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# Empyrean Student Handbook 2017



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## 1. Welcome from the Chief Executive Officer

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*"Welcome to Empyrean Education Institute. The following handbook is designed to inform you of what Empyrean has to offer as well as detailed information of the courses and other components of studying with Empyrean.*

*Empyrean was originally established to meet the requirements of the Perth hospitality industry. The local industry in Western Australia still has acute labour shortages and needs people in a variety of roles in restaurants, cafes, new hotels, and other catering operations.*

*Empyrean also has Business and Commercial Cookery on its scope of delivery and these offers significant quality courses to both our domestic and International students.*

*At Empyrean, I have made it a priority that all teaching personnel are highly qualified and experienced vocational education training professionals with current prominent industry contacts so that all our students are provided with the very best of care and support. The administrative team at Empyrean is committed to providing quality customer service and support services to our students.*

*I encourage you to take advantage of all the offerings at Empyrean and commit to your studies in order to prepare yourself for a very rewarding career."*

*Good luck!*

Mr. James Ryan



## 2. Our Mission

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*"To provide students with the most rewarding educational experience possible while preparing the future workforce".*





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### 3. Our Campus

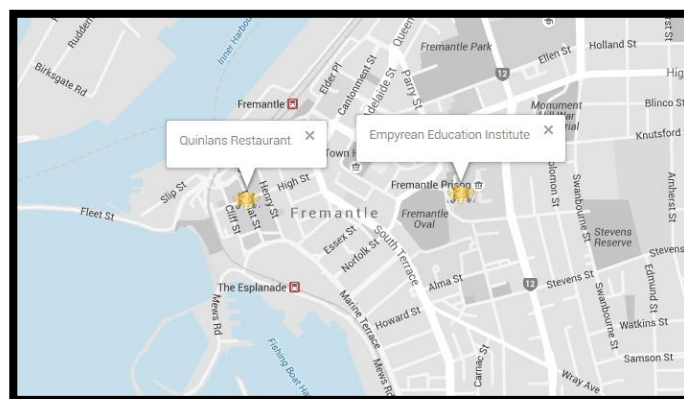
#### 3.1 Location – Fremantle

Empyrean Education Institute Main Campus is located in the picturesque port city of Fremantle. Situated at 16 & 18 The

Terrace next to world famous tourist attraction the Fremantle prison, Empyrean boasts beautifully appointed old world heritage listed buildings. Just minutes' walk from the busy café strip in the heart of Fremantle with and food, beverage, retail and entertainment choices for students to explore and enjoy.

The port of Fremantle is situated on the mouth of the Swan River and the Indian Ocean and is home to a rich cultural heritage that is unique and alive multiple festivals, display and exhibitions held all year round. Fremantle is also home to Notre Dame University with over 12,000 students adding to Fremantle's cultural vibrancy.

Empyrean's training kitchen and Quinlans Café / Restaurant is located at 25 High St Fremantle amongst world heritage buildings which is a working, live environment training and delivery site where our Cookery and Hospitality students learn and practice in an operating business.



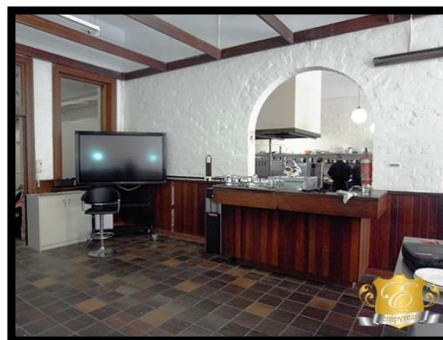
#### 3.2 Training facilities

Empyrean is committed to providing high quality training for all students and giving them an experience that will last them a lifetime. Empyrean's training programs are designed to enable our students to gain necessary skills to assist them in the workforce as well as obtaining life skills for personal growth.

Our dedicated staff work tirelessly to assist students in their education journey and to fulfil their goals and aspirations.



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*Empyrean's Quinlans Café/ Restaurant and classroom facilities.*

### 3.3 Work experience and Industry placement

As part of our Cookery and Hospitality programs students are required to do work experience or industry placement training. Student will be required to train in Empyreans' partnered commercial businesses to demonstrate necessary skills in a real live work environment. These work placement shifts are compulsory and are part of the course assessment material. Students may **not** choose to do their industry placement in other businesses as the trainer must observe students on a continual and ongoing basis.

Student on Work Experience / Industry Placement must adhere to the scheduled timetable to ensure completion of their course. Students must contact their trainer if unable to attend scheduled classes.

## 4. Empyrean Staff

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Chief Executive Officer:	James Ryan
General Manager - Operator:	Andrew Hives
Compliance and Training Manager:	Tim Jordan
Office Manager:	Crystal Huang
Lecturers/ Trainers:	Joanne Zuvela, Neil Rungassamy, Sanpreet Singh, Dean Thomas, Natascha Tuner, Duane Miller, Bettina Maeder, Richard Painter
Functions Chef/ Cooking Coordinator	Soosanna Lee
Student Support Services Officer:	Emiko Monobe
Marketing & Admissions	Kate Kongkum, and Annie Zheng

## 5. Empyrean Qualifications

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Cookery:



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Course Code: SIT30816 Certificate III in Commercial Cookery Duration: 52 weeks (1 year)	Course Code: SIT40516 Certificate IV in Commercial Cookery Duration: 26 weeks (if all the requirements of Certificate III in Commercial Cookery are met)
Course Code: SIT31016 Certificate III in Patisserie Duration: 52 weeks (1 year) or 26 Weeks if completed SIT30816 Certificate III in Commercial Cooker or it equivalent	

#### Hospitality:

Course Code: SIT40416 Certificate IV in Hospitality Course Duration: 26 weeks	Course Code: SIT50416 Diploma of Hospitality Management Course Duration: 52 weeks OR 26 weeks if all the requirements of SIT40313 Certificate IV in Hospitality or SIT40516 Certificate IV Commercial Cookery have been met
Course Code: SIT60316 Advanced Diploma of Hospitality Management Course Duration: 26 weeks ( must have completed a Diploma of Hospitality Management or its equivalent)	

#### Business:

Course Code: BSB50215 Diploma in Business Course Duration: 26 weeks	Course Code: BSB61015 Advanced Diploma of Leadership & Management Course Duration: 52 weeks
---	---

## 6. Pathway to University

On successful completion of an Advanced Diploma or a Diploma qualifications, students will be able to continue their study in higher education. Empyrean, students graduating from these programs will be able to apply for advanced standings with Edith Cowan University (ECU) in their Bachelor programs.

For more information regarding this please contact the Marketing/Admissions department.

## 7. Resources

### Futura E learning Resources

Empyrean uses blended learning structure of online material and face to face classroom to conduct delivery and assessment of its courses



Cookery and Hospitality students will be given a **User Name and Password** to gain access to Futura's moodle based learning content and activities that will be used inside and outside of the classroom by our trainers to facilitate the learning and assessment process.

All students must have a **valid email address and access to the internet**. Multiple differing devices can be used to access Futura for completion of the units. Instructions will be given to student on the first days of class.

Students will be able to access and see their progress/ results at any time by logging in using their user name and password. The Futura system is maintained, monitored and updated by the trainers per term. If you have any problem with access or technical issue with Futura programme please contact your trainer for assistance.

### Other Resources

A range of other resources are used to assist in the completion of units. All resources that are necessary for the completion of courses are charged as part of tuition and fees agreed to in original offer letter and invoice at enrolment. Additional resource fees may be charged if student does not meet attendance requirements, course progress requirements, loss or damages of supplied equipment/ resources and or the like.

