
STUDENT HANDBOOK



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WELCOME

Dear Students,

Welcome to Setting the Standard Training Pty Ltd, trading as Eightfold Institute of Australia (Eightfold Institute).

Eightfold Institute is Registered Training Organisation (RTO – 22577), offering nationally recognised qualifications and non-accredited training for career growth and personal development. Our trainers and assessor's extensive experience and industry knowledge will take you through informative and practical training sessions in the most efficient and effective way.

Eightfold Institute recognises that education is a continuous and lifelong learning. Through education, you can gain knowledge, skills and attitudes towards learning that will help you achieve your work and life goals.

When you choose to start or develop your career with Eightfold Institute, our team of friendly and dedicated staff will assist you to make the most of your experience with us. Our aim is to assist and support you, ensuring every topic is clearly and fully understood.

Please take the time to read this handbook. By enrolling into a course with Eightfold Institute you agree to comply with the policies and procedures outlined in this handbook.

If you have any questions, please contact us via email at info@eightfold.edu.au

PRANAV PATEL

CEO, Eightfold Institute of Australia

IMPORTANT NOTICE

This Handbook will help you to decide whether to enrol with Eightfold Institute of Australia, to undertake Professional Development or Nationally Recognised course versions, and which study mode and payment option you wish to use. It also covers policies and procedures applicable during your enrolment and beyond.

This Handbook contains information relevant to all Eightfold's students. It is a condition of enrolment that you acquaint yourself with and agree to the terms and conditions detailed within this Handbook. If there is anything within the Handbook or enrolment documentation you do not understand or do not agree with, please speak to a Course Consultant to resolve this BEFORE you enrol.

1. OVERVIEW

Eightfold Institute RTO is a specialist ICT training provider, offering professional development courses as well as nationally recognised qualifications in Software Development and Website Development.

Eightfold Institute may engage third party partners to perform some functions. Any partners relevant to your enrolment will be advised to you at enrolment. All our partners agree to adhere to certain responsibilities and standards to ensure you have a great experience. They also undergo a comprehensive induction as well as ongoing training and audits to ensure their conduct remains ethical, compliant and professional. Should you have any issues with the conduct of any of our partners, please contact us directly via phone or email so that we can take appropriate action.

Mission: Our mission is to develop the knowledge, skills and abilities of our students, locally and globally, to help them achieve their ambitions.

Vision: To be a leader in education and training, providing internationally respected education to our students who can negotiate their way successfully in a rapidly changing and complex global society.

Values: Integrity & Ethics | People | Innovation | Flexibility | Excellence

2. ACCREDITATION and LICENSES

Eightfold Institute of Australia offer programs in two categories:

1 – Professional Development (PD) courses

PD courses and programs, many of which are accredited or certified by industry or employer groups, or non-accredited provide Continuing Professional Development hours, Certificates of Completion, Industry Certifications, and of course, knowledge and skills to enhance your career.

2 – Nationally Recognised courses

These units of competency, skill sets or full qualifications are delivered in our capacity as a Registered Training Organisation (RTO), in adherence with formal Vocational Education Training Packages. Successful completion will result in the issuance of an official Testamur and Academic Transcript or a Statement of Attainment

3. BEFORE YOU ENROL

Key considerations include:

- Who should I enrol with?
- Should I undertake a Professional Development course or a Nationally Recognised Qualification?
- Should I enrol on a per subject or full qualification basis? (Refer to Enrolment Options.)
- Which study mode is best for me? (Refer to Study Modes.)

Professional Development vs Nationally Recognised

Many students have no interest in attaining formal qualifications but are simply seeking the skills and knowledge they need to succeed in their chosen field. If this is you, then you might prefer to enrol in our Professional Development courses which have the same content and learnings as nationally recognised courses, but without the formal assessments.

However, some occupations and employers do require or value formal qualifications. You need to determine what standards apply for the industry, role and employer you are considering. If you would like assistance with this, please ask our Course Consultants.

If you are undertaking a subject mapped to a formal unit of competency, we believe in most cases you may as well complete the formal assessment as well, as you never know if you may end up needing the “piece of paper”.

4. DELIVERY MODES

Depending on the program you enrol in, training and support may be provided via several formats. Please speak with the team during enrolment if you believe adjustments to training and assessments may be needed to accommodate any learning, physical or other challenges you may have.

1 – Online Only

Online is offered for most of our nationally recognised qualifications, with the program delivered entirely online which may include live optional online “virtual” classrooms. You will login to the LMS to view the course materials, access learning resources, submit assessments and connect with your trainer and fellow students.

2 - Blended

Blended is a mix of mostly online but with some mandatory face to face component. This may include classroom sessions, practical sessions or work experience requirements.

3 – Classroom

These courses or programs require you to attend a specified physical location for the entire program.

Work Experience

Some courses may require you to undertake work experience in a suitable workplace. You will be informed of this requirement, if applicable, during enrolment.

You are required to find your own placement however Eightfold Institute will assist where possible. Inability to attend or complete work experience will not give rise to extensions, refunds or other allowances.

