



STUDENT HANDBOOK

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Welcome

Welcome to Key Institute, welcome to the start of your educational journey. We are grateful you have chosen us to partner with you.

This handbook contains important information about our philosophy, regulations, policies and procedures, to help make your time with us simple and enjoyable. If at any time you have a question, please don't hesitate to ask your trainer or contact us at admin@keyinstitute.com.au.

We are a Registered Training Organisation, and the qualifications and individual units of competency we deliver are nationally recognised. As such, we need to make sure you are informed and aware of your responsibilities during your program, and our commitment to you too.

Enjoy the journey.

Who is Key Institute

Key Institute provides Nationally Recognised Qualification and Accredited Courses. We guarantee to meet and, where we can, exceed the standards required by our accreditation as a Registered Training Organisation.

We aim to:

- Provide you with quality education to enable you to practice and promote your services in your chosen field
- Assist you in achieving competency
- Provide you with additional resource information

Industrial Resolution Australia Pty Ltd (TOID: 20855) trades as Key Institute of Training and Education.

Contact Information

Head office

Level 4, 99 Queensbridge Street
Southbank
VIC 3006

Phone: 1300 471 660

Email: admin@keyinstitute.com.au

Web: www.keyinstitute.com.au

Our office is open every weekday (excluding public holidays), from 9 am to 5 pm. If you need to contact us outside these hours, leave a message and we will respond as quickly as possible. Otherwise, send an email to admin@keyinstitute.com.au

Getting Started

Agreements & Enrolment

You are enrolling to undertake a competency-based program leading to a nationally recognised certificate.

Course enrolment is generally the first contact made with Key Institute. As a student, this is recognised as an agreement between Key Institute as the Registered Training Organisation and the student. If the student is registered through an Employment Service Provider (ESP) this agreement will also include them.

The acceptance and confirmation of enrolment will act as the student agreement into this agreement.

All agreements completed with Key Institute are binding, and relevant terms and conditions should be considered before the agreement being entered into.

Entry Requirements

To be able to register and participate in a course with Key Institute, students will have to meet the entry requirements:

1. Complete language, literacy and numeracy requirements
2. Have access to a computer, tablet, or smartphone (specific courses require access to a computer)
3. Reliable access to Microsoft Office package (including Microsoft Word)
4. Reliable access to Adobe Acrobat Reader
5. Reliable access to the internet
6. Access to an active email account
7. Ability and willingness to complete online training (and work-placement if required)

Some courses have further entry requirements, for this information refer to the requirements listed on the specific course flyer.

If a student wishes to proceed in completing a course with Key Institute and they are unable to meet the above entry requirements, they will need to contact Key Institute before confirming enrolment. Key Institute will then assess and provide advice on how this can be achieved. At Key Institute we are committed to ensuring everyone has an opportunity to complete the study.

Once registered, and enrolment details collected, a Pre-Training Review, and assessment of your Language Literacy and Numeracy (LLN) skills will be conducted to ensure you have the foundation skills required to undertake this training program competently. You may also be interviewed by an Authorised delegate of Key Institute to ensure you are suitable for the qualification you are seeking to enrol.

If you have special needs, such as a hearing impediment, you should indicate this by ticking the special needs section on the enrolment form or contact our office, and we will assist you as much as we can.

If you have a personal health condition, please advise your student officer before commencing the course. All information is treated in strict confidence and is needed so that Key Institute can provide support or treatment should an emergency arise.

During the enrolment process, you can seek to gain credit transfer or recognition of prior learning based on existing qualifications or skills and knowledge that you have. For further information, read the section within this handbook about credit transfer and recognition of prior learning.

National Unique Student Identifier (USI)

For you to be able to enrol into a nationally recognised qualification/course, you will need to hold a Unique Student Identifier (USI). You will be required to provide your USI for your enrolment. If you do not currently have a USI, we can apply on your behalf if you permit us to do so. You can select this option on your Enrolment Form.

To access a USI, log onto <http://usi.gov.au/Pages/default.aspx> and follow the prompts. Please make sure you have one form of ID from the list below ready:

- Driver's Licence
- Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport) for international students
- Birth Certificate (Australian) *please note a Birth Certificate extract is not sufficient
- Certificate of Registration by Descent
- Citizenship Certificate
- ImmiCard

If you are having difficulty in accessing a USI, please contact our office and we will be able to assist you.