## 8. Uniform and Personal Presentation

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A key part of working in the hospitality industry is personal presentation. Students who undertake work experience at the Quinlans Restaurant/ Cafe will be required to wear industry standard uniform which is made up of:

- a. Black collared sleeved shirt
- b. Black pants or knee length skirt
- c. Enclosed black leather shoes
- d. Black socks/tights
- e. Students studying commercial cookery will be required to wear a chef's uniform which includes a chef's jacket, pants, apron, hat, neck tie and proper shoes for their training in the kitchen. Student may be sent home if not in uniform or uniform is not in an appropriate state to begin work in a kitchen.
- f. During normal class time students are required to be appropriately dressed for college. Students must wear closed footwear and clothing that appropriately covers the body. Clothing that contains offensive images or printing is not acceptable. Student may be sent home if clothing is deemed inappropriate or hazardous.

### Personal Presentation and Hygiene

Another aspect of personal presentation is hygiene and it is also a very big part of Occupational Health and Safety Legislation. We ask that the following is adhered to by all students:

- g. Clean, neat and tidy hair, tied back if longer than shoulders (both female and male)
- h. Males to be cleanly shaven or beards must be trimmed and maintained
- i. Clean uniform to be worn every day, washed and ironed as necessary



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- j. Shoes to be clean and in good working order.
- k. Hats/ caps are not permitted (except if required as part of a uniform)
- l. Personal hygiene to be maintained (shower, deodorant, clean hands and nails)

## 9. Student Services

There may be times when students just need someone to talk to or require some professional support or help. At Empyrean, we pride ourselves on the support we offer our students. If you feel you have any issues which you would like to address, an appointment can be made via email to Empyrean Student Services students@empyrean.wa.edu.au or phone 08 9228 1600.

If it is an urgent matter Timothy Jordan can be contacted on 0447 698 467 or notify your lecturer or any staff member and they will contact the appropriate person.

### Support Groups and Bodies

The list below may help students find specific places which they can contact for support.

Organisation	Website	Phone Number
<b>Financial and Legal Support</b>		
Anglicare WA Financial Counselling	www.anglicarewa.com.au	9325 7033
Financial Counsellors Hotline		1800 889 364
Citizens Advice Bureau Legal Services	cab@cabwa.com.au	9221 5711
Community Legal Centres Association – WA	www.communitylaw.net	9221 9322
Justice of the Peace	jps@justice.wa.gov.au	1300 657 788
<b>Alcohol and Drug Support</b>		
Alcohol and drug Information Services (ADIS)	www.dao.health.wa.gov.au	1800 198 024
<b>Carers</b>		
Chung Wah Association	www.chungwah.org.au	9328 3988
Parenting WA Line	www.communities.wa.gov.au	1800 654 432
<b>Childcare, Children and Families</b>		
Child Care Access Hotline	www.mychild.gov.au	1800 670 305 Mobiles 1800 639 327
Australian Red Cross WA	www.redcross.org.au.wa	1800 810 710
Family Helpline		1800 643 000
<b>Complaints and Discrimination</b>		



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Organisation	Website	Phone Number
Equal Opportunity Commission	www.equalopportunity.wa.gov.au	1800 198 149
Wageline	www.commerce.wa.gov.au	1300 655 266
<b>Counselling</b>		
Lifeline	www.lifelinewa.org.au	9261 4444
Relationships Australia Western Australia	www.wa.relationships.com.au	1300 364 277
<b>Disability</b>		
Ethnic Disability Advocacy Centre (EDAC)	www.edac.org.au	1800 659 921
<b>Emergency and Crisis</b>		
Police, Fire and Ambulance Emergency		CALL 000
Poisons Information Centre		13 11 26
<b>Health and Wellness</b>		
Royal Perth Hospital (emergency department available)	197 Wellington Street East Perth	9224 2244
Central City Medical	www.ccmc.net.au	9225 118
Dental Health Services	www.dental.wa.gov.au	9313 0555
Ishar Multicultural Women's Health Centre	www.ishar.org.au	9345 5335
Sexual Health Helpline	www.fpwa.org.au	1800 198 205
<b>Multicultural</b>		
Australian Government Department of Immigration and Border Protection	www.immi.gov.au	General: 13 18 18 Passport: 13 12 32
Perth City Life Guide	www.bcl.com.au/perth	

## 10. Assessment

### 10.1 Assessment Rules

Empyrean uses a variety of methods to assess your competence in a unit of study. Assessment takes place in class in the following format; tests, role plays and practical demonstrations of skills and knowledge. Some assessments will be taken at home or outside the classroom (Futura E learning content and assessment)

All assessment activities require the student to submit evidence to support that unit of competency; which must meet the following rules of evidence:



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**1. Valid:**

Evidence submitted needs to correlate directly to the unit of competency being assessed.

**2. Authentic:**

Evidence submitted must have been produced or written by the student.

**3. Current:**

Evidence should be produced within the start and end date of the unit of study and submitted before the due date.

**4. Sufficient:**

There must be enough evidence presented to the assessor to make a judgment.

Evidence which does not meet the above rules will result in the student receiving a **Not Achieved (NA)** outcome. Material handed in to your trainer as evidence must be retained by Empyrean for compliance reasons. This will not be returned to the student.

All assessment records will be handled in accordance with the Empyrean Records Management Policy & Procedure.

**Students are strongly advised to keep a copy of all submitted assessments.**

It is the student's responsibility to read the information and clarify with the trainer any concerns they may have regarding the nature and/or timing of the assessment events for the course/program as a whole and for each of the units, if applicable.

Upon completion of your **assessment** you will be deemed:

**A = Achieved      NA = Not Achieved**

The latter, **Not Achieved** means that you will need to provide additional information or evidence, or demonstrate again, the task or the activity involved. How and when you do this will be negotiated with your trainer and/or assessor.

For each assessment you will receive 2 attempts after the 2<sup>nd</sup> attempt this grade will be recorded and any further attempts are your responsibility. A 3<sup>rd</sup> attempt may be granted in consultation with your trainer.

Once all assessments have been completed for a **unit** you will be deemed:

**CO = Competent      NYC = Not Yet Competent**

## 10.2 Academic Fee Structure

Students whom do not meet normal assessment requirements for successful completion may be charged:

No.	Particulars	Amount	Description
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1	Late Marking Fee	\$25	Assessment submitted after close or finish of unit and before resulting cut-off date. (10 working days after close of unit)
2	Plagiarism / Cheating (Academic dishonesty) Reassessment Required	\$150	Any type of copying, Providing copies of your work to others or doing someone else's work.
3	Reassessment (Per Assessment)	\$150	If a students has attended an assessment and has not achieved the criteria, than that is a case of Reassessment fee per assessment required to achieve competency
4	Re-sit/ Re-enrol Unit	Full Unit Fee	If student has to be reschedules to attend delivery and assessment(any involvement with trainers)in a class, full unit fee will be charged

### 10.3 Gaining the Qualification / Issuance of Certificates or Diplomas

In order to receive a full qualification:

- ◆ All units of study must be completed and competency achieved.
- ◆ Student must complete all required industry placement or work experience shifts which form part of the units within the qualification.
- ◆ Qualifications will not be issued unless all units are completed with a CO result.
- ◆ Until all requirements are met, you may only be issued a Statement of Attainment which indicates your outcome for each individual unit. If an outcome of NYC is received it is your responsibility to follow up with your trainer to achieve competency.
- ◆ On completion of your course all students must fill in a document request from which identifies that you have completed all units and that you have no outstanding fees. Document request forms are available from student services. Certificates or other documents may be withheld if fees are outstanding.

## 11. Student Visa and Immigration Requirements

### 11.1 Cost of Living

For International students, the cost of living in Australia is estimated to be about \$18,610 a year. In comparison to other major Australian cities, Perth offers one of the lower costs of living. For more



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information about the living costs please refer to the Department of Immigration and Border Protection (DIBP) website [www.border.gov.au](http://www.border.gov.au)

## 11.2 Full-time study

International students in Australia are required to be enrolled in full-time study (an average of at least 20 contact hours per week). Therefore, courses cannot be studied part-time - except, if necessary, when completing the last few subjects of a course. If a variation is needed due to personal issues information on this can be accessed through our administrative staff.

