



EMPYREAN
EDUCATION INSTITUTE

STUDENT HANDBOOK

WELCOME TO EMPYREAN EDUCATION INSTITUTE

**THANK YOU FOR CHOOSING THE EMPYREAN
EDUCATION INSTITUTE AS YOUR TRAINING PROVIDER
AND ALLOWING US TO CONTRIBUTE TO YOUR
LEARNING JOURNEY.**

**WE PRIDE OURSELVES ON PROFESSIONAL, FLEXIBLE
LEARNING AND PROVIDING YOU WITH THE BEST
EXPERIENCE POSSIBLE TO ATTAIN YOUR LEARNING
GOALS.**

**WE HOPE YOU ARE LOOKING FORWARD TO LEARNING
AND MAKING A LOT OF NEW FRIENDS ALONG THE WAY.
WE ARE HERE TO HELP YOU MAKE THE MOST OF YOUR
LEARNING. GOOD LUCK.**

**I LOOK FORWARD TO HEARING ABOUT YOUR
ACHIEVEMENTS AND PROVIDING SUPPORT WHERE
POSSIBLE. I TRUST YOU WILL ENJOY YOUR TIME WITH
US AND WISH YOU EVERY SUCCESS IN YOUR LEARNING.**

**Andrew Hives
General Manager
Empyrean Education Institute**

TABLE OF CONTENTS

1. Introduction	5
• Welcome Message	
• Our Commitment to Students	
2. Getting Started	7
• Student Selection	
• Enrolment Process	
• Unique Student Identifier (USI)	
• Updating Your Personal Details	
3. Support Services	10
• Student Services	
• Mentoring & Guidance	
• Special Needs	
• Wellbeing Support Services	
4. Learning at Our Institute	12
• Training Programs	
• Language, Literacy and Numeracy (LLN) Support	
• Digital Literacy Requirements	
• Support for Students with Special Needs	
• Recognition of Prior Learning (RPL) & Credit Transfer	
5. Course Information	16
• Accredited Training Programs	
• Course Delivery	
• Flexible Delivery Options	
• Competency	
5. Assessments & Certificates	18
• Assessment Opportunities	
• Assessment Process, Judgement and Student Outcomes	
• Principles of Assessment	
• Evidence	
• Rules of Evidence and Assessment	
• Submission of Assessment	
• Assessment Malpractice (Academic Dishonesty)	

- Competency
- Certificates

6. Student Responsibilities & Expectations_____23

- Attendance, Punctuality, Class Participation & Break times
- Absences
- Approved Leave
- Medical Certificates
- Catch-up Classes
- Behaviour
- Dress and Hygiene
- Duty of Care (Looking After Yourself & Others)
- Misconduct
- Disciplinary Process

7. Your Rights. Health, Safety & Wellbeing_____27

- Access & Equity
- Empyrean Institute's Commitment to Student Rights and Wellbeing
- Discrimination, Harassment, Bullying & Sexual Harassment
- If You Experience Harassment or Bullying
- Privacy
- Student Records
- Security
- Workplace Health and Safety (WHS)
- Duty of Care

8. Feedback, Appeals & Complaints_____32

- Evaluation & Feedback
- Appeals
- Complaints

9. Fees & Refunds_____34

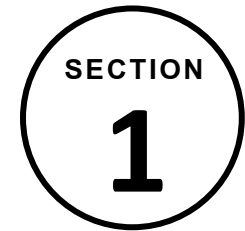
- Course Fees
- Flexible Payment Options
- Schedule of Fees
- Refund Guidelines

10. Withdrawing, Deferring or Cancelling Your Enrolment_____36

- Cancellation & Withdrawal
- Deferral & Suspension Policy

11. Important Contacts_____40

INTRODUCTION



This handbook provides a quick reference about training programs, policies and processes, roles, and responsibilities, guiding you through your learning experience with the Empyrean Education Institute.

WELCOME MESSAGE

Thank you for training with the Empyrean Education Institute. Empyrean Education Institute is a registered training organisation (RTO) registered with the Vet Regulator (ASQA).

Empyrean Education Institute aims to deliver high-quality, innovative, and engaging training relevant to students, employers, and the Hospitality industry. Our commitment to continuous improvement means we constantly develop and improve new resources, processes, and facilitation methods to remain ahead of technology and industry standards.

The Empyrean main campus is in Fremantle, Western Australia, a city that is renowned for its heritage buildings and well-preserved colonial-era architecture.

The Fremantle Campus includes two of these prestigious buildings and is home to over 300 Empyrean students. Empyrean aims to provide the best education in the best location with the best facilities and where students can access a spacious study environment and numerous cultural activities.

Fremantle has been named Lonely Planet's Best in Travel 2016, ranking as the 7th best city in the world. It is a city of vibrant cultures reflected in many restaurants, cafés, bars, and hotels. The richness and diversity of Fremantle's culture will be enhanced by Empyrean's multicultural background, with 300 students from over 40 countries.

The advantage of studying in Fremantle is not just about the beautiful beaches and restaurants. Empyrean makes the best of this location and has taken on a famous local restaurant as a training facility for Empyrean cookery and hospitality students.

Additionally, Empyrean has arrangements with some prestigious five-star hotels and now includes a five-star premium conference centre. These arrangements will provide internships and job placements for our students. These kitchens are in the Hyatt Regency, The Ritz Carlton, The Westin and The Como Treasury.

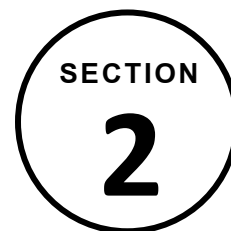
OUR COMMITMENT TO STUDENTS

Empyrean Education Institute is committed to providing quality training and assessment services to all learners.

We aim to:

- Provide training and assessment services that align with current industry needs and trends
- Deliver high-quality, innovative, and engaging training
- Foster strong relationships with our students, supporting them throughout their careers
- Offer flexible learning opportunities
- Maintain a supportive, inclusive, and open learning environment
- Ensure all training is delivered by qualified trainers and assessors with the necessary skills and experience
- Continuously monitor and improve our training practices
- Promote a safe, healthy, and effective learning environment for students
- Develop competent and confident graduates who contribute positively to the community and industry

GETTING STARTED



STUDENT SELECTION

Empyrean Education Institute conducts student recruitment in an ethical, fair, and responsible manner, using a range of appropriate methods.

We are committed to ensuring that all student selection processes are transparent, equitable, and consistent with workplace performance standards, competency requirements, and the relevant Training Package.

Selection into a training program is based on the applicant:

- meeting any funding body entry criteria,
- satisfying prerequisite qualifications or work experience requirements, and
- meeting any age requirements applicable to the course.

