



# WENTWORTH INSTITUTE

Higher Education

## Student Handbook

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# Welcome to Wentworth Institute

As a Wentworth Institute student, you are now a valuable member of our global community where we strive to have a multinational mix of students in a quality focussed, and culturally rich environment. We are passionate about student satisfaction, the quality of our education, and the quality of the overall learning experience our students receive. We purposely keep our student groups small and cap our intakes each semester so that you will quickly get to know your fellow class mates and work as a team. Here at Wentworth Institute we aim to give you the best opportunity in your chosen profession by preparing you as thoroughly as possible so that you can confidently seek to establish yourself in the right career.

Our well-equipped classrooms, computer laboratories and lecture theatre ensure the highest quality education and access to the latest equipment in the industry. This is central to our success as an institute - our commitment to an industry-aligned, relevant course ensuring our graduates are well equipped for the workforce.

This handbook has been developed by staff to assist you in settling in and to guide you in understanding the policies and regulations of WIN. Make sure you get a chance to look through it and note its key points. Don't forget that our web site is also full of additional and detailed information if you want to know more about atopic addressed in this book or anything else about WIN or living in Sydney.

While we expect you to study diligently, we also hope that your time with us will lead to lifelong friendships. Enjoy the experience, have fun, and work hard. It's a formula that will guarantee success!

If you are a recent arrival to Australia and Sydney, take the time to learn about our culture and everything this great city has to offer, especially the harbour precinct which is easily accessible from WIN.

I welcome you to WIN and wish you the very best for your future studies and career.

Dr Keri Spooner  
Dean

## 1.0 Wentworth Institute Services

### 1.1. Hours of Operation

WIN is open from 8:15 am to 9:00pm Monday through Friday. Access to the Library will be from 9:00am to 5:30pm on Monday through Friday.

### 1.2. Services Available

For your information, these are the people you should see for the following issues:

- Class allocations - Keri Spooner - Level 5
- Subjects you have completed and subjects you need to undertake - Keri Spooner - Level 5
- Assessments and results – Your lecturer and Keri Spooner - Level 5  
*Head Lecturers:* Jane Cameron for Bachelor of Interactive Media  
Paul Power for Bachelor of Business (Accounting)  
Dennis Mortimer for Bachelor of Business  
Marjorie O’Neill for Master of Business  
Charles Lo for Master of Professional Accounting
- Coping with assessments - your lecturer, the librarian or by appointment with Bella Carr (Student Support Officer) - Level 1
- Overseas student health cover (**International Students only**)- Wendy Wu, Level 1
- Assistance with the setting and achieving of your goals - by appointment with Bella Carr (Student Support Officer)- Level 1
- Tutorial support and assistance - Keri Spooner - Level 5
- Referring to legal services – Sue Bond (Registrar) - Level 5
- Emergency services - Reception - Level 1
- Personal issues - by appointment Sue Bond Level 5 and for referral to an external agency
- Help with referencing and research – Nina Suprun (Librarian) - Level 3

Reception can always refer you to the appropriate person to assist you whenever necessary.

### 1.3. Facilities

Students have access to a range of facilities including a student lounge, a sprawling outside eating area, table tennis, lunchtime movies, vending machines and microwaves. Students also have access to state of the art computer laboratories, studio facilities, a green room configured to professional standards and the latest motion capture equipment and a library with computers is on Level 1. The cafe downstairs offers special discounts to our students. The Students’ Representative Council arranges luncheons or dinners from time to time.

### 1.4. Student Card

In order to obtain a student card, you will need to have your photograph taken at Reception. You will then be issued with a student card within a week. Your student card can be used as a concession card at museums, theatres, cinemas etc. Student cards will be available at the Reception desk.

Your student card won’t provide you with travel concessions on public transport. International students are required to pay full fares.

There is a charge of \$15 for replacement of a lost student card.

### **1.5. Student Portal**

All students have access to the 'Student Portal' and can log in with a student ID and registered email. If you have any queries about access, additional information and clarification is available from the Reception desk.

### **1.6. Student Mail**

If you wish to get your mail delivered to WIN, students' mail will be kept at Reception.

### **1.7. Overseas Student Health Cover (International Students Only)**

Overseas Student Health Cover (OSHC) is a government requirement and is available for families. Family includes the student, his/her spouse and any dependent children of the student up to 18 years of age who have been authorised to enter and reside with the student at the same address in Australia.

Bupa is our preferred organisation to provide health cover to single international students.

For a quick online quote click [here](#).

