projects, applied research, assignments, and case studies);
- Practical assessments (including demonstrations, practical tasks, and role plays);
- Examinations/tests; and
- Work-based activities (including vocational placements, professional practice, live work, and work-based projects);

When submitting assessment you can use the Assessment Submission Sheet. Educational staff will provide you with a Qualification Guide and other material about the assessment rules relevant to you at the commencement of your education and training.

Assessment Rules

To be successful, you need to:

- Attend/participate in all scheduled assessment;
- Submit written assessment on or before the due date (unless an extension has been granted);
- Follow all assessment instructions, including submission requirements;
- Undertake assessment honestly, without any form of cheating, plagiarism or collusion; and
- Retain copies of all assessment for at least 14 days after you receive your final grade. In the case of an appeal, this timeframe may be longer.

Assessment Appeals

Internal Appeals

If you still believe that an assessment outcome is unfair or incorrect, you have a right to appeal to Enhance's Disciplinary and Appeals Committee.

If you are making an appeal, it must be made in writing and submitted to the Training Manager or CEO within 20 business days of receiving the assessment decision.

Enhance will then consider the appeal and respond to you.

External Appeals

If you are still dissatisfied with the assessment decision, you have the right to take the case to an external body, such as:

- The Queensland Ombudsman; or
- Australian Skills Quality Authority.

You are only allowed one external appeal decision for each assessment decision. Enhance will give due consideration to the outcome of the external appeal.

Academic Progression

Academic Progression Requirements

You are expected to meet all of the academic progression requirements for your education and training with Enhance.

This means you are required to:

- Meet all of your attendance obligations for each unit;
- Submit and undertake all assessment on time; and

- Complete all the requirements for the unit within the prescribed study period.

Intervention Strategies

Informal Intervention

If you are having difficulties in managing satisfactory academic progression, you should be proactive and discuss the matter with your teachers.

- Discussing issues with your teacher, or a counsellor; and
- Negotiating any required changes to your enrolment (for example undertaking a reduced study load).

Enhance will also monitor your academic progression. If you identified as at risk of unsuccessful academic progression, Enhance will discuss with you your options to improve your performance.

Formal Intervention

If you continue to demonstrate unsuccessful academic progression, Enhance will introduce more formal intervention strategies, including:

- A formal meeting between Enhance, you, and other relevant stakeholders to discuss formal intervention strategies to be put in place;
- A Student Academic Progression Plan, detailing how academic progression will be managed through these formal intervention strategies; and

Extensions

If you cannot reasonably complete your study within the expected duration (as specified in your Confirmation of Enrolment for international students), Enhance may grant an extension of study based on compassionate or compelling circumstances.

Any request for an extension to the close of study date for a unit must be made in writing to the regional General Manager at least 48 hours prior to the close of study date. An original signed doctor's certificate (or other documentary evidence) must be provided to support the request.

Formal Disciplinary Process

If you have a continued pattern of failing to achieve satisfactory academic progression and/or the agreed actions in your Academic Progression Plan, you will be subject to a formal disciplinary process for Student Misconduct.

Penalties for International Students

International students who do not achieve satisfactory academic progression (by not successfully completing 50% of the course requirements within the study period) may be reported to the Department of Home Affairs for unsatisfactory course progress. It may impact the status of your student visa.

Student Misconduct

Types of Misconduct

What is Misconduct

Enhance is committed to ensuring a fair and just learning environment by ensuring that students and other stakeholders have access to processes that allow for allegations of student misconduct to be resolved.

Misconduct is any behaviour or action that is deemed inappropriate and can disrupt the learning of self

and others, interfere with Enhance operations, inhibit or prevent staff members from carrying out their duties, or endanger the health and safety of yourself, other students or staff.

The types of misconduct are:

- Behavioural Misconduct: Inappropriate personal conduct and behaviour.
- Academic Misconduct: Inappropriate conduct and behaviour when undertaking education and training activities.
- Research Misconduct: Inappropriate conduct and behaviour when undertaking research.

Examples of Misconduct

Misconduct is generally broken into two types:

- Minor Misconduct; and
- Major Misconduct.