## 11.3 Attendance

It is a national government requirement that all international students attend classes; otherwise their visa may be cancelled. Attendance is accurately monitored and recorded.

## 11.4 Overseas Student Health Cover

Students from overseas are required to obtain Overseas Student Health Cover (OSHC) for the duration of their stay, prior to entering Australia. OSHC provides medical and hospital insurance for overseas students. Visit the website [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au) and look under student costs to find out more.

## 11.5 About Perth and Western Australia

Over 25,000 international students choose to study in Perth and Western Australia each year, thanks to its friendly and relaxed lifestyle, wonderful climate, booming economy and excellent work opportunities. It's a very popular study destination, but also attracts many visitors and migrants too. To find out all about its environment, attractions, lifestyle and much more please see our section: Australia.

Don't forget to use our staff as a resource many of them have lived in Perth for many years or even grown up in Perth.

For information about the student visit please refer to the Department of Immigration and Border Protection (DIBP) website [www.border.gov.au](http://www.border.gov.au)

## 11.6 International Student Hotline

1300 363 079 – Monday to Friday, 8 am to 6 pm. There is no need to give your name or personal details when calling.

*"The Australian Government is committed to providing the highest quality education system and making sure that international students receive the support they need while they are studying. If you are having problems with your study, safety, accommodation or at work, you can call this number, which is operated by the Department of Education, Employment and Workplace Relations (DEEWR)"*

## 12. Code of Conduct

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Empyrean Education Institute is committed to providing a fulfilling and rewarding learning experience that enables students to achieve their full potential. This commitment is underpinned by an expectation that all students of the Institute will conduct themselves in a manner consistent with Empyrean's values and guiding principles to maintain our strong commitment to relevant and realistic training.

### 12.1 Student Code of Conduct



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Empyrean Education Institute is committed to providing a fulfilling and rewarding learning experience that enables students to achieve their full potential. This commitment is underpinned by an expectation that all students of the Institute will conduct themselves in a manner consistent with Empyrean's values and guiding principles to maintain our strong commitment to relevant and realistic training.

All students at enrolment must sign this document and accept their shared responsibility for maintaining a safe, harmonious and tolerant environment in which to study and work.

The codes primary objectives are:

- a) An obligation to act with integrity in academic work, to ensure that all training work is conducted ethically and safely
- b) An obligation to observe standards of equity and respect in dealing with every member of the Institute
- c) An obligation to use and care for resources in a lawful and appropriate manner, and to not diminish Empyrean's reputation in the carrying out of training and other associated function activities and or related clients

## 12.2 Student Obligations and Responsibilities

- a) Conduct themselves honestly and in compliance with Empyrean policy
- b) Not engage in plagiarism or other training misconduct
- c) Conduct themselves in a manner conducive to the proper functioning of the Institute, which is dedicated to the pursuit of training excellence
- d) Actively participate in the learning process
- e) Attend scheduled classes, training activities and submit assessment tasks on time, unless unforeseen or exceptional circumstances arise
- f) Behave ethically, avoiding any action or behaviour that would unfairly disadvantage or advantage either themselves or another student
- g) Ensure their training activities are conducted safely and do not place others at risk of harm, including abiding by all ethics requirements in relation to the industry
- h) Be familiar with the programs and resources available to assist them in conducting their studies and research appropriately
- i) Be familiar with Student Misconduct Policy, which outlines consequences of inappropriate behaviours
- j) Access and follow the student complainants and appeals process for any and all issue that may arise.

## 12.4 Equity and respect



Students are expected to:

- a) Treat all Empyrean staffs, other students, and visitors to the Empyrean with courtesy, tolerance and respect. This extends to staffs in venues off-campus, supervisors and others involved in workplace placements.
- b) Contribute to the reputation and development of Empyrean Education Institute.
- c) Respect the rights of others to be treated equitably, free from all forms of unlawful discrimination and harassment, including sexual harassment
- d) Respect the rights of others to express views and not engage in behaviour that is obscene, dangerous or could reasonably be considered to be offensive to others
- e) Not engage in behaviour that is unlawful, discriminatory, harassing, or bullying.
- f) Not behave in a way that disrupts or interferes with any formal or training activity of the Institute or any event conducted by Empyrean.

### 12.5 Empyrean Resources and Reputation

Students are expected to:

- a) Use and care for all Empyrean's resources and facilities, in a lawful and ethical manner, mindful of the need for resources to be shared by all members of the Institute
- b) Ensure their actions or inactions as a student do not harm, or bring into disrepute, Empyrean's reputation or good standing

Not make public comment, contact or engage services of outside entities, agents, organisations or representatives that:

- a) Corrupts, discredits/ defames the reputation, brand or name of Empyrean, its business partners, students or staff.
- b) Puts in danger existing or future partnerships, arrangements or contractual obligations.
- c) Places legal risks upon Empyrean.
- c) Not engage in behaviour that is detrimental or damages Empyrean's property
- d) Not use, possess or supply any prohibited drug, substance or weapon
- e) Not misuse computing or communications facilities in a manner which is unlawful or which will be detrimental to the rights and properties of others

### 12.6 Empyrean Responsibilities

In pursuing its mission, Empyrean recognises students have the rights to:

- a) experience high quality teaching;
- b) expect that the learning experiences provided will be challenging and stimulating;
- c) be treated with respect and courtesy by Institute staff and fellow students, in an environment free from harassment of all kinds including that based on gender, ethnicity, age, disability or background;
- d) have opportunities to participate in institutional decision making;
- e) receive fair, timely and useful feedback on their performances and progress;



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- f) have a say about the value, relevance and effectiveness of their academic programs and the teaching they experience;
- g) have effective support from academic and general staff when needed;
- h) have access to quality facilities, equipment and resources necessary for the achievement of their academic goals
- i) have access to clear and direct administrative guidelines and procedures;
- j) expect courses will satisfy the requirements of industry and relevant professional bodies;
- k) have access to adequate procedures for dealing with grievances;
- l) have access to current and accurate information about courses, administrative procedures and financial implications;
- m) expect legal entitlements, in terms of confidentiality, processing and access to personal files.

### 12.7 Empyrean Privacy Policy

Empyrean Education Institute is committed to providing the highest level of privacy in handling the information you provide.

The Institute is bound by the National Privacy Principles outlined in the Commonwealth Privacy Amendment (Private Sector) Act 2000. The Act regulates the way private sector organisations collect, use, keep, secure and discloses personal information.

Detailed information about the legislation can be found at the Federal Privacy Commission website <http://www.privacy.gov.au/>

### 12.8 Disciplinary Action against Misconduct

- a) Where there are reasonable grounds to believe that academic or general misconduct has occurred, Empyrean will investigate the alleged
- b) Empyrean will exercise its lawful right without prejudice to call authorities and peruse action should it be deemed necessary
- c) The matter may be referred to external agencies, such as police and DIBP, if warranted

Disciplinary action will be taken and you may be penalized if you act in a way contrary to the Empyrean rules as set out in this Policy.

You can appeal against certain penalties. Refer to Complaint Procedure and Appeal Procedure. Your penalty might then be reduced, removed, or increased.

### 12.9 Procedure for taking Disciplinary Actions



If the staff member and/or student has acted in, or engaged in any misconduct other than 'Serious Misconduct' the following steps shall be taken.

#### 1<sup>st</sup> Offence

A verbal warning shall be issued and counselling shall be provided to the staff member/student/trainee advising of the repercussions of their actions should they continue. A record of this verbal warning and counselling shall be documented, dated and signed by the person issuing the warning/counselling and also the staff member/student/trainee receiving the disciplinary action and this record shall be placed in the members file.

