

STUDENT HANDBOOK





"I have never been an ideal student. I quit school at a really young age, and I realised through my journey that connecting with people, understanding emotions and developing the right skills is what brings success.

I wanted to bring that vision to Insight Academy, and with an amazing team of professional and purpose-driven people we strive to provide our students with real-world experiences.

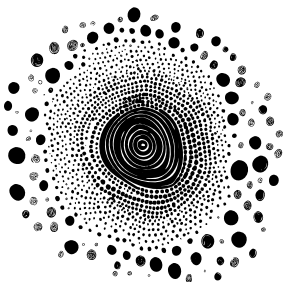
The theory you learn today is irrelevant tomorrow. But at Insight we help you develop the mindset and skills that drive you to adapt and succeed in any situation.

Insight Academy is a safe space to test and validate your ideas, and a home for everyone who wants to share their experience with us.

Are you ready for the journey?"

JOSE ALONSO

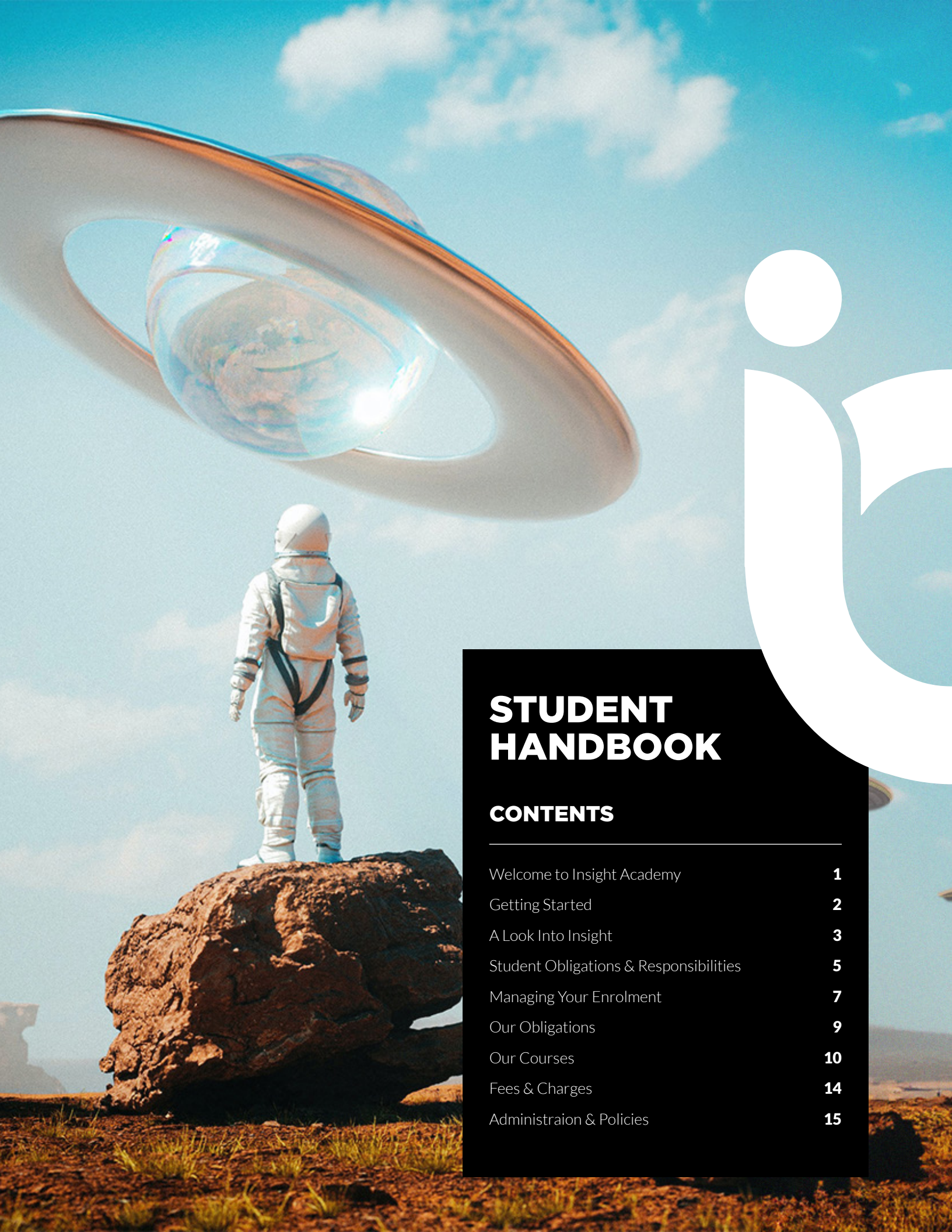
Founder & CEO



Acknowledgement of Country

We respectfully acknowledge the Wurundjeri People of the Kulin Nation, who are the Traditional Owners of the land on which Insight Academy operates in Melbourne, and pay our respect to their Elders past, present and emerging.