Whilst these are sometimes dependent on the context of what has occurred, below are some guidelines of which each involves.

Minor Misconduct

Personal conduct and behaviour that breaches the standards of conduct set out in the Enhance Student Rules and Policies, but where the extent or impact of the breach is not substantial, such as:

- Behavioural Misconduct
 - Use of inappropriate or offensive language;
 - Failure to comply with directions from Enhance staff;
 - Inappropriate use of personal electronic devices; and
 - Inappropriate clothing, including clothing that contains offensive language or images that may offend others.
 - Smoking on Enhance campuses and sites (including burning tobacco products, herbs, drugs, or the vapour from a personal vaporiser, e-cigarette, or other device).
- Academic Misconduct
 - Minor breach of assessment and academic progression rules, including:
 - Failure to comply with directions from a Enhance staff member for a classroom or learning activity.

Major Misconduct

Personal conduct and behaviour that breaches the standards of conduct set out in the Enhance Student Rules and Policies, and where the extent or impact of the breach is substantial, such as:

- Behavioural Misconduct
 - Any form of harassment, whether based on gender, race, age, sexual preference or religious belief;
 - Behaviour that subjects another person to an unsolicited act of physical intimacy, makes an unsolicited demand or request of a sexual nature to another person, makes a remark with sexual connotations relating to the other person, or engages in any other unwelcome conduct of a sexual nature towards the other person;
 - Abusive or aggressive behaviour that causes offence, fear, or harm to others, such as verbal abuse or making threats to others (including through online and social media methods);
 - Physical violence directed to others;
 - Being under the influence of prohibited drugs and/or substances, including alcohol;
 - Possessing dangerous articles or banned substances;
 - Wilfully obstructing or disrupting any official meeting, ceremony, activity, class or examination;
 - Wilfully damaging or wrongfully dealing with Enhance property and resources, or the property of other persons;



- Making a false representation concerning your identity or status as a student;
- Trespassing or knowingly entering any place within Enhance premises that is out of bounds to students;
- Refusing to obey health and safety and emergency procedures; and
- Repeated instances of minor behavioural misconduct.
- Academic Misconduct
- Major breach of assessment and academic progression rules, including;
 - Directly copying another person's work without proper acknowledgement;
 - Using or developing another person's ideas without acknowledging them;
 - Using the work of other students (with or without their permission) and claiming it as your own;
 - Handing in an assessment item that is a duplicated or copied from another person;
 - Allowing someone else to submit your work as their own;
 - Using notes or other resources without permission during formal assessment;
 - Having several people write one assessment response or exercise and hand in multiple copies, all represented (implicitly or explicitly) as individual work;
 - Obtaining and using assessment answers or solution from a teacher without permission;
 - Misrepresenting, falsifying, misstating or fabricating data, results or information used for the purposes of assessment;
 - Providing fraudulent certification in order to gain academic credit or recognition;
 - Failing to comply with instructions relating to the conduct of assessment/examinations;
 - Failing to participate in structured training, assessment or other course related activities;
 - Failing to attend the formal meetings scheduled to discuss your academic progression;
 - Failing to adhere to the learning intervention strategies developed to support your academic progression;
 - Not working towards achieving the qualification or statement of attainment stated in the training contract or confirmation of enrolment (CoE); and
 - Repeated instances of minor academic misconduct.

Consequences of Misconduct

Immediate Suspension

In cases of either minor or major misconduct, Enhance reserves the right to immediately suspend you from your education/training for a minimum period of 24 hours. The suspension period may be longer than 24 hours in cases of major misconduct.

You will be advised of the date you can return to your education/training. Whilst suspended, you are not entitled to enter Enhance premises or use its facilities.

Disciplinary Process

Informal Disciplinary Process

If the misconduct is minor in nature, Enhance may deal with it informally. In this case Enhance may choose an informal method of addressing the issue, such as an interview, counselling session, or offer of support, with arrangements made to improve your behaviour in the future.

Formal Disciplinary Process

If the misconduct is major Enhance in nature (or involves repeated instances of minor misconduct) Enhance will deal it formally.