#### 2<sup>nd</sup> Offence

A formal written warning will be issued to the staff member/student/trainee advising them of the consequence/action to be taken if the behavior continues and there is a need to discipline a 3<sup>rd</sup> time. A record of this written warning shall be documented, dated and signed by the Empyrean Training & Compliance Manager, the person issuing the warning/counselling and also the staff member/student/trainee receiving the disciplinary action and this record shall be placed in the members file.

#### 3<sup>rd</sup> Offence

Will result in further disciplinary action being taken by Empyrean, the staff member/student/trainee will be advised of the time to attend a meeting with the Empyrean Director/Empyrean Training & Compliance Manager and the person issuing the disciplinary action. The staff member/student/trainee will be provided with the reason for this disciplinary action in writing, and any comments the staff member/student/trainee makes in relation to the misconduct should be documented.

A copy of this record shall be dated and signed by the Empyrean Training & Compliance Manager, the person issuing the disciplinary action and also the staff member/student/trainee receiving the disciplinary action and this record shall be placed in the members file.

### 13. Student Guidelines

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As a student at Empyrean there are some guidelines which everyone needs to be aware of and adhere to whilst studying with us. We want everyone to have the same opportunities and have a happy and safe environment to study and learn in; by following these guidelines it is allowing this to be possible.

- a) **Classrooms** – Are to be kept clean and tidy and left the way they were found at the beginning of your session. All rubbish is to place in the bins provided and desks/chairs returned to their common positions if moved.
- b) **Student Room** – Is an area for you to use before and after class, and during your breaks. A fridge, microwave, kettle, tea, coffee, sugar and milk are supplied. Please keep these area clean and tidy at all times.
- c) **Student Suggestion Box** - Student Suggestion box can be found in the reception area, please feel free to put in any suggestions that you may have in regards to your course, your learning environment or any resources you feel may help you with your study.



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- d) **Computers** – Are a privilege and if abused will be taken away. Please treat the computers as if they were your own property. Any problems e.g., Program faults. Internet won't work please find someone to help.
- e) **Mobile Phones/ Electronic Devices etc.** – The use of mobile phones is not acceptable during class times. If you need to take a call during the break period please respect others around you. This also includes music players or any other electrical devices.
- f) **Common Areas** – These areas are used by other businesses and departments of Empyrean please respect this and act appropriately when using these areas.
- g) **Balcony** – This can be utilised by students before, after and during breaks; please pick up after yourself, use the bin provided and keep clean.
- h) **Students who wish to withdraw**- must make an appointment with Empyrean Support Services and officially withdraw, Please refer to cancellation policy at [www.eei.wa.edu.au](http://www.eei.wa.edu.au) or a hard copy can also be requested at reception.
- i) **Cultural Intolerance/Discrimination/Bullying** – Is a serious matter and will not be tolerated. If you feel this is occurring whether it is to yourself or others please inform any of the Empyrean staff or trainers.

### 13.1 Communication

- a) Communication is a very important part in the success of your studies with Empyrean. Most communication will be via Email from our staff. Please do not ignore emails sent to you from Empyrean. If you do not understand what has been communicated to you that please respond to the email or make an appointment to see one of our staff.
- b) In the circumstance whereby a student cannot be contacted or does not respond to request made by Empyrean staff, they will be unofficially withdrawn after a 4 week period and notified by email.
- c) What you think, feel and need in regards to your studies we want to know. If you don't ask and if you don't communicate we can't help you.
- d) So please make sure you find someone in the training team you feel comfortable talking to and we can all work together.

## 14. Empyrean's monitoring policy (attendance & academic)

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### 14.1 Attendance

The attendance of all students at Empyrean Education Institute will be monitored on a weekly basis. The Empyrean attendance is a legal document that records the attendance of students. As it is a legal document it is to be treated with care and must not leave the Empyrean premises.

### 14.2 Attendance Procedure



- a) Trainers will use an attendance register to mark attendances at the beginning of each session of every unit. Attendance is divided into morning and afternoon sessions, attendance will be checked and monitored by the trainer. Students whom arrive up to up to ½ hour late to class will be marked absent but will still be allowed into the class. Students arriving after this time may not be allowed to attend the session. (trainers discretion)
- b) Students who miss vital delivery content of a unit may be required to resist that unit.
- c) Student must maintain a minimum of 80% attendance during their course of each study period (Term). Maintaining a good attendance record is compulsory to meet the minimum course progress requirements.
- d) Student absence includes days not present in class (sick leave, approved leave). Evidence to support absence is required. Failure to supply evidence of non - attendant will affect your overall attendance percentage.
- e) Attendance to allocated Industry placement and or work experience shifts is compulsory and is part of your assessment criteria for the course. If you are absent for IP or WE then you will be absent for assessment and may have to re sit the assessment or entire unit. Fees and charges apply ( see academic fee structure)

Unsatisfactory attendance can result in enrolment cancellation from the institute and reported to Immigration as per legislative requirements. To read the full Student Attendance Policy and Course Intervention Strategy Policy refer to [www.eei.wa.edu.au](http://www.eei.wa.edu.au).

### 14.3 Progress of Study

- a) Empyrean will maintain and monitor student's academic progress throughout the duration of the qualification. Empyrean will put in place all required student support services to assist them in achieving the desired results. Students are expected to achieve a minimum of 80% pass rate in every term.
- b) Students failing to meet required pass rate will be firstly counselled and warned by the trainer. If progress does not improve then a Course Intervention Strategy will be entered into with the student to try to complete necessary outstanding work. (See Course Intervention Strategy Policy)
- c) If a student fails to adhere to the outlined CIS then the student's enrolment can be cancelled. Students will not be given any extension at the end of the qualification if they have not completed all the required units of competencies and may have to re –enrol to complete outstanding units. Fees and charges apply (see academic fee structure)
- d) Unit progress will be communicated to the students via a unit cover sheet allowing students to follow their progress. Lecturers will also give students constant progress of their results verbally. It is the overall responsibility of the students to follow their progress and sustain their unit outcomes.



- e) If a student feels they need support in the aspects of language, literacy and numeracy they need to talk to either their trainer or make an appointment with the Student Services Officer to discuss assistance.

## 15. Course Credit Policy & Procedures (RPL)

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### 15.1 Purpose of this policy

The Purpose of the Course Credit and Recognition for Prior Learning Policy is to ensure that Empyrean Education Institute has a procedure and are able to conduct any student's application for course credit / RPL and document any results, including student verification of the outcome. This will enable that all students are notified of the outcome of their application and that records of this decision are documented and retained.

The policy is in line with the whole Standards of Registration Element 1.5 Assessment including recognition of prior learning (RPL).

### 15.2 Objectives of the Course Credit and Recognition of Prior Learning Management Process

A course credit and recognition of prior learning process is a planned, co-ordinated set of policies and procedures that enable students, staff and all other stakeholders to achieve a fair outcome in regards to Course Credit, Course Transfer and RPL.

### 15.3 The RPL/Course Credit Process

Where RPL is being applied for the students must include all relevant evidence of work experience and where learning has occurred. A detailed statement of attainment indicating the units successfully completed including unit codes and titles and dates of completion.

## 16. Refund Policy

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### 16.1 Objective of the Student Refund Policy and Procedure

- a. All students enrolling to study at Empyrean will be provided the refund policy within their offer letter to read and sign at the point of enrolment. The policy describes the student default and terms and conditions for the refund of student fees and is downloadable from the Empyrean website.
- b. This procedure applies to all students who have accepted study at Empyrean and to staff responsible for the delivery of training and assessment services and the provision of student administration and support.
- c. Empyrean will not accept student enrolments without a signed offer letter.



