

### **Mathisi Fees and refunds**

We are committed to providing applicants and enrolled students with information concerning the required course fees and refund policy associated with its training and delivery services prior to enrolment and post-enrolment.

**Course delivery:** When a student enrolls in our courses, management shall ensure every effort is undertaken to maintain course delivery and any disruption or cessation to the course delivery is facilitated with the student according to the following procedures.

We have used the following fee structure as of 1st March 2015:

#### **Fees information**

- Course fees: located on the relevant course details page.
- Certificate: included in price (postage included)
- Replacement of Certificate: AUD\$100 includes GST
- Payment methods: Visa, MasterCard, bank deposit or direct debit (fees or charges may apply, check with your banking institution)

Our courses commence for a student automatically upon process of purchase of a course. Payment of fees must be made within 14 days of enrolment. Where a course fee has not been paid, your printed certificate may be withheld pending receipt of payment.

#### **Refund Policy**

Subject to any relevant consumer/trade practices laws, if a student cancels a course for any reason:

**Within 14 days of enrolment, a student may cancel and receive a full refund. No refund is applicable once training has started and work has been submitted, or it is beyond 14 days enrolment.**

#### **Please note:**

This refund policy does not apply to international students. International students seeking a refund must contact [support@mathisi.com.au](mailto:support@mathisi.com.au).

If for any reason we are unable to fulfil our service agreement with a student, we must refund the student's proportion of fees paid for services not delivered.

#### **Transfer Policy**

If students desire to be transferred to another course, this will be possible only in certain circumstances:

- If a student has not started or did less than five per cent of the total course or has not passed any assessment. The cost to transfer to another course will be AUD\$20 plus GST;
- if a student has already passed a number of units in a course, they can be transferable to another course. This can only be done if they are listed as core or elective units:
- transfer to another course is free;
- students might need to pay for the extra units required to complete the new course.

#### **Assessment**

We provide sufficient post assessment support and guidance to ensure students complete their training and assessment. We will provide for at least three reassessment attempts for students who are deemed 'not yet competent' on completion of training and assessment.

Following the third attempt resulting in a 'not yet competent' result, we will require the student to extend their course or re-enrol in the unit or units where three 'not yet competent' results have been recorded. The re-enrolment or course extension will attract additional fees per unit undertaken.

Re-enrolment cost for a unit AUD\$100 plus GST

### **Course Extension/Re-Enrolment Policy**

Courses may be extended for:

- A three-month period for AUD\$99 plus GST. This applies from the date the extension fee is paid.
- A six-month period for AUD\$149 plus GST. This applies from the date the extension fee is paid.
- A 12-month period for AUD\$199 plus GST. This applies from the date the extension fee is paid.

If a course has been expired for more than six months, then the student is required to pay a re-enrolment fee of AUD\$99 plus GST, plus the extension fee of the period desired.

Any course left for longer than 12 months will require a full payment for enrolment.

### **Course Expiration Policy**

Courses will expire in 12 months from the date of enrolment for all certificates, and 24 months for diplomas.

Once a student's course has either expired or been completed, their student portal will be deactivated for that particular course.

### **Course Payment and Agreement Policy**

This policy provides customers with many rights over and above standard statutory consumer rights stated in the various consumer protection/fair trading laws.

If you're unsure how consumer protection/fair trading laws apply to your particular situation, then you are encouraged to obtain independent legal advice.

### **Finalisation of enrolment policy**

It is important to note an enrolment is an agreement and therefore 'a contract'.

A customer agrees to pay for the products ordered. If an enrolment occurs, it is the customer's obligation to fulfil the conditions and promises of the enrolment by paying all the prescribed fees within 14 days.

If the customer fills out an enrolment form over the internet, or enrolls over the phone, they are making an agreement to purchase. They do this by supplying various details that would not be given out if the customer was simply making an enquiry.

We have email information we send to our customers who request information only. We also offer unlimited access to a sales and enquiry line before a customer chooses to enrol. The process of enrolment is the commitment a prospective student makes when they wish to begin a course.

In an enrolment, we ask for credit card, date of birth and other sensitive information. If credit card details are not available, we ask the customer to pay by bank deposit.

### **Course continuance**

Once the student has commenced study in their chosen course, we guarantee to complete the training and assessment within the course duration and will further negotiate the timing for completion of the course if a student is unable to complete the course due to illness or extenuating circumstances. A course extension fee may also apply.

