



Al Mustapha Institute

Student Handbook

Student Handbook

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Welcome To Al-Mustapha Institute of Brisbane

Al-Mustapha Institute will be a recognised international leader in theology research and education. An inspiration for positive change, embracing the challenges and opportunities of our times to advance understanding and change lives for the better. We will provide richly interactive and personalised learning experiences for our students, equipping them with leadership skills for the future and valuing them as partners in education and research and as long-term influencers of change within society. Through high impact research in areas of strategic importance, we will deliver outcomes of significant value to our communities locally, nationally and globally.

Please take the time to review the information provided in this handbook and should you have any questions or require any further assistance please contact us.

Contact Details

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Al-Mustapha Institute of Brisbane

*“Preserving the Past,
Educating the Present,
To Create the Future”*

Entry Requirements

Initial Marketing

Students interested in enrolling in any of the courses offered should have received a copy of our Prospectus. This is available by contacting administration. The Prospectus is our form of marketing the courses available and is usually the first form of contact with students. It outlines the aims of the Institute, includes a description of the location and importantly detailed course information including fees. The description of facilities, services and resources will assist students in understanding what Al-Mustapha Institute has to offer. We are not affiliated with any other training provider and therefore are able to offer students a permanent learning environment for the duration of their studies. The Prospectus has been composed accurately to ensure there are no false or misleading statements. It is important to us that the recruitment process is fair, ethical and upholds the integrity of Australian education and training.

Courses Offered

Ilm-e-Deen Degree in Arabic & Islamic Theology
Intermediate Islamic Studies
Foundation Arabic Language

Course Duration

6 years
1 year
10 weeks

Enrolment Process

To enrol into any of the courses offered you will need to complete a course application form. Forms are available from the administration office or online at www.almustapha.org.au. Completed forms must be signed and therefore may be returned via email or post to the administration office. Once your application has been processed an introductory interview will be conducted to discuss entry requirements and allow you to ask questions about the course. Once your application has been approved you will receive written confirmation of your acceptance and an invoice for the course fees. An orientation program is provided to students prior to commencing the course.

Fees

A schedule of fees is available with the Prospectus or upon request at the Administration Office. Students will be responsible for purchasing their own stationary and writing materials.

Once your application has been approved you will receive an invoice for the course fee. The annual amount or prorata per semester is payable in full within the first week of commencing the course. Should there be an increase in fees you will be advised in writing prior to the invoices being issued. There will be a weekly penalty charge noted on the fee schedule for non-payment of fees and there will be no reduction in fees for periods of absence.

Students who are not yet competent upon completion of training and assessment will have the option of additional tuition and an opportunity to re-sit the assessment at a cost per subject. This cost can be found on the fee schedule.

Student Orientation Program

The student orientation program will be conducted prior to the commencement of classes. The student orientation program will include some of the following:

- Welcome address to all students
- Introduction of all staff and outline their roles
- Overview of course and subjects using the approved template for the course
- All aspects of the student handbook will be explained
- The Prospectus will be explained to ensure students are familiar with all services and their usage, especially the library.
- Outline of the fee schedule and note the payment due date from the invoices given.
- Copies of business cards from Mediprac Browns plains where students can access gives general health services. Also emergency services contact details.
- Outline any student visa conditions including those relating to attendance and course progress.
- Stress on the support services available through their teacher, the supporting Imam, alternate teaching methods or assessment methods if required.
- Reinforce we are here to help and make life and study in Australia an enjoyable and successful one.
- Business cards from welfare and legal services in the local area will be available and students will be advised were they can access these from should the need arise at any time.
- Ensure students understand the complaints and appeals process.
 - Firstly a matter should try to be resolved informally, in which a written record of the complaint or appeal to be kept in the complaints register.
 - Each complainant is given the opportunity to present their case.
 - Each person may be accompanied by a support person at any discussions.
 - The complainant will be given a written statement of the outcome, including details of the reasons for the outcome, and
 - The process commences within 10 working days of the lodgement of the complaint and all reasonable measures are taken to finalise the process as quickly as possible.
 - Should a resolution not be reached the issue will be referred to an independent and external body for review at no cost to the student.
 - During any such process the student will be able to continue with their usual study routine.
 - The results of any external review will be given to the student in writing along with an outline of any process of rectification that is required by the organisation or the student.
- An opportunity will be given for students to ask any questions.