Course Structure

At the commencement of your course, you will receive a course outline that will provide you with information about the course content, explain the dates and length of the course.

Your course is designed with ease of use in mind. The ability to study from just about anywhere, from any internet-enabled device. Our learning and assessment material is created to deliver current industry training, meet competency standards and use compliant assessment practices.

As a Registered Training Organisation (RTO), we deliver to you a dedicated and structured approach to achieving a Nationally Recognised Qualification. Each Nationally Recognised Qualification is designed with you the student, our industry partners, and our expert trainers and assessors.

Your course is made up of Units of Competency. As such, our courses are designed to assess your competency, using something we call competency-based training. Competency is generally demonstrated through a combination of assessment activities and can include a work placement.

Our learning and assessment material is consistently reviewed as part of our commitment to continuous improvement. Every course available is designed a blended learning approach and includes an opportunity for both theory and practical applications.

Student Support

Every student registered to a Key Institute course will receive a welcome call to ensure they get the support they need to get started with their learning journey. At other stages of the learning, journey calls are arranged at different intervals from our Ambassadors (student support), Assessment Team, and Work Placement Coordinators (if required). The whole of Key Institute is here to support you to get the most out of your training.

As work is submitted for review by students, any of our support teams may make contact to ensure the work is their own, or provide additional support in their assessments.

Student can contact any of our team members on 1300 471 660 from 9 am-5 pm AEST during weekdays. Support is never far away with options available via email or online chat through our Learning Management System (LMS).

At every touchpoint with our students, Key Institute staff encourage the students to maintain contact and alert us if they experience any difficulties or require support.

Learning Management System

Students complete the theoretical requirements of the course through our Learning Management System (LMS) and include a mixture of audio, visual and interactive activities to complete.

Students use the resources available via the LMS to complete the unit/course requirements.

Work Placement Practical

Some of our courses require work placement to be satisfactorily completed to complete the qualification. Students that need to complete final assessments take the theoretical training they have learnt from our Learning Management System into the workplace where they complete a range of practical activities to demonstrate competency.

Work placement generally is between 90-120 hours dependent on the individual course requirements (refer to the course flyer). This can be completed over 3 week period full-time or over the course of 6 months provided the required workplace logbook and evidence collection is completed.

All students are required to be deemed satisfactory in their online assessments before work placement occurs, this is to ensure student are adequately prepared to enter the work environment.

If a course requires work placement and the student doesn't complete the work placement, they may only be eligible for a statement of attainment showing only the units they have completed.

Not all courses require work placement.

As part of your work placement, a workplace assessment will occur. This will make up part of the demonstratable practical requirements and students will be assessed either satisfactory or not yet satisfactory.

Your Commitment

Each course is broken down within smaller training blocks. These blocks are created to guide your learning journey. We call this the training plan. If you are referred to our courses by an Employment Service Provider, the training plan is set in consultation with all parties.

If you feel you are unable to meet the training plan, you should let us know as soon as possible, and let your Employment Service Provider know.

Regular activity

You are required to regularly log in to your account within our Learning Management System, participate in the learning, and genuinely attempt assessment activities.

We believe the best approach is to dedicate time to access the learning and build a habit of regular study patterns.

Where we identify students that haven't logged in, we will attempt to make contact with you at week 2, 4 and 6. If you have been deemed inactive for 6 weeks, and you have failed to contact any Key Institute staff, you will be given an additional 7 days to contact Key Institute. If after this period, we haven't had a response, you will be withdrawn from the course.

Non-participation is considered demonstrating a lack of commitment and is grounds for withdrawal.

Students should keep Key Institute informed of any changes that impact on their ability to study, and maintain regular participation. Students are also encouraged to keep their Employment Service Provider informed if they were referred to the course.

Online assessments

Attempt the online assessments for the course. These are genuinely designed to test your competency through a range of methods, including written, multiple-choice or scenarios/projects.

Genuine attempts of assessments

Students are required to make a **genuine** attempt at the assessment. Examples of what we will not accept (but not limited to) include; abusive language, gibberish, copy and pasting without any context, 'I don't know'. This is considered a non-genuine attempt and is grounds for withdrawal.