**By applying for this funding you confirm that you:**

- Permanently reside in Queensland; and
- Are an Australian Citizen, Australian Permanent resident, temporary resident with necessary visa and work permits on the pathway to permanent residency, or a New Zealand Citizen; and
- Are aged 15 years or over, and no longer at school; and
- Do not hold, and are not currently enrolled in a certificate at the same or higher level than the qualification you are applying, not including qualifications completed at school.
- Are aware that this funding is only available once to each eligible candidate

**Qualifications**

After you have completed one of these qualifications through this program you will be required to complete a Training and Employment Survey prior to issue of your certification and you will no longer be eligible for subsidised training under the Investing in Skills program.

**Student discipline**

This policy and procedure is to be used by Mathisi where a student continually breaches Mathisi rules or where a single incident is a serious breach of discipline.

**Scope:** This policy covers all students enrolled within Mathisi.

**Definitions:** Students have a right to:

- Be treated with respect and fairly.
- Pursue their learning activities in a supportive and stimulating environment.
- Learn in an environment free of discrimination and harassment.
- Privacy of their personal information and student records held by Mathisi.
- Lodge a complaint without fear of victimisation.

**Student responsibilities:**

- Treat other students and Mathisi staff with respect and fairness.
- Follow any reasonable direction from Mathisi staff.
- Not engage in plagiarism, collusion or cheating in any assessment activity.
- Submit assessment events by the due date or seek approval to extend the due date.
- Behave honestly in their dealings with Mathisi.
- Refrain from swearing.
- Behave in a responsible manner by not:
  - Harassing fellow students or Mathisi staff.
  - Damaging, stealing, modifying or misusing property (including electronic records).
  - Engaging in any other behaviour that could offend, embarrass or threaten others. Breach of discipline means any conduct that impairs the reasonable freedom of other persons to pursue their learning or work.

**A student commits a breach of discipline if they:**

- Unlawfully remove, damage or use any property of another person or Mathisi.
- Act dishonestly in any way in relation to any courses they are currently enrolled in.
- Fail to pay or wilfully disputes payment for any courses they have enrolled in and it is found that there is clear evidence of an enrolment.
- Obstruct staff of Mathisi in the performance of their duties.
- Commit or engage in any dishonest or unfair act in relation to an assessment activity.

- Wilfully disobey or disregard any lawful order or direction given by a member of staff.
- Fail to pay financial commitments to Mathisi.
- Discriminate against a person on the grounds of the person's age, race, gender, sexual orientation, transgender, marital status, physical or intellectual disability or religion.
- Incite hatred towards, serious contempt for or severe ridicule of a person, or group of persons, on the grounds of the person's age, race, gender, sexual orientation, transgender, marital status, physical or intellectual disability or religion of the person or members of the group.

**Policy:**

1. Mathisi is committed to the principle of ensuring every student has the right to participate in training programs, free of inappropriate behaviour that may impair the learning processes, or the well-being of individuals.
2. Both staff and students have an interest and a responsibility to prevent minor behavioural problems from becoming larger ones.
3. Attempts are to be made to solve behavioural problems of students through discussion and mediation before more formal procedures are invoked.
4. Mathisi's training manager may apply any of the following penalties where they are satisfied a breach of discipline has been committed and the penalty matches the seriousness of the breach:
  - A verbal or written reprimand.
  - Restitution of property removed or damaged.
  - Use of specified equipment only in accordance with certain conditions (for a set period).
  - Exclusion from Mathisi.
  - Delay issue of certificate until the student has complied with Mathisi's order.
5. The student may appeal the penalty under Mathisi's customer complaint and appeals policy.

**Procedure:**

1. A staff member who believes a breach of discipline has occurred should report the breach to Mathisi's training coordinator without delay.
2. The staff member must report the breach to Mathisi's training coordinator in writing via email to: [support@mathisi.com.au](mailto:support@mathisi.com.au).

This report must include the following particulars:

- Student name and program.
- Description of the breach of discipline.
- Damage or inconvenience caused by the breach.
- Level of cooperation given by the student.
- Evidence available to support the claim of a breach.

Note: In situations of greater urgency, such as cheating or harassment, an oral report will be made to Mathisi's training coordinator in the first instance, followed by the written report soon after.