In this case Enhance will provide you with a Student Allegation of Misconduct Notice, to outline the



nature of the misconduct and process of dealing with the misconduct.

You have the right to respond to the Student Allegation of Misconduct Notice via a meeting or written submission within 5 business days of the date of the notice. If you are attending a meeting, you may invite a parent, guardian or advocate (however, they must not be another student involved in or associated with your case).

If you are not in attendance at the scheduled meeting or do not respond in writing within 5 business days, the disciplinary process will continue to determine whether misconduct is substantiated.

Enhance will then inform you of its disciplinary decision through a formal Student Disciplinary Decision Notice within 5 business days of the date of the decision. The decision notice will set out the decision findings and your right of appeal.

Misconduct Appeals

Internal Appeals

If you feel that the disciplinary decision is unfair, you have a right to appeal to your Enhance region's Disciplinary and Appeals Committee. Your request for an appeal must be on one of the following grounds:

1. The decision is grossly unreasonable;
2. Procedural requirements were not followed;
3. Relevant evidence was not considered in reaching the decision, or irrelevant evidence was relied upon in reaching the decision;
4. Fresh evidence has become available; and
5. A penalty imposed was excessive or inappropriate.

If you are making an appeal, it must be made in writing and submitted to the regional General Manager within 20 business days of receiving the Student Disciplinary Decision Notice.

The region's Disciplinary and Appeals Committee will then consider the appeal and respond to you.

In exceptional circumstances, you may be able to make a further appeal to the Enhance Academic Board Disciplinary and Appeals Committee.

If you are making an appeal, it must be made in writing and submitted to the Enhance Chief Executive Officer within 10 days of receiving the Student Appeals Decision Notice.

External Appeals

If you are still dissatisfied with the disciplinary decision, you have the right to take the case to an external body, such as:

1. The Queensland Ombudsman; or
2. Australian Skills Quality Authority.

If you do so, you must notify Enhance within 7 days of the final decision notice from Enhance, to be able to continue your enrolment.

You are only allowed one external appeal decision. Enhance will give due consideration to the outcome of the external appeal.



Results and Awards

Publication of Results

The close of Study date is the final point in time where all learning and assessment activities must be complete.

Your final results will be published in the Enhance Student Management System no later than 30 calendar days from the Close of Study date (the final point in time where all learning and assessment activity for a unit must be completed). You will be advised that a result has been processed. You may also request a printed Record of Result.

Fees are applicable for a Record of Result printed on official Enhance stationery, under the Student Fee Schedule.

Eligibility for Awards and Graduation

You are eligible for an Award upon completion of all academic requirements for your qualification. If you are unsure of your eligibility to receive an Award, contact Enhance.

Enhance will issue your Award within 30 days of the final completion of your qualification, provided all fees owed to a Enhance have been paid and a valid Unique Student Identifier has been recorded.

For some qualifications Enhance provides the option of attending a graduation ceremony upon completion. If your qualification has a graduation ceremony we'll let you know.

Changes to Final Results

A change of result code will only occur when human error has been made or when you have had a result upgraded following a formal review of assessment process or a successful academic appeal.

Recall of Incorrect Results and Awards

You are entitled to retain your Award or Statement of Attainment once it has been issued, unless the Award or Statement of Attainment is revoked by either Enhance or the National VET Regulator.

Awards and Statements of Attainment will be revoked when it has been identified that the Award or Statement of Attainment has been issued in error, or because a document or representation was determined to be false, misleading, or was obtained or made in another improper way.

Enhance will provide you with written notification if your Award or Statement of Attainment is being revoked by Enhance . The written notification will include:

- The reasons for revoking the Award or Statement of Attainment;
- The date of the date of cancellation of the Award or Statement of Attainment; and

Informing you of the appeals process.

Replacement of Awards

If you have lost, damaged, or have not received your original Award or Statement of Attainment, you are able to make an application for a replacement.