We strive to ensure that we operate in a manner that respects and honours the Elders and Ancestors of these lands and represents the Traditional Owners of lands across Australia, their Elders, Ancestors, cultures and heritage honourably.



STUDENT HANDBOOK

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WELCOME TO INSIGHT ACADEMY

Insight Academy is an eclectic team of creative minds and visionary dreamers offering original, innovative courses to break through the boundaries of traditional education. Our vision is to give students the skills, mindset and knowledge they will need to build their confidence, adapt, succeed and stay relevant in this dynamic and competitive global market.

Insight Academy is a place to thrive by collaborating, building community and networking. We offer genuine outcomes and valuable life experiences, which is the reason why Insight Academy has quickly become legendary as one of Melbourne's most vibrant development hubs.

Our courses are separated by three distinct academies:

Academy of Sustainable Business & Innovation

ACADEMY OF
SUSTAINABLE BUSINESS
AND INNOVATION

Insight English Academy



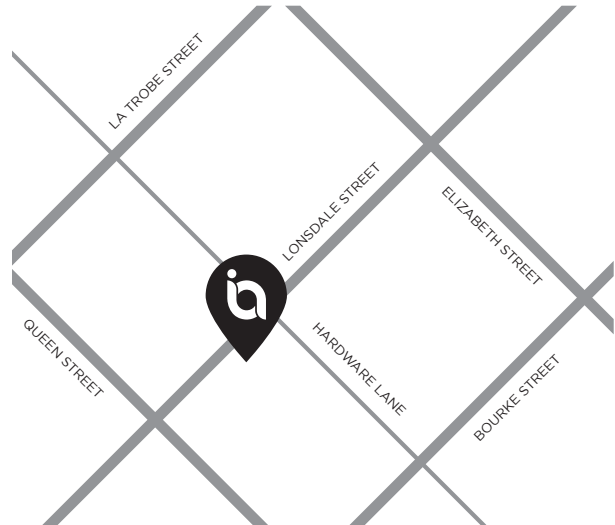
Onsite Trades Academy



CAMPUS LOCATIONS

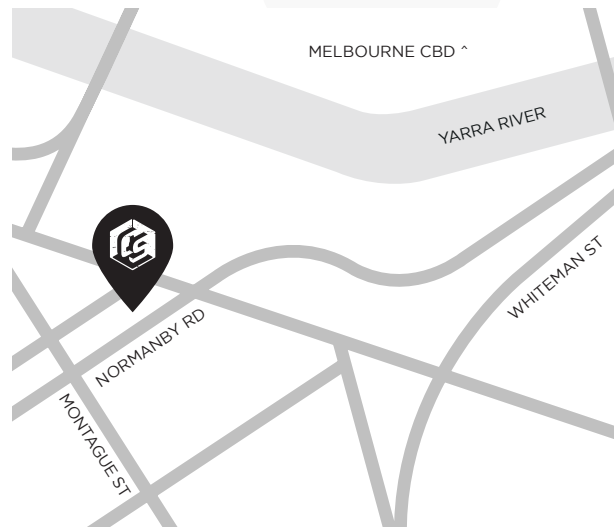
Melbourne City Campus:

Level 2/399 Lonsdale St, Melbourne VIC 3000



South Melbourne Warehouse:

188 Normanby Rd, Southbank VIC 3006



Phone: (03) 8609 7430

Email: startup@insightacademy.edu.au

Website: www.insightacademy.edu.au



GETTING STARTED

THINGS TO DO AFTER YOU ARRIVE AT INSIGHT ACADEMY

- Attend the Student Orientation.
- Update your contact details, residential address and phone numbers with student services.
- Access or download your Digital ID from your email.
- Read our 'Students Guide to Australia' document.

STUDENT ORIENTATION

Completing Insight Academy's orientation is a **compulsory** and essential step toward a successful study experience. The orientation is designed to help you become familiar with the campus, meet key staff members, and understand how to access academic and personal support throughout your journey.

You'll receive valuable information about Insight Academy's values, expectations, and available services, along with practical guidance on navigating your course. This is a great opportunity to connect with the team, explore the learning environment, and build confidence as you begin your studies.