Refund Policy

Students are expected to pay for the course fee in full within the first week of commencing the course. A cancellation fee as outlined on the fee schedule will apply if you withdraw from a fee paying course later than fourteen days prior to the commencement date.

If a student wishes to withdraw from Al-Mustapha Institute, notice must be given in writing. Receipt of this notice will be confirmed in writing by the Administration Manager. The full fees and textbook levy are non-refundable except where a medical certificate has been provided. In such cases the student will be entitled to a pro-rata refund less an administration fee. Appeals for a refund to other exceptional circumstances must be made in writing and include full documentation supporting the claim. Consideration for a refund will may be made at the discretion of the Chief Executive.

In cases of financial hardship students may apply for an exemption or reduction of fees. Please ask the Administration Manager at time of enrollment.

Certificates will not be issued until all outstanding fees are paid.

If the information provided on the application form is found to be inaccurate then Al-Mustapha Institute of Brisbane reserves the right to withdraw the student at any time and any fees paid in advance will not be refunded.

If a student is suspended or expelled from Al-Mustapha Institute for whatever reason by disciplinary action or otherwise, the fees paid are non-refundable.

This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Student Support Services

Student support services include disability support, student equity and counseling. Students will have access to any of these support services for the duration of their studies and may access assistance by contacting the administration office.

An orientation program will be conducted prior to commencing a course. This program will support students during their transition to life and study in a new environment.

Modes of Study

To increase the students' interest for learning a variety of study modes will be used. These may include traditional teacher student lectures, discussion forums, debates, workshops, group work or projected presentations. Courses will not be offered online and distance education will not be available.

Assessment Methods / Monitoring Progress

Assessments will take place periodically throughout the course. It provides the important function of guiding both the trainer and the trainee through the course towards the goal of achieving competency. Assessments provide constant feedback to both parties on the direction and the rate of progress and eventually confirms that the student has gained the competency they need to complete that course. Assessment methods may include written exams, oral presentations or assignments. A student must reach competency in each subject to obtain a pass. Where a lecturer identifies that a student may be at risk of failing to achieve successful results they will offer the student additional tuition or guidance towards a process to improve results. This service will be offered free of charge to the student. Should a student not attain competency they will be notified in writing and advised of the requirement to re-sit the assessment. Additional tuition and a re-sit fee will be charged prior to each assessment.

Appeals Process

Should you have any concerns about the assessment process or results you can ask for a review, and/or also have a right of appeal. Please discuss your concerns with your Lecturer.

Course Durations / Attendance

The course duration has been predetermined and students are expected to complete the course within that timeframe. Additional time to complete a course will be allowed in the case of a re-sit or due to medical circumstances, where a medical certificate has been provided. Prior to completing assessments a student must have a minimum of 80% attendance for course contact hours. A student not achieving an 80% attendance record will be notified in writing and advised of their requirement to make up for the time they were absent. This will be monitored and recorded by the Lecturer to ensure an 80% attendance is achieved prior to undertaking assessments.

Student Records

In accordance with relevant State and Commonwealth Privacy Acts, Al-Mustapha Institute is committed to protecting the privacy and personal information of all students. Enrolment forms, student identifiers, training schedules and records of assessment will be kept on file and stored confidentially. In certain circumstances such as suspected breach by the student of a student visa condition personal information may be shared between Al-Mustapha Institute, the Australian Government, designated authorities and the ESOS Assurance Fund Manager. This information includes personal and contact details, course enrolment details and changes.

If at any stage your personal details change, including a change of address you are obliged to notify the administration office so that your details can be updated. You have the right to access your personal information recorded at any time and provide any necessary corrections.

Code of Ethics

Al-Mustapha Institute of Brisbane conducts all undertakings in a fair, ethical and professional manner.

