

## STUDENT ORIENTATION SUMMARY

**It is vital you read and understand the following information**

### 1. FEES

---

If you pay your fees after the due date, there will be a \$150 late fee penalty applied on your outstanding tuition fee.

If you are having trouble with settling your account before the due date, then you may apply for a financial arrangement. You **cannot** apply for a financial arrangement on the day your fees are due or after they are due. Financial arrangements must be made **2 weeks prior to due date** of fees.

When paying your fees by bank transfer, you **MUST** put your student number as a reference.

If you have paid your fees to your agent, please supply us a receipt of payment.

If you have paid your fees and still received an invoice from us, then please contact us about the payment or provide a receipt for the payment made.

If you have not paid your fees and it is overdue for 3 weeks or more, you will not be allowed to attend any further classes until your account is settled. This will affect your attendance and your academic progress.

Please communicate with us about any issues you may be having **BEFORE** due dates of instalments.

### 2. STUDENT SERVICES

---

If you wish to or need to go on leave or holiday, then you must apply for it and provide evidence. Leave applications will not necessarily be approved depending on the length of time required. Student leave applications are available from **Reception** or from **Student Services**.

If you are planning a holiday, then please plan during term breaks. Please see Student Services if you need to take leave during the study period before you make plans or book.

If you wish to change or alter or cancel your course, then you must fill out a **Course Variation form**. All application will be considered on merit and evidence provided. Course Variation requests may not necessarily be granted. Please refer to **Empyrean's Refund Policy** in your student handbook, or our website.

When you have or are about to complete your qualification then you need to fill out a **Document Request Form** to receive your qualification. The document must be signed by your trainer and accounts before it can be issued. Students who have any outstanding fees will *not* be issued qualification/s until all fees are paid.

You must fill out a document request form if you require:

- **Holiday Letter** for your employer
- **Course Completion Letter** for visa purposes
- **Confirmation of study Letter** for agent or visa purposes
- Any other letter you may require assisting you with your study or visa

### 3. UNIQUE STUDENT IDENTIFIER

---

All students must apply and provide to Empyrean a USI number. No qualifications or certificates can be issued without a USI number

#### 4. ATTENDANCE

---

Most classes and units are scheduled for **2 contact study days per week** plus 4 hours home study per week

Students are required to attend all scheduled contact hours. Students **MUST maintain 80% attendance per term** as required for Visa conditions as a high level of attendance is essential to passing your units and gaining your qualification.

Because you are only required to attend 2 days per week, **attendance is monitored daily** and your attendance % will be affected if you miss any classes.

You **MUST communicate** with your trainer and or student services if you are not attending any scheduled classes and provide evidence of absence.

#### 5. EMPYREAN POLICIES & PROCEDURES

---

It is important that all student familiarise themselves with Empyreans policies and procedures.

Copies of our policies and procedures are available on request from reception or are available on our website.

#### 6. COMMUNICATION

---

##### **ALL COMMUNICATION FROM EMPYREAN IS IMPORTANT**

If you receive an email from Empyrean **DO NOT** ignore it. If it asks you to respond, you must do so. If you don't understand anything in an email, then please contact us to clarify or get more information.

Please contact you trainer or relevant department to discuss any concerns you may have if you do not agree with anything that has been communicated to you.

Thank you for choosing Empyrean and we will look after you to the very best of our ability and make sure that you will achieve your academic and personal goals.

#### 7. CONTACTS

---

**Tim Jordan**-Compliance Manager

Email: [tim.jordan@eei.wa.edu.au](mailto:tim.jordan@eei.wa.edu.au)

**Marketing & Admissions**

Email: [admissions@eei.wa.edu.au](mailto:admissions@eei.wa.edu.au)

**Student Services**

Email: [students@eei.wa.edu.au](mailto:students@eei.wa.edu.au)