#### **The nearest Medical Practitioner (with little additional charge)**

Dr George O'Young Centennial Plaza, Shop 2, 290-300 Elizabeth St, Surry Hills 2010 (convenient - across the road from the Elizabeth St campus). Pay \$40 for a standard consultation and then claim back from your OSHC provider who will refund you \$37.50.) Make sure you mention that you are a student at Wentworth Institute!

If you wish to see a female doctor, Dr Gloria Xu Medical Practice Shop QG1, Prince Centre, 8 Quay St Haymarket, 02 9212 2839, has consultation available for a low fee. Please mention that you are a student at Wentworth Institute and ask for the student discount.

Please be aware that unless it is a life threatening emergency, do **not** attend a hospital for a medical visit. Hospitals will charge you \$400/visit, very little of which your OSHC provider will reimburse to you. Visit a local doctor (or GP) if you need medical attention.

### **1.8. Student Accommodation (International Students Only)**

If requested, WIN will provide details of a range of accommodation options in Sydney. We can also provide assistance with bookings. However, WIN is not responsible for, and makes no guarantees about accommodation services or costs.

Homestay is an excellent accommodation option, especially for students who want to live with local families who are familiar with Australian culture and values. Students have access to local knowledge and can therefore make better use of their time while studying. Host families provide an agreed number of meals a day. WIN recommends Meridian Homestay Services for Homestay accommodation. [www.mweridianhomestay.com.au](http://www.mweridianhomestay.com.au), or email [MHS@meridianhomestay.com.au](mailto:MHS@meridianhomestay.com.au) or phone +61 2 9909 2960. If you have any questions or any doubts during your stay, speak to your host family first. Do not worry about English, your host family will try to understand you and try to help you as much as they can.

Usually the telephone bill is not included in the Homestay fees. You must have permission from your home stay family when you wish to make a phone call. We recommend that you acquire a mobile handset. There are many plans and options available both pre-paid and post-

paid to suit every budget and circumstance. (Tip: The cheapest unlimited pre-paid plans using the better Telstra network are probably Aldi or Boost. Also consider Lebara.)

Many students choose to stay with a family for a short period of time and then move to shared accommodation once they have settled in.

## **2.0 Student Responsibilities/Code of Behaviour**

WIN students are expected to conduct themselves in a safe, healthy and courteous manner at all times while on the premises. Such behaviour is expected in terms of their attitudes and interactions with all staff, their fellow students, as well as all visitors and formal guests of WIN.

### **2.1 Code of Behaviour**

Students of WIN are expected to:

- refrain from smoking anywhere on WIN's premises; there is a smoking area in the easterly rear section of the Level 2 veranda;
- refrain from drinking and/or eating in any study area including the library;
- refrain from unacceptable behaviour including the use of bad language, alcohol and drugs on campus;
- refrain from the use of devices which may disrupt classes. e.g. mobile phones, portable entertainment equipment such as iPods etc.
- identify and report any possible hazards from equipment, facilities and the environment;
- comply with and assist in WIN's emergency procedures;
- ensure that no students, staff, or visitors to WIN experience discriminatory, harassing or bullying behaviour;
- report any discriminatory behaviour, harassment or bullying to the Registrar or the Dean;
- comply with the assessment information outlined in the Student Handbook and subject outlines;
- engage in legitimate academic and non-academic conduct (see below);
- have the text book deposit of \$400 refunded at the completion of the course subject to the return of all books and/or learning materials in good working order at the conclusion of each semester;
- follow WIN's policy and procedures for dealing with complaints or grievances;
- attend class regularly and punctually.

To not uphold the Code of Behaviour will result in the cancellation of your enrolment.

Erratic attendance and erratic progress will identify you as a non bona-fide student and will be grounds for the cancellation of your enrolment (Standard 9, National Code 2018).

### **2.2 Passive Withdrawal Policy**

A student who has not commenced classes in their first semester; or has taken unscheduled leave without contacting WIN; or has not completed his/her course and does not return to studies after a scheduled holiday break; or does not attend all timetabled classes for five (5) consecutive business days, has thereby passively notified WIN that he/she will not be continuing his/her studies.

WIN may notify Department of Immigration and Border Protection (DIBP) via Provider Registration and International Students Management System (PRISMS) promptly that the student has ceased studies or ceased their intention to study and for DIBP to consider cancelling the student's enrolment.

Note: WIN may neither notify the student of its intent to cancel the student's enrolment nor wait the outcome of an appeal if the student passively withdraws.