Entering 'I don't know', can be seen as a genuine attempt for support. If this is the case, students should contact Key Institute to book a coaching call.

Assessment results

Satisfactory: If students work is deemed satisfactory, no additional attempts are required. A green tick will appear beside the assessment on the Learning Management System.

Not Yet Satisfactory: If the students' work is deemed not yet satisfactory, this means they have not demonstrated the required skills and knowledge being assessed. An orange tick will appear beside the assessment on the Learning Management System.

Students are provided feedback to genuinely reattempt the assessment.

When accessing the Learning Management System, students will be directed to any returned work deemed not yet satisfactory. Opening an assessment to review provides feedback from the assessor. If a student seeks further clarification, it is encouraged they contact Key Institute.

Code of Conduct

Students in our training programs are governed by State and Federal legislation. Key Institute is first and foremost a place of learning. We pride ourselves on providing extensive training in business, as such, we set expectations for our students. We expect every student to uphold our expectations, to give everyone the best learning environment and ensure impartiality and equality.

Student Rights

All students have the right to:

- Be treated fairly and with respect by staff
- Not be harassed, victimised or discriminated against on any basis
- Learn in a supportive environment free from harassment, discrimination and victimisation
- Learn in a healthy and safe environment where risks to personal health and safety are managed and minimised
- Have your personal details and records kept private and secure according to our Records Management policy
- Have access to the information Key Institute holds about you
- Have your complaints dealt with fairly, promptly, confidentially and without retribution
- Make appeals about procedural and assessment decisions
- Receive training, assessment and support services that meet your individual needs
- Be given clear and accurate information about your course, training and assessment arrangements and your progress
- Access the support you need to effectively participate in their training program
- Provide feedback to Key Institute on the client services, training, assessment and support services you receive

Student Responsibilities

All students are expected to:

- Read and understand this Student Handbook
- Comply with all lawful regulations, rules or procedures of Key Institute or work placement provider

- Refrain from using swearing, offensive, a derogatory or discriminatory language in submissions of work, when dealing with staff, while on work placement
- Refrain from uploading offensive images in the submission of work
- Inform Key Institute of a change in address within 10 days of the change
- Treat all people with fairness and respect and do not do anything to 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
- Not bring into our premises being used for training purposes, any articles or items that may threaten the safety of self or others
- Provide relevant and accurate information to Key Institute in a timely manner
- Approach your course with due personal commitment and integrity
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism
- Hand in all assessment tasks, assignments and other evidence of work with a completed and signed cover sheet
- Make regular contact with the Trainer
- Progress steadily through the course in line with the training plan
- Prepare appropriately for all assessment tasks, visits and training sessions
- Notify Key Institute if any difficulties arise as part of the involvement in the program
- Notify Key Institute if you are unable to attend work placement or coaching session for any reason at least twenty-four (24) hours before the commencement
- Make payments for the training within agreed timeframes

It is considered misconduct if not following any of the above student responsibilities

Plagiarism, Cheating and Collusion

Key Institute takes very serious instances of plagiarism, cheating or collusion. Students are expected to act with integrity at all times and ensure the work they are submitting is their own. When you submit your assessments, you are declaring that the work you are submitting is your work, that you have not cheated or plagiarised any work.

If you are suspected of plagiarism or collusion, we will apply the following disciplinary process:

- The assessor will report the matter to the Training Manager
- The Training Manager will consider an educative response to the misconduct
- The student will be informed of the allegation and must give notice of his or her intention to respond to the allegation within ten days of receiving notice
- Where the Training Manager upholds an allegation of plagiarism or collusion, it may impose one of the following penalties:
 - Course/units being reset
 - Cancellation of work placement
 - Withdrawn from the course

The student may appeal the decision or the penalty within 14 days of receiving the penalty notice (refer to the Complaints and Grievances Policy).