Enrolments are also subject to the availability of places. Availability is determined by factors such as room capacity, course type, delivery structure, and the specific needs of learners.

If a training program is fully booked at the time of enquiry, applicants may either:

- be placed on a reserve list (with priority given should a place become available), or
- be offered enrolment in the next available intake.

Enrolments are accepted strictly on a first-come, first-served basis. In addition, applicants must demonstrate an appropriate level of language, literacy, and numeracy skills.

Applicants who do not meet entry requirements will be advised of suitable pre-entry training or alternative pathways to help them meet eligibility criteria.

ENROLMENT PROCESS

To enrol in a training program, you can either:

- Submit your application via our website, or
- Contact the Administration Office on (08) 9228 1600.

We will then provide you with an enrolment form and an information flyer about the course.

Submitting Your Enrolment

- Complete the enrolment form and return it to us by email or post.

- Enrolments must be received at least 24 hours before the course commencement.
- Enrolments are considered tentative until payment is received. Please ensure payment is submitted with your enrolment form.

After We Receive Your Enrolment

Once your enrolment form and payment have been received, an interview will be scheduled. During this interview, you will:

- Discuss the course in detail.
- Review entry criteria and confirm your suitability for the program.
- Determine whether you are eligible for government funding (if available).
- Confirm the applicable course fees.
- Complete a Language, Literacy, and Numeracy (LLN) test to assess your learning support needs.
- Receive information on requirements for a police clearance, Working with Children Check, or other licences (if applicable).
- Confirm the date of the mandatory orientation session.

Tentative Enrolments

Should enrolment numbers reach the maximum, and another person wishes to enrol on a course where there is a tentative enrolment, Emphyrean Education Institute will contact the tentative booking for payment confirmation or forfeiture of the tentative booking.

Enrolment Confirmation

All students receive a letter/email to confirm their enrolment. Written confirmation will outline relevant details, such as venue, date, and course duration.

Student Induction/Orientation

Induction for all new students includes the provision of this manual. All students must complete and return the Orientation Induction Checklist, which will be distributed at Student Orientation.

UNIQUE STUDENT IDENTIFIER (USI)

All students undertaking nationally recognised training in Australia are required to have a Unique Student Identifier (USI).

- Your USI is your individual education number for life.

- It provides you with a secure online record of all your vocational education and training (VET) completed in Australia since 2015.
- This record can be accessed at any time and shared with training providers and employers when needed.

To obtain your USI, you will need to apply online at www.usi.gov.au.

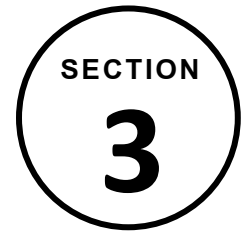
If you already have a USI from previous studies, you must provide it to Empyrean Education Institute during enrolment.

Important: A USI is mandatory for the issuance of your qualification or statement of attainment.

UPDATING YOUR PERSONAL DETAILS

Students must ensure their details recorded with the Empyrean Education Institute are always up to date. Should your circumstances or details change, please contact E.E.I. student services. Students must advise E.E.I. Student Services requires a change of address within 7 days.

SUPPORT SERVICES



Empyrean Education Institute recognises that personal circumstances may, at times, impact a student's ability to engage in training. To support students with special needs or those requiring additional assistance, the Institute provides access to a range of support services designed to help students successfully undertake and complete their studies.

STUDENT SERVICES

Our Student Services team works in partnership with our trainers, academic coordinator, administrative staff, and, where required, outside support agencies to improve the educational outcomes for all our students. Our student team is here to support and assist all students and create the best learning atmosphere to reach their objectives. Our Student Services team are available for a wide range of support services offered to all our students. Visit our office or contact Student Services at students@eei.wa.edu.au and make an appointment.

MENTORING & GUIDANCE

At Empyrean Education Institute, all Trainers and Assessors are fully qualified in both training and assessment, and hold the vocational skills and knowledge relevant to the subjects they deliver. They also maintain up-to-date industry experience to ensure your learning is current and practical.

Our Trainers are dedicated to supporting your learning journey, helping you achieve your study goals, and making your experience both engaging and rewarding.

Your Trainer is your first point of contact for any course-related questions and is an important resource throughout your studies. We encourage you to communicate with your Trainer regularly to stay on track and gain the most from your learning.

Empyrean Education Institute can provide students with mentoring, coaching and guidance on course content, as well as effective learning and study techniques.

SPECIAL NEEDS

Empyrean Education Institute is committed to supporting all students to succeed in their studies.

Students are encouraged to inform us, prior to enrolment, of any physical, medical, or learning needs (e.g. English language, literacy or numeracy support, dyslexia, or other learning challenges) that may affect their ability to undertake training and assessment.

If you have a disability, impairment, or special learning requirement, we invite you to discuss your needs with our Admissions or Student Services team. Together, we can explore 'reasonable adjustments' or additional support—such as flexible delivery options—that may assist you in your learning journey.

Our staff will work in partnership with you to identify suitable strategies and ensure you have the best opportunity to successfully complete your course.

WELLBEING SUPPORT SERVICES

Students are encouraged to familiarise themselves with the services offered and to contact student services if they require further assistance or guidance in accessing support.

For detailed information on the support services available, please visit our website: www.eei.wa.edu.au/support-for-students

TRAINING PROGRAMS

Empyrean delivers and assesses nationally recognised A.Q.F qualifications from Certificate III, Certificate IV, Diploma, and Advanced Diploma levels. Programs are delivered through face-to-face learning and are regularly updated and customised to meet industry needs and student outcomes. Empyrean is committed to ensuring that all its programs are compliant and meet regulatory standards.

LANGUAGE, LITERACY AND NUMERACY

Each Training Package specifies minimum language, literacy, and numeracy (LLN) requirements that Empyrean Education Institute must adhere to.

Empyrean Education Institute makes appropriate concessions for students with LLN difficulties, provided that such concessions do not compromise the requirements of the relevant Training Package or the integrity, fairness, and equity of assessments.

Where courses have entry requirements, such as proficiency in English literacy or numeracy, these requirements are clearly communicated through:

- The enrolment application
- Enrolment information on the E.E.I. website
- Guidance from admissions staff

LLN testing may be conducted to identify a student's support needs and to help ensure successful course completion. Students are provided with advice on suitable actions to improve their literacy and numeracy skills where necessary. E.E.I. can also assist students in developing these skills prior to enrolment.