The application should be made to the Enhance region that issued the original Award or Statement of Attainment. In the instance that you do not know the identity of the Enhance region that issued the Award or Statement of Attainment, please contact your local Enhance region for further information and advice.



If you are applying for a replacement Award or Statement of Attainment due to a name change you must provide:

- Evidence of an update to your Unique Student Identifier profile; or
- Current photographic identification, displaying your current name. Acceptable photographic identification includes a current driver's license or learner's permit, an Australian government issued proof of age card (18+ card), and current Passport;
- If required, change of name documentation from the Registry of Births, Deaths and Marriages; and
- If required, a Statutory Declaration. A Statutory Declaration is required when the original Award or Statement of Attainment cannot be surrendered and requires re-printing resulting from a name change, damage, or loss.

Fees apply for the replacement of an Award or Statement of Attainment, under the Student Fee Schedule.

Complaints and Feedback

How to Provide a Complaint or Feedback

Enhance is committed to continually improving its quality of service. You are encouraged to provide feedback to Enhance about its operations and the quality of education and training you are receiving.

You will be invited to provide feedback via surveys at various points within your course of study.

If you are dissatisfied with a service, product, or decision made by Enhance, or would just like to provide some feedback, you can do so informally by talking it over with a member of Enhance's staff. Enhance will attempt to solve the problem as quickly as possible.

Otherwise, there are a number of ways you can make a more formal complaint or feedback:

- In writing through email and written correspondence;
- Via Enhance social media platforms;
- Via telephone; and
- In person.

Enhance asks that you be respectful when providing complaints/feedback, as we will be to you. If you behave in a rude or threatening way, your behaviour may be addressed under an appropriate Enhance disciplinary process.

Enhance's Response to your Complaint or Feedback

If you have made a formal complaint or feedback, Enhance will send you a letter of acknowledgement. Enhance will then investigate the matter. During its investigation, Enhance may ask you for more information. Within 10 days of receiving all the information it needs from you, Enhance will provide a response, either telling you how the investigation is going and when it is expected to be concluded, or telling you of the outcome of the investigation.

When you receive the complaint/feedback outcome letter from Enhance, you will be given the name of a Enhance officer to talk to if you have any further queries or concerns.

Internal Review

If after discussing the matter with Enhance officer detailed in the complaint/feedback outcome letter, you still feel that the complaint or feedback decision is unfair, you have a right to ask for an internal review of the decision. Your request for an internal review must be on the basis of the way in which the



complaint/feedback decision was reached by Enhance .

If you are asking for an internal review, it must be made in writing using an Internal Review Request Form that you will be provided with, and submitted within 20 business days of receiving the complaint/feedback decision notice.

Enhance will then consider the matter and respond to you within 20 business days.

External Appeals

If you are still dissatisfied with the complaint decision, you may have the right to take the matter to an external body, such as The Queensland Ombudsman.

Transferring from another Provider to Enhance

If you are enrolled with another provider and have not completed your first 6 calendar months of study, you must complete an application to enrol with Enhance via the International Student Application Form when seeking to transfer to Enhance .

If Enhance accepts your application, you will be issued with a Letter of Offer. The Letter of Offer may include some conditions applied to your admission, including:

1. The releasing provider has agreed to your release;
2. Any evidence that the releasing provider or the course in which you were enrolled has ceased to be registered;
3. Any evidence that the releasing provider has had a sanction imposed on its registration by the ESOS agency that prevents you from continuing your course;
4. Any evidence by written support for the change from any government sponsor that considers the change to be in your best interest.

Transferring from Enhance to another Provider

If you are enrolled with Enhance and have not completed your first 6 calendar months of study in your principal course (usually the highest level of qualification) you must submit an International Student Application to Transfer between Registered Providers Form, and submit to Enhance via email to admin@enhance.edu.au.

Your transfer request must be accompanied by a valid Letter of Offer from the other provider.

If you are enrolled with Enhance you should still continue with your attendance and assessment until the outcome of the transfer request is communicated to you. Enhance will provide you with notification of your transfer request outcome within 20 business days of your application and all required information being received.

