



EDUCATION IS KEY

Student Handbook 2025



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Welcome

Welcome to all Education Is Key students - prospective, enrolling and current. This Student Handbook contains important information regarding the training offered by Education Is Key Pty Ltd and the role and responsibilities of students, including expected behaviour and conduct. Also included is information regarding a range of procedures and processes that a student may need to access or use during their training. Keep this document to refer to throughout your course.

About Education Is Key

Education Is Key provides hospitality industry-specific training opportunities throughout Australia, and is owned and operated by Julie Armstrong - a pastry chef, trainer and VET specialist. All of our programs have been specifically catered to secondary school starting out in the hospitality industry. Developed in close collaboration with industry leaders, our learning materials are up-to-date with the latest trends and industry requirements. With a focus on hands-on learning through practical activities, student engagement is the number one priority for our programs.

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Our Obligation As Your RTO

As a Registered Training Organisation (RTO) registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of our nationally recognised training and assessment. We must comply at all times with the Standards for RTOs 2025 which are part of the VET Quality Framework. To ensure compliance, we have developed comprehensive internal policies, procedures and systems that guide our operations, and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties we work with who have any involvement in your training and assessment comply as well. As the RTO we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Handbook. If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

Selection & Enrolment

Education Is Key accepts applications from all students who meet the entry requirements published in our course information. To apply to enrol in a course, you must complete an Enrolment Form/Application/Supply the required information to your school. Before you make a decision to enrol in a course, you are encouraged to fully understand:

- the course purpose and structure
- the course entry requirements
- scheduled delivery/course dates
- associated personal commitment in terms of time and outside study requirements
- the learning outcomes including any pathway opportunities.

As part of the entry requirements, you may be required to complete a language, literacy and numeracy (LLN) evaluation (this will be determined by your trainer) and to complete an enrolment form to confirm your suitability for the course. Your school will advise if this is necessary.

The outcomes of these will be used to determine your suitability for the course and will also be reviewed by a qualified assessor to identify students in need of support. Our administrative staff collate the results and assessor comments from the pre-training review and enrolment form. Details of a student who the assessor has identified as being in need of support (for example, for non-native English speakers) are passed on to the relevant training manager. The training manager will review the information provided, assess the learning needs and determine whether the student's training and assessment program is to be adjusted. The training manager will also liaise with trainers to develop a strategy to support the student. The information collected as part of this process and the outcomes are entered into the required documentation. A report containing information regarding students who require additional support or adjustment to their training because of their learning needs is provided to the trainer.

Credit Transfers

A Credit Transfer (CT) is a formal recognition of previous studies you have completed, for the purpose of reducing the number of units that you need to complete to finish a course.

There is no charge to apply for Credit Transfers.

You can apply for Credit Transfers at any time, but it is best to do so during enrolment so that we know your requirements upfront and you aren't assigned any unnecessary work. Make sure you attach certified copies of transcripts from your previous studies. In some cases, we may ask for additional information about the subjects or units you previously studied, so we can determine equivalence.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work, life experience, or unrecognised training can be formally recognised.

Education Is Key has a simple process to recognise students' prior learning. You should ideally apply for RPL at the time of enrolment, but you may also apply up to 2 weeks into your course. If you'd like to apply for RPL, contact your trainer/assessor or our office, so that we can determine whether RPL is suitable for your case. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is suitable, you will be provided with a kit that will guide you through each unit to determine whether you would be able to provide the required evidence. A trainer/assessor will be available to assist you throughout this process. Your application will then be assessed and you will then be contacted to progress the RPL process. Fees are applicable for Recognition of Prior Learning and you will be advised of these fees in the Course Outline or upon contacting us. For more information, contact us.

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognized training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must either:

- Provide us with your USI, or
- Provide us with permission to access or create your USI on your behalf

For information about exemptions for individuals please [review this webpage](#).

If you are providing us with permission to access or create your USI we will need a valid form of identification. The copy of the ID that you provide for this purpose will be destroyed once we have used it for this purpose. If you would like to create your own USI, [please visit this webpage](#). We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

Student Code of Conduct

All students are expected to abide by this Code of Conduct during their participation in their course with the RTO. Students who do not abide by this Code of Conduct will be followed up through disciplinary procedures.