## 16.2 Purpose

The Empyrean Education Institute's Refund and Cancellation Fee Policy covers how refund and cancellation fees are calculated in the event of student default or Empyrean default.

## 16.3 Policy

### *16.3.1 Objective of the Student Refund Policy and Procedure*

- a. All students enrolling to study at Empyrean will be provided the refund and cancellation fee policy within their offer letter to read and sign at the point of enrolment. The policy describes the student default and terms and conditions for the refund of student fees and is downloadable from the Empyrean website.
- b. This procedure applies to all students who have accepted study at Empyrean and to staff responsible for the delivery of training and assessment services and the provision of student administration and support.
- c. Empyrean will not accept student enrolments without a signed offer letter.

### *16.3.2 Default*

The following default conditions are applicable to Empyrean policy in accordance with the Education Services for Overseas Students Act 2000:

#### **A. Provider:**

In any unlikely event of Empyrean defaults, Empyrean will provide you following within 14 days of default:

- ◆ Empyrean arranges you an alternative place with another course provider.
- ◆ Provide you for the unused proportion of tuition fee.

#### **B. Student:**

- ◆ The course starts on the agreed day but the student does not start on that day (and has not previously withdrawn);
- ◆ The student withdraws from the course (either before or after the start date); or
- ◆ The provider refuses to provide or continue to provide the course to the student because of one or more of the more of the following;
  - a) the student failed to pay an amount he/she was liable to pay, directly or indirectly, in order to undertake the course;
  - b) the student breached a visa condition;
  - c) Misbehaviour by the student.

### **16.3.3 Refund Fee**

- a) The calculation applied for the fees paid in advance
- b) All requests for refunds must be in writing.
- c) All refunds will be paid within 4 weeks of receiving written claim.
- d) Students will receive a statement explaining the outcome of the refund application and how the refund is calculated.



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- e) The \$230 NON Refundable application fee will not be refunded in any event under this Policy.

#### 16.3.4 Cancellation Fee

Where a course of study is cancelled before the completion date, Empyrean will calculate the cancellation fee as per the table on the policy. Please refer to the cancellation policy for detailed information.

#### 16.3.5 Payment of refunds

Refunds will be paid into the student's nominated account as per the refund authorisation form. If the student has paid their fees via an education agent, with the student's consent and knowledge the refund will be paid to his/her agent who will then pass the refund onto the student.

#### 16.3.5 Visa Refusal

All fees will be refunded less pro-rata of tuition fee used calculated on a weekly basis, except the NON REFUNDABLE registration fee of \$230. Proof of Visa refusal must be provided.

No refund will be given on fees if a Visa is cancelled due to breach of Visa conditions by the student.

#### 16.3.6 Withdrawal from Course

- If a student wants to cancel their enrolment and withdraw from their course, they must submit a written notice of cancellation to Empyrean. A verbal notice to an Empyrean staff member or agent does not constitute as providing written notice under this policy. A withdrawal request is complete only once the student has provided their request in writing and signed a Student Course Variation form (SCVA), and all required evidence has been submitted.
- If a student applies for and receives another type of visa during their course where study is not a requirement, and the student does not want to continue their course or future courses. The student must still fill in and submit a SCVA form with evidence supplied. See deferral, suspension and cancellation policy for more details.

Refunds of fees paid will be calculated as per the table below. Students who have not paid fees in this situation as per instalment agreement must still pay fees and may attract an external debt if not paid. The fees are calculated as per the table below.

#### 16.3.7 Other Circumstances

- a. If Empyrean cancels a course that a student is enrolled Empyrean will offer a full refund of all paid fees (except the NON REFUNDABLE registration fee of \$230) or offer enrolment into a similar course of study if applicable.
- b. If a student has their enrolment cancelled due to misbehaviour or breach of enrolment there will be no refund.
- c. In the situation that a student is granted permanent residency after their fees are due or after the commencement of their course, the student must complete the current study period on a full-fee basis as per their offer letter. The student may apply to study the



subsequent term as a local student and will have their fees revised pro-rata at the local student rate.

- d. If the student is withdrawing as the student is no longer holder of student visa, the cancellation fee will be applicable

#### 16.4 Procedure

- Prior to issuing a Confirmation of Enrolment, the Admissions Department will ensure that the offer letter with the refund policy is completed and signed by the student.
- Once signed, processing of the students enrolment can continue. The signed offer letter is to be placed in the student's file.
- If on receipt of the student's contract the student offer letter has not been signed, the student is to be contacted and advised that enrolment will not proceed.

#### 16.5 General Information

- All requests for refunds are subject to approval by the Managing Director.
- All requests for refund of any monies must be made in writing to the Empyrean Administration.
- Approved refunds may be transferred to another institution or sent to the student's home country as requested.
- Where the Institute is unable to deliver the course for which the student has enrolled, the full amount of fees paid will be refunded.
- Students can apply for a refund at any time, but must allow enough time to the Institute to process the application. The Institute will approve/reject the request for refund within 2 weeks after receiving the written request, and will notify the outcome within 2 weeks after the decision is made.
- Payment of refunds will be returned to the person entered into the contract (signed application form with refund policy terms and conditions), unless notified in writing by this person, within 2 weeks after the decision is made, in the currency that fees were originally paid.

The refund and cancellation fee calculation is based on the table below.

Reason for Refund/Cancellation Fee	Notification Period	Refund	Cancellation Fee
Application for visa is unsuccessful	Before Semester/Course Commence	Full refund less \$500 administration fee	\$500 administration fee
<b>Student Defaults</b>	10 weeks or more PRIOR to start of course	Full refund less \$500 for administrative fees	\$500 administration fee
<b>Withdraws from student (for no longer holding)</b>	4 weeks or more and up to 10 weeks PRIOR to start of course	70% less \$500 for administrative fees	30% plus \$500 administration fee



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<b>student visa or something else)</b>  <b>Or</b>  <b>Student is cancelled for breach of College's rules or breach of student visa</b>	less than 4 weeks PRIOR to start of course	40% less \$500 for administrative fees	60% plus \$500 for administrative fees
	AFTER the start of the course and during the first 4 weeks	30% less \$500 for administrative fees	70% plus \$500 for administrative fees
	AFTER the fourth week of start of course	No refund	100% fees
<b>Student Withdraws-PIT Funding</b>	Before the commencement of course	Full Refund	\$500 for administrative fees
	After the course has commenced	On pro-rata basis for both tuition and resources fees	On pro-rata basis for both tuition and resources fees

Students who owe tuition fees to Empyrean as a result of their cancellation or withdrawal will be notified of any fees they have owing to the Institute and invoiced accordingly. Standard invoice payment periods apply.

**Note:**

If a student is unsatisfied with the outcome of the refund application and the refund calculation, they may lodge an internal appeal to the Student Services Officer in writing. If the student remains unsatisfied with the internal appeal process and outcome, and would like to discuss the case with an independent person, they can contact the free mediation/conciliation service at the Department of Education. For more information, refer to the Empyrean complaints and appeals policy and procedure downloadable from the Empyrean website.

“This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws”. Empyrean reserves the right to withhold the release of any testamurs or Statement of Attainment until all outstanding fees have been paid.

## 17. Deferment, Suspension, and Cancellation of Student Enrolment

To defer or suspend enrolment means to temporarily put studies on hold i.e. adjourn, delay, postpone. A student may request a temporary suspension to his or her enrolment on the grounds of compassionate or compelling circumstances. A provider may also initiate suspension or cancellation of a student's enrolment due to misbehavior of the student, breach of visa conditions or nonpayment of fees.

All students must be aware that the deferment, suspension or cancellation of his or her enrolment may affect his or her visa. The request for deferment, cancellation or suspension of enrolment should be applied using the Empyrean Student Course Variation Form. The application must be lodged with Empyrean Student Services. . **No other document or communication will be accepted**

### 17.1 Definitions:

**Deferment:** Postponing the course commencement date prior to commencement of the course.

**Suspension:** Postponing the enrolment during the course



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**Cancellation:** Cessation of your enrolment at Empyrean.