UPDATE YOUR ADDRESS

It is a condition of your student visa that you advise us of your address and contact phone number

within 7 days of arriving in Australia. You can do this by contacting student services or by contacting **studentservices@insightacademy.edu.au**

ID CARDS

Insight Academy issues all enrolled students with a Digital Student Identification (ID) card. This card incorporates your photograph, student ID number and enrolment status. Your ID card allows you to provide proof of ID when discussing your course and enrolment with Insight Academy staff, identify yourself when attending workshops, using incubators and attending events. After orientation, as a new student you will receive an email with instructions on how to download your ID. For support, please contact Student Services.

HEALTH AND SAFETY

Please find our Critical Incident Policy on our website in our Forms and Policies page through our Student Portal.

NOTE: Understand and acknowledge that Insight Academy does not take any responsibility for your personal belongings.

Incidents are to be reported in person. Where that is not possible, please find the **Incident Report Form** through the Current Students page on our website.

A LOOK INTO INSIGHT

KEY STAFF & PERSONNEL

Student Support & Services

This will be the place where most of your questions and concerns will be addressed. Contact student services by visiting our campus or by emailing **studentservices@insightacademy.edu.au** or call **+613 8609 7430**

For any questions or concerns relating to finance, please email **accounts@insightacademy.edu.au**

METHODOLOGY

Insight Academy is an educational institution which prides itself in creating and delivering quality education in a holistically innovative way. From the teaching staff to the teaching methodology, and content, each component of the student experience has been carefully curated to maximize students' potential.

Our strong focus on emotional intelligence, self-awareness and mindset together with the relevant skills and knowledge given to our students help us empower them to face the challenges that they might encounter on any professional journey they embark on, as well as in their day-to-day life.

All of our courses are delivered in a flip classroom setting, where cross-collaboration, critical thinking and effective questioning are encouraged, and failure is embraced. All this while working on Real Life and Simulated Case Studies, which allows students to graduate from our institution with a clear understanding of how to implement the skills and knowledge acquired, providing them with a competitive advantage over other professionals in the employment market.

LEARNING MANAGEMENT SYSTEM (LMS)

Most of your study will be via face-to-face learning, however some may incorporate online-based resources for assignments or for tutorial or practical work. This is the online space where students can find subject requirements, assessment information, coach

contact details, subject readings and documents plus a range of tools that can facilitate group and individual work including discussion forums, wikis, blogs, audio recordings and tests.

Canvas is where you can check your study plan and current enrolment, as well as check your most recent results. It is also your academic information portal. You can access study materials presented by your coaches, submit assignments and more.

You can access Canvas directly through the **Current Students** page on our website.

TIMETABLE

You will receive your timetable when you attend your orientation session. Please note that attending these sessions is not only compulsory, but also vital for your studies moving forward.

Insight Academy courses are developed holistically ensuring knowledge and skills development of learners. The students are required to attend to structured activities scheduled for 20 hours per week. Where appropriate, students may have the flexibility to complete guided online learning for 4 hours each week and complete the activities on the LMS.

IMPORTANT DATES

You should become familiar with all important dates in your Insight Academy calendar – such as assessments due dates, term breaks, payment due dates, etc. Speak with Student Services if you have any questions or concerns.

TRAINING & ASSESSMENT

For competency-based course requirements and performance standards, core and elective units and modules, the unit of competency code number and unit title/s, performance criteria descriptor for each element and course pre-requisites, please visit **www.training.gov.au**

Assessments will be conducted via the LMS (Canvas) - they are the qualified trainers handling your training and assessments. Mentors can only assist you with your projects and business ideas. All assessments are compulsory and must be successfully completed within each block of study to progress through the course. Assessments are also conducted observationally on campus in a face-to-face setting. Our assessment result turnaround standard is 7 working days.

Other assessment tasks and evidence such as projects the business plan you have to produce.

Qualifications are issued only on completion of course requirements.

If you wish to appeal an assessment given to you, access the Complaints and Appeals Form on our website in our Forms and Policies page through our Student Portal.

FEEDBACK AND COMPLAINTS

If there is something you are not happy with, we encourage you to try and resolve the matter with the relevant staff member or student through informal discussion. This informal method of resolution allows the parties to explore options and make their own decisions about how to resolve a complaint, rather than having a third party make and enforce a decision. If the problem cannot be resolved informally, then you can make a formal complaint in the Feedback, Complaints and Appeals Policy on the website in the Current Students Section.

