



Masters in Education Pty

Ltd

I RTO Code : 45464
NSW 2165

ABN : 70 622 645 023 | ACN: 622 645 023

Address: 2/9 Station Street, Fairfield

Phone: 0407891610

Email: info@mie.edu.au Website: www.mie.edu.au

STUDENT SERVICES

<MASTERS IN EDUCATION>[STUDENT SERVICES](#)

Student Services

During your time at Masters In Education, our staff want to ensure that you feel informed, secure and supported. Should you require assistance or guidance with any part of your study life, you are encouraged to discuss the issue with one of our support staff. When in this situation, Student Services is your official point of contact and the first place for you to go to with general and administrative questions.

How to Access Student Services

Masters In Education's support services can be reached at any time during business hours. For all queries or for information on additional services, please contact us using one of the following methods:

- In Person: 81 George Street South Hurstville NSW 2221 (9.00am – 5.30 pm, M-F)
- Phone: 0407891610
- Email: Info@mie.edu.au

Academic Support and Language Support

Academic support is available to all students free of charge enrolled in any of a courses. Students are encouraged to work with our support team to identify areas which require academic support. This will allow Masters In Education to identify students' academic needs and provide relevant and effective guidance.

Student Number

To access these student services, you are required to inform our staff your student number, which will be received at enrolment. Please memorise your student number at all times because your

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student number will be used on all examination papers and/or for any other correspondence with the college.

Staff Responsibilities for Fair Treatment and Equal Opportunities

All our staff are inducted in their responsibilities with regard to Fair Treatment and Equal Opportunities. Masters In Education staff act in accordance with our Code of Practice and all students are made aware of their rights and responsibilities in the Student Code of Conduct. All students have access to all courses that are all conducted irrespective of gender, culture, linguistic background, race, or disability.

Provision of Academic, Language, Literacy and Numeracy Support

Masters In Education provides advice, support and help for any academic, language, literacy and numeracy issue on request or where our trainers identify the need during a course.

Our Trainers monitor the needs of a learner's language, literacy and numeracy skills through Masters In Education throughout the learning process. If at any time Masters In Education feels a learner requires assistance in these areas, we will either provide this or tailor learning and assessment materials to match the learner's needs.

If you are experiencing difficulty with any aspect of your course in regards to academic performance, reading the course materials, writing or working with numbers, then please contact us for further support.

- Speak with our staff on 0407891610 or email at info@mie.edu.au

Student Enrolment and Induction/Orientation Procedures

Masters In Education provides clear information on the qualifications, courses and services that it offers.

This includes the location of training, any required skills or knowledge and any additional training pathways available. Masters In Education enrolment process requires you to complete an enrolment form and provide as much relevant information as possible to ensure we provide training to suit your need.

All information collected is kept confidential and subject Masters In Education Privacy Policy.

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Student Welfare and Guidance Services

In order to provide our students are aware of their rights and are studying with a comfortable and safe learning environment, Masters In Education endeavours to provide welfare and guidance to all learners.

This includes providing advice on:

- Learning pathways and possible RPL and RCC opportunities
- Workplace Health and Safety
- Fair Treatment and Equal Opportunity

As well as providing:

- Provisions for special learning needs
- Provisions for special cultural, dietary and religious needs.

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Should you require any further information on any of the above, please do not hesitate to [contact us](#).

Complaints, Grievances and Appeals Procedures

Masters In Education has a documented procedure that covers any complaints, grievances and appeals. Should you have an appeal, complaint or grievance, contact the Academic Manager for detailed information on this process. Alternatively, you can submit your complaint via email to <info@mastersineducation.edu.au>.

Credit Transfer

Relevant Australian Qualifications Framework certification that has been issued by any other Registered Training Organisation will be recognised by Masters In Education for assessment for credit transfer. To apply for credit transfer students must be able to present their original qualification or Statement of Attainment or certified copies of the certification with the national codes and titles that match with the current course in which the student is enrolled.

Recognition of Prior Learning (RPL)

Masters In Education recognises the skills and knowledge that students may have gained through previous studies as well as workplace and life experiences. Students may be entitled to gain recognition of prior learning prior to or after course commencement that will exempt them from studying one or more units of competency.

Students who believe they already have some of the skills and knowledge required to demonstrate competency can request RPL. Students are provided with information about the types of evidence required as per the RPL Kit and must provide valid, sufficient, current and authentic evidence to demonstrate competency. The assessor may require the student to undergo a challenge test/s. The cost of RPL is available through the published Course Fees and Charges.

Refund Policy

As a student you either pay an agreed fee upon commencement of a course in which you are enrolled or make a support arrangement negotiated with Masters In Education and pay for the course after the fact. Course deposits are accounted separately and are not accessed until course commencement.

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