#### 17.1.1 Deferment of Enrolment – Student initiated

The student may request a deferral of your course commencement by completing an application and submitting it to student services or administration staff.

Deferments can be lodged for the following reasons:

- a) Not receiving their student visa in time to commence their course for the current enrolment
- b) Other compassionate or compelling reasons. (Evidence is required)
- c) Once their request has been approved, Empyrean will issue a new confirmation of enrolment with a new commencement date.
- d) Please note this may affect your refund. Please refer to our refund policy for more details.
- e) All applications are reviewed on an individual case by case basis and may or may not be approved based on the evidence provided.

#### 17.1.2 Deferment of Enrolment – Empyrean Initiated

Empyrean may defer your course enrolment if the course does not commence as agreed in the student agreement. The student will be informed about the changes and receive an option to either cancel or agree to the changes.

#### 17.1.3 Cancellation of Enrolment-Student Initiated

The student can request the cessation of enrolment using Student Course Variation form. No other form, document or correspondence will be accepted.

- All applications will be reviewed on a case by case basis
- The cancellation will affect student's fees and refund calculation, please refer to refund policy for more information.
- If a student applies for and receives another type of visa during their course where study is not a requirement and the student does not want to continue their course or future courses. The student still must fill in and submit a SCVA form with evidence supplied. Refunds of fees paid will be calculated as per the table in the refunds policy. Students who have not paid fees in this situation as per instalment agreement still must pay fees and may attract a debt if not paid. The fees are calculated as in the refund and cancellation policy.

The cancellation will affect student' refund, please refer to refund policy for more information;

#### 17.1.4 Cancellation of Enrolment –Empyrean Initiated

EEI will notify the student of Intention to Cancel (NOC) enrolment in writing. The NOC letter contains information about the student rights and access to avenues of appeal against decision

Empyrean can cancel student's enrolment for following reasons:



- a) Non-commencement of studies
- b) Non-payment of fees
- c) Disciplinary reasons
- d) No longer holding student visa
- e) Empyrean unable to deliver the course
- f) Non-compliance with visa conditions\*
- g) Unsatisfactory course progress\*:

Any student who has completed less than 50% of the units within one study period shall be deemed at risk of unsatisfactory academic progress. A student who has not achieved competency and resit the same unit twice shall also be deemed to be at high risk of unsatisfactory course progress. All students at risk of unsatisfactory academic progress are issued with various warning letters and are advised to attend a compulsory counselling session with trainer, course coordinator and student services officer. The trainer, course coordinator, and student's services will plan an intervention strategy to help the student to achieve good results. On the failure of intervention strategy plan, EEI issues a notice of intention to cancel (NOC) for the poor academic progress. The student can appeal against EEI's decision, please refer to complaint and appeal policy for further details. Failure of appeal will result in the cancellation of enrolment and the student's will be reported to DIBP for the cancellation of their student visa

- h) Unsatisfactory attendance\*;

At EEI, we regularly monitor student attendance to identify the poor course progress. EEI always advises students that if the attendance percentage is below 80% it is very likely that they will be unable to complete their course in the given duration. If student's attendance for any unit is below 50%, they will be excluded from any assessment activities and will be deemed not yet competent for that unit. Attendance is recorded only if the student is physically present in class, supervised self-access or at the work-based training venue. All forms of non-attendance in class, site visits, excursions and work based training are considered and recorded as absences. The student will receive 2 warning notification letters before requiring to attend a compulsory counselling session to try to resolve attendance issues. If attendance does not improve or a student is uncontactable, EEI issues a notice of intention to cancel (NOC) for the unsatisfactory attendance. The student can appeal against EEI's decision, please refer to complaint and appeal policy for further details. Failure of appeal will result in the cancellation of enrolment and the student's will be reported to DIBP for the cancellation of their student visa.

NOTE:.. The cancellation will affect student's fees and refund calculation, please refer to refund policy for more information.

#### 17.1.5 Suspension of Enrolment –

##### Suspension of Enrolment - EEI Initiated



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EEI may suspend your enrolment during your course of study if the course or part of the course is unable to be delivered due to unforeseen circumstances.

EEI may suspend your enrolment if investigation into breaches of the student code of conduct is required and continuation of study is not in the best interest of the student or learning environment

### **Suspension of Enrolment - Student Initiated-**

Student can apply to suspend enrolment during their course of study. Students must supply evidence of reasons for suspension **or** may suspend enrolment due to compassionate and compelling reasons by applying to the student services officer. Student must use a with a Student Course Variation Application form. No other form, document or correspondence will be accepted.

EEI must approve your application for suspension in writing before you can leave. You must lodge your request for suspension at least 10 working days prior to the requested suspension date (unless in an emergency – see 'compassionate or compelling reasons'). The maximum accepted duration for suspensions is two study terms (20 weeks).

#### **NOTE:**

Suspending your enrolment may cause your refund for the current and subsequent semester to be forfeited. Please read the Refund and Cancellation Policy carefully to make an informed decision. A copy of our Refund and Cancellation Policy is included in your letter of offer. Complete a Course Variation Application Form and submit to the EEI Student Support Officer, who will:

- Discuss your application for suspension with EEI management
- Discuss the changes to your training plan with you
- Confirm the outcome of the meeting in writing, and, if granted, provide you with a copy of the new training plan
- Inform you whether your application for suspension affects your visa
- Update your student file accordingly
- Send you a letter outlining the details of your suspension, and
- Notify via PRISMS that the enrolment has been suspended.

### **17.1.6 Extension of Enrolment –Empyrean Initiated**

Empyrean may extend student enrolment in the following case:

- a) The student is under intervention strategy and requires more time to complete the course
- b) Compassionate & compelling reasons temporary suspension
- c) Change to course in the same sector, no gap but longer duration.
- d) Student does not complete requirements of study within the COE duration

### **17.1.7 Approved Leave / Holiday Requests**



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**If you wish to take leave during your course you must apply and supply evidence of your leave to the Student Services Officer in advance of taking leave.**

#### **Domestic Students**

- a) Students cannot apply for approved leave for a teaching period after the academic withdrawal date for that teaching period.
- b) The maximum period of approved leave that may be granted in the first instance is 12 months.
- c) To extend a period of approved leave a student must apply in writing.
- d) Students who have been granted approved leave and re-enrol by the stipulated re-enrolment date do not have to re-apply for readmission to their course.
- e) Students who do not re-enrol by the due date for any teaching period and who have not been granted a period of approved leave are taken to have cancelled their enrolment and are classed as having discontinued their course.
- f) Students who have been classed as having discontinued their course must re-apply for admission if they wish to resume their studies.

#### **International students**

- a) Applications for holiday leave during a teaching period will not be approved unless the student has applied for the leave period (gap between two courses - CoEs) prior to enrolment and had the application approved by Empyrean Training & Compliance Manager prior to enrolment.
- b) International students will be granted an approved leave for medical reasons but not more than of two weeks where a medical certificate states that the student was unable to attend classes. Evidence of leave reasons must be supplied with leave for request to be approved
- c) If or when student needs to take an approved leave not more than two weeks for reasons other than medical, the student will be rescheduled and needs to pay the resit fee for the unit/units missed.
- d) International students can temporarily suspend enrolment for a maximum period of six months.
- e) Deferral, suspension or cancellation of enrolment may affect the student's visa and students are strongly advised to contact DIBP for advice. Ph: 131 881.
- f) If an international student's enrolment is suspended for more than six months, the student's visa may be cancelled by DIBP.
- g) Upon deferral, suspension or cancellation the course the fees, which are scheduled in the student's contract, remain due on the scheduled dates.