If you wish to make a complaint, access the **Complaint and Appeal Form** on our website in our Current Students page.

SPECIAL CONSIDERATION

You can apply for special consideration if you experience difficult circumstances, such as a severe medical condition or personal trauma, before or during the course. Speak with student services if this is of concern or relevant to you.

ESOS FRAMEWORK

The Education Services for Overseas Students Act 2000, or ESOS Act, establishes legislative requirements and standards for the quality assurance of education and training institutions offering courses to international students who are in Australia on a student visa. ESOS also provides tuition fee protection for international students.

For more information, visit <https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

SUPPORT FOR LLND AND INDIVIDUAL LEARNING NEEDS

We are committed to supporting students with **Language, Literacy, Numeracy, and Digital (LLND)** needs. If you require additional support, please speak with Student Services or your coach. Reasonable adjustments can be made to ensure equitable access to learning.



STUDENT OBLIGATIONS & RESPONSIBILITIES

UNIQUE STUDENT IDENTIFIER (USI)

All students studying nationally recognised training in Australia are required to have a Unique Student Identifier (USI). Your USI links your training records and results from all providers you undertake nationally recognised training with. You must: - Create your USI before or at enrolment (visit www.usi.gov.au) - Provide your USI to Insight Academy - Keep your USI details secure - Update your USI contact details if they change Without a valid USI, we cannot issue you with a certificate or statement of attainment.

If you need help creating your USI, contact Student Support at studentservices@insightacademy.edu.au

UPDATE YOUR ADDRESS AND CONTACT DETAILS

It is a condition of your student visa that you advise us of your address and contact phone number within 7 days of:

- Arriving in Australia
- Any change to your residential address
- Any change to your contact phone number
- Any change to your email address

You can update your details by:

- Completing the Student Personal Details Form
- Emailing studentservices@insightacademy.edu.au
- Visiting student services in person

Failure to maintain current contact details may affect our ability to communicate important information about your enrolment and visa status.

COURSE PROGRESS & ATTENDANCE REQUIREMENTS

Maintaining satisfactory attendance and academic progress is essential to your success at Insight Academy and a condition of your student visa. You are expected to attend all scheduled classes, and **100% attendance is strongly recommended** to maximise your learning outcomes and stay engaged with your course. Attendance is monitored regularly, and students must maintain a **minimum of 80% attendance** across their course duration. If your attendance drops or you miss multiple classes without approval, you may receive warnings and be invited to an intervention meeting to help you get back on track.

Academic progress is assessed at the end of each study period. If you are identified as at risk of not meeting course requirements, by not making progress in your course and completing your assessments, you may face challenges, you will be supported through an intervention plan. Continued unsatisfactory progress or attendance may result in being reported to the Department of Home Affairs, affecting your visa status.

If you are facing challenges, please speak with Student Support early so we can help you succeed.

STUDENT CODE OF CONDUCT

At Insight Academy, we are committed to creating a respectful, inclusive, and safe learning environment for all students. The Student Code of Conduct outlines the expectations for behaviour, safety, and professionalism across all learning spaces, including classrooms, workshops, and online platforms.

As a student, you are expected to:

- Treat others with respect, courtesy, and professionalism.
- Follow the lawful and reasonable directions of trainers, assessors, and staff.
- Communicate respectfully and avoid any behaviour that may be discriminatory, harassing, or offensive.
- Arrive on time, be prepared, and participate actively in all sessions.

- Use tools, equipment, and materials safely and responsibly.
- Maintain cleanliness and order in shared spaces, especially workshops.
- Wear required safety gear (PPE) in designated areas if applicable to your course, and follow all WHS procedures.
- Report any hazards, incidents, or wellbeing concerns to staff immediately.

Failure to follow the Code of Conduct may result in verbal or written warnings, disciplinary action, or further escalation under Insight Academy's Misconduct Policy.

We encourage all students to contribute to a positive and supportive learning environment. If you are facing personal or well-being challenges, please reach out to Student Support – we're here to help.

ACADEMIC INTEGRITY AND MISCONDUCT

Plagiarism is using another person's work or words without full acknowledgement. Plagiarism is a serious breach of academic integrity and can have serious consequences for your future career. **Please note that plagiarism can include:**

- Quoting word-for-word from another's work without clear acknowledgement
- Paraphrasing the work of others by altering a few words, changing their order or closely following their structure without acknowledgement

- Cutting and pasting directly from the Internet
- Failing to acknowledge the sources you use to produce your work
- Inaccurate referencing/citation of another's work
- Unauthorised collaborating and colluding with other students
- Using a professional agency in the production of your work

To view our **Academic Integrity Policy and Procedure**, find it on our website on our Current Students page.