DIGITAL LITERACY REQUIREMENTS

To successfully participate in their training, students are expected to have a basic level of digital literacy. This includes the ability to:

- Use the Microsoft Software (e.g., Microsoft Word, Excel, PowerPoint)
- Send and receive emails
- Navigate and search the internet effectively

Students must have access to a personal laptop or device that meets these requirements. A Windows laptop is preferred, as Apple devices such as iPads or MacBooks may experience formatting issues with certain course materials.

SUPPORT FOR STUDENTS WITH SPECIAL NEEDS

Students intending to enrol in training with the Empyrean Education Institute are encouraged to inform us, prior to enrolment, of any physical, medical, or learning difficulties (e.g., English language, literacy or numeracy challenges, dyslexia, or other impairments) that may affect their ability to successfully undertake training and assessment.

Students with disabilities or additional learning needs are invited to discuss any required *special support or reasonable adjustments* with the Admissions Team or Student Services. These adjustments may include changes to the study environment or learning approach to support their success.

In collaboration with the student, Empyrean staff will assess the best strategies to support learning and successful course completion. This may include flexible delivery options designed to maximise both accessibility and the student's learning outcomes.

RECOGNITION OF PRIOR LEARNING (RPL) & CREDIT TRANSFER

How Recognition Works

Recognition is a collective term that includes:

- Recognition of Prior Learning (RPL)
- Recognition of Current Competency (RCC)
- Credit Transfer (CT)
- Mutual Recognition (MR)

All students are eligible to apply for recognition. This process allows you to submit evidence for one or more Units of Competency and have it assessed by a qualified Assessor, without the need to repeat training you have already mastered.

At Empyrean Education Institute (EEI), we believe no learner should be required to complete a unit of competency if they can already demonstrate the required skills and knowledge, as outlined in the endorsed training package or nationally recognised course. Our goal is to recognise your prior learning and experience while maintaining the integrity and standards of each qualification.

If you believe you already hold the competencies for part or all of a course or qualification, you may apply for recognition. Please contact EEI Student Services on (08) 9228 1600, who will provide guidance and the application requirements.

Recognition Process

Recognition is a formal process to assess whether you already have the skills or knowledge required for a unit. It is an assessment, not an assumption of competence.

Key points:

- Applications for Recognition, RPL, or course credit must be submitted before enrolment. Late applications will not be processed.
- Recognition considers learning from:
 - Previous formal training
 - Work experience
 - Life experience
- The process focuses on what you know and can do, not where or when you learned it.
- You must provide original, documented evidence of your competence. Originals will be photocopied and returned.
- All evidence must be your own work, and any contributions from others should be acknowledged.

Recognition Decisions

Regardless of the type of evidence you provide, Assessors must be satisfied that it meets the following criteria:

- Completeness – covers all requirements of the Unit(s) of Competency
- Regulatory compliance – meets any applicable regulatory requirements
- Authenticity – the evidence is genuinely yours and can be verified
- Consistency – demonstrates that you can perform the competency reliably over time
- Industry standard – meets the level expected by industry and the Australian Qualifications Framework (AQF)
- Sufficiency – provides enough evidence for a valid judgment to be made

Empyrean Education Institute (EEI) is committed to ensuring that all assessment decisions are fair, reliable, and consistent across the same competency standards.

Assessment Outcomes

Your Assessor will review your evidence and make one of the following judgments:

- Competent (C): You have demonstrated all requirements of the Unit(s) of Competency.
- Not Yet Competent (NYC): You have not yet met all requirements.

If you are assessed as NYC, your Assessor will explain the areas requiring improvement and provide guidance. You will be allowed one additional attempt. If you are still deemed NYC after the second attempt, you will need to re-enrol in the relevant unit(s).

If you have any concerns during the process, please speak with your Assessor. For more detailed information, refer to the Emphyrean Education Institute Recognition Policy.

Credit Transfer / Mutual Recognition

Emphyrean Education Institute (EEI) recognises all Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs). This process is commonly referred to as Mutual Recognition or Credit Transfer.

Mutual Recognition applies when a student presents a Statement of Attainment or qualification that includes the same national competency code(s) as those in the course or program they are enrolled in, or intending to enrol in, at EEI.

Students must formally apply for Mutual Recognition. Once approved, you will be granted credit for the relevant unit(s) and will not be required to repeat the training or assessment for those units.

ACCREDITED TRAINING PROGRAMS

Accredited training programs are competency-based. This means the training and assessment are designed to help you develop the skills and knowledge you need to do real workplace tasks to the required standard.

The skills and knowledge you must learn are described in Units of Competency. These units are grouped together to make up a nationally recognised qualification. You can find details of these qualifications in Training Packages at www.training.gov.au.

Every qualification also includes foundation skills. These are the non-technical skills you need to succeed in the workplace. They are part of the assessment requirements and include:

- Reading
- Writing
- Oral communication
- Numeracy
- Learning
- Problem solving
- Initiative and enterprise
- Teamwork
- Planning and organising
- Self-management
- Technology

When you complete an accredited course, you show that you can use both technical skills and these foundation skills in real work situations.

COURSE DELIVERY

Empyrean Education Institute ensures that all courses are supported with the following resources:

- Qualified and experienced trainers and assessors
- Course materials aligned with delivery methods and assessment requirements
- All necessary copyright authorisations
- Appropriate equipment and facilities

Training and assessment methods are designed to meet quality standards and suit the unit of competency, while also considering students' individual learning styles. A blended approach is often used, combining on- and off-the-job learning experiences.

To help you gain the required skills and knowledge, a variety of delivery methods may be used, including (but not limited to):

- Practical demonstrations
- Audio/visual presentations

- Trainer-led instruction
- Group discussions and participation
- Individual projects
- Workplace-based training
- Case studies
- Practical activities
- Self-paced learning

Learning is viewed as a partnership—your active participation is essential to achieving success.

FLEXIBLE DELIVERY OPTIONS

At Empyrean Education Institute, we focus on *learning rather than teaching*—placing you at the centre of the learning experience. Flexible delivery gives you greater control over what, when, and how you learn, ensuring the best possible outcomes.

To meet the diverse needs of our students, we offer a range of delivery options, which may include:

- Classroom-based (face-to-face) learning
 - Workplace-based training
 - Online learning
 - Correspondence
 - Recognition of Prior Learning (RPL)
 - A blended approach combining two or more of the above
-

COMPETENCY

It is important to note that the rules and requirements of a Unit of Competency and a qualification apply to all students regardless of where they are, or the mode of training delivery provided. You could be a full-time student in a classroom or the workplace, or you could be applying for recognition of the skills and knowledge you currently hold.

Each Unit of Competency is made up of the following:

- Elements.
- Performance criteria.
- Foundation skills
- Performance and Knowledge Evidence.
- Assessment conditions
- Range variables
- Any pre- or co-requisites (if applicable).