4. Within seven days of the report, the training coordinator will contact the student privately. The student will be cautioned and advised of the possible consequences and the grounds for such report. Confidentiality of this discussion will be maintained.
5. Any penalty to be imposed will be communicated to the student in writing within 10 days of the above discussion. The student must also be advised of the right to appeal the penalty under Mathisi's customer complaints and appeals policy.
6. Actions taken under this policy will be documented and archived for audit purposes (in accordance with Mathisi's privacy policy).
7. Mathisi's training coordinator will be the person responsible for the implementation and maintenance of the policy.

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## **Access and Equity**

Mathisi is committed to providing all students with equal opportunity to pursue their training and development.

This policy and procedure is to be used by Mathisi to integrate access and equity principles into all training and assessment activities it conducts or is conducted on its behalf.

**Scope:** This policy covers all of the Mathisi's policies and procedures and all training function activities.

**Definitions:** Access and equity principles include:

- Equity for all people through the fair and appropriate allocation of resources.
- Equality of opportunity for all people without discrimination.
- Access for all people to appropriate quality training and assessment services.
- Increased opportunity for people to participate in training.

Disadvantaged groups who have traditionally been underrepresented include:

- People with a disability.
- Women.
- People from non-English speaking backgrounds.
- People in rural and remote areas.
- Long-term unemployed.

### **Discrimination:**

Discrimination can be direct, indirect or systemic:

-Direct discrimination: Is any action, which specifically excludes a person or group of people from a benefit or opportunity, or significantly reduces their chances of obtaining it, because their status or personal characteristics, irrelevant to the situation (e.g. gender or ethnic origin), are applied as a barrier.

-Indirect discrimination: Is the outcome of rules, practices and decisions which treat people equally and therefore appear to be neutral; but which, in fact, perpetuate an initially unequal situation and can significantly reduce a person's chances of obtaining or retaining a benefit or opportunity. Rules, practices and decisions are applied to all groups alike but it is the very assumption of a likeness that constitutes the discrimination.

-Systematic discrimination: A system of discrimination perpetuated by rules, practices and decisions which are realised in actions that are discriminatory and disadvantage a group of people because of their status or characteristics.

### **Sexual harassment:**

Sexual harassment is unwelcome, unsolicited and unreciprocated conduct of a sexual nature which offends, intimidates, embarrasses or humiliates a person.

Sexual harassment is not interaction, flirtation or friendship that is mutual or consensual. Sexual harassment can take many different forms – it can be obvious or indirect, physical, verbal, written or pictorial (including email, text messaging or on social networking websites), repeated or one-off and perpetrated by males and females against people of the same or opposite sex.

It is unlawful for a person to sexually harass another person in a number of areas, including employment, education and the provision of goods and services.

In some circumstances sexual harassment may be considered criminal conduct. Any established case of sexual harassment will be treated as serious misconduct.

**Bullying:**

Mathisi seeks to provide an education culture marked by mutual respect, personal dignity and support for everyone's skills and abilities, and to encourage further learning.

Mathisi supports an environment where employees and students may reasonably expect to pursue their work in a safe and civil online workspace free from discrimination, harassment, threatening or violent conduct or offences against individuals or property.

While some bullying may involve verbal abuse, bullying can also involve overt or covert intimidation. Bullying can be carried out indirectly, for example via email.

Bullying has a negative effect on both the recipient and the Mathisi community who witness the behaviour. Mathisi therefore recognises the right and responsibility of individuals to raise a complaint if they are exposed to bullying behaviour, whether directly or indirectly.

Bullying is not limited to, but may include overt behaviour such as:

- Abusive, insulting or offensive language
- Behaviour or language that frightens, humiliates, belittles or degrades, including criticism that is delivered insensitively/inappropriately
- Cyber bullying
- Harassment including on the basis of race, ethnicity, sexuality or disability
- Unnecessary or degrading references to an individual's gender/sexual diversity
- Teasing or regularly making someone the target of pranks or practical jokes

Covert behaviour that undermines or disempowers others is also bullying and may include:

- Unreasonably overloading a person with work
- Setting timelines that are difficult to achieve or constantly changing deadlines
- Setting tasks that are beyond a person's skill level
- Ignoring a person
- Deliberately denying access to information, consultation or resources

All employees and students have a right to participate in an environment free from bullying behaviour. They also have a responsibility to uphold Mathisi's policy on the prevention of bullying and to comply with the relevant legislation.