Transfer Request Rules

The circumstances where a will be granted by Enhance prior to you completing 6 calendar months of your principal course of study include:

1. You have been reported because you are unable to achieve satisfactory course progress at the level you are studying, even after Enhance has identified and implemented its intervention strategy to assist you;
2. You have grounds to seek to change course to gain access to broader support through services not offered by Enhance;
3. If Enhance fails to deliver or continue to deliver the course as outlined in the Letter of Offer;



4. You can provide evidence that your reasonable expectations about the current course are not being met;
5. You can demonstrate that you are experiencing a threat to your physical or mental health or safety, and that this will be alleviated through a transfer;
6. You can demonstrate compassionate or compelling circumstances (documented in writing with any applicable supporting evidence supplied) which mean you have to transfer to another provider. You will need to prove that it will be detrimental to you for you to remain in your course;
7. You can provide evidence that you were misled by an education or migration agent regarding Enhance or its course, and the course is therefore unsuitable to your needs and/or study objectives;
8. A government sponsor provides confirmation in writing that it considers a transfer to be in your best interests;
9. Where you have appealed on another matter which results in a decision or recommendation to approve your release;
10. Where you have genuinely attempted previous studies but you fail to meet entry requirements; and
11. At the time of the application to transfer was submitted, you had not completed 6 months of principal course but will have completed 6 months of the principal course at the time of commencement in the proposed new course with the receiving provider.

Circumstances where a transfer may not be granted prior to you completing 6 calendar months of your principal course of study include:

1. You have changed your mind about your course of study;
2. The transfer may jeopardise your progression through a package of courses;
3. Enhance believes that you have made decisions regarding accommodation, employment, or travel that are not aligned with the requirements of your course;
4. You are experiencing a course scheduling conflict with personal, work, or other non-study commitments;
5. You do not have a valid enrolment offer from another CRICOS registered provider;
6. You have outstanding fees for the current study period;
7. You are under the age of 18 and do not have written consent of your parent or legal guardian;
8. Enhance believes that a transfer will be detrimental to you;
9. You have not accessed support services available for assistance with study or personal issues;
10. You are trying to avoid being reported to the Department of Home Affairs - Immigration for failure to meet any of Enhance's requirements;
11. You did not provide valid supporting documentation for a transfer; and
12. You have not genuinely attempted previous studies and fail to meet entry requirements.

Appeals

Internal Appeal

If you feel that Enhance's decision about your transfer request is unfair, you have a right to ask for an internal appeal of the decision.

Your request for an internal appeal must be on the basis of the way in which the decision was reached by Enhance, and include:

1. The grounds for the appeal; and
2. Any supporting documentation.



If you are asking for an internal appeal, it must be made in writing using the form provided to you, and be submitted within 10 business days of receiving the notification of your transfer request outcome from Enhance. Enhance will then consider the matter and respond to you within 20 business days.

External Appeals

If you are still dissatisfied with the decision, you may have the right to take the matter to the Queensland Ombudsman for an external appeal.

International Student Deferrals, Suspensions, Withdrawals, and Cancellations of Enrolment

Student Initiated Deferral, Suspension of Studies, and Withdrawal Applications

Deferrals

Enhance will consider an application for deferral when:

1. The grounds for the application are of a compassionate or compelling nature supported by documented evidence;
2. The application is for a maximum of 3 months (1 study period) or the next available intake for a course; and
3. The application is made at least 30 calendar days prior to your commencement date as indicated on the Confirmation of Enrolment (CoE) (or 5 calendar days prior to your commencement date if it is because of a visa delay).

Suspension of Studies

Enhance will consider an application for suspension of studies when:

1. The grounds for the application are of a compassionate or compelling nature;
2. The application is for a maximum of 3 months or 1 study period, whichever is greater; and
3. The application is made 30 calendar days prior to the requested suspension of studies commencement date.

Withdrawals

Enhance will consider all applications for student withdrawals.

Application Process

Deferrals

All applications for deferral must be submitted using the International Student Application to Defer or Suspend Enrolment Form to Enhance International via email to enrol@enhance.edu.au.