Students' Rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information that Education Is Key holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to Education Is Key on the client services, training, assessment and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

Students' Responsibilities

All students, throughout their training and involvement with Education Is Key, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to Education Is Key in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- Hand in all assessment tasks, assignments and other evidence of their work as required.
- Attend training sessions, to achieve a minimum of 80% for the entire qualification
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify Education Is Key if any difficulties arise as part of their involvement in the program.

Legislation

This Student Code of Conduct is informed by the following pieces of legislation, with which all students must comply. If you do not follow the below conduct requirements and housekeeping rules, you may be subject to disciplinary action such as suspension or a requirement to follow a disciplinary action plan.

Commonwealth

Age Discrimination Act 2004
National Vocational Education and Training Regulator Act 2011
Privacy Act 1988
Copyright Act 1968
Disability Discrimination Act 1992 – Education Standards 2005
Sex Discrimination Act 1984
Australian Human Rights Commission Act 1986

Victoria

Equal Opportunity Act 2010
Information Privacy Act 2000
Occupational Health and Safety Act 2004
Working with Children Act 2005
Racial and Religious Tolerance Act 2001
Charter of Human Rights and Responsibilities

Queensland

Anti-Discrimination Act 1991
Education and Training Legislation Amendment Act 2009
Fair Trading Act 1989
Information Privacy Act 2009
Right to Information Act 2009
Work Health and Safety Act 2011

New South Wales

Anti-Discrimination Act 1991
Education and Training Legislation Amendment Act 2011
Education Legislation Amendment Act 2009
Fair Trading Act 1989
Fair Trading Regulation 2001
Fair Work (Commonwealth Powers) and Other Provisions Act 2009
Industrial Relations Act 1999
Industrial Relations Amendment Act 2009
Information Privacy Act 2009
Right to Information Act 2009
Vocational Education, Training and Employment Act 2000
Work Health & Safety Act 2011

Tasmania

Personal Information Protection Act 2004
Freedom of Information Act 1991
Archives Act 1983

Course Expectations & Requirements

The training and assessment offered by Education Is Key focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency-based training and assessment. Each of the components of your course is a 'unit of competency'. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace. Assessment methods vary from course to course but usually include a variety of written questions, projects and practical observations.

Course Progress

All students are required to maintain satisfactory course progress. Students are required to have satisfactorily completed the scheduled assessment tasks in the units delivered as per the schedule supplied or agreed upon with their specific trainer.

Attendance & Assessment Requirements

It is an expectation that you attend every class so as to not fall behind. Please notify your trainer prior to class if you are unable to attend for any reason. All students are required to be punctual in their attendance to class out of courtesy and respect to the trainer/assessor and fellow students. Trainer-assessors reserve the right to restrict students from entering the class until an appropriate break in the session e.g. morning tea and lunch. All students are required to maintain satisfactory course attendance. Education Is Key may initiate the withdrawal of a student from a training program when a student is absent for four consecutive scheduled class days, or absent for more than 10% of the scheduled course duration. Absences due to illness may require a medical certificate to be provided.

At the beginning of each unit, your assessor will go through the requirements for assessment. At this time, you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted.

Your assessor will go through all of the arrangements, and you can ask them any questions.

Submitting Your Assessments

You must complete all assessment tasks for each unit of competency. Written assessment tasks will be submitted directly to the trainer/assessor unless otherwise advised. The cover sheet asks you to make a declaration that the work is your own. Your assessor will provide you with feedback as you progress through the training and assessment as well as confirm the outcome of your result.

Assessment Outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can have at least 2 further attempts to complete the task and achieve a Satisfactory outcome - more attempts can be allowed at the discretion of Education Is Key. You will be given a timeframe for your reassessment/resubmission and advised what you must include in your re-submission.

If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will need to complete additional training and assessment to support you in achieving a Competent outcome. In some cases, due to regulatory requirements, no additional attempts are provided, such as in the case of industry-specific regulatory units.

Reasonable Adjustment In Assessments

Some students may need modifications to assessments due to disability, illness or special considerations. Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally.

Speak to your assessor if you think that you may need an adjustment made.

Appealing Assessment Decisions

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

Student Plagiarism & Cheating

Education Is Key has a no tolerance policy for plagiarism and cheating. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparation of the work. When you undertake and/or submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or cheated in any way. If you are found to have plagiarised, or cheated, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised or cheated, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

Educational & Support Services

We are committed to ensuring that you get all the support you need to be successful in your studies. You may need assistance with skills such as reading, writing and maths. The enrolment form you complete will help Education Is Key and your trainer to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, your trainer will contact you to discuss your support needs.