## 18. Appeals and Complaints (Grievance)

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### 18.1 Purpose

The purpose of the Complaints and Appeals Policy is to ensure that Empyrean Education Institute makes aware to all stakeholders their rights and responsibilities in regard to any complaints and appeals which they may have with the Institute; Providing an adequate and easily activated procedure to dealing with complaints and appeals.

This will also allow all students, trainers and any other stakeholders to be aware of the complaints and appeals process; also stipulating the boundaries which will be set during the complaints and appeals process focusing on fairness, time and resolution.

Empyrean Education Institute is committed to the continuous improvement of its services for potential and enrolled students, our staff and the industry in its self. Empyrean Education Institute is dedicated to ensuring all staff and student complaints and Appeals in regards to academic and non-academic matters are considered equally and fairly.

### 18.2 Objectives of the Complaints and Appeals system

The complaints and appeals system is put into place to ensure students, staff and all stakeholders achieve a fair outcome in regards to complaints and appeals.

- a) All disputes, complaint and appeals will be handled professionally, equitably, confidentially and in a timely manner, with a view of achieving satisfactory resolution
- b) All parties will have a clear understanding of the steps involved in the complaints and appeals process; prior to and during the process
- c) The process is communicated to all stakeholders; students – student handbook; Staff – staff handbook. It is also accessible to all staff through the shared drive
- d) Feedback is gathered via student feedback forms to show awareness of the policy and the process
- e) Relevant staff members are aware of the policy and procedure; and management recognise the importance of the process
- f) Ensures everyone has the opportunity to complain or appeal matters affecting their studies or work environment; and allows all dealings to follow the same steps through the process no matter who is involved
- g) Documentation is produced and filed as evidence throughout the process as to monitor and maintain the progress of the complaint or appeal

#### a. Organisation and management of Empyrean Education Institute Complaints and Appeals System



- EEI will make sure the complaints and appeals process is communicated and open to all staff, students and other stakeholders
- EEI ensures communication of the process is clear and understood; and that all documentation and templates are accessible to all involved
- EEI investigates all complaints and appeals with a serious attitude and all responses will be recorded and published in a written formal manner.

#### b. **Types of Complaints and Appeals**

Students may raise any matters of concern relating to teaching/training delivery and assessment, certification, compliance, student amenities, discrimination, harassment, information given and any other issues that may arise.

- **Academic**

In relation to teaching, learning or assessment; any issue related to a student's course

- **Administrative**

In relation to the management of the Institute; including the administration process, enrolment, induction, withdrawal and completion. This also includes matters related to attendance

- **Environment/Facilities**

In relation to the training environment provided including safety, comfort and general wellbeing whilst attending classes and work experience. Also facilities supplied and offered to students/staff which assist them with their studies/duties

- **Other Areas**

Any other aspects/issues which a student or staff member feels need to be brought to the attention of the Institute.

#### 5. **Internal Complaints and Appeals Procedure**

All students have the right to appeal decisions made by the Empyrean staff members. Appeals may arise of many sources including decisions made on:

- **Assessments Outcome**
- Empyrean's decisions of reporting breach of academic or attendance requirements to DIBP (Notice of Intention to Cancel)
- **Disciplinary actions against students**
- **Deferral, suspension, or cancellation decisions made in relation to the student's enrolment**
- **Or any other conclusion that is made after a complaint has been dealt by the Empyrean in the first instance.**



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- i. To activate the appeals process the student is required to complete the Complaints and Appeals form and forward it to the Student Services Officer in person or via email
- ii. Students are required to clearly explain the reason for appealing a decision in the form and attach any relevant supporting documents. Assistance with this process can be gained from EEI student support at all times
- iii. Once the completed form is received, Student Services staff will forward the form to the Empyrean Management who shall organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate
- iv. The process for all appeals will begin within 2 working days of the appeal being lodged
- v. Where an appeal has been lodged, it will be defined into one of the following categories and the appropriate procedures followed:

a. **General appeals**

- Where a student has appealed a decision or outcome of a formal complaint, they are required to notify EEI in writing using the Complaints and Appeals form within 20 working days from the Empyrean's decision notification date. Any supporting documentation should also be submitted with the form
- The complaints and appeals form shall be lodged at EEI Student Services in person or via email
- The student will be notified in writing of the outcome

b. **Assessment appeals**

- Where a student wishes to appeal an assessment they are required to notify their assessor in the first instance. Where appropriate the assessor may decide to re-assess the student to ensure a fair and equitable decision is gained. The assessor shall complete a written report regarding the re-assessment outlining the reasons why assessment was or was not granted.
- If this is still not to the student's satisfaction the student shall formally lodge an appeal by submitting the Complaints and Appeals form outlining their reasons for the appeal. They must lodge the form and associated documentation to EEI student services
- EEI management will be notified and will seek details from the assessor involved, any other relevant parties. A decision shall be made regarding the appeal either indicating the original assessment decision stands or details of a possible re-assessment by a 'third party'. The third party shall be another assessor appointed by the EEI.
- The student shall be notified in writing of the outcome and the student result will be updated accordingly.

c. **Appealing Empyrean's decisions of reporting breach of academic or attendance requirements to DIBP (Notice of Intention to Cancel)**



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- Where a student wishes to appeal against EEI's decision of cancelling enrolment and informing DIBP via PRISMS for a breach of academic or attendance requirements, the student has 20 days to lodge their appeal by submitting the Complaints and Appeals form outlining the details and reasons supporting their appeal to the student services department
- The student should have extenuating circumstances as to why they have breached their requirements and must be able to provide evidence of these circumstances
- EEI Management will be notified and will seek details regarding the initial documentation of the breach and will make a decision based on the grounds of the appeal. In making a decision, management will consider the students record including, attendance, academic performance, general behaviour and payment of fees.
- The decision is then conveyed to the student in writing and all relevant documents are kept in the student's file.
- Where a student has decided to access the appeals process in relation to the reportable breach, EEI will not report the breach and enrolment will be maintained until the appeals process has been completed.
- Students must maintain their normal study schedule and attendance commitment, during and until the appeals process is completed
- Students are notified of their rights to externally appeal. Details of the external appeals and contact information is supplied in the Notification of Intention to Cancel (NOC) letter as well as the Outcome of Appeal notification letter.

d. **Appealing deferrals, suspension or cancellation of enrolment decisions**

- Where a student wishes to appeal a decision relating to deferment, suspension, or cancellation of their enrolment they are required to lodge the Complaints and Appeals form outlining the details of their appeal. The student should have extenuating circumstances as to why the decision should be reviewed and any supporting documentation supporting their appeal
- The appeal must be lodged within 20 days of first notification to the EEI student services department
- EEI Management will be notified and will seek details regarding the initial documentation of the decision and shall make a decision based on the grounds of the appeal. . In making a decision, management will consider the students record including, attendance, academic performance, general behaviour and payment of fees
- The student will be notified in writing of the outcome
- Where a student has decided to access the appeals process in relation to deferment, suspension or cancellation of their enrolment, EEI will not report breach via PRISMS and will maintain the enrolment until the appeals process is completed.
- Students must maintain their normal study schedule and attendance commitment, during and until the appeals process is completed
- Students are notified of their rights to externally appeal. Details of the external appeals and contact information is supplied in the Notification of Intention to Cancel (NOC) letter as wells as the Outcome of Appeal notification letter.

**Successful Appeals-**



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- Once an appeal is approved / successful, the student will be notified in writing and the decision is withdrawn or overturned. Student may continue normal studies.
- All documents and correspondence relating to decision, appeal and outcome are kept in the student's file and may be used in reference for future decisions, should the need arise.