Students are entitled to engage in the educational process, free from disruptive or inappropriate behaviours. To this end, Wentworth Institute of Higher Education ("WIN") is committed to ensuring that there are clearly defined standards of behaviour and conduct for all enrolled students so that all students are afforded a safe and productive environment in which to study.

This Procedure applies to all students of WIN, in respect of all actions and activities (including inaction or inactivity) relating to, or impacting on, WIN or its students and staff or any relevant person involved.

## **2.3 Student Academic and Non-Academic Misconduct**

### **1.1 Non-Academic Misconduct**

1.1.1 Non-academic misconduct includes behaviour which is considered a breach of the **Student Code of Conduct** including:

- failure to treat staff or other students or any persons with courtesy, tolerance and respect, and/ or
- behaviour that is unlawful, discriminatory, sexually inappropriate, bullying, harassing, invades another's privacy or causes any person to fear for their personal safety.

1.1.2 The procedure for dealing with inappropriate behaviour are not intended to be in consecutive steps. Based on the judgment of individuals dealing with claims of inappropriate behaviour, if the situation warrants immediate action, initial steps may be omitted and necessary action taken to remove the student.

1.1.3 Steps undertaken in the case of non-academic misconduct:

- a) The student will be asked by an authorised representative of WIN to cease the inappropriate behaviour.
- b) Where the student does not cease the inappropriate behaviour, they will be asked to leave that environment.
- c) Where that individual does not leave, a member of the Executive Management Team or security may be called to remove that individual from the environment where the inappropriate behaviour has occurred (e.g. classroom, library, common area and so on).
- d) In all cases of inappropriate behaviour, the Dean will be notified and the details of the incident noted on the student's file.
- e) Where the alleged inappropriate behaviour is notified by a complainant and no interventions (as described above) occur at that time, the complainant may first

consult with the Dean to attempt an informal resolution. The Dean will follow up on such allegations in a timely manner and may meet with the complainant and the respondent to facilitate a resolution. Where the Dean cannot resolve the issue, the complainant may submit a *Formal Grievance* under WIN's **Grievance Handling Policy and Procedure**.

- f) Where inappropriate behaviour takes place in any external areas to WIN e.g. visiting a company for professional learning and observation, a lecturer or staff accompanying the student(s) is authorised to ask the student to stop such behaviour and/or ask that the student to leave the work area. Such incidents will be reported to the Course Coordinator who will notify the Dean.
- g) In the event that a misconduct has occurred, the Dean will determine the disciplinary actions that will be taken. These may include (but are not limited to):
  - a verbal warning and counselling regarding the misconduct;
  - a written warning that clearly states that the behaviour is inappropriate and outlines/identifies possible consequences including disciplinary action up to and including a suspension of study or cancellation of enrolment in the event of continuation of the misconduct;
  - where the misconduct is deemed serious based on a "reasonable person" standard, immediate disciplinary action up to and including suspension of study or cancellation of enrolment. In the case that a WIN-initiated suspension of study or cancellation of enrolment due to inappropriate behaviour relates to an international student, the **Student Progression, Exclusion and Graduation Policy and Procedure** will apply.

1.1.4 If the student wishes to appeal the disciplinary action(s) of the Dean, refer to WIN's **Student Complaint and Appeal Procedure**.

## 1.2 Academic Misconduct

1.2.1 Academic misconduct includes behaviour which is considered a breach of the **Academic Integrity and Honesty Policy and Procedure** including but not limited to the below:

- Misconduct during any form of marked examinations
- Plagiarism
- Copying another work without proper attribution
- Unauthorised collusion or collaboration
- Cheating

### 1.2.2 Steps undertaken in the case of academic misconduct:

#### Step 1: Investigation

- a) Allegations must be made in writing by the relevant academic staff member to the Programs Coordinator and supported by evidence within 5 working days of discovering the misconduct. Allegations may be altered during the course of an investigation but the student must be given notice of any change.



- b) The student will be notified of the allegation(s) in writing by email by the Programs Coordinator or delegate within five working days to their student email address and/or another email address belonging to the student if necessary.
- c) The Programs Coordinator will convene a Misconduct Committee, consisting of the Programs Coordinator and the Head Lecturers to investigate the matter.
- d) In investigating the matter, the student will have the opportunity to be interviewed by the Misconduct Committee within 10 working days of the email being sent and the **Academic Integrity and Honesty Policy and Procedure** applied. The student may choose to respond to the allegations in writing rather than attend the formal interview. If the student does not attend the interview or submit a response in writing, the matter will be determined in their absence. The relevant academic will also have the opportunity to be interviewed by the Misconduct Committee as part of their investigation.