EQUIPMENT REQUIREMENTS

Business & Digital Marketing Students: You are required to have your own laptop for all classes and assessments.

Minimum specifications:

- Operating system: Windows 10/11 or MacOS
- RAM: 8GB minimum
- Storage: 256GB minimum
- Reliable internet connection for LMS access

Trades Students (Carpentry & Painting):

You must provide:

- Personal protective equipment (PPE) as specified in your orientation
- Basic hand tools (detailed list provided at enrolment)
- Appropriate work clothing and steel-capped boots.



MANAGING YOUR ENROLMENT

International student visa-holders cannot study entirely through online, distance or external study in any compulsory study period.

COMPLETION WITHIN EXPECTED DURATION

It is a condition of your student visa that you complete your studies at Insight Academy by the end date shown on your Confirmation of Enrolment (CoE). International students must maintain a full study load in each compulsory study period, unless Insight Academy has approved a deferral or suspension of studies on compassionate or compelling grounds. Any variation may affect your visa status and will be reported to the Department of Home Affairs.

EXTENDING YOUR STUDIES

If you are unable to complete your studies by the end date shown on your Confirmation of Enrolment (CoE), you must apply for an extension of your CoE. Extensions will only be granted in limited circumstances, such as:

- Where an approved intervention strategy is in place and the conditions have been met;
- Where a deferral or suspension of studies has been formally approved;
- Where compassionate or compelling circumstances apply.

Any approved extension will be reported to the Department of Home Affairs and may affect your student visa.

SUSPENSION OF STUDIES

International students may apply to temporarily suspend their studies after the course has commenced, but approval will only be granted where there are **compassionate or compelling circumstances** (e.g. serious illness, family bereavement, or other situations beyond the student's control). A **Course Suspension Form** with supporting evidence must be submitted to Student Support. If approved, Insight Academy will issue an updated Confirmation of Enrolment (CoE) and advise the Department of Home Affairs through PRISMS, which may impact visa conditions and work rights. Students will be given a revised training plan and informed of any changes to their course end date.

CHANGING COURSE

If you wish to change your course, you must first discuss your options with Student Support team. Course changes are managed in line with the **Deferral, Suspension, Withdrawal and Cancellation Policy, Student Enrolment and Written Agreement Policy** and, where applicable, the **Student Transfer Between Providers Policy**.

Approval is required and you may need to meet academic or visa conditions. If approved, an updated Confirmation of Enrolment (CoE) will be issued and reported to the Department of Home Affairs, which may affect your student visa.

WITHDRAWAL FROM INSIGHT ACADEMY

If you wish to withdraw from your course at Insight Academy, you must first meet with Student Support to discuss your circumstances and complete a **Withdrawal Form**. If you are transferring to another education provider, you must also provide a copy of your new **Letter of Offer**. Insight Academy may refuse a withdrawal request if you have outstanding fees or if you have not yet completed six months of your principal course (unless release conditions are met).

Once your withdrawal is approved, Insight Academy will update your enrolment and report the change to the Department of Home Affairs through PRISMS. You are responsible for contacting the Department of Home Affairs to understand how this may affect your student visa. For details on any refunds you may be entitled to, please review the **Fees, Charges and Refunds Policy**.

TRANSFER TO ANOTHER PROVIDER (LETTER OF RELEASE)

International students on a student visa are generally not permitted to transfer to another education provider within the first six months of their principal course of study. If you wish to transfer during this period, you must apply for a **Letter of Release**, which is assessed in line with the **Student Transfer Between Providers Policy**. Applications should be submitted to Student Support and supporting documentation may be required. If your application is approved, Insight Academy will issue a Letter of Release and update your Confirmation of Enrolment (CoE) through PRISMS.





OUR OBLIGATIONS

PRISMS REPORTING

Insight Academy is required to report certain information about international students to the Department of Home Affairs through the Provider Registration and International Student Management System (PRISMS).

We are required to report:

- Your enrolment details and any changes
- Unsatisfactory course progress or attendance
- Deferrals, suspensions, or cancellations
- Course completions or withdrawals
- Changes to your contact details (as you provide them)

These reports may affect your visa status. You will be notified before we make reports that may impact your visa (except where notification is not required by regulation).

If you receive a notification about PRISMS reporting, contact Student Support immediately to understand the implications.