In instances where your request for a deferral is as a result of a delay in your visa processing you must notify Enhance International via email to enrol@enhance.edu.au.

Where you are requesting a deferral for the first course of a package of courses and your deferral is approved, any future enrolments that you have will be automatically deferred. Documentary evidence should be provided to support your application.

Suspension of Studies

All applications for suspension of studies must be submitted using the International Student Application to Defer or Suspend Enrolment Form to Enhance in person or via email to enrol@enhance.edu.au.



Documentary evidence should be provided to support your application. You must continue attending class until receiving a decision on your application.

Withdrawals

All applications for withdrawal must be submitted using the International Student Program Withdrawal Form to the regional International Officer in person or to Enhance International Administration Officer via email to enrol@enhance.edu.au.

Feedback on Decisions

Enhance will advise you of its decision in writing within 20 business days, and if approved facilitate the administrative activities required for a change in your enrolment, including:

1. Communication with the Department of Home Affairs - Immigration;
2. If applicable a revised variation to your Letter of Offer and Confirmation of Enrolment; and
3. Any fees associated with your change in enrolment, under the Student Fee Schedule.

If you have been approved for a deferral, suspension of studies or advised that the withdrawal has been processed you will need to seek advice from the Department of Home Affairs – Immigration on the potential impact on your student visa.

Note: If you receive a Notice of Intent to Report for any reason (e.g. for Enhance initiated suspension or cancellation of enrolment) prior to the withdrawal and have not accessed an internal appeal, the process of reporting to the Department of Home Affairs - Immigration will continue.

Appeals

Internal Appeal

If you feel that Enhance's decision on your application for deferral or suspension of studies is unfair, you have a right to ask for an internal appeal of the decision.

If you are asking for an internal appeal, it must be made in writing and submitted within 10 business days of receiving the decision outcome notice. To obtain the relevant form please make contact with the International Student Support Officer. Enhance will then consider the matter and respond to you within 20 business days.

In cases of suspension of studies applications, if you were enrolled prior to applying for an internal appeal you must continue to attend and participate in scheduled classes until you receive a decision on your appeal.

External Appeals

If you are still dissatisfied with the decision, you have the right to take the matter to the Queensland Ombudsman for an external appeal.

Enhance Initiated Suspensions and Cancellation of Enrolment Rules

Enhance may suspend or cancel the enrolment of a student on the grounds of:

1. Unsatisfactory attendance;
2. Unsatisfactory academic progression, including:
 - a. Non-commencement of studies. This action is considered to constitute a passive withdrawal and your enrolment will be cancelled;



- b. Failing to return to studies after an approved semester break, suspension of studies, or holiday without notifying Enhance. This action is considered to constitute a passive withdrawal and your enrolment will be cancelled;
 - c. If you are under-enrolling (taking less than a normal load without good reason) despite advice from Enhance ;
 - d. If you have a rejected application for deferral or suspension of studies, but cease to continue participation;
 - e. If you or Enhance cancels your enrolment in any course (this will result in a cancellation);
3. Academic and Non-Academic misconduct;
 4. Non-payment of student fees; and
 5. Where it becomes evident that you have behaved improperly or provided false documentation as part of the application and enrolment process.

Feedback on Decisions

In most instances, Enhance will notify you via a *Notice of Intent to Report* 20 business days prior to the intended suspension or cancellation of enrolment, except in cases of passive withdrawal.

Appeals

Enhance will manage appeals for suspensions and cancellations and enrolment under the:

- Student Misconduct appeals process; or
- Academic Misconduct appeals process.

If your cancellation of enrolment is a result of breaching your student visa conditions (attendance or progress) evidence of your external appeal submission to the Queensland Ombudsman must be provided to Enhance within 5 days of the internal appeal decision notice.

You will still be enrolled with Enhance during the external appeal process. If you do not provide evidence of your external appeal you will be withdrawn from Enhance, and your withdrawal will be reported to the Department of Education and the Department of Home Affairs.

Student Declaration

I understand and acknowledge all information provided from page 1 to page 23.

Name: _____ Sign: _____

Date: _____

Staff sign: _____