**Step 2: Determination by the Misconduct Committee:**

In making a determination the following must be applied;

- a) Any previous findings relating to a past misconduct allegation or decision should not be taken into consideration at the determination stage.
- b) After evaluating the evidence presented, it should be considered whether it is more likely than not, on the balance of probability, that the allegation/s or any number of the allegations against the student can be proven and substantiated.

**Step 2 a) Where the student admits the allegation/s and the conduct is found to have occurred, the decision may be:**

- a) To impose no penalty because no penalty is warranted; or,
- b) That one or more of the penalties (see **Penalty Schedule**) is imposed; or
- c) That the matter be referred to the Dean.

**Step 2 b) Where the student denies the allegation/s the decision may be:**

- a) That the student has satisfactorily addressed the allegation/s and that the allegation/s should be dismissed; or
- b) That the misconduct is proven and one or more of the penalties (see **Penalty Schedule**) is imposed; or
- c) That the matter is referred to the Dean.

**Step 3: Penalty (refer to Penalty Schedule)**

Where a penalty is appropriate, the following should be considered and taken into account:

- a) Any previous findings of misconduct and penalty imposed (refer to the **Student Misconduct Register**)
- b) The year or level of study of the student
- c) Any intention behind the conduct, and the level and effect of that intention
- d) Any personal health, family or other factors that contributed to the conduct
- e) Matters considered relevant in the particular circumstances

### **1.3 Timeframes**

- a) Steps 1 to 3 should be completed within 20 working days
- b) The determination will be confirmed in writing giving reasons and the detail of any penalty typically within five working days of the conclusion of the investigation
- c) The student will be informed of any delays and advised of new timeframes

## 2.4 Penalty Schedule

Current act of Academic Misconduct	Previous Record on Student Misconduct Register	Action/Penalty
Minor	No	<p>Counsel the student about appropriate academic practice and take one or more of the following actions:</p> <ul style="list-style-type: none"> <li>• Request the lecturer to mark the piece of work concerned, taking full account of the deficiencies in achieving intended Learning Outcomes; and/or</li> <li>• Require that the student resubmit the work, in whole or in part, by a specified date, with or without imposing a maximum mark achievable; and/or</li> <li>• Award a reduction in marks of up to 20% of the marks available for that assessment Item.</li> </ul> <p>The student is required to attend the next scheduled tutorial concerning the relevant academic infraction e.g. referencing techniques or related academic issues.</p> <p>Current act of academic misconduct recorded on <b>Student Misconduct Register</b> as minor.</p>
Minor	Minor Academic Misconduct	<p>Counsel the student about appropriate academic practice; and take one or more of the following actions:</p> <ul style="list-style-type: none"> <li>• Award a reduction in marks of up to 20% of the marks available for that assessment Item; and/or</li> <li>• Require the student to resubmit the piece of work by a specific date. In the case of resubmission, the only passing grade or mark for the assessment Item will be P or 50% as appropriate; and/or</li> <li>• Require the student to undertake additional, equivalent assessment by a specified date. In the case of additional assessment, the only passing grade or mark for the assessment item will be P or 50% as appropriate.</li> </ul> <p>The student is required to attend the next scheduled tutorial concerning the relevant academic infraction e.g. referencing techniques or related academic issues.</p> <p>Current act of academic misconduct recorded on <b>Student Misconduct Register</b> as minor</p>

Minor	Major Academic Misconduct	<p>Counsel the student about appropriate academic practice and award zero marks for the assessment Item. The student is required to attend the next scheduled tutorial concerning the relevant academic infraction e.g. referencing techniques or related academic issues.</p> <p>Current act of academic misconduct recorded on <b>Student Misconduct Register</b> as minor.</p>
Major	No	<p>Counsel the student about appropriate academic practice and award zero marks for the assessment Item. The student is required to attend the next scheduled tutorial concerning the relevant academic infraction e.g. referencing techniques or related academic issues.</p> <p>Current act of academic misconduct recorded on <b>Student Misconduct Register</b> as major.</p>
Major	Minor Academic Misconduct	<p>Counsel the student about appropriate academic practice and award zero marks for the assessment Item. The student is required to attend the next scheduled tutorial concerning the relevant academic infraction e.g. referencing techniques or related academic issues.</p> <p>Current act of academic misconduct recorded on <b>Student Misconduct Register</b> as major.</p>
Major	Major Academic Misconduct	<p>Counsel the student about appropriate academic practice, award zero marks for the subject, leading to a Fail grade for the subject. The student is required to attend the next scheduled tutorial concerning the relevant academic infraction e.g. referencing techniques or related academic issues.</p> <p>Current act of academic misconduct recorded on <b>Student Misconduct Register</b> as major.</p>
Major	Two or more instances of Major Academic Misconduct	<p>Counsel the student about appropriate academic practice, award zero marks for the subject, leading to a Fail grade for the subject. The student is required to attend the next scheduled tutorial concerning the relevant academic infraction e.g. referencing techniques or related academic issues.</p> <p>A note is added to the student's Record of Results.</p> <p>Current act of academic misconduct recorded on <b>Student Misconduct Register</b> as major.</p>