Arrangements With Other Providers

Al-Mustapha Institute of Brisbane is an independent organisation that aims to deliver high quality religious education courses. It does not have any arrangements with other providers and does not enter into student recruitment or other services through agents.

Recording Keeping

Al-Mustapha Institute is responsible for the issuance of AQF certification documentation. The Institute keeps complete and accurate records of the attendance, statement of attainments and qualifications, as well as financial records that reflect all payments, charges and the balance due. Copies of these records are available to students upon request.

Expectations

Responsibilities of Students:

As a student you will be required to take responsibility for:

- Studying all relevant courses and training information.
- Advising your Lecturer if you have previous skills and knowledge and seek recognition for this prior learning.
- Monitoring your progress by self assessing your skills and knowledge against the competency standards in your qualification.
- Attending all training sessions as required.
- Meeting with your Lecturer to review progress.
- Handing in all assessment tasks as per requirements.
- Ensuring all work is your own.
- Retaining evidence of your working notes and assessments and any other documents in your portfolio as evidence and presenting this for assessment.
- Discussing any concerns regarding the course, session activities and your ability to learn with your Lecturer.
- Advising the Lecturer if you require any special adaptive equipment or support for the training course.
- Participating in course evaluation and providing feedback.

Responsibilities of Al-Mustapha Institute of Brisbane to Students:

Al-Mustapha Institute of Brisbane will:

- Provide students with a safe and healthy learning environment.
- Provide a training and assessment schedule.
- Provide the appropriate unit of competency details for your course.
- Treat you with respect.
- Follow all legislation affecting the learning environment.
- Provide opportunities to practice the skills and knowledge required.
- Deliver and record training and assessment outcomes.
- Provide you with access to your file records if requested.
- Set up work tasks to provide training and coaching to help achieve the competency standards in your training plan.
- Provide training materials and recommend other resources for further learning opportunities.
- Prepare you for assessment when you are ready and encourage self assessment. Advise you where, when and how assessment will occur and what to bring.
- Assess your skills and knowledge through observation and questioning using assessment tools developed for this purpose.
- If required, provide further assessment on documents presented in an evidence portfolio.
- Give feedback to you on your progress.
- Provide results and review the assessment process after assessment.
- Provide Certificates for those completing each course.
- Assist you in an appeal process and advise options for further assessments if you are unhappy with any results.

Qualified and Professional Staff

Al-Mustapha Institute will ensure staff, are selected according to their qualifications and experience. All teaching staff are fully qualified in their discipline and have extensive experience to ensure courses are delivered to a very high standard. All staff undergo regular performance assessments and reviews and have key performance indicators. All Lecturers will have:

- Demonstrated competencies beyond the level of those being delivered.
- Demonstrated achievement of at least Certificate IV in Training & Assessment Competency Standards or their equivalent.
- Industrial experience that is current and relevant to the particular course or units that they are involved in delivering.

Teaching Facilities

Al-Mustapha Institute owns the premises situated at 39 Bushmills Court, Hillcrest where the delivery of courses will take place. We are not linked with any other provider and are therefore able to provide students with a permanent study environment.

Al-Mustapha Institute is committed to delivering the courses it provides to a very high standard by ensuring the staff to student ratio is kept at a level that creates a prosperous learning environment.

Campus Resources

Al-Mustapha Institute has wide variety of resources to offer students. The library contains an excellent range of publications and textbooks. Books have been carefully sourced both locally and internationally to ensure there is a mixture of traditional and modern works. There is also an extensive supply of periodicals and educational magazines.

A computer resource room is available with internet access along with access to a range of online study materials and books that compliment the courses offered.

There are three classrooms on-site with whiteboards in each room.

The kitchen enables students to have access to tea and coffee facilities, a microwave and fridge. There is also a lunchroom area for eating.

A ramp is available for disabled access and disabled parking available.

Rules on Noise

You must behave in a responsible and proper manner at all times with consideration for all other students, local residents, and members of the public generally.

Behaving in a loud, aggressive, violent, abusive, insulting or threatening manner towards anyone whilst on the Institutes premises is not acceptable and is a 'Disciplinary Offence', which may lead to expulsion. It is expected that every student should be able to study and operate without any disturbance, noise or nuisance from others from 9am to 9pm.