Any costs associated with placement are outside of tuition fees and need to be arranged and paid for by you.

Eightfold Institute is not liable for any issues or events that occur from your seeking out of or participating in work experience placements, or your inability to find suitable placement.

5. ENROLMENT OPTIONS

Eightfold Institute offer the following course enrolment options.

- 1 – Full Qualification
- 2 – Per Subject
- 3 – Recognition of Prior Learning (RPL)

Each option can lead to a full qualification (if that is what you are seeking), but Per Subject offer significant flexibility in regards your upfront commitment, learning priorities, duration, support levels, assessment, pricing and payment terms.

Full Qualification

This is the option you are most familiar with, where you enrol into the full qualification upfront, paying by either a regular payment plan or an upfront payment.

Your enrolment will be for a specified duration which varies depending on the qualification but is typically 12-18 months. Exact timeframes are provided on the website. If you do not complete the full qualification by the end of your enrolment period, you will need to pay an extension fee if you wish to continue.

This enrolment option is suitable if you:

- Want set progression dates, deadlines and formal structure.
- Need to be enrolled in a full nationally recognised qualification to meet migration visa or other external requirements.

Per Subject

We offer a library of subjects which you can enrol in on a per subject basis. Many of these subjects are mapped to one or more formal Units of Competency taken from various formal qualifications. If you are studying for professional development purposes only, you do NOT need to complete or

submit the assessments included with each subject. If you do not complete the formal assessments, you can still attain recognition for professional Development hours.

If you want a nationally recognised outcome for the subject, including full qualifications, you do need to complete the formal assessment. Once you have been deemed competent for the assessment, you receive a formal Statement of Attainment for that subject which can then be used for credit transfer towards full qualifications. There are no extensions on individual subjects. If you do not complete a subject within its stated duration you need to re-enrol in that subject if you still wish to complete it.

Per Subject versus full Qualification

Price:	Subjects are purchased per subject when you wish to start the subject. A full qualification enrolment requires payment (via a payment plan) for the entire qualification.
Formal outcomes:	Per Subject suits those enrolling for Professional development study OR for formal qualifications, whereas full qualifications are for those intending to complete the entire qualification.
Duration:	Enrolling per subject includes 3-months access for each subject, starting from when you enrol in the subject. You can enrol in your next subject whenever you wish, with no overall course duration being applicable. A full qualification enrolment has a set duration of typically 12 months, although extensions may be available for a monthly Extension Fee.
Self-paced:	Per Subject is suitable for those who truly wish to study at their own pace, limited only by 3-month duration per Subject. Full qualifications have a formal duration, so you need to manage your study to ensure you allow sufficient time to complete before course expiry.
Extensions:	There are no extensions available 'Per Subject'. If you do not complete within the subject duration you need to re-enrol to continue that subject. If you do not complete a full qualification within its formal duration, you can either take advantage of our Monthly Re-enrolment option, or you can enrol 'Per Subject'.
Resubmissions:	Both 'Per Subject' and "Qualification" enrolments include one complimentary resubmission for each subject, after which a re-submission fee will apply if further attempts are required.
External Factors:	Students who project potential external challenges impacting their study, such as work or family commitments, may be better enrolling per Subject so they can defer enrolling into their next Subject if necessary. Students who need to be formally enrolled for Centrelink, employer or other reasons need to enrol in the Full Qualification.
Flexibility:	Enrolling 'Per Subject' allows you to easily change your mind re what and when you wish to study, and to match your study with your budget. Full Qualification enrolments represent an upfront commitment with less flexibility.

6. COURSE DURATION

Full Qualification

Each qualification have a formal duration as detailed on the website and in course documentation. This duration is how long you have access to the subject or full qualification for within your initial enrolment, noting you are welcome to complete faster than this.

How long it will take YOU to complete depends on how much time and energy you commit to your studies, and what existing knowledge you already have. If you do require some extra time beyond the formal duration, don't worry as we offer Re-enrolment and Extension options (noting additional fees may apply).

If any issues or circumstances arise during your enrolment that could impact your ability to complete before expiry, please inform us at that time so we can take action to help straight away. This could involve a review of your study habits and techniques, the provision of additional support, or potentially a recommendation to withdraw before you incur further study costs.

It is important to leave time after you submit to allow for assessment and any re-work required. We recommend you submit no later than four weeks before your enrolment expiry date.

As Training Packages change over time or unit currency expires, earlier units of competency you have completed may not count towards current qualifications as a Credit Transfer. Where this is identified, and where the Institute can assess the newest version of the unit, you may be able to apply via Recognition of Prior Learning.

Minimum progression requirements

Progression requirements typically only apply to full qualifications. Many qualifications are delivered in an online environment, allowing you the flexibility to study when and where it suits you. This flexibility does NOT, however, remove the need for you to progress through your course proportional to the enrolment time remaining. You need to set yourself deadlines for completing each unit/module and adhere to this. Guidance on setting deadlines and study techniques is provided in the Study Tips within CareerPD portal. The minimum progression requirement applicable to you will vary depending on the tuition payment method you use and/or the program you enrol in. If you fail to meet minimum progression deadlines, you may be suspended or cancelled from your course. Please refer to Payment Options for more details on progression requirements.