### Unsuccessful Appeals-

- Once an appeal has been deemed unsuccessful the student will be notified in writing of the outcome and reasons for refusal of appeal. The notification will contain options and recommended actions that the student may take.
- In the case of a student that is appealing against a Notification of Intention to Cancel (NOC) enrolment and the appeal is unsuccessful, the student will have 7 days to access the external appeals process. If EEI has not received correspondence from the student or an external source by the end of 7 days then cancellation of enrolment will proceed via PRISMS which will report student to DIBP.

## 6. External Complaints and Appeals Procedure

- If the matter is still unresolved after the above procedures have been implemented and the internal appeals process exhausted, student may wish to access an external independent / third party mediator. Where this is the case, the matter shall be referred to the following person / organisation at no cost to the student:
  - Department of Education Services Conciliation Officer Thalia O'Sullivan email: [Thalia.OSullivan@des.wa.gov.au](mailto:Thalia.OSullivan@des.wa.gov.au) phone: (08) 9441 1985
- Where the internal complaints, appeals committee and after consultation with the conciliator is unable to resolve the issue at step 4 and/or the student lodges and appeal against the decision of the Training Manager, then an external mediator will be appointed to conduct the appeals process.
- Students may also wish to make a complaint to the Overseas Students Ombudsman by accessing the website [www.ombudsman.gov.au](http://www.ombudsman.gov.au)
- Phone: 02 6276 0166 (calls from mobile phones at mobile phone rates).
- If a student wishes to access the external appeals process within the time frame stipulated, EEI will, under standard 8.4 of the national code, maintain a student's enrolment until the external appeal process is completed and outcome decision has been made.
- If after all appeals are concluded and a student is still unsuccessful the students enrolment will be cancelled and student reported and via PRISMS to DIBP. The student will be notified in writing and copies of relevant document sent to the student for their records



## 19. Work Experience and Industry Placement Policy & Procedures

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### 19.1 Purpose of this policy

The purpose of the Work Experience and Industry Placement Policy is to ensure that Empyrean Education Institute makes aware of the rights and responsibilities of the Institute and the student in regards to the main areas in which this policy relates:

- a) Experience at Empyrean Training Kitchen and Quinlans Restaurant
- b) Seeking work experience outside of Empyrean
- c) Empyrean partner businesses
- d) Job placement
- e) This will ensure that all students, trainers and any other stakeholders are aware of the work experience and placement process; also that an understanding by all students of their requirements to complete required service periods in order to achieve their qualification is met.

### 19.2 Objectives of the Work Experience and Placement system

Empyrean Education Institute work experience and placement system covers a number of key processes in regards to the allocation, organisation, responsibilities, and requirements in regards to on and off premises arrangements between Empyrean students, Industry and Empyrean Education Institute.

To provide students with an introduction to work habits such as attendance requirements and working conditions as well as providing training in basic functional skills.

These Procedures will enable students, staff and all other stakeholders to understand and follow the policy and encourages a fair outcome for all.

### 19.3 Elements of the of Empyrean Education Institute Work Experience and Placement system

#### 19.3.1 Insurance

Empyrean Education Institute accepts responsibility for the health and safety of students whilst on Empyrean premises and insurance cover is therefore available through empyreans public liability insurance. Students are also covered under other employer's public liability insurance when conducting work experience in their establishments outside of the learning programs.

#### 19.3.2 Guidelines



- a) Students accepted for work experience should receive the same rights as a permanent member of staff. Students are to be treated as normal staff and perform duties relevant to the placement requirements in line with their course and assessment criteria.
- b) Students are required to wear suitable clothing and footwear for the work situation, be neat and tidy at all times
- c) It is the responsibility of a student to notify their trainer and the establishment to which they are conducting their work experience if they are unable to be present
- d) Students should always report on and off duty on each occasion to the appropriate Supervisor/Manager
- e) The length and complexity of such placements can vary; a work experience shift should be no longer than 8 hrs and no less than 2 hrs. If a student agrees to stay any longer this is their own personal decision.
- f) Students will be individually requested if work experience places are available for functions or an outside employer has shown interest in placing a student at their establishment. Days and times of work experience will be communicated to the student during the request.
- g) All students are to abide by the rules and policies of the business that they are placed in. Whilst on work experience or placement students are still bound by Empyrean's code of conduct policy and procedures,
- h) If a student has a grievance or complaint against the host placement, its staff or affiliates. Students must notify their trainer and follow Empyrean's complaints and appeal process.

## 20. Staff and Student Health and Safety Policy

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### 20.1 Application

This policy applies to:

- a) Staff, students, affiliates and visitors, and
- b) All activities conducted by and on behalf of Empyrean Education Institute

**All personnel will receive appropriate information and training to ensure that they:**

- a) Are aware of the hazards at their workplace
- b) Are familiar with all relevant Safety Rules, Procedures and Codes of Practice and that all Employees, including temporary employees are provided with the necessary information and training to ensure their competence with respect to Health and Safety
- c) Know where to find and how to access all necessary safety data
- d) Are familiar with the procedures for reporting accidents and for reporting or raising other health and safety issues.
- e) We also undertake to ensure that:
  - i. Staff will be supervised until fully trained and assessed as competent



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- ii. Machinery, equipment and safety devices are regularly maintained and inspected and are safe and suitable to use
- iii. The workplace is safe and suitable in terms of comfort, space, heating, lighting, ventilation, cleanliness and freedom from unnecessary hazards
- iv. Working practices are regularly reviewed to improve health and safety
- v. Accidents and incidents are investigated and appropriate actions taken to prevent recurrence
- vi. Individual members of staff will not be expected to perform tasks that may present risks to them specifically due to their age, sex or health status

We survey all our students during the course and at completion, to find out how they feel about what we do.

We listen and we act on the feedback provided by our students.

## 21. Contacts

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Office Hours: 8.30 am – 4.30 pm	Office Phone Number:	08 9228 1600
General Manager - Operator:	Andrew Hives	Andrew.hives@eei.wa.edu.au
Training & Compliance Manager:	Tim Jordan	tim.jordan@eei.wa.edu.au
Student Service Office:	Emiko Monobe	students@eei.wa.edu.au
Reception:	Staff Member	reception@eei.wa.edu.au
Marketing and Admission	Kate Kongkum	kate.kongkum@eei.wa.edu.au
Marketing and Admission	Annie Zheng	annie.zheng@eei.wa.edu.au
Marketing and Admission	Kate/Annie	admissions@eei.wa.edu.au
Accounts	Joe Li	accounts@eei.wa.edu.au
Administration:	Crystal Huang	crystal.huang@eei.wa.edu.au
Training Team:		dean.thomas@eei.wa.edu.au jo.zuvela@eei.wa.edu.au natascha.tuner@eei.wa.edu.au neil.rungassamy@eei.wa.edu.au sanpreet.singh@eei.wa.edu.au richard.paintyer@eei.wa.edu.au bettina.maeder@eei.wa.edu.au duane.miller@eei.wa.edu.au soosanna.lee@eei.wa.edu.au



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## 22. Useful Links

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Department of Immigration and Border Protection (DIBP) – [www.immi.gov.au](http://www.immi.gov.au)

Training Accreditation Council – [www.tac.wa.gov.au](http://www.tac.wa.gov.au)

ESOS Act and National Code – [www.aei.gov.au/ESOS](http://www.aei.gov.au/ESOS)

Department of Education, Employment and Workplace Relations – [www.dest.gov.au](http://www.dest.gov.au)

Department of Education, Western Australia – [www.det.wa.edu.au](http://www.det.wa.edu.au)

Study in Perth – [www.studyinperth.com.au](http://www.studyinperth.com.au)

Training WA – [www.training.gov.au](http://www.training.gov.au)

Empyrean is an equal opportunity training provider and we encourage multicultural interactions.

We do not tolerate bullying or any form of discrimination.

Keep this Handbook with you somewhere safe and handy for reference when needed