Misconduct

Any misconduct is taken seriously and can result in termination from the course without refund. Key may execute the following actions if a student's behaviour is deemed misconduct;

- Terminate the phone call
- Return assessments
- Lock account until further investigation

Where misconduct has been deemed, Key Institute will communicate directly with the student and provide a formal written warning via email. Key Institute will also inform the student's employment services provider. Key Institute will implement disciplinary action if misconduct is found to be;

- Of a serious nature
- Multiple offences of misconduct
- Will not enter into a dialog with Key Institute regarding the misconduct

Disciplinary Procedures

Depending on the gravity of the misconduct/circumstances, Key Institute's disciplinary actions can include:

- Course/units being reset
- Cancellation of work placement
- Withdrawn from the course

Any student withdrawn from a course due to misconduct will not be offered recommencement of any future enrolments with Key Institute.

Credit Transfer / Recognition of Prior Learning (RPL)

Key Institute recognise and acknowledge qualifications and statements of attainment issued by another RTO based in any state or territory of Australia.

This process is defined as Credit Transfer (CT). A Credit Transfer is granted where students have previously completed units recognised as being equivalent to those in the qualification. Credit Transfers are based on guidance provided in the relevant training package about equivalence.

If you have a qualification or statement of attainment issued by another training organisation, you can apply for National Recognition for units of competence equivalent to a unit in your training program. To apply for National Recognition, supply a certified copy of your original transcript with a completed Credit Transfer application during your registration phase.

How to apply?

Credit Transfer (CT) should be requested during the registration phase as part of your enrolment. To apply, complete an application for Credit Transfer from that will be issued to you once a request for credit is made.

The application form must be completed, including evidence of certification and issuing back to Key Institute for review within 7 days of the form being supplied.

If an extension is requested past the 7 days, this must be initiated by contacting Key Institute on 1300 471 660 or via admin@keyinstitute.com.au

If it is determined there is no equivalency with the units, you may apply for Recognition of Prior Learning. If you are unsatisfied with the outcome of your application, you can lodge an appeal (refer to the Complaints and Grievance section of this student handbook).

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) acknowledges the full range of an individual's skills and knowledge, irrespective of how it has been acquired. This includes competencies gained through formal and informal study, work experience, employment and other life experiences. Students undertaking training programs are entitled to have their prior learning recognised.

The process of RPL requires students to collect a detailed portfolio of evidence to demonstrate that they have all the skills, knowledge and currency relating to each unit of competency.

The cost for RPL is \$80 per unit of competency upon application.

Our RPL process:

1. Outline on the application form the details of your past experience relevant to your training program.
2. You are asked to attend an interview with an appropriately skilled program Assessor who will talk to you about your current competency. The Assessor will determine the most appropriate method of verifying the competencies according to the assessment criteria in the RPL kit.
3. Submit a portfolio of evidence and RPL kit and the Assessor will assess your current competence against the performance criteria, skills and knowledge of the unit or module being sought.
4. An assessment report is provided, where current competence is not established, a recommendation for gap training is included. You may be asked to provide additional information or attend a second interview at a later date.

Successful students who meet all the RPL requirements are able to proceed to further training or obtain their certificate. Applications may appeal any decision through the appeals procedure (refer to the Complaints and Grievance section of this student handbook).