ASSESSMENT OPPORTUNITIES

Empyrean Education Institute is committed to providing fair, equitable, and accessible assessment opportunities to all enrolled clients. All assessments are conducted in line with the requirements of the relevant Training Package, industry standards, and the Standards for RTOs.

We recognise that learners have diverse needs and circumstances. Wherever possible, flexible assessment options are offered to support individual learning and vocational goals.

Empyrean Education Institute ensures that:

- all assessments comply with competency-based assessment requirements and Training Package standards;
- the integrity of the VET system is maintained at all times;
- assessments are conducted in line with the Principles of Assessment (POA) as outlined in the Standards for RTOs;
- evidence submitted is evaluated against the Rules of Evidence (ROE) as outlined in the Standards for RTOs; and
- all assessments are undertaken by qualified assessors who meet the Standards for RTOs.

Note: An excerpt from the *Standards for RTOs 2015* relating to the Principles of Assessment and Rules of Evidence is included below for reference.

ASSESSMENT PROCESS, JUDGMENT AND STUDENT OUTCOMES

Assessment is a key part of your learning and is essential for successfully completing your program and gaining certification. Assessment involves collecting evidence and judging whether you have achieved the required competency, demonstrating the skills and knowledge needed to meet workplace standards and relevant competency standards.

Throughout your program, you will be assessed to ensure you meet these standards. All assessments follow the national principles of assessment and rules of evidence.

There will be assessment tasks set for each course regardless of the learning mode. Assessment activities and expectations will be explained to the student and are outlined within learner/assessment resources.

Our assessment resources are carefully designed to meet these standards while remaining clear, accessible, and user-friendly for students. Your assessor will explain the assessment process at orientation and throughout your training and will be available to answer any questions.

Various assessment tasks /activities may be involved including, but not limited to:

- assignments
- written activities
- projects
- role plays/simulations
- online assessments
- oral presentations
- workplace performance
- case studies
- demonstration of skills
- portfolio of evidence

Certification will only be awarded to students who successfully complete all assessment requirements for each unit in their course. Empyrean Education Institute adheres to strict quality standards in all assessments.

PRINCIPLES OF ASSESSMENT

Assessments will be conducted following the following principles of assessment.

Valid	<p>Any assessment decision of the RTO is justified, based on the evidence of the performance of the individual learner. Validity requires:</p> <ul style="list-style-type: none">• Assessment against the unit/s of competency and the associated assessment requirement covers the broad range of skills and knowledge that are essential to competent performance;• Assessment of knowledge and skills is integrated with their practical application;• Assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and• The judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.
Reliable	<p>Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.</p>
Flexible	<p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none">• Reflecting the learner's needs;• Assessing competencies held by the Learner no matter how or where they have been acquired; and• Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.

Fair	<p>The individual learner's needs are considered in the assessment process.</p> <p>Where appropriate reasonable adjustments are applied by the RTO to consider the individual learner's needs.</p> <p>The RTO informs the learner about the assessment process and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.</p>
------	--

EVIDENCE

Evidence proves that you have performed the specified competency or task to the required standard. Evidence requirements will be determined by the Training Package, Unit of Competency requirements, industry expectations, Government regulations, your previous qualifications and current experience. Evidence can take many forms, and you must present multiple pieces of evidence.

Assessment tools that we will provide to you set out the exact requirements for evidence for each unit/module. Examples of evidence could include one or more of the following:

- Specific assessment tasks set by your assessor
- Observation reports
- Certificates and awards
- Examples of work completed or special projects.
- Current licenses
- Third-Party Reports

RULES OF EVIDENCE AND ASSESSMENT

Empyrean Education Institute is required to ensure that all evidence provided by students, as proof of their competency meets the following "rules of evidence".

Valid	The assessor is assured that the learner has the skills, knowledge, and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficient	The assessor is assured that the quality, quantity, and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
Authentic	The assessor is assured that the evidence presented for assessment is the learner's work.
Current	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

SUBMISSION OF ASSESSMENTS

- All assessments must be submitted by the specified due date.
- All assessments must be typed or neatly handwritten. Handwriting should be clear and legible.

- Email submissions must be correctly titled and include the student's name. Emphyrean Education Institute does not accept responsibility for any lost assignments. Please ensure you keep a copy of your assignment before submission.
 - Assignments are recorded upon receipt, and assessment is typically completed within 10 working days.
 - Late submissions may incur a progress warning and penalty fee.
 - Students may resubmit incomplete or incorrect assessments. If resubmissions remain "Not Yet Competent" (NYC), further attempts may be allowed with a penalty fee.
 - All assessment evidence may be audited by external authorities.
 - Extensions can be requested if additional time is needed. Students must communicate with their assessor before the due date, providing reasonable grounds. Extensions may include conditions or penalties.
 - Trainers/assessors may offer support or approve extensions where appropriate.
-

ASSESSMENT MALPRACTICE (ACADEMIC DISHONESTY)

Assessment malpractice includes cheating, collusion, and plagiarism. Emphyrean Education Institute upholds the integrity of all assessments as a core professional responsibility as an RTO. To maintain high standards, the Institute has clear policies and procedures to address any form of assessment malpractice.

Cheating

All assessments must reflect your own work. Submitting another person's work as your own, or using unauthorised assistance, constitutes cheating and will not be tolerated.

Collusion

Collusion occurs when work submitted by a student is the result of unauthorised collaboration with others, either in whole or in part. Students are responsible for ensuring that their work is independent and that others cannot copy or misuse it.

Plagiarism

Plagiarism is the use of someone else's work without proper acknowledgement. This includes copying from published sources, online content, books, or periodicals. Paraphrasing someone else's work without correct referencing also constitutes plagiarism. Students must follow the Institute's referencing guidelines when presenting ideas from other sources in their own words.

Appeals

Students have the right to appeal any adverse assessment decision made by Emphyrean Education Institute. For more information, please refer to the Appeals Policy.

CERTIFICATES

Empyrean Education Institute issues four types of certificates. Certificates are only awarded for qualifications that fall within the Institute's registered scope.

Types of Certificates

- **Qualification**

Issued under the Australian Qualifications Framework (AQF) for nationally recognised training. A full qualification can only be awarded once a student has been deemed competent in *all* relevant units of competency that make up the qualification.

- **Record of Results**

Accompanies a Qualification issued under the AQF. This document lists all units of competency achieved as part of the qualification.

- **Statement of Attainment (SOA)**

Issued under the AQF for nationally recognised training when a student is deemed competent in one or more units of competency. The minimum achievement for an SOA is one unit. Students may request an SOA at any time during their training.