Rolling Re-enrolment

We understand that life occasionally gets in the way of even the best-laid plans! For this reason, we offer a unique Rolling Re-enrolment if your qualification enrolment expires before you complete.

This allows you to re-enrol in the units you still need, but instead of paying for them in full and locking in for another set term, you only pay a low monthly re-enrolment fee for as many months as you need to complete.

This option is limited to expiring Eightfold Institute of Australia's enrolments only, is limited to the specific units from the original enrolment that you did not attain and is offered at a significant potential discount to normal unit prices.

If you did not complete any units during your original enrolment, you will not be eligible for a Rolling Re-enrolment and will instead need to fully re-enrol if you still wish to attain the qualification.

Although we try to approve re-enrolment requests where suitable and possible, we cannot guarantee it due to various factors, e.g. superseded Training Packages. **Given this, always aim to complete within the formal course duration and never assume re-enrolments will be granted or for how long they may continue.**

Please note the following:

- Approval is at the sole discretion of Eightfold Institute.
- Requests are to be submitted before your original enrolment expires.
- The request must be on the Rolling Re-enrolment Application (on the website) and submitted to info@eightfold.edu.au
- The re-enrolment, if granted, will automatically continue on a rolling month by month basis until:
 - You complete the qualification.
 - You notify us you wish to terminate the re-enrolment or cease paying the monthly
- The Rolling Re-enrolment fee varies between courses and may change over time. The current fee for your course can be obtained from the website, or from the Course Consultant during enrolment.
- The re-enrolment fee is payable monthly in advance via direct debit from your nominated bank account or credit card. The link to make payment will be sent with the notification that your Rolling Re-enrolment request has been approved.
- If you are on a Rolling Re-enrolment and there is a change in the fee amount, a minimum of 30 days' notice will be provided.

A Rolling Re-enrolment is a new enrolment, not an extension to your original enrolment.

It is a re-enrolment only into those units you still require, not back into the full qualification.

If the course you originally enrolled in, or any standalone units within that course, are superseded, removed or otherwise varied on the National Training Register, the "replacement" units required will likely not be covered under the Rolling Re-enrolment unless they are considered fully equivalent units. If new units are required, they would need to be enrolled in on a per unit basis at the unit price applicable at that time.

The Rolling Re-enrolment fee represents a significant discount to the full enrolment fee, depending on how many months of Rolling Re-enrolment you need. If you do not intend to progress your course rapidly under a Rolling Re-enrolment, we recommend you do not re-enrol at all.

N.B. As an alternative to the Rolling Re-enrolment, you could choose to continue using the Per Subject enrolment options.

Full Re-enrolment

Where a Rolling Re-enrolment is not available, desired or granted, you may be able to fully re-enrol if you still want to continue after your expiry date. This re-enrolment may be for the full course or its replacement version, or just for those portions of the course you still need to attain the qualification.

As your re-enrolment may be personalised depending on what units you have already completed, or due to Training Package changes or other factors, please speak with a Course Consultant if you are considering a full re-enrolment.

Any units of competency within the qualification that you have already completed will be applied as Credit Transfer, thereby minimising the tuition fees associated with the completion of your qualification.

As an alternative to a Full Re-enrolment, you may be able to conclude your course using the Per Subject enrolment options

Extensions and Deferrals

Per Subject: We do not offer extensions or deferrals for Per Subject enrolments. You are however welcome to take extended breaks between subjects if you need some down time.

Per Qualification: We do not offer deferrals however if you are enrolled in a full qualification and require additional time, you may be able to apply for up to a 3-month extension. The extension fee is 10% of the course price as at the time of requesting the Extension.

Approval is at the sole discretion of the Eightfold Institute Executive.

Please note the following:

- The request must be submitted within 21 calendar days of the event occurring.
- The request must be on the Extension Application (available on the website) and must be submitted to info@eightfold.edu.au
- You must have had reasonable course progression prior to the event.

7. COURSE ENTRY REQUIREMENTS

Please refer to the course pages on the website or speak with our Course Consultants for any entry requirements/pre-requisites for the individual courses we offer.

Some courses may have Eightfold Institute imposed entry criteria in addition to any Training Package requirements. Eightfold Institute imposed criteria may be relaxed on a case by case basis at the sole discretion of Eightfold Institute. If there is any relaxation, your enrolment is considered to be full acceptance by you of the variation and that it cannot be used for any claim against Eightfold Institute. All courses except those delivered entirely Face to Face will require you to have ongoing access to an internet connected computer capable of running standard Office software. Face to Face students may require computer access to complete some assessments.

8. MAKING APPLICATION

Our application process is designed to help you make an informed enrolment decision.