Quiet Car Park Plan

- Students are informed that activities undertaken at the institute are within 'noise sensitive periods' and these include lectures, examinations, library work, prayer, etc. Students are to refrain from loud conversations at all times.
- Signage to be posted on property which states – Please refrain from loud conversations and excessive noise in all outdoor areas.
- Install a noise barrier as per Sketch 3 (Palmer Acoustics) to reduce noise levels in outdoor area.
- Dogs are not permitted on the property. 'An exemption is applied for Guide Dogs'.
- Sporting activities are not permitted in the car park.
- Amplified sounds (including music, TV, speeches, films) are not permitted in the car park. An exception to this rule is the use of a loud hailer for purposes of an emergency evacuation.
- Smoking is not permitted on the property.
- Refuse bins are to be located adjacent to Silvertop Street in a screened refuse enclosure as shown on Drawing No SD.1002 (Sparc Architects), where delivery, collection and storage of bins do not adversely impact on the wellbeing of neighbours.

Complaints and Appeals Processes

Complaints

Al-Mustapha Institute has a complaints procedure to help resolve any issues students may have in relation to their training program. If you are not happy with any part of the program you may follow the procedures set out below.

Grievance Procedure

Al Al-Mustapha Institute ensures that students have access to a fair and equitable process for dealing with grievances and provides an avenue for students to appeal against decisions which affect the students' progress. Every effort is made by our organisation to resolve grievances. For this purpose, the Institute has a grievance policy where a member of staff is identified to students and clients as the reference person for such matters at the time of enrolment. Where a grievance cannot be resolved internally, we advise students of the appropriate body where they can seek further assistance.

All students are entitled to a fair hearing. To ensure this happens, the following procedure has been implemented:

- If you believe you are not fairly treated, your first approach should be discuss your concerns with your lecturer.
- Your lecturer should document your concerns and assist you to resolve them.
- If you are unable to approach your Lecturer because the problem is between you and them or because the problem is of a personal nature, you should speak to the Course Coordinator or Administration Manager. At this stage the Course Coordinator or Administration Manager should try to resolve the issue or assist the student developing a plan to deal with the issue.
- All discussions will be documented and the student will have access to this documentation.
- Should the matter be unresolved you should contact the Principal of the Institute in order to reach a solution.
- Should the matter still remain unresolved the Institute may appoint an independent arbitrator to review the dispute.

It is the responsibility of the student to discuss any grievances with personnel from Al-Mustapha Institute of Brisbane before these grievances are taken outside the organisation.

Confidentiality of Grievances

Student concerns will be handled in the strictest confidence and, if necessary, you will be referred to expert help outside the organisation.

No information or documentation you have provided will be handed over to an outside organisation without your permission

The lodging of a grievance will not affect a student's ability to continue studying or receiving other services they are eligible for from the organisation.

Disciplinary Procedure

If there is reason to believe that a student has engaged in academic or personal misconduct, the Principal will be notified and will investigate the matter. Academic misconduct may include plagiarism or cheating. Personal misconduct may include impairing the right of other students to pursue their studies, willfully damaging property, misusing electronic facilities, harassment of other students or staff, or breaching legislative requirements.

Investigations will take place within three days of the notification. Where the investigation concludes that academic or personal misconduct has taken place, the student may respond in writing within fourteen days. The final determination of the Principal may include one of the following options:

- No action is taken against the student.
- The student is judged not competent in the units concerned but may be allowed to re-enroll in the unit or appropriate section of the course.
- The student enrolment is cancelled with no refund of fees.
- The student is suspended from the course for a period of time.
- The student is required to pay for any damage or repairs.

Critical Incidence Policy

In the event of a critical incident occurring, the following procedure will be followed:

- An investigation will take place and a written statement will be taken from all parties involved and those witnessing the incident.
- The above statements will be presented to the Principal for review.
- All parties who provided a statement will be required to attend a meeting with the Principal where the action to be taken will be determined. Minutes for this meeting will be recorded.
- All parties will be advised of their right to appeal the decision made or seek intervention from an external body.