THIRD-PARTY DELIVERY

If any part of your course is delivered by a third-party provider, you will be informed during enrolment and orientation. Insight Academy ensures that all third-party arrangements meet our quality and compliance standards.

PRIVACY AND DATA PROTECTION

Insight Academy collects and manages student information in accordance with the **Privacy Act 1988**. Your personal data is stored securely and used only for educational and administrative purposes. You have the right to access and request amendments to your records. For more information, refer to our **Privacy Policy** on the Student Portal.

NOTIFICATION OF CHANGES

Students will be notified of any material changes to their course, trainer, delivery method, or policies via **email, LMS announcements, and campus notices**. These updates will include explanations and available options (e.g., transfers, refunds, deferrals).

FEEDBACK AND CONTINUOUS IMPROVEMENT

Your feedback is valuable and helps us improve our services. All feedback is recorded in our **Continuous Improvement Register** and reviewed regularly. You can submit feedback via surveys, forms, or by emailing **studentservices@insightacademy.edu.au**.



OUR COURSES

For course outlines, units, entry requirements and more information please visit:

www.insightacademy.edu.au

ACADEMY OF SUSTAINABLE BUSINESS AND INNOVATION

BSB40320 Certificate IV in Entrepreneurship & New Business

CRICOS Course Code: 105206B

This program trains you in everything about creating a new business venture from scratch – from research to developing a business proposal, to finance and legal and basics of marketing. Self-awareness and teamwork are at the heart of the program, as they are the magic skills that allow entrepreneurs to make everything else happen. By working through a different case study at every stage, you will learn and apply concepts that you can then apply to your own ventures.

Course Duration: 52 weeks (including holidays)

Location: Melbourne City Campus

BSB50120 Diploma of Business

CRICOS Course Code: 105208M

This innovative program gives you the tools and guidance to develop your entrepreneurial skills, focusing on mindset and action. It is a safe space to test and validate your ideas. The way we solve problems, needs or challenges becomes the value we offer as a business. We use design thinking to design a solution for a challenge in order to develop and test an MVP (minimum viable product), a business model, and learn how to make it sustainable.

Course Duration: 52 weeks (including holidays)

Location: Melbourne City Campus

BSB60420 Advanced Diploma of Leadership & Management

CRICOS Course Code: 105209K

Managing and leading a business requires a variety of skills. It begins with your ability to manage your own self, the ability to navigate the complex world of managing people and relationships as well as a thorough understanding of different areas of business. This Advanced Diploma takes your managerial skills to the next level, so you can create an innovative culture of progress, evolution and transformation in any business.

Course Duration: 70 weeks (including holidays)

Location: Melbourne City Campus

BSB40820 Certificate IV in Marketing and Communication

CRICOS Course Code: 105207A

Get ready to dive headfirst into the dynamic world of marketing and communication, where creativity meets cutting-edge strategies! This course will empower you with a comprehensive understanding of marketing principles and equip you with the skills to rock the digital realm. Unleash your creative prowess as you delve into the art of captivating storytelling, explore the magic of AI in marketing, master the craft of branding, and conquer the realm of social media marketing strategies. Through a perfect blend of theory and hands-on practice, you'll be armed with the tools to create killer marketing campaigns and engage your target audience like a pro.

Course Duration: 52 weeks (including holidays)

Location: Melbourne City Campus

10931NAT Diploma of Digital Marketing

CRICOS Course Code: 113091H

In today's digital age, it's crucial for businesses to have a strong online presence and effectively engage with their target audience. This comprehensive program will equip you with the knowledge and skills needed to navigate the ever-evolving world of digital marketing and master the art of connecting with audiences. Learn the latest techniques and best practices to drive brand awareness, increase customer engagement, and ultimately boost your organization's bottom line. Join us on this transformative journey and shape the future of digital marketing, captivate audiences and leave a lasting impression in the online realm.

Course Duration: 52 weeks (including holidays)

Location: Melbourne City Campus

MSS40122 Certificate IV in Sustainable Operations

CRICOS Course Code: 113214B

The success of our futures relies on ethical environmental management and responsible sustainability practices across all industries. Join

us at Insight Academy and equip yourself with the problem-solving skills and tools needed to bring unparalleled value to any organisation by aligning their strategy with sustainability. Learn how to measure, monitor and reduce the environmental impact of both personal and industry activities through project-based operations. Become a conscious and informed consumer, understand the root causes of sustainability issues, learn how to reduce carbon emissions and manage resource usage to ensure the future is both fruitful and sustainable.