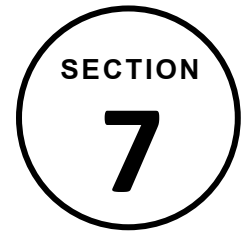
Issuing of Certificates

- Certificates are usually generated digitally and emailed to students.
- Printed copies are available upon request and will incur an administration fee.
- Certificates are only posted to the student's nominated postal address as recorded in their student file. It is the student's responsibility to keep their contact details up to date.
- Certificates will not be provided to third parties without the student's prior written consent.
- Duplicate or replacement certificates can be issued upon request, subject to an administration fee.

Outstanding Fees

Students with outstanding fees, charges, or payments will not receive any certificates or documents until all amounts owing have been cleared.

STUDENT RESPONSIBILITIES & EXPECTATIONS



ATTENDANCE

Attendance is recorded daily for both learning and health and safety purposes. Consistent attendance is essential to successfully achieve your learning and assessment outcomes. Students are expected to be in attendance for all training sessions.

PUNCTUALITY

Students are expected to arrive on time and remain for the full duration of each class. If you need to leave early, you must notify your trainer/assessor before the class begins.

As a courtesy to both your peers and your trainer/assessor, punctuality is required throughout the training day, including when returning from breaks. Being on time shows respect for others and helps minimise disruptions to the learning environment.

CLASS PARTICIPATION

Classroom sessions are designed to equip you with the knowledge and skills required for your units of competency. To succeed, you are also expected to undertake additional reading and independent study.

BREAK TIMES

Your trainer will advise on the timing for all breaks. Typically, though the following break times have been allocated, however, they may vary:

- Morning and afternoon tea breaks are 15 minutes each.
- Lunch breaks are 45 minutes.

ABSENCES

If you are absent from class, it is your responsibility to catch up on any work missed.

Please advise your trainer/assessor or Emphyrean Education Institute administration if you are unable to attend a scheduled class or activity. Other arrangements, including self-paced learning or alternative training dates, can be made.

Emphyrean is required by ASQA and the Department of Home Affairs to report poor attendance (less than 80%) and non-satisfactory course progress.

APPROVED LEAVE (UP TO 2 WEEKS DURING SEMESTER)

Empyrean will only approve leave under the following circumstances:

- Serious illness or injury supported by a medical certificate confirming the student's inability to attend classes.
- Bereavement of an immediate family member (parents, spouse, children, siblings).
- Major political upheaval or natural disaster in the student's home country requiring emergency travel, directly impacting their studies.
- Traumatic experience, such as being involved in or witnessing a serious accident or being the victim of/witnessing a serious crime. These cases must be supported by police or psychologist reports.

Leave will not be approved for the following reasons:

- Taking a personal holiday during the study period.
- Work commitments.

Students must inform Student Services before making any travel arrangements. If leave is not approved, the student is responsible for any additional costs (e.g., flight changes).

For leave of more than 2 weeks, students are required to apply for a course deferral.

All supporting documents must be in English or translated by a NAATI translator.

MEDICAL CERTIFICATE

If you are unwell and unable to attend a class or training session, you must provide a medical certificate.

- Accepted: Certificates issued by a registered practitioner with a physical practice in WA, or a hospital doctor.
- Not accepted: Online medical certificates, or certificates issued overseas or by pharmacies.

CATCH-UP CLASSES

Students who miss classes, whether on approved or unapproved leave, are required to attend catch-up sessions. Catch-up classes will be scheduled during the study period or term break, with at least 1 weeks' notice. Failure to attend a scheduled catch-up class without a valid reason will result in being marked Not Yet Competent for the entire unit.

Fees apply for catch-up classes:

- Minimum \$150 per class, capped at \$500.
- Kitchen classes: \$300 per day.

Students who miss more than 50% of unit delivery will be required to re-enrol and re-sit the entire unit at full unit cost.

BEHAVIOUR

Students are expected to behave appropriately, maturely, and professionally always. You are responsible for both your learning and your behaviour during training and assessment.

To ensure a positive and supportive learning environment, respect for fellow students, trainers, and assessors is essential. Disruptive behaviour will not be tolerated, and Emphyrean Education Institute reserves the right to remove any student who interferes with the learning environment.

All students, staff, and contractors share the responsibility of fostering a safe, respectful, and inclusive environment. This includes:

- Treating everyone with respect, fairness, and consideration for cultural, social, and personal differences.
- Not encouraging, supporting, or participating in harassment, bullying, or discriminatory behaviour.
- Refusing to join in when inappropriate behaviour occurs and actively challenging it when possible.
- Supporting individuals who speak out against harassment or bullying.
- Assisting as a witness if someone chooses to make a complaint.
- Following etiquette guidelines, using appropriate language, and behaving responsibly.
- Caring for facilities, resources, and equipment.

DRESS AND HYGIENE REQUIREMENTS

Students are expected to be well-presented and appropriately dressed for all training sessions.

Dress Requirements

- Wear neat, clean, and comfortable clothing in classroom environments.
- For workplace or simulated training (e.g., kitchen practicals), the required uniform and personal protective equipment (PPE), such as a chef's uniform, must be worn. Students who are not in appropriate attire or PPE may be excluded from the class.
- Appropriate footwear must be worn at all times.

Hygiene Requirements

As you will be working closely with others, good personal hygiene is essential. This includes maintaining clean clothing, tidy hair, and the use of deodorant where appropriate.

MISCONDUCT

Misconduct includes, but is not limited to:

- Engaging in offensive, unlawful, or criminal activity (e.g. theft, fraud, violence, assault).
- Damaging, misusing, or removing Emphyrean Education Institute property or equipment.
- Interfering with another person's property or learning experience (e.g. causing disruptions during training).

- Academic dishonesty, including cheating or plagiarism.
 - Breach of confidentiality.
 - Using inappropriate or offensive language.
 - Serious negligence, including failure to comply with Work Health and Safety (WHS) requirements.
 - Discrimination, harassment, intimidation, or victimisation of others.
 - Being under the influence of drugs or alcohol; being unfit for participation in learning activities.
-

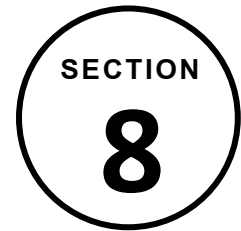
DISCIPLINARY PROCESSES

Empyrean Education Institute may implement disciplinary processes if a student engages in misconduct or assessment malpractice. Breaches of discipline will result in a formal warning being issued.

If misconduct continues, or in the case of serious breaches, further disciplinary actions may include:

- Requiring the student to formally explain why they should be permitted to continue in the learning group.
- Temporary suspension from the training room.
- Removal (expulsion) from the training room.
- Expulsion from the training course.