Complaints and Grievances

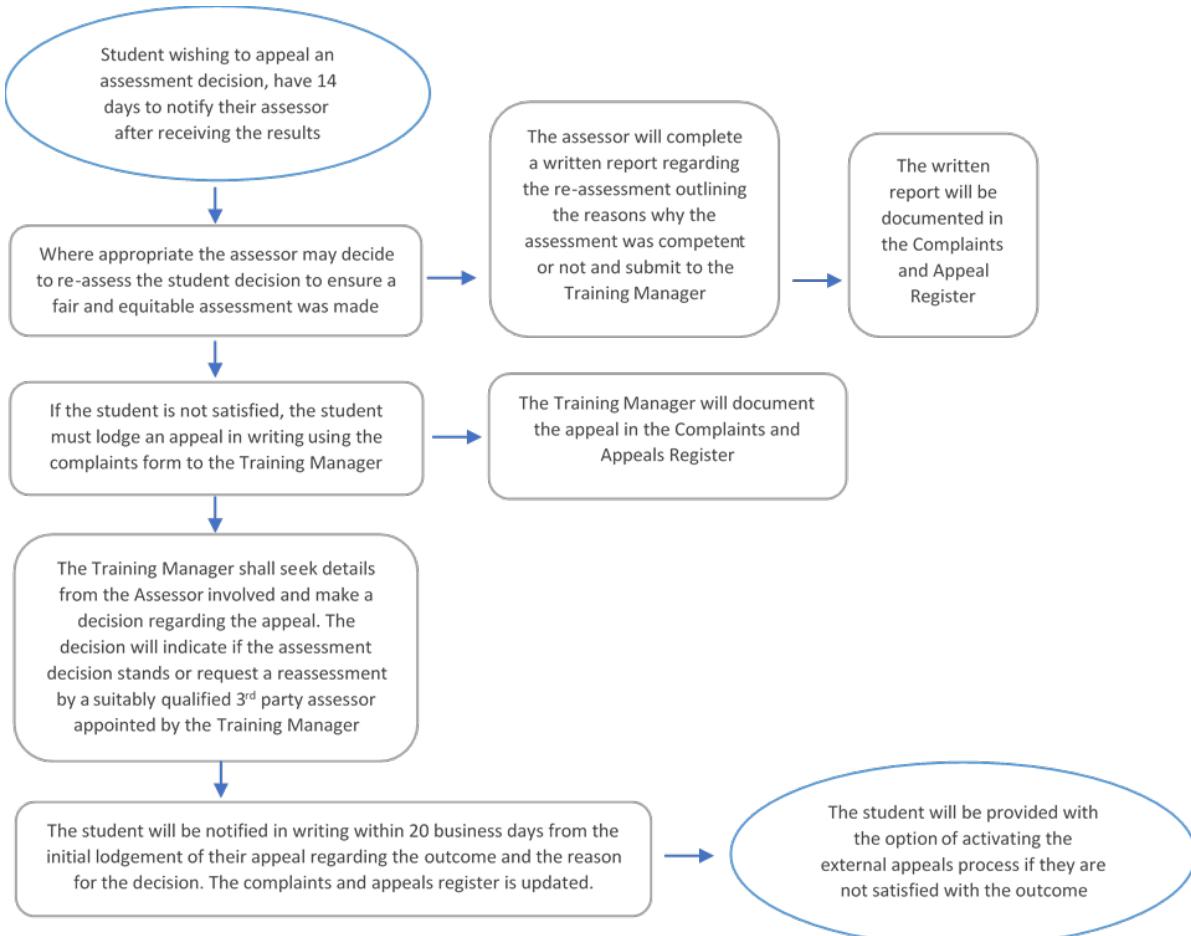
Overview

Key Institute is committed to providing an effective, efficient, timely, fair and confidential non-academic grievance handling procedure for all students within 60 days of receiving the complaint. Complainants are entitled to access the grievance procedures regardless of the location of study, the complainant's place of residence or mode of study.

Non-academic matters include those matters which do not relate to student progress, assessment, course content or awards in a course and include complaints in relation to personal information that the provider holds in relation to the Student. Non-academic grievances tend to arise from events occurring at a provider or from decisions made by a provider.

Academic matters include those matters which relate to student progress, assessment, course content or awards in a VET course of study.

Academic Grievance Process



Non-Academic Grievance Process

Informal Grievance Procedure

Key Institute seeks to foster communication and co-operation and to provide an environment in which all issues can be satisfactorily resolved. The preferred approach is the informal resolution of a grievance.

In the first instance, a student or prospective student is encouraged to raise the matter with the staff member or responsible person concerned. Where this is not considered appropriate, then the student is encouraged to discuss the matter with Key Institute.

If the student is satisfied with the outcome of the discussion, it would mean that the matter is resolved. Records of the outcome shall be maintained by the Training Manager, who will update the Complaints and Appeals Register accordingly.

Formal Grievance Procedure

General principles apply to all stages of this grievance procedure which will be adhered to by Key Institute. These include:

- The complainant and respondent will have the opportunity to present their case at each stage of the procedure
- The complainant and/or the respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire
- The complainant and the respondent will not be discriminated against or victimised. At all stages of the process, discussions relating to complaints, grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the complainant and/or respondent if requested
- Records of all grievances will be kept for five years. These records will be kept strictly confidential and stored in the office of the senior manager
- A complainant shall have access to this grievance procedure at no cost

Below is a step by step process for making a formal complaint:

Stage 1

Formal grievances should be submitted in writing to:

**Training Manager
Key Institute**

The Training Manager within Key Institute will then assess the grievance, determine the outcome and advise the Complainant in writing of their decision within 10 business days of the receipt of the complaint.