Pre-application

Some enrolments are done entirely online. For phone-based enquiries our Course Consultant will discuss your situation with you. For formal qualifications we typically cover:

- Selecting the appropriate qualification based on:
 - Your previous study and life/work experiences
 - Any Credit Transfer options
 - Any learning challenges that may impact your ability to complete the course.
 - Your motivation to study.
- Course information including any entry, resource and location requirements; fees and charges; relevant processes; practice and assessment methods and possible vocational outcomes.
- Your rights and obligations, and support services available.

Selection and eligibility criteria

We may assess you on your ability to meet the requirements of the course, in conjunction with any prerequisite or entry requirements and Training Package guidelines, in accordance with Access and Equity requirements. For details on course, entry criteria view the relevant course on the website.

Note: Further eligibility requirements may also apply depending on how you intend to fund your study. For example, you may be requested to provide identification, proof of citizenship or migration visa status, or evidence of prior study.

Application

During the application process, depending on your enrolment type, you may be required to:

- Complete an Enrolment Application Form
- Complete a declaration acknowledging you have discussed and/or read and agree to abide by the terms and conditions outlined in the Student Handbook and other enrolment documents.
- Provide identification, noting the application cannot progress until verification of your identity.
- Parental Consent Form if you are under eighteen years of age.
- Complete a Credit Transfer (CT) and provide supporting evidence (if relevant).
- Create a Unique Student Identifier (USI)

The application process is non-committal however should your application proceed to enrolment in a nationally recognised course, we have an obligation to supply your information to the National Statistical Database (or their State/Commonwealth representatives).

Once all documentation has been received and eligibility criteria met, your application will proceed to enrolment. Student Services will process your enrolment and issue you your login information (if required).

Eightfold Institute reserve the right to decline any enrolment application and/or fee payment method at our sole discretion.

Unique Student Identifier (USI)

For details on the USI refer to <https://www.usi.gov.au/about>.

The USI is a student reference number issued by the Commonwealth Government, linking all your nationally recognised training under one identifier. You only ever need one USI which is unique to you. Make sure you don't set up a new one if you may already have one.

If you enrol in a nationally recognised course (in full or part) you will be required to provide your USI at enrolment. If you are already enrolled but have not yet provided us with your USI, you will need to do so before a qualification or Statement of Attainment can be issued.

To check if you already have a USI, or to set one up if you don't, please go to

<https://www.usi.gov.au/students> and follow the instructions there. If you have any issues, please speak with the Course Consultant during enrolment. There is no cost to obtain a USI.

9. FEES & CHARGES

Course tuition fees are detailed on the website, or you can speak to a Course Consultant. Fees may vary depending on your eligibility for Credit Transfers.

Other fees and charges may also be applicable depending on the course, payment option and other factors. The actual and potential fees and charges applicable to you will be advised during enrolment and may include:

- Potential administration, extension, resubmission and other fees.
- Payment fees including admin, late and dishonour fees, credit card surcharges and interest.
- Notification will be provided where you may incur additional costs such as:
 - Practical placements fees charged by external organisations
 - Travel and accommodation costs for practicals/classroom sessions
 - Referrals to support networks or other study programs not offered by Eightfold Institute.

Where fees or charges are in arrears your enrolment may be suspended and eventually cancelled.

For further details also refer to the Schedule of Fees and the Payment Plan form on the website.

10. PAYMENT OPTIONS- FULL QUALIFICATION

There are several options for paying tuition and other fees and charges. Details on which payment options are available for which courses is detailed on our website.

Before entering into any payment plan we recommend you complete a personal budget and obtain independent financial and credit advice from an appropriately licensed professional.

Upfront payment

For non-accredited courses, upfront payment can be accepted for the entire course cost.

For 'Per Subject' enrolments, upfront payment is required for the entire subject.

For nationally recognised courses Eightfold Institute can accept a maximum \$1,500 (incl GST) of upfront payment at any time, so this upfront option is only available where the course tuition cost is below that amount.

Upfront payment is via direct debit from your credit card or bank account, EFT by you, or corporate invoicing.

Payment plan

An interest free monthly payment plan directly with Eightfold Institute may be offered to eligible applicants.

Instalments are taken directly from your credit card or bank account and will incur a per payment administration fee. Dishonour and late payment fees will also apply. No qualification or Statement of Attainment will be issued until all fees have been paid in full.

Payment plan terms and conditions are detailed on the website and Payment Plan application.

Some courses may have content progressively released in proportion to the tuition payments received by Eightfold Institute.

Payment plan terms and conditions are detailed on the website and Payment Plan application.

11. WITHDRAWALS, CANCELLATIONS & SUSPENSIONS

Expired Enrolment

An expired enrolment is where your enrolment expiry date is reached without you graduating, noting you may choose to do this voluntarily if you are studying for Professional Development purposes only and do not require a formal Statement of Attainment.

Once your course expiry date is reached your initial enrolment will expire and a Statement of Attainment will be issued for any eligible Units of Competency completed. There is no refund for expired enrolments.