Employees and students are encouraged to bring bullying behaviours to the attention of Mathisi's complaints manager.

**Policy:**

1. The aim of the policy is to remove barriers and to open up developmental opportunities for all students by creating a workplace and training environment that is free from discrimination, harassment, bigotry, prejudice, racism and offensive behaviour.
2. All students will receive fair and equitable treatment in all aspects of training and employment without regard to political affiliation, race, colour, religion, age, national origin, gender, marital status or physical disability.
3. A person with a disability may be excluded under this policy if the disability could cause occupational health and safety risks to the person and/or other students (in accordance with any relevant legislation).

4. All assessors are responsible to observe and be advocates for the policy.
5. This policy will be widely disseminated in the education industry.
6. Mathisi's policies and procedures will be monitored and reviewed to ensure they recognise and incorporate the rights of individuals.
7. Mathisi's training manager will be person responsible for the implementation and maintenance of the policy.

**Procedure:**

1. The policy will be included in information provided to employers, assessors and students.
2. Mathisi's procedures relating to training and assessment activities will focus on objective criteria based on merit.
3. Any person with a complaint will be directed to use Mathisi's customer complaints and appeals policy and procedures.
4. Issues raised in relation to this policy will be documented and archived.

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**Plagiarism and Cheating Prevention Procedure**

Mathisi training and assessment staff will maintain vigilance in all assessment events against any form of plagiarism or cheating.

**Plagiarism and Cheating Penalty Procedure**

Students identified as engaging in any actual or suspected form of activity in plagiarism or cheating in any assessment event must be reported to the relevant Mathisi training manager immediately following the discovery of the action.

Evidence of alleged plagiarism or cheating must be set out in a written report which includes a detailed account of the alleged plagiarism or cheating, or actual documented evidence of the plagiarism or cheating, and be submitted to Mathisi management by the relevant training manager immediately following the receipt of the trainers report.

Plagiarism and cheating at Mathisi is defined according to a system of three levels:

*Minor:* Instances are deemed minor where the act may be reasonably judged to result from careless practices and/or neglect of specific guidelines relating to assessment requirements by students, whose outcome compromises the purpose of an assessment to a limited extent only.

*Moderate:* Instances are deemed moderate where the act may be reasonably judged to be a breach of ethical knowledge and includes (but is not limited to):

- Moderate plagiarism
- Recycling an item from one unit and resubmitting it in complete or substantial form for another
- Fabricating or falsifying data, experimental results or sources of information in an assessment
- Colluding with another student about assessable work and representing that as individual work when such collusion has not been specified as acceptable within unit outlines or other assessment requirements

*Major:* Instances are deemed major where the act may be reasonably judged to be a serious breach of ethical knowledge and includes (but is not limited to):

- Cheating in assessments
- Major plagiarism

- Fabricating or falsifying data, experimental results or sources of information

On the receipt of the written report detailing plagiarism or cheating, Mathisi management will seek an email, Skype or telephone interview with the student or students involved in the alleged allegation.

The student interview should be utilised to advise the student or students of the allegation and of their right to state their account of the alleged offence.

In the case of a student denying their involvement in plagiarism or cheating, Mathisi management will delay any further action until the allegation is further reviewed and evidence examined.

Where the allegation cannot be substantiated by reasonable evidence, the student's assessment outcome will be upheld.

Where the allegation is authenticated by the evidence presented, the student assessment outcome will be cancelled and the student provided with an opportunity to take responsibility for their actions and own up to the offence.

Mathisi's chief executive shall apply their own discretion as to whether the student's enrolment should be cancelled.

Where the allegation is authenticated and the student refuses to admit their wrongdoing, the assessment outcome will be cancelled.

The chief executive shall apply their own discretion as to whether the student's enrolment should be cancelled and a statement of attainment issued for all units of competency previously gained.

All investigations will be dealt with in a confidential manner. Student interview outcomes will be recorded in writing and placed on the student's file, which will be stored in compliance with Mathisi's privacy policy. Please refer to Mathisi's privacy policy for more information.

Should a student decide to appeal the outcome, the student's enrolment shall be maintained during the period of the appeal and only cancelled where the student's appeal has been decided in favour of the decision to cancel their enrolment by an independent adjudicator. Please refer to Mathisi's complaints and appeals policy for more information.