The Complainant will be advised of their right to access Stage 2 of this procedure if they are not satisfied with the outcome of Stage 1.

Stage 2

If the Complainant is not satisfied with the outcome from Stage 1, they may lodge an appeal in writing to:

**Operations Manager
Key Institute**

The Complainant's appeal will be determined by the Reviewer.

The Reviewer will conduct all necessary consultations with the Complainant and other relevant persons and make a determination of the appeal. The Complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision within 10 working days of the receipt of the appeal.

The Complainant will be advised of their right to progress to Stage 3 of the grievance procedure if they consider the matter unresolved.

Stage 3

If the Complainant is not satisfied with the outcome of Stage 2, they may request the matter be referred to an external dispute resolution process by a body appointed for this purpose by the Key Institute.

The details for the external body and contact person are:

Dispute Assessment Officer
Disputes Settlement Centre of Victoria
Level 4, 456 Lonsdale Street
Melbourne VIC 3000
Tel: 1300 372 888

The Key Institute will give due consideration to any recommendations arising from the external review within 10 working days of the receipt of the recommendations.

Stage 4

Key institute will take appropriate actions to implement changes/improvements where necessary in accordance with the outcome of substantiated complaints.

Any improvement action arising from a student grievance or appeal will be recorded in accordance with the Key Institute Continuous Improvement process.

Issuing Certificates

Certificate Policy

All certificates are issued within 30 business days after successful completion of training providing all fees have been paid. If requested, the certificates are mailed to the address which has been supplied by the student.

Replacement Certificates

Key Institute, at its absolute discretion, reserves the right to issue replacement certificates to candidates upon satisfactory proof of identity. Replacement certificates will be issued to candidates who have lost their certificates.

The costs for a replacement certificate is \$40 (excluding postage & handling charges).

Name Changes

Certificates are issued in the name of the candidate at the time the award is made. Replacement certificates will be provided to accommodate a subsequent change of name, upon satisfactory proof of identity and evidence of name changes needs to be provided. The certificate replacement fee will be charged.

Addressing Fraudulent Issuance of Certificates

Any certificates and/or statements of attainment will only be issued by Key Institute under authorised legislation and will adhere to government regulatory and quality assurance arrangements.

A Student is entitled to receive a qualification (certificate/testamur) of an enrolled course/qualification only upon successful completion of the requirements of the enrolled course/qualification.

Students that partially complete a course or qualification will not be issued a certificate but will be issued a Statement of Attainment containing the units they have completed.

Privacy & Safety

Child Safety

Key Institute is committed to safety and wellbeing of all children and young people. This will be the primary focus of our care and decision making.

Key Institute has a zero-tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures. We have a legal and moral obligation to contact authorities when we are worried about a child's safety, which we follow rigorously. Particular attention will be paid to the cultural safety of Aboriginal children and children from culturally and/or linguistically diverse backgrounds, as well as the safety of children with a disability.

Every person engaged with Key Institute has a responsibility to understand the important and specific role they play to ensure that the wellbeing and safety of all children and young people are at the forefront of all they do and every decision they make.

Work Health and Safety (WHS)

Under the Work Health and Safety Act 2011, Key Institute recognises the importance of providing a safe and healthy environment for students, contractors and visitors during their participation in work and training activities. It is your responsibility to:

- Protect your own health and safety and to avoid adversely affecting the health and safety of any other person
- Not wilfully or recklessly interfere or misuse anything provided by Key Institute in the interests of health, safety or welfare
- Co-operate with health and safety directives given by staff
- Ensure you are not affected by the consumption of drugs or alcohol, as to endanger your own health and safety or the health and safety of another person

Key Institute strives for excellence in workplace health and safety and is committed to providing an environment free from risks and conducive to the productivity and efficiency needs of its students and others.