Withdrawal

A withdrawal is where you voluntarily exit prior to graduation or enrolment expiry. You can withdraw by notifying to info@eightfold.edu.au

For withdrawals a partial refund may be available depending on the specific circumstances. If a refund is payable, it is limited proportionally to the time remaining in your enrolment at the time of the Refund Request, subject to further conditions below.

Refund requests must be on the Refund Request Form available on the website and will be subject to an administration fee as per the Schedule of Fees.

Regardless of the time remaining in the enrolment, refunds will not be payable in the following circumstances:

- For non-accredited courses, once the program has commenced or online access provided.
- For any 'Per Subject' enrolment
- For any subject in a full qualification where course content has been provided or accessed (including textbooks, tools, subscriptions, platform access).
- For payment plans, any fees and charges due prior to the withdrawal date will not be refunded.
- Where there has been a breach of the Student Code of Conduct e.g. plagiarism, abuse of staff or other students, fraud against Eightfold Institute or its associates, copyright infringement or the like.

The only exceptions to this policy are:

- Where the student's application for enrolment is declined by Eightfold Institute.

- Where Eightfold Institute cancel a unit in which the student has enrolled or where the commencement of a course is postponed for more than six weeks.

Cancellation

Cancellation is when we remove a student from their course by a decision of Eightfold Institute. Reasons could include:

- Non-payment of tuition or other fees.
- Breach of the Student Code of Conduct or Academic Integrity e.g. collusion or plagiarism, abuse of staff or other students, fraud against Eightfold Institute or our partners/service providers, copyright infringement.
- Depending on the payment option used, failure to meet progression deadlines

A student, before being cancelled, would first be suspended whilst an investigation takes place. If the matter is upheld, the student would then be cancelled.

There is no refund for cancellations. Students will also be billed for any unpaid fees owing as at the date of cancellation.

Suspension

Students be suspended for events such as:

- Non-payment of fees or charges
- Whilst under investigation for breaches regarding Academic Integrity, the Student Code of Conduct or other serious matters.

While suspended there is no access to the course, trainers, assessors or other support services. Any payment plan in place must still be adhered to.

Any time lost due to suspension will not be added to your enrolment expiry date unless the issue is not upheld in full. Therefore, if you are suspended, you will need to adjust your study schedule to make up for any time lost.

12. ASSESSMENT

Assessments are not undertaken in all courses, but nationally recognised courses have formal assessments which need to be successfully completed if you wish to attain the relevant qualification or Statement of Attainment.

We know assessments can be nerve racking if you have not studied for a while, but don't worry as we provide study techniques and tips in the student portal, plus our team is here to help.

Assessment and evidence requirements are either completed within the student portal or via other mechanisms that are advised at subject enrolment. We do not accept any forms of submission unless specifically approved at enrolment.

Some courses have a strong practical component. These may require you to upload recordings of activities, perform tasks in the presence of an Assessor or use an approved supervisor to verify your skills. Information on this will be provided during your course where relevant.

Our Assessors for nationally recognised courses meet VET requirements and will make a judgement of competency based on the evidence provided in accordance with the national criteria.

Our Assessors will ensure:

- The assessment process is valid, reliable, flexible and fair.
- All evidence submitted is deemed valid, current, sufficient and authentic.
- Reasonable adjustment is used where necessary and appropriate.
- Assessment outcomes are recorded appropriately.
- Appropriate feedback on a not competent assessment outcome is given where applicable.

Eightfold Institute has a responsibility to you, our graduates, industry and the community our graduates will serve, to maintain the integrity of the qualifications we issue. Given this we implement an internal assurance process and reserve the right to question or refute decisions made by the Assessor and to request further clarification or evidence if we deem it necessary.

If competency is not awarded on your first attempt, some courses permit you to re-submit assessments.

Depending on your specific enrolment details, the resubmission cost may be included within your initial tuition fee else a resubmission may be charged. This will be detailed during your enrolment.

Please note any assessments submitted that have not been genuinely attempted will be returned unassessed. This includes submissions where questions have been missed or only partly answered, where the question is not being answered, where it has not been spelling and grammar checked, or where collusion/plagiarism has been identified. Such submissions will still be considered a first attempt submission.

Credit Transfer

Eightfold Institute recognise verified qualifications and Statements of Attainment issued by other Registered Training Organisations. If you have previously achieved a relevant qualification or Statement of Attainment, you may not need to complete all units in the new qualification if credit transfer (CT) from the prior qualification is possible.

Our Student Services team will help you complete a CT Application. You need to forward all evidence during the enrolment process, so the validity and currency of the transcript and the equivalence of competencies can be determined before your enrolment is finalised.

If you hold a qualification/Statement of Attainment that has been superseded and is no longer available or is not the version required by the qualification into which you wish to enrol, CT will not apply.

Important note: The presentation of false qualifications, Statements of Attainment, resumes and other materials is fraud. Eightfold Institute reserve the right to investigate the validity of all materials presented to us, and where fraud is found we are required to notify relevant authorities and cancel enrolments

Recognition of Prior Learning (RPL)

If you believe you already have the required knowledge to complete a subject or full qualification without additional study, you can choose to undertake assessment only.