## Complaints & Appeals

This policy and procedure is to provide clear and practical guidelines to ensure that complaints and appeals by students can be resolved in accordance with the principles of natural justice, equitably and efficiently.

**Scope:** The customer complaints and appeals policy applies to all current and active students enrolled with Mathisi.

**Definitions:** Complaints and appeals include, but are not restricted to, matters of concern for a student relating to training delivery and assessment, the quality of the training, student support and materials, discrimination and sexual harassment.

Natural justice is concerned with ensuring procedural fairness:

- Decisions and processes should be free from bias.
- All parties have the right to be heard.
- The respondent has a right to know of what s/he is accused.
- All parties are advised of the decision and the reasons for the decision.

**Policy:** Mathisi believes a complaint is an opportunity for internal improvement with all complaints being utilised within its continuous improvement system.

Any student who has a complaint or appeal has the right to raise this and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation. The student has the right to present the complaint or appeal in writing.



Mathisi will manage all complaints and appeals fairly, equitably and efficiently. It will encourage the parties to approach the complaint or appeal with an open mind and to resolve problems in writing.

Where a complaint or appeal cannot be resolved to the student's satisfaction, Mathisi shall appoint an appropriate external and independent person. The independent person will look at the original complaint and the response from Mathisi and may ask for additional information from either party.

The independent person will then make a decision as to whether or not in their opinion the complaint was handled fairly and whether the decision should still stand. The independent person may also vary the decision and recommend other forms of mediation. Confidentiality will be maintained throughout the process of making and resolving complaints. Mathisi seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment. Please refer to Mathisi's privacy policy for more information.

If Mathisi finds a complaint or appeal to be vexatious, frivolous or lacking in substance, Mathisi reserves the right to dismiss the complaint or appeal.

#### **Procedure:**

Should a student have a complaint or appeal, the following steps are to be followed:

1. The student should put the following information relating to the complaint or appeal in writing:
  - Description of the complaint or appeal.
  - Steps you have taken to deal with the problem.
  - What you would like to see happen to fix the problem and prevent it from happening again.
  - Full name, date of birth and email address.
2. The student should bring the complaint or appeal to the attention of Mathisi's complaint manager at: support@mathisi.com.au. Appeals must be lodged within 4 weeks of the date of your academic record being issued through student services.
3. Upon receipt of a complaint or appeal by email, the start date will be noted as the date the email was received and the student will be sent a response within 48 hours.
4. The written complaint will be officially responded to as soon as practicable, but within 10 days of receipt. The complaint manager may contact the student if they require any further information. Where Mathisi considers that more than 60 calendar days are required to process and finalise the complaint or appeal, Mathisi will inform the student in writing, including the reasons why more than 60 calendar days are required, and regularly update the student on the progress of the matter.
5. All parties involved will receive a written statement of the outcomes, including reasons for the decision.
6. All documentation relating to complaints or appeal outcomes will be archived for audit purposes and securely stored in accordance with Mathisi's privacy policy.
7. Mathisi's complaint manager will be the person responsible for the implementation and maintenance of the policy.

#### **Mathisi: RPL**

#### **Get qualified in business with recognition of prior learning.**

##### ***What is RPL?***

Recognition of prior learning is the process of receiving a qualification, in part or full, by acknowledging skills and knowledge learned through life experience, work or uncompleted or non-recognised training.

##### ***How do I get recognised for prior learning?***

Recognition is achieved through a formal assessment by a qualified RPL assessor. This assessment will focus on your ability to demonstrate that you have the required degree of skill, knowledge and experience to meet the competency levels needed in a specific unit within a qualification.

***How can Mathisi help?***

We offer prior learning assessment and recognition. We look at past jobs, life experience, samples of your work and any industry representative endorsements you might have.

We use methods to establish your competency against a national set of standards. You can then receive recognition of prior learning by either gaining a full qualification or receiving credit towards one.

***How long does the process take?***

Recognition of prior learning can take some time. But the more preparation you do, the less time it will take once you begin the process with us. It is your responsibility to gather and compile evidence. All applications must be completed within 90 days unless negotiated individually with your assessor.

***How much does it cost?***

Applications and assessments are not free. All RPL registrations costs are determined on application.

***How do I get started?***

Getting the formal recognition you deserve is simple. Just notify us that you want a prior learning assessment when you enrol for your course.

Our highly skilled, industry experienced advisors will assist you in the recognition process, ensuring that we make the assessment easy for you.