YOUR RIGHTS, HEALTH, SAFETY & WELLBEING



Empyrean Education Institute is committed to providing a fair, inclusive, and respectful environment for all students, staff, and contractors. We uphold equal opportunity principles to ensure that everyone can study and work free from discrimination, harassment, bullying, or vilification.

ACCESS AND EQUITY

Empyrean Education Institute is committed to promoting equity, diversity, and inclusion for all Students, fostering a positive learning environment that supports their success. All services and programs are delivered fairly, without bias, and in accordance with equal opportunity principles.

The Institute ensures that all Students have equal access to training and assessment benefits, regardless of gender, sex, pregnancy, race, marital status, sexual orientation, age, family or carer responsibilities, cultural or linguistic background, disability, transgender status, political beliefs, or religious affiliation.

Students are provided with equitable access to resources, facilities, support services, trainers and assessors, and learning and assessment materials and opportunities.

For more information, refer to the Empyrean Education Institute Access & Equity Policy.

EMPYREAN INSTITUTE'S COMMITMENT TO STUDENT RIGHTS AND WELLBEING

Empyrean Education Institute will:

- Provide an environment that recognises and respects the diversity of all students, staff, and contractors.
 - Ensure that discrimination, harassment, vilification, and bullying are not tolerated in any form.
 - Act promptly on reports of unacceptable behaviour, requesting that such behaviour cease immediately.
 - Promote a safe, healthy, and supportive learning and working environment.
-

DISCRIMINATION, HARASSMENT, BULLYING AND SEXUAL HARASSMENT

At Empyrean Education Institute, every student has the right to study in a safe and respectful environment. Discrimination, harassment, bullying, and sexual harassment will not be tolerated.

Discrimination

It is against the law to treat someone unfairly because of:

- Age

- Sex or gender identity
- Pregnancy
- Disability (past, present or future)
- Race, colour, descent, nationality, ethnic or religious background
- Marital status
- Sexuality

Direct discrimination is treating someone unfairly because of who they are.

Indirect discrimination is when a rule applies to everyone but unfairly disadvantages certain groups.

Harassment

Harassment is unwanted behaviour that offends, humiliates, or intimidates someone because of who they are.

It can be verbal, written, physical, or online.

Examples include:

- Rude jokes or comments about someone's private life
- Threats or intimidation
- Physical violence or the threat of it
- Unwanted calls, texts, or messages

Bullying

Bullying is repeated behaviour that hurts, threatens, or excludes someone.

Examples include:

- Verbal abuse or constant "put downs"
- Ganging up on others
- Leaving someone out on purpose
- Threats or aggressive behaviour

Vilification

Vilification means public actions that encourage hatred or ridicule towards people because of their race, sexuality, transgender identity, or HIV/AIDS status.

Examples include: graffiti, offensive posters, online abuse, or public comments.

Sexual Harassment

Sexual harassment is any unwanted behaviour of a sexual nature. It is unlawful and will not be accepted.

Examples include:

- Sexual jokes, comments, or pranks
- Unwanted touching
- Displaying offensive sexual material
- Requests for sexual favours
- Threats or actual sexual assault

IF YOU EXPERIENCE HARASSMENT OR BULLYING:

1. Speak up if you feel safe – If possible, calmly tell the person their behaviour is unwanted and unacceptable.
 2. Seek support – If you don't feel comfortable speaking directly, or if the behaviour continues, contact the General Manager or another trusted staff member.
 3. Report it – All complaints will be taken seriously, handled confidentially, and dealt with fairly.
-

PRIVACY

Empyrean Education Institute complies with the Privacy Act 1988 and is committed to respecting the privacy rights of students, staff, and trainers/assessors.

As a Registered Training Organisation (RTO), we are required to maintain effective administrative and records management systems. This includes collecting, storing, and managing personal information in secure student records. All staff are expected to use student information strictly for the purposes for which it was collected.

We collect information at different stages, including initial enquiries, enrolment, and throughout the delivery of training and assessment services. Personal information may also be used to:

- Provide information about upcoming events, courses, and services.
- Conduct surveys and gather feedback to improve training and support services.

All feedback is handled confidentially and used only to enhance the quality of our services.

Empyrean Education Institute will only disclose personal information to third parties where required by law or permitted under the Privacy Act 1988.

For further details, please refer to the Empyrean Education Institute Privacy Policy.

STUDENT RECORDS

Empyrean Education Institute maintains an individual file for every student undertaking training and assessment.

Your file includes the personal information you have provided, as well as records of your training and assessment outcomes. You may request access to your file at any time.

In accordance with privacy laws and confidentiality requirements, only authorised Empyrean Education Institute staff who require access for training and assessment purposes may view your records. No other person, including fellow students, will be granted access without your prior written consent.

To access your records, please contact **EEI Student Services**.

SECURITY

Please do not leave handbags or other valuables unattended. While the building is generally secure, you are responsible for the safety of your own belongings. Empyrean Education Institute cannot accept responsibility for any items that are lost or stolen.

WORKPLACE HEALTH AND SAFETY (WHS)

At Empyrean Education Institute, the health and safety of our students and staff are a top priority. We are committed to providing a safe learning and work environment and continuously improving our WHS practices.

Everyone has a role in maintaining safety. We encourage students, staff, and visitors to take personal responsibility and work together to prevent accidents.

The General Manager is responsible for ensuring the safety of all staff, students, contractors, and visitors. Key responsibilities include:

- Ensuring safe equipment, systems, and work practices.
- Managing the safe use, handling, storage, and transport of equipment and substances.
- Keeping all facilities safe and healthy.
- Providing welfare facilities for staff and students.
- Offering training, supervision, and information to integrate WHS into daily activities.
- Educating students on safe learning practices.
- Monitoring compliance through audits.
- Continuously improving WHS performance.

DUTY OF CARE

Empyrean Education Institute is committed to providing a safe and healthy learning and work environment for all students, staff, contractors, and visitors. Everyone has a shared responsibility to maintain safety.

Responsibilities of Management

- Ensure the Work Health and Safety (WHS) policy is implemented, regularly reviewed, and complies with all relevant legislation, standards, and codes of practice.
- Consult with staff and students about safety matters.
- Monitor, maintain, and improve safety procedures to prevent risks.
- Maintain a WHS management system.

Responsibilities of Students, Staff, Contractors, and Visitors

- Take care of your own health and safety and avoid actions that could harm others.
- Follow all WHS rules, procedures, and staff instructions.
- Use equipment and facilities responsibly; do not bypass, misuse, or interfere with safety systems.
- Attend training free from the influence of drugs or alcohol.
- Notify a trainer, assessor, or administrative staff immediately if involved in any accident, injury, near miss, or if unsafe conditions are observed.