This requires you to complete the same assessments as if you had enrolled in the course, however, for some questions you may be able to submit evidence from activities you have already completed in your workplace or prior studies.

For further details on RPL, or to make application, please refer to the website or speak with a Course Consultant

SHOULD YOU DO ASSESSMENT ONLY?

Just because you might be able to do Assessment Only does NOT mean you should. If you do 'Assessment Only', you will not learn anything as you will not access the Content or Trainers. All you do is complete the assessments to demonstrate you already know the material. The reason we rarely recommend this option is because you do not know what you do not know. Time and again, we have had experienced practitioners tell us how glad they were that they did the full course due to the new and refreshed knowledge they obtained by doing so.

Assessment Only

If you believe you already have the requisite knowledge and skills to attain the qualification without further study, you can enrol in the RPL/Assessment Only option.

This avoids you incurring the cost of paying for content and support, but you will also only have access to the assessments. The Assessment Only price per subject will vary depending on the size of the subject. Full details are provided on our website.

If you believe you are eligible for Assessment Only, please discuss this with a Course Consultant BEFORE enrolment.

The Eightfold Institute Recognition of Prior Learning process requires you to complete the same assessments as if you did the course, but for some of those assessments you may be able to leverage materials from your prior experience.

Resubmissions

You can resubmit an assessment if you are found “Not Yet Competent” on your first attempt. This first resubmission is typically included within your original tuition fee, however poorly attempted first submissions or any further attempts after the first re-submission, if permitted by Eightfold Institute, will result in a Re-submission Fee as per the Schedule of Fees at the time of the re-submission.

Students completing assessments on a Per Subject basis will incur a resubmission fee as per the Course pages on the website.

Eightfold Institute reserve the right, at our sole discretion, to disallow any further re-submissions after three attempts. This approach is necessary as it becomes debatable that Competence was demonstrated if a student was permitted virtually unlimited attempts.

If you are not approved for further re-submissions and you still wish to complete the course, you may need to re-enrol in the relevant module(s) or unit(s) if approved by Eightfold Institute, else you will need to enrol at another institution. This would incur another enrolment fee.

Should you wish to appeal against an assessment or RPL decision, please refer to Complaints and Appeals.

13. TRANSITIONING OF QUALIFICATIONS

Every few years qualifications are updated by Australian Industry and Skills Committee/Industry Reference Committees, to reflect current industry practice and updated legislation.

Superseded qualifications are typically allowed a twelve-month transition period which means in most cases an existing enrolment will not be impacted, although it does limit the time available for re-enrolments or Extensions.

Where a course is superseded, you will generally still complete the version you are enrolled in, but for some courses we may be able to offer you the option of transitioning within your current enrolment.

Superseded equivalent qualifications

Where the updated qualification is deemed to be equivalent to the superseded version, the newer version should automatically be added to Eightfold’s scope of registration

Superseded non-equivalent qualifications

In the event the superseded qualification is not deemed equivalent to the new version, Eightfold Institute will decide whether the new version will be added to our scope of registration.

Should Eightfold Institute elect to not add the newest version, students that cannot complete within the stipulated timeframes will be issued with a Statement of Attainment for any unit(s) of competency they have been awarded. Please note this will in most instances only impact students who fail to complete their course within the official course duration granted at the time of their enrolment.

Non-current qualifications

Where a qualification has been deemed to no longer be industry-relevant and will not be upgraded, students will be required to complete their course within their original enrolment duration.

Students that do not complete within the two-year timeframe will be issued a Statement of Attainment for any units of competency that they have been awarded competency.

14. STUDENT SERVICES & SUPPORT

For all students, the first port of call for help is via the online learning platform. The Welcome Course, accessible from your dashboard in the online platform, includes sections on seeking support as well as tips on how to study. We recommend you read through the Welcome Course BEFORE you commence as it may save you considerable time and energy later.

Eightfold Institute endeavours to provide welfare and guidance services to you via mentoring support and access to our Student Support team. However, at times you may need support we are not able or qualified to provide, in which case we will provide suggestions regarding support, welfare and guidance agencies. Any cost associated with third party assistance will be your responsibility.

You can access most information regarding your course and progress online. Where you cannot access your online record or if you require additional information, contact our Student Services team. Verifiable forms of identify must be provided before access can be granted to personal records.

For all other queries please email info@eightfold.edu.au.

Identification checks

We may conduct random identification checks when you upload assessments or have other dealings with the team. Generic information can be discussed and disclosed without the need for formal identification checks.

Updating your details

Should you change your details (e.g. name, address, phone number) during your course, please notify Eightfold Institute via a Change of Details form available on our website and email it to info@eightfold.edu.au.

15. LANGUAGE, LITERACY & NUMERACY (LLN)

Eightfold Institute offers courses and programs that may require a high standard of language, literacy and numeracy (LLN). To enrol for some courses, you may be required to complete a core skills assessment, the cost of which will be covered by us.