Course Duration: 52 weeks (including holidays)

Location: Melbourne City Campus

BSB50820 Diploma of Project Management

CRICOS Course Code: 104070K

Effective project management and sustainable practices are what creates impactful business growth. This program is an evolution of project management which maximizes the sustainability elements within the project, providing you with the skills and knowledge to develop a project ethically in a variety of contexts without compromising social and environmental needs. Get hands-on experience and build your foundations of project management by learning how to plan, execute and finalise a project in a real-life case study. This program also includes preparation for Certified Associate in Project Management (CAPM) exams.

Course Duration: 52 weeks (including holidays)

Location: Melbourne City Campus

BSB60720 Advanced Diploma of Program Management

CRICOS Course Code: 104457B

Adaptability and leadership are crucial in times of chaos, uncertainty and change. Learn to effectively lead and manage multiple interconnected projects that work together to achieve a larger goal using Agile methodology: an adaptive approach that values collaboration, continuous improvement and iteration at every stage. Become the architect behind long-term strategy and objectives, assess how it will impact a business and the projects involved. Upgrade your

emotional intelligence skills from self-discovery to its application in leadership and management. Learn conflict management, persuasion skills, dealing with organisational politics and the dark side of leadership.

Course Duration: 52 weeks (including holidays)

Location: Melbourne City Campus



CPC30220 Certificate III in Carpentry

CRICOS Course Code: 108554B

This qualification provides a trade outcome in carpentry, covering common skills for the construction industry including setting out, manufacturing, constructing, assembling, installing and repairing products made using timber and non-timber materials. This course is designed to equip you with the essential skills and knowledge to excel in the carpentry industry. From mastering woodworking techniques to understanding construction principles,

you'll gain hands-on experience and theoretical knowledge to confidently tackle any carpentry project.

Course Duration: 96 weeks (including holidays)

Location: South Melbourne Warehouse

CPC30620 Certificate III in Painting & Decoration

CRICOS Course Code: 108555A

This qualification provides a trade and onsite knowledge and in painting and decorating for residential and commercial construction work including, spray painting, wall paper installation, preparation, materials handling and all other aspects of painting and decoration. This dynamic program is designed to equip you with the skills and knowledge needed to excel in the painting and decorating industry. From learning painting techniques to understanding surface preparation and the selection of appropriate materials, our experienced instructors will guide you every step of the way.

Course Duration: 96 weeks (including holidays)

Location: South Melbourne Warehouse



General English

CRICOS Course Code: 108663H

This program will improve your English level whilst building your confidence and language foundations to succeed in this dynamic and competitive world. Get ready for the challenge of getting out of your comfort zone and learning English with experienced professionals through real-life practice. Are you ready to become the best version of yourself and build valuable relationships for your future?

Location: Melbourne City Campus

IELTS Test Preparation

CRICOS Course Code: 108665F

This program prepares you to gain your best possible score in IELTS (International English Language Testing System) and study at an English-speaking university in Australia or apply for a work visa in an English-speaking country. In addition to providing skills to succeed in getting the desired score, our expert mentors provide support to aim for other relevant skills needed in Australia's higher education and workspaces.

Location: Melbourne City Campus

Cambridge Exam Preparation

CRICOS Course Code: 108664G

This program is an intensive course designed to help Upper-Intermediate level students prepare for Cambridge testing at a B2 level. It is also suitable for those planning to uplevel and do the CAE test in the future.

Location: Melbourne City Campus

PTE Exam Preparation

This course is designed to give test-takers the winning strategies to pass with confidence—and move forward with their dreams. This course helps you fast-track your PTE preparation with winning strategies to pass confidently. Designed by PTE experts, it covers all test sections—speaking, writing, listening, and reading—through targeted practice, personalised feedback, and expert guidance, helping you reach your full potential and achieve your goals faster.

Location: Melbourne City Campus





FEES & CHARGES

WHEN/HOW DO I MAKE A PAYMENT?

Student payment plans are included in the Letter of Offer and Student Acceptance Agreement. The information will include the amount, due date, and payment methods. The payment due date relates to you and your relevant study period.

PAYING YOUR TUITION FEES

You can pay your tuition fees by credit or debit card at the Student Centre or by direct deposit into Insight Academy's bank account.

Insight Academy Bank Details:

Account Type: Business Transaction Account

BSB Number: 063-162

Account Number: 1068 2637

Account Title: INSIGHT ACADEMY

When a deposit is made into this account, you must contact the collections team by email payments@insightacademy.edu.au and provide:

- Student name
- Student number
- How much was deposited into the account
- Date that the deposit was made
- Copy of receipt

This will allow our accounts department to track the payment and allocated it to your student account.