Compliance with both OHS/WHS federal and state Legislation and complies with all other relevant legislation, codes of practice, advisory, best practice standards and organisational policies and procedures.

Privacy and Confidentiality

Key Institute at all times complies with the Privacy Amendment (Enhancing Privacy Protection) Act 2012. The Privacy Amendment prevents Key Institute from providing any Student details to any person other than the student.

Students are to note: our obligations to provide students' private information as required under the relevant state and federal law to government departments.

Privacy Act

Students should be familiar with the Privacy Act Legislation. This legislation is detailed on the website www.oaic.gov.au

Personal information is collected solely for the purpose of operating as a Registered Training Organisation.

The requirements of the registering authority may require the releases of your personal information for the purpose of audit.

Under the National Privacy Principles, you can access personal information held on you and you may request corrections to the information that is incorrect or out of date.

Record Keeping and Confidentiality

Key Institute must provide Government departments and Regulatory bodies (including ASQA), with student activity data, that may also include enrolment documentation. This information is required to be provided in accordance with the National VET Provider Collection Data Requirements, USI requirements and National Centre for Vocational Education Research AVETMISS requirements.

Employment Services Providers

If a student is referred through an Employment Services Provider (ESP), the student agrees by entering into a contract with Key Institute for the course, that the student has authorised their ESP to be an Authorised Contact on their Key Institute account.

An Authorised Contact is a person a student has authorised to act on their behalf in relation to their course.

The Employment Consultant will have access to:

- Personal information entered as part of the enrolment process, excluding the USI
- Course and assessment status
- Course attendance logs and study schedule
- Student work submitted and any responses contained
- Copies of offensive responses from the student
- Information pertaining to a complaint lodged by the student or in relation to the student which may impact on the student progress
- Notes logged showing contact made by or to the student

The student should ensure they have also entered into a privacy agreement with their ESP prior to referring them to the course.

If a student is allocated to a new ESP, the ESP and the student will need to inform Key Institute within 10 days of leaving the original ESP.

Once reallocated the new ESP, student and Key Institute will need to complete a new Third Party Agreement for the new ESP to be able to access the students' information.

Access and equity

Key Institute abides by access and equity principles and provides information, advice and support services to assist students to identify and achieve their learning outcomes.

Key Institute is committed to providing an environment free from discrimination and harassment. Students will not be discriminated against on the basis of certain attributes as described by the Equal Opportunity Act 2010.

It is unlawful to discriminate on the basis of the following attributes: sex, impairment, marital status, physical features, age, pregnancy, breastfeeding, industrial activity, religious belief or activity, lawful sexual activity, political belief or activity, parental status as a carer or personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes.

A student should never feel they are unable to complete their training for any reason. Access and Equity is the responsibility of all staff members at Key Institute. However, students who feel they have been mistreated should contact the Student Services Officer on 1300 471 660 or email: admin@keyinstitute.com.au

Key Institute's policy sets out the Access and Equity principles and processes to:

- Reflect fair and reasonable opportunity, for all students and staff, regardless of race, colour, religion, gender or physical disability, regardless of the prevailing community values.

- Equity for all people through the fair and appropriate allocation of resources and involvement in vocational education and training.
- Equality of outcome within vocational education and training for all people, without discrimination.
- Access for all people to appropriate quality vocational education and training programs and services.

The intention of Key Institute is all students have an equal opportunity to successfully gain skills, knowledge and experience through the training and assessment services of Key Institute.

Withdrawal

If for any reason, you need to withdraw from your course, you must contact Key Institute in writing. A withdrawal will be considered effective from the date of first written contact (letter or email) with Key Institute (admin@keyinstitute.com.au).

You may also be withdrawn by Key Institute due to significant non-attendance, non-engagement or inappropriate behaviour, as discerned by Key Institute. Once received, withdrawals may take up to 21 days to process.



Contact Key Institute

Head office

Level 4, 99 Queensbridge Street
Southbank
VIC 3006

Phone: 1300 471 660

Email: admin@keyinstitute.com.au

Web: www.keyinstitute.com.au

Our office is open every weekday (excluding public holidays), from 9 am to 5 pm. If you need to contact us outside these hours, leave a message and we will respond as quickly as possible. Otherwise, send an email to admin@keyinstitute.com.au