If you require additional LLN assistance, Eightfold Institute may refer you to specialist services for further support. Any associated costs will be your responsibility.

As most courses are online in part or full, you also need to have reasonable computer literacy.

Online Platform

User Guides, videos and tips and tricks on using our online student portal are all provided in the platform Welcome Course. If you are having any difficulties logging in please email info@eightfold.edu.au.

16. ACCESS, EQUITY & LEGISLATION

Access and Equity

We are committed to offering opportunity for everyone to access and participate in learning.

Our team carry out their duties and responsibilities in a fair and equitable manner, in accordance with our policies and procedures. We always endeavour to adhere to all relevant policies, regulations and legislation.

Harassment, intimidation or discrimination is not tolerated.

Should you feel a fellow student, team member or any other related party is acting inappropriately please notify us immediately so we can deal with the matter promptly. If the matter is not addressed sufficiently or continues, please refer to Complaints and Appeals.

17. ISSUANCE OF CERTIFICATION

Upon full completion of units of competency, receipt and verification of your Unique Student Identifier (USI) and full payment of course fees, a qualification or Statement of Attainment can be issued.

Eightfold Institute DO NOT email certificates, diplomas or statements of attainment. Such documents are only issued by mail.

Partial completion of a qualification

Should you wish to exit your course after being deemed competent in one or more units of competency, and if you are within enrolment and payment terms, you will be entitled to receive a Statement of Attainment.

Please note that due to the flexibility of Training Packaging Rules, some Eightfold Institute qualifications may include import units of competency that may/may not lie within a qualification or explicit unit of competency on our scope of registration.

Should you complete and be deemed competent in an imported unit(s) of competency not on our scope, and where you elect to withdraw from the course, you will not be able to receive a Statement of Attainment for any affected import units.

In such cases, you can download your USI transcript from the periodically active site <https://www.usi.gov.au/> as evidence of completing the unit.

Completion of a qualification

Full completion of all course requirements will result in issuance of a qualification. Successful completion of a unit(s) within a course; but not full completion of the course requirements will result in issuance of a Statement of Attainment only.

Replacement certification

If you require a replacement qualification or Statement of Attainment, please email us at info@eightfold.edu.au. Replacement fees will apply as detailed on the website.

18. COMPLAINTS & APPEALS

We maintain a Quality Notification Register to record formal complaints, appeals and other related matters. This register feeds into our continuous improvement processes so action can be taken to mitigate the likelihood of reoccurrence.

To provide feedback or suggestions, or to make complaints, please email info@eightfold.edu.au, stating what the issue is and what outcome you are seeking.

We endeavour to finalise complaints as soon as practicable and will notify you of the outcome in writing. Where resolution may exceed 60 days, we will provide updates including reasons for the delay.

Compliant process – Assessment

If you have a query regarding an assessment result please contact the Faculty via Inbox in your student portal. If you are not satisfied with the Faculty response to your query, please refer to the Appeals Process below.

Complaint process – Other matters

Where you have a minor grievance, please contact info@eightfold.edu.au to raise the matter and see if it can be resolved quickly and informally.

If you are not satisfied with that outcome or wish to make a formal complaint, complete and email the Complaint Form located at www.eightfold.edu.au/forms to info@eightfold.edu.au.

Your complaint/feedback will be acknowledged in writing, recorded in the Quality Notification Register, added to your student record and forwarded to the relevant Faculty and/or internal department for investigation. We will endeavour to finalise the complaint as soon as practicable and notify you of the outcome in writing. Where resolution may exceed 60 days, we will provide periodic updates including reasons for the extended timeframe.

If you are dissatisfied with the outcome of your complaint you may Appeal.

Appeals

An appeal should only be submitted if you are dissatisfied with the outcome of the complaints process above. It must be lodged within ten business days of us providing the complaint response.

The appeal process must be followed in sequential order. There is no fee associated with Step One of the appeal process, however, if you appoint another party to support you during the appeal process any related costs will be your responsibility.

STEP ONE:

Lodge an appeal directly with us by completing either the Appeal Form available on our website and emailing it to info@eightfold.edu.au or by emailing info@eightfold.edu.au.

Submit your appeal to info@eightfold.edu.au

Depending on the nature of the appeal, it will be reviewed by an internal committee or senior manager not involved in the original decision, or by an alternate Assessor. Their decision will be communicated in writing as soon as practicable.

If you are dissatisfied with the outcome of the internal appeal, only then proceed to step two.

STEP TWO:

If you are dissatisfied with the outcome from Step One, you have ten business days within which to notify us at info@eightfold.edu.au that you want an external review undertaken.

We will then organise a suitably qualified person, external to Eightfold Institute, to review the appeal. Their decision will be communicated in writing as soon as practicable.

You will be required to pay the cost charged by the external reviewer before the review is conducted. This cost will be reimbursed by Eightfold Institute if the matter is fully upheld in your favour.

If you are dissatisfied with the outcome of the independent review, only then proceed to step three.

STEP THREE:

If you are dissatisfied with the outcome from Step Two of the appeals process, you can lodge a complaint to the relevant external party, such as the Department of Training Ombudsman.