We provide students with a broad range of educational and support services including qualified trainers and assessors, learning resources, training facilities and equipment, and student support services. Support is offered to students throughout the entire training and assessment process commencing from the time of enrolment through to completion.

Your support needs can also be discussed during the induction to your course.

Services can include:

- One to one support from our trainers/assessors
- Study groups where you can work with your fellow students
- Referral to relevant external services
- Personal counselling

External Support Services

For students requiring additional support with their studies, work or life, Education Is Key provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you. In the first instance you are encouraged to discuss directly with your trainer or school contact directly.

Reading and Writing Hotline

Telephone: 1300 655 506

Website: www.literacyline.edu.au

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

The Victorian Equal Opportunity & Human Rights Commission

Telephone: (03) 9281 7100

Website: www.equalopportunitycommission.vic.gov.au

The Commission can resolve individual complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

Legal Aid Victoria

Telephone: 1800 677 402

Website: www.legalaid.vic.gov.au

Legal Aid Victoria helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas of criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

Disability Rights Victoria

Telephone: 1800 462 480

www.betterhealth.vic.gov.au

Disability Rights Victoria is an advocacy organisation directed by people with a disability. They work with and on behalf of adults with a disability. They provide individual advocacy, information and support to people with a disability via our network of advocates located across Victoria. This support may include making representation on behalf of individuals with a disability, helping individuals to advocate for themselves or helping others to advocate for them.

Lifeline

Telephone: 13 11 14

Website: www.lifeline.org.au

Anyone can call Lifeline and the service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Kids Help Line

Telephone: 1800 55 1800

Website: www.kidshelpline.com.au

If you're under 18 years of age you may consider contacting the Kids Help Line, who provide access to telephone, web and email counselling.

Fair Work Australia

Telephone: 1300 799 675

Website: www.fwa.gov.au

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

Reach Out

Website: www.reachout.com.au

Reach Out is a web-based service that inspires young people to help themselves through tough times and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

Your Feedback

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes, so we are always striving to do better.

Feedback and input from students and other stakeholders will be sought, analysed and acted upon, where necessary, on a regular basis. Information gained will form part of any review of materials and in the validation and moderation processes. Most important, is the collection of data from learners and employers relating to their expectation and experience of our services. Data sources have been selected to provide a balance of qualitative and quantitative information.

Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office. We also welcome feedback from you at any time by email and phone.

Access To Your Records

You may access or obtain a copy of the records that Education Is Key holds about you at any time. This includes personal information and records of participation and progress. If you want to access or obtain a copy of records, you must make a request in writing to the Training Coordinator using the Access to Records Request Form outlining which records you wish to access.

Access to records may be provided by:

- Making copies of the records held in a file
- Providing a time for you to review your file

Amendments To Records

If a student considers the information that Education Is Key holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record.

Notifying You If Things Changes

Education Is Key is required under the VET Quality Framework, to notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment. This would include if there were any changes of ownership, and any new third-party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, Education Is Key will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable. You can let us know of any changes to your details by using the Change of Details Form.

Legislation & You

As a student, you have both rights and responsibilities under applicable legislation.

Workplace Health and Safety

Under the Occupational Health and Safety Act 2004 (VIC), Education Is Key must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. As a student you also have a responsibility to behave in ways that do not endanger the health and safety of others. Always ensure that you:

Immediately report hazards to your trainer/assessor.

- Seek assistance from a member of staff if you become ill or injured on site.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with the emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and sinks clean and tidy, etc.

Harassment, Victimisation or Bullying

Education Is Key is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. We will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person. Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone or spreading rumours. Victimisation is where a person is treated unfairly because they have made a discrimination complaint. Bullying is verbal, physical, social or psychological abuse. If you feel that you are being harassed, victimised or bullied, you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per the Complaints and Appeals Procedure as detailed in this Handbook.

Equal Opportunity

The principles and practices adopted by Education Is Key are aimed to ensure that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with us. All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course. Education Is Key provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training and assessment that supports your career goals, further study pathways and lifelong learning opportunities.

As a Registered Training Organisation (RTO) registered with the Australian Skills Quality Authority (ASQA), Education Is Key is required to comply with the National Vocational Education and Training Regulator Act 2011 and the Standards for Registered Training Organisations 2025.