- Inform the Institute of any personal health condition that could become critical during training.
Information will be kept confidential and used only to provide support or emergency treatment.

Accidents, Injuries, and Near Misses

- The Institute provides first aid and medical treatment when required.
- All incidents will be investigated by the General Manager, including risk analysis and review of safety controls.
- Recommendations and approved actions will be communicated to prevent future incidents.

Emergency Procedures

- Follow all emergency procedures, including exit plans, as instructed by staff.

EVALUATION AND FEEDBACK

Your feedback is important to us at Empyrean Education Institute. It helps us improve our courses and services to better meet student needs. We encourage you to share your thoughts, both positive and constructive.

Feedback forms and surveys are provided each term, and you are also welcome to give feedback directly to staff at any time.

APPEALS

Empyrean Education Institute (EEI) is committed to providing students with a fair and equitable process to appeal assessment decisions. The appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualifications Framework (AQF).

Key Principles:

- Students have the right to appeal if they believe they were treated unfairly during an assessment or if they believe an assessment decision is incorrect and have valid grounds for appeal.
- The principles of natural justice and procedural fairness are applied at every stage of the process.
- The Appeals Policy is publicly accessible via the EEI website.
- Appeals can be submitted verbally or in writing.
- All appeals must be lodged within 7 calendar days of the assessment result notification.

Appeal Process:

- Every appeal is reviewed by a suitably qualified independent assessor or panel.
- Appeals are acknowledged in writing and finalised as soon as practicable.
- If the appeal cannot be resolved internally or the appellant is unsatisfied with the outcome, the matter may be referred to an independent third party at the appellant's request. Any associated costs will be communicated to the appellant.
- EEI may charge a fee for the appeals process if an external assessor is engaged; all costs will be advised in advance.
- If an appeal requires more than 30 calendar days to finalise, the appellant will be informed in writing with reasons and provided with regular progress updates.
- EEI strives to address issues promptly to minimise disruption or the need for a formal complaint process.

- All appeals are handled confidentially and will not affect the student's progress in current or future training.

Grounds for Appeal:

- General Appeals
- Assessment Outcome Appeals
- Appeals against EEI's decision to report a breach of academic or attendance requirements (Notice of Intention to Cancel)
- Appeals against deferral, suspension, or cancellation of enrolment
- Appeals against decisions regarding course changes, location changes, or transfers to another provider

For more detailed information, please refer to the Emphyrean Education Institute Appeals Policy on the EEI website.

COMPLAINTS

At Emphyrean Education Institute (EEI), we take student concerns seriously. If you experience any problems during your training, you have the right to raise them.

Our Approach

- All complaints are treated confidentially, fairly, and promptly.
- Each complaint is considered individually.
- Complaints can relate to:
 - Training or assessment services, including services provided by third parties.
 - Behaviour of another student.
- Both the student raising the complaint (the complainant) and any student involved (the respondent) will have their rights protected.
- Resolution is usually through discussion and mediation, but formal action may be taken if needed.
- Decisions are made by the Director of EEI or an independent party.
- If the complaint cannot be resolved, you may request an independent review. Any costs will be explained beforehand.
- The process should usually be completed within 60 days. If it takes longer, you will receive updates.
- No one involved in a complaint will face victimisation, and your progress will not be affected.

How to Lodge a Complaint

- You can raise a complaint informally with your trainer, assessor, or Student Services.
- To make it formal, complete a Complaints Form.
- More information is available in the EEI Complaints Policy on our website.

COURSE FEES

Empyrean Education Institute ensures a fair and transparent process for determining course fees, refunds, and payment options. The exact fees and payment schedules are provided in the Letter of Offer at enrolment and remain fixed for the duration of the agreement.

FLEXIBLE PAYMENT OPTIONS

Students can pay course fees via cash, Visa, MasterCard, Direct Deposit, or PayPal. Fees are payable in advance, and enrolment is considered tentative until payment has been received.

SCHEDULE OF FEES

In addition to tuition, miscellaneous academic and administrative fees may apply. Students can view the full schedule of fees on our website or request a copy from Student Services.

REFUND GUIDELINES

Empyrean Education Institute (EEI) is committed to managing student enrolments responsibly, reflecting the administrative resources consumed at various stages. The following guidelines outline the refund process:

1. Refund Requests

- Refunds must be requested in writing to EEI Student Services. Verbal notifications to staff or agents are not valid.
- The date EEI receives the written notice will be considered the default date for calculating refunds and cancellations.
- Refund applications will not be processed if the signature on the form does not match the student's signature on other admission documents.

2. Processing Refunds

- EEI Student Services will process refund requests individually, considering the impact on any subsequent units or modules if applicable.
- Approved refunds will be paid within 28 days in Australian Dollars (AUD) into the nominated bank account.

- Refunds will only be paid to the student or, if under 18, their legal guardian. Payments to third parties will only occur if explicitly authorised by the student.
- Refunds will be issued in the same currency in which fees were paid. Unless otherwise authorised in writing, refunds will be sent to the applicant's country of origin.
- EEI will provide a refund statement explaining the calculation of the refund amount.

3. Special Circumstances

- Visa Refusal: A copy of the notification from the Australian High Commission is required for a refund.
- Medical or Compassionate Reasons: Full tuition fees are refundable if the student cannot commence the course due to documented medical or compassionate reasons, and EEI is notified 28 days or more before the course starts and before entering Australia.
- Misleading Information: No refund will be given if the student provided misleading information to an EEI-approved agent, EEI, or any Australian Commonwealth Agency.

4. Payment and Outstanding Fees

- Any outstanding fees become due within 7 days of course cancellation by the student or EEI.
- Costs incurred by EEI to recover unpaid fees will be charged to the student. Unpaid fees will be recorded as a debt and may be recovered through legal action.
- EEI will not release testamurs or awards until all course fees have been paid in full.

5. Appeals

- EEI will provide the student with a written decision regarding their refund request and advise them of their right to appeal.

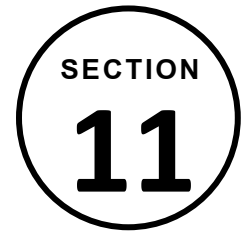
6. Scope

- EEI only accepts responsibility for fees related to enrolling in and studying with the RTO. EEI is not responsible for fees associated with education agents, migration agents, or visa application costs.

7. Commencement Dates

- Online courses: The commencement date is when online access is provided to the student.
- Classroom-based courses: The commencement date is the first scheduled day of the course.