Note:

1 - Any student who has undertaken fraudulent acts against Eightfold Institute or our partners will forfeit the right to access Eightfold Institute complaints and appeals processes and may initiate civil legal proceedings initiated against them. Any matters identified that constitute a breach of Australian Law may be referred to relevant authorities.

2 - Once we have provided a response to an Appeal we will engage in no further correspondence regarding the matter unless it involves an external regulator. We will also not engage in correspondence for complaints made greater than one year after an event.

19. CODE OF CONDUCT

Eightfold Institute is committed to providing a quality service to our students, clients and stakeholders.

We adhere to the Standards for Registered Training Organisations (RTOs) 2015 to ensure the quality of Vocational Education and Training (VET) services.

IMPORTANT NOTE: RESPONSIBILITY

Eightfold is committed to helping you succeed in your studies and career. We will do what we can to ensure you leave with the required skills and knowledge, but we cannot do it for you.

The decision to enrol, to incur the related costs, to progress and graduate, and to adhere to Academic Integrity requirements is yours alone.

You have enrolled as an adult responsible for your own decisions and behaviour, and Eightfold will treat you as an adult. If you are not engaging in or progressing your studies, the onus is on you to request help or to withdraw from your enrolment.

Your Obligations

By enrolling for a course of study at Eightfold Institute you are agreeing to:

- Pay fees within terms
- Meet agreed deadlines
- Attend training sessions as required
- Submit your own work and adhere to Academic Integrity requirements.
- Meet the following student expectations at all times.

Expectations

You are expected to maintain a professional approach to your studies, team members and fellow students. If you anticipate any issue in meeting all these standards, do not enrol with us.

- Ethical behaviour demonstrated by openness, honesty and integrity in all dealings.
- Responsibility for your actions.
- Respect and care for all.
- We value quality, embracing uncompromising standards in service provision.
- We value flexibility and innovation.

In all dealings with team members or students, in all mediums including but not limited to online, email, phone and face to face, all students must adhere to the following:

- Respect and courtesy are to be demonstrated at all times.
- Actively discourage and do not participate or engage in any form of harassment, bullying, slander or unlawful discrimination.
- All actions and activities in relation to your involvement with Eightfold Institute must be legal. Any fraud against Eightfold Institute or other students will result in cancellation of your enrolment without refund.
- Personal possessions are the responsibility of the student and any interference with another student's or Eightfold Institute property will not be tolerated.
- Consideration without disruption or impediment to others learning.
- No inappropriate physical contact or verbal abuse, including offensive language.
- Clothing, footwear and hygiene must be appropriate when attending any physical location, to a standard no less than that expected within the industry the qualification relates to.
- Mobile phones are to be switched off during session times. No recording of sessions or photographs of facilities or other students is permitted without permission of all parties involved.
- Eating and drinking is to be confined to designated areas whilst in the training facility.
- Smoking and alcohol are not permitted inside training facilities.
- Drinking alcohol preceding or during training events is not permitted.
- Drug usage is strictly prohibited unless you are required to take legally prescribed drugs.
- Respect start and finish times of all face-to-face sessions.
- Be professional in conduct when working with clients, colleagues and members of the public whilst attending classroom learning and clinic/placement days. This requires you to be responsive, engaging and helpful with reasonable requests of clients, work colleagues and members of the public.

Disciplinary procedures will be enforced where failure to respect and uphold these behaviours and expectations occurs. This will typically involve immediate suspension of enrolment whilst an investigation is conducted. Based on the investigation findings students may be cancelled, suspended or other disciplinary proceedings initiated.

Academic Integrity

We take Academic Integrity very seriously to protect you and the integrity of the qualification you will earn. We have a duty of care to our graduates and to the industries and communities served by our graduates, to ensure all qualifications are legitimately earned.

We implement several software solutions to help identify collusion and plagiarism from sources including the web, textbooks, current and previous students, and Eightfold Institute materials.

You must:

- Undertake your study with honesty and integrity
- Complete your own assessments without collaborating or plagiarising
- Take steps to ensure other students cannot copy your work
- Where relevant, seek permission to use and appropriately acknowledge others work

Where there is suspicion a student's work is not entirely their own, they will be suspended pending an investigation by the Faculty. This will result in one of three potential outcomes.

1. Not upheld
2. Breach in Error: Where a breach was in genuine error and minor in nature, the student will be required to undertake an Academic Integrity awareness session. Note the presenting of others work as your own will not be considered to be in error.
3. Intentional or Reckless Breach: Where a breach was intentional or reckless, or there has been repeat offences, the student will usually be removed from the course without refund, and potentially banned from re-enrolling. In some instances, we may also be required to notify regulatory or industry bodies.

It is not difficult to avoid collusion or plagiarism. If you have any concerns at all, please contact the Faculty via Inbox to the left of the screen and we will walk you through the requirements.

20. PRIVACY POLICY

Our Privacy Policy can be downloaded at www.eightfold.edu.au