These requirements ensure that training, assessment, learner support services and the overall student experience are delivered in accordance with nationally recognised quality standards. They are designed to protect learners and support the delivery of quality vocational education and training that meets industry, workforce and community needs.

Privacy Policy

In collecting your personal information, Education Is Key will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation. This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes.

We will not disclose your personal information to another person or organisation unless:

- We have made you aware that information of that kind is usually passed to that person or organisation.
- You have given written consent.
- We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person.
- The disclosure is required or authorised by or under law
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

Fees, Charges & Refunds

Education Is Key sets and collects fees and charges for its services, in accordance with relevant regulatory contractual and business requirements. This policy and procedures applies to fees, charges, refunds and fee protection applicable to the provision of training under fee-for-service arrangements.

This policy and related procedures applies to customers booking courses, and individuals enrolling and participating in courses.

It outlines referral requirements regarding short and structured courses booked by customers where a minimum number requirement is a condition of the course booking. All refund applications are to be submitted to the Administration Team who will assess the refund application.

Complaints & Appeals

The purpose of this policy and procedure is to outline Education Is Key's approach to managing dissatisfaction, formal complaints and appeals of students, clients, staff and other members of the community. It provides a transparent approach for all complaints and appeals to be acknowledged, addressed, and recorded in a fair, efficient and confidential manner. Education Is Key acknowledges and agrees that it will respond to and cooperate in good faith with any complaints handling mechanism or process required by regulatory bodies, for the purpose of resolving student complaints or other issues in relation to the Education Is Key's Training Services. This policy and related procedures ensures compliance with Standard 2.7 and 2.8 of the RTO 2025 Standards.

A full copy of our Complaints and Appeals Policy is available.

Issuing of Certification Documents

On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/certificate) and record of results within thirty days. The record of results will show the units of competency achieved in the course and corresponding results.

Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

Education Is Key reserves the right to withhold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where Education Is Key is not permitted to do so by law. Education Is Key must have a valid USI on file prior to the commencement of training for the student, for a qualification or Statement to be issued.

Re-Issuing Statements and Qualifications

Records of qualifications and unit achievement are kept on record for a period of at least thirty years. Students can request copies of any of these statements or qualifications at any time for an additional charge.

Student Disciplinary Policy & Procedures

1. Academic and General Misconduct

Education Is Key will be vigilant in the management of student misconduct. For the purposes of this policy, a breach of conduct is defined as either academic or general misconduct. Academic Misconduct includes, but is not limited to, cheating, plagiarism or any other conduct by which a student seeks to gain for themselves, or any other person, any academic advantage or advancement to which they, or that other person, is not entitled.

General Misconduct includes, but is not limited to:

- Persistent disruptive behaviour
- Behaviour which is lewd or obscene, taking photographs or filming other participants or staff without their permission (including posting on Facebook and other social media without permission)
- Use of mobile telephones or headphones during classroom or workshop activities
- Behaviour that constitutes discrimination, victimisation or harassment
- Verbal abuse
- Abuse and misuse of tools and equipment
- Carrying, using or being in possession of a prescribed or regulated weapon or dangerous article
- Engaging in behaviour, or failing to follow instructions, which results in themselves or other persons being put at risk of harm
- Encouraging, persuading or inciting another person to engage in improper or inappropriate conduct

2. Student Discipline

Education Is Key will treat all breaches of conduct seriously. Education Is Key will conduct a fair and equitable investigation, which will give the student the right to be heard. The relevant Training Manager and/or CEO will determine whether the allegation has been substantiated and apply an appropriate level of action or penalty.

3. Appeal

The student has the right to appeal the outcome of an academic or general misconduct decision.

Deferment, Suspension or Withdrawal

Education Is Key reserves the right to suspend or withdraw a student from a training program. This process, referred to as an Education Is Key initiated suspension or withdrawal, may be implemented on the grounds of:

- Unsatisfactory attendance
- Misbehaviour
- A serious breach of policies and procedures
- Unsatisfactory course progress
- Medical concerns

A student may apply to defer or withdraw from their training program (student-initiated deferment or withdrawal). To do so they are required to complete an Application to Defer, Suspend or Withdraw/Cancel from Training Form and submit the completed application to Administration or their trainer. Refund of fees will be made in accordance with the Fees and Refund Policy and Procedures. A copy of the Deferral, Suspension and Withdrawal Policy and Procedure and Form can be requested from Education Is Key.

Student Forms

A copy of all Education Is Key policies, procedures and forms can be requested from office@eik.edu.au.