WITHDRAWING, DEFERRING, OR CANCELLING YOUR ENROLMENT



CANCELLATION & WITHDRAWAL

Students who wish to withdraw from or cancel their course must complete a Course Variation Form and submit it to Student Services. Empyrean Education Institute may only approve cancellations or withdrawals under limited circumstances, including Compassionate or Compelling reasons.

Cancellation Process

1. Enrolment can only be cancelled through a management decision, following careful consideration of:
 - Individual circumstances and evidence provided by the student
 - Potential impacts or risks to the student and/or Empyrean Education Institute
2. Once a cancellation is processed, the student will receive written notification of the outcome from the Administration Manager or Student Services Officer.
3. Students have 20 days to appeal the cancellation decision. During this period, enrolment will remain active until the appeal process is complete.
4. Students are expected to maintain attendance and academic progress during the appeals process unless otherwise instructed in the notification letter.
5. Additional points regarding cancellations:
 - Students may apply for a refund of any fees paid in advance. A refund form will be provided.
 - Students will receive a certificate or statement of attainment for all qualifications or units completed up to the cancellation date.
 - No certification or documents will be released if there are outstanding fees or charges.
 - Students will not be released in the PRISMS system unless they have completed six months of their principal course or meet other limited criteria.

Withdrawal Process

1. Withdrawals must be formally requested by completing a Course Variation Form with supporting evidence and submitting it to Student Services.
2. Empyrean Education Institute may refuse a withdrawal request if:
 - The student has outstanding fees
 - The student is undergoing debt recovery and the matter is unresolved
3. A withdrawal fee applies to all successful withdrawal applications. The fee will be deducted from tuition fees held in advance. If no fees are held, the student will be invoiced.

Circumstances That May Lead to Cancellation or Withdrawal

- Failure to attend the agreed course start date without prior notification
- Withdrawal from the course before or after the agreed course start date
- Breach of student visa conditions or Emphyrean's Student Code of Conduct
- Non-payment of fees
- Failure to attend class for three consecutive scheduled contact sessions

Reason for Refund / Cancellation	Notification Period	Cancellation Penalty	Refund on course fee paid
Application for a visa is unsuccessful after course commencement date	Proof of visa refusal letter from Department of Home Affairs with a course cancellation notification	Application fee \$250 and pro-rata amount of course fees used calculated on a weekly basis	Full refund on all course fee paid less \$250 and any unused portion of the course fee
New and continuing student with a CoE withdraws after course commencement date <i>Refer to Note 1</i>	After Course Commencement with one full term's notice in advance	Non-refundable application fee \$250 and \$300 course cancellation administration fee	No refund on current term fee. Full refund on any course fees paid in advance for subsequent terms
	After Course Commencement with less than one full term's notice	Non-Refundable fees \$500 and \$300 course cancellation administration fee and one term course fee in lieu of notice period	No refund of tuition fees paid in advance
Student enrolment is cancelled by Emphyrean due to gross or serious misconduct by the student	At all times	Non-refundable fees and 100% of current term fee	No refund
Continuing student who has been terminated as a result of unsatisfactory academic progress. The appeal is unsuccessful and the student is withdrawn from Emphyrean	After course commencement date and within Week 1-2 of current term	Non-refundable fees and 30% of current term fee	70% of current term fee paid in advance
Emphyrean withdraws offer or fails to provide programs offered or terminates an Education Service	Before the course commencement date	N/A	Full refund

	After the course commencement date	N/A	Refund on the unused portion of the pre-paid course fee and resource fee <i>Refer to Note 2</i>
--	------------------------------------	-----	--

Note 1 – Notice of Withdrawal

Students are required to provide at least one full term's written notice of their intention to withdraw from a course. If a student provides less than one term's notice:

- No refund will be issued for course fees already paid.
- The student is required to pay the fees for the following term as compensation for the insufficient notice period.

Note 2 – Resource Fee Refund

Refunds for resource fees are calculated based on the unused portion of the resources.

Student Default

A student is considered in default under the following conditions:

- The student must pay the withdrawal fee to process the application and receive the required documents.
- Refund applications will be processed in accordance with the Institute's refund policy.
- Certification of any kind will only be issued after all outstanding fees have been paid.
- Certifications will be issued within 30 calendar days once all conditions have been met.
- Students must provide valid reasons for withdrawal and may be required to supply evidence to support their claims.

For further information, please refer to the **Empyrean Education Institute Terms and Conditions of Enrolment** and the **Refund Policy** available on the EEI website.

DEFERRAL & SUSPENSION POLICY

Empyrean Education Institute (EEI) may allow students to defer or temporarily suspend their studies, including granting a leave of absence, only through a formal agreement and under limited circumstances, as defined in this policy.

Deferral of Course Commencement:

Students wishing to defer the start of their course must complete a Course Variation Form, attach any supporting evidence, and submit it to the Admissions Staff before the course commencement date.

Suspension of Enrolment:

Students seeking to temporarily suspend their studies must complete a Course Variation Form, provide any necessary supporting evidence, and submit it to the Student Support Officer.

Other Changes to Enrolment:

Students who wish to defer, transfer to another course, or transfer to another provider must complete a Course

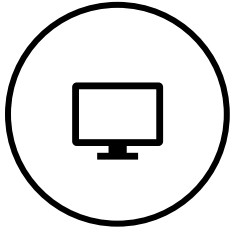
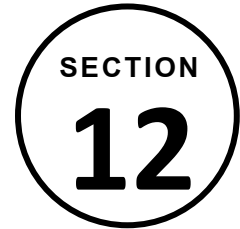
Variation Form. The form should include appropriate reasons for the requested change and any additional supporting evidence and be submitted to Student Services.

For more information, students should refer to the Cancellation & Withdrawal Policy available on the EEI website.

RTO Cancellation of Courses:

Empyrean Education Institute reserves the right to cancel a course if insufficient enrolments are received before the course commencement. Students already enrolled will be notified. In the event of course cancellation, a full refund of all fees paid will be processed within seven (7) days. EEI has financial safeguards in place to ensure that all prepaid fees are available for refund in case of course cancellation.

IMPORTANT CONTACTS



Student Services

students@eei.wa.edu.au

Reception – 08) 9228 1600 (all enquiries)

Accounts

accounts@eei.wa.edu.au

Management Enquiries

andrew.hives@eei.wa.edu.au

Marketing and Admissions

admissions@eei.wa.edu.au

Emergency Services – Police / Fire / Ambulance

Phone 000

Please take time to view all of Emphyrean's policies and procedures and other important information on our website <https://www.eei.wa.edu.au/>

Thank you for choosing Emphyrean Education Institute.
Emphyrean staff are always available to help you with your needs.