WHAT AMOUNT WILL I HAVE TO PAY?

When you commence your program, any outstanding fees must be finalised. Please refer to your Letter of Offer and Student Acceptance Agreement for any ongoing payment dates.

WHAT IF I CHANGE MY ENROLMENT?

If you make any changes to your enrolment or study plan, your tuition fees will change. It is your responsibility to check with student services and pay any additional fees by the payment due date.

Students studying on a student visa are required to finish their studies by the end date on their Confirmation of Enrolment (CoE). Extensions are only granted in very limited circumstances.

WHAT ABOUT WITHDRAWALS & REFUNDS?

The **Fees, Charges and Refunds Policy and Procedure** explains the calculation of tuition fees, as well as withdrawal and refund conditions.

Find this policy on our website in our Current Students page.

COPYING AND PRINTING

Students are entitled to unlimited black and white printing and copying using campus equipment, given that it is relevant to your education. For colour printing and copying, consult with student services.

ADMINISTRATION & POLICIES

Find our policies and procedures below, or online at www.insightacademy.edu.au/current-students/

STUDENT ENROLMENT AND WRITTEN AGREEMENT POLICY AND PROCEDURE

STUDENT TRANSFER BETWEEN PROVIDERS POLICY & PROCEDURES

UNIQUE STUDENT IDENTIFIER (USI) MANAGEMENT POLICY & PROCEDURE

RECOGNITION OF PRIOR LEARNING AND CREDIT TRANSFER POLICY & PROCEDURE

FEES CHARGES AND REFUNDS POLICY AND PROCEDURE

STUDENT SUPPORT & WELLBEING POLICY & PROCEDURES

DIVERSITY AND INCLUSION POLICY AND PROCEDURES

FEEDBACK COMPLAINTS & APPEALS POLICY & PROCEDURES

DEFERRAL SUSPENSION WITHDRAWAL AND CANCELLATION POLICY & PROCEDURES

ELICOS ATTENDANCE MONITORING & INTERVENTION POLICY & PROCEDURES

VET ATTENDANCE MONITORING POLICY & PROCEDURES

CRITICAL INCIDENTS MANAGEMENT POLICY & PROCEDURES

ASSESSMENT PRINCIPLES AND EVIDENCE POLICY & PROCEDURES

TRAINING SUPPORT AND REASONABLE ADJUSTMENT POLICY AND PROCEDURES

ACADEMIC INTEGRITY POLICY & PROCEDURES

ELICOS ASSESSMENT PROGRESSION & COMPLETION POLICY & PROCEDURES

VET ACADEMIC PROGRESS & INTERVENTION POLICY & PROCEDURES

AQF CERTIFICATION DOCUMENT ISSUANCE POLICY AND PROCEDURES



KEYS TO SUCCESS

As a student you are responsible for your own learning. The following tips will help you on the pathway to academic success.

- **INDEPENDENT LEARNING:** This means that you are responsible for completing the required readings, undertaking any further research and finishing any required tasks on your own. Your coach may personally inquire about your progress in a subject; question your non-attendance in classes; or question your non-submission of work to identify further support you may require.

If you don't ask questions your coaches and mentors will assume that you have no problems. Independent learning allows you freedom in your study, but also requires constant self-monitoring of your own academic progress. It's up to you to keep track of your commitments.

- **TIME MANAGEMENT AND ORGANISATION:** For many students, academic challenges are related more to a lack of organisation than to a lack of ability. Learning to organise your workload, cope with competing priorities and ensure you schedule enough time to complete all your tasks is essential for achieving academic success.

Your timetable includes workshops as well as practical mentoring sessions in the incubator/co-working space. In addition to classroom contact you are also expected to spend additional time completing your own independent study and working on assignments. It can be helpful to treat your study as if you had a full-time job.

The key is to plan your time carefully, ensure you have a balanced workload and also remember to build in time for fun and relaxation too.

- **ATTENDANCE:** Although it might sound obvious, it is important to attend all your classes. If for some reason you can't attend a class ask a classmate to help you catch up. It is also a good idea to contact the coach and let them know if you are going to be absent from a class.

- **ASK QUESTIONS:** If you don't understand the content of your course, or what is expected of you in an assessment, or anything else related to your studies don't be afraid to ask. You will be given the contact details for your coach/s in your first classes, keep those details somewhere safe and don't be afraid to use them when needed.