## 2.5 Appeals

2.5.1 A student may appeal against a decision made under **Grievance Handling Policy and Procedure**.

2.5.2 Appeals must be made per the **Grievance Handling Policy and Procedure** and lodged with the CEO within 20 working days of the student receiving written notification of any disciplinary action taken under this Procedure.

## 2.6 Education and Awareness

- Appropriate training in this Procedure and **Grievance Handling Policy and Procedure** and will be provided to all staff members.
- Students will be informed of this Procedure during orientation. The Procedure will also be published on WIN's website ([www.win.edu.au](http://www.win.edu.au)).
- Students who are impacted by inappropriate behaviour will have access to support services through Student Support personnel as appropriate.
- Information on any incident involving inappropriate behaviour will be provided to the Dean. The Dean will note all incidents on the student's file.
- The Dean will include reports of incidents under this Procedure that result in disciplinary action as part of their report to the Executive Management Team and the Academic Board.

## 2.7 Student Misconduct Register

All findings of student misconduct, serious misconduct and academic misconduct are recorded in a **Student Misconduct Register**. This is maintained by the Dean. A finding is entered on the register whether or not a penalty had been awarded. Access to the Register is limited and records are stored confidentially.

## 2. Publication

This Procedure will be published on WIN's website [www.win.edu.au](http://www.win.edu.au) for public access.

## 3. Legal and Policy Framework

- Australian Qualifications Framework (AQF)
- Higher Education Standards Framework (2011)
- Education Services for Overseas Students Act 2000 (ESOS Act)
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018

## 4. Related Documents

- Student Academic and Non-Academic Misconduct Policy
- Student Complaint and Appeal Policy
- Student Complaint and Appeal Procedure

- Student Deferral, Suspension and Cancellation Procedure

<b>Table of Definitions</b>	
<b>Academic Misconduct</b>	The definition of academic misconduct is broad. It covers practices such as cheating, copying and using another person's work without appropriate acknowledgement. It covers misconduct during examinations and concerning academic works. Allegations of academic misconduct may be dealt with under these procedures. It covers any form of activity where one student purposely tries to obtain an unfair advantage over another student(s) in an academic assessment.
<b>Appeal</b>	A request for a decision to be reconsidered on the grounds of procedural unfairness, unreasonable determination or new evidence not available at the time of the original investigation.
<b>Appellant</b>	A person who lodges an appeal.
<b>Bullying</b>	Repeated unreasonable or less favourable treatment of a person by another in order to intentionally hurt, offend, intimidate, threaten or gain power over another person. This includes physical or psychological behaviour. Bullying can be carried out by one person or a group and may be conducted privately, openly or via digital means.
<b>Cheating</b>	When a student seeks to obtain an unfair advantage in an assessment item.
<b>Complaint</b>	A complaint is any type of problem, concern or grievance about WIN or WIN's environment.
<b>Harassment</b>	Unwelcome behaviour that is offensive, belittling or abusive to another person or group of people as felt by the complainant.
<b>Plagiarism</b>	Plagiarism at WIN is using the words or ideas of others and passing them off as your own without the appropriate attribution. This includes: <ul style="list-style-type: none"> <li>• Paraphrasing other people's work and/or ideas without a reference and cite;</li> <li>• Copying other people's (and student's) work;</li> <li>• Presenting other's work, design, codes or images as one's own;</li> <li>• Using phrases and passages verbatim without quotation marks and/or without reference to the author or source; and/or</li> <li>• Reproducing lecture notes without due acknowledgement.</li> </ul>
<b>Copying</b>	Using the same or very similar words to the original text or idea without proper acknowledgment of the source or using quotation marks. This includes copying materials, ideas or concepts from a book, article, report or other written document, presentation, composition, artwork, design, drawing, circuitry, computer program or software, website, internet, other electronic resource, or another person's assignment, without appropriate acknowledgement. Inappropriate paraphrasing includes: changing a few words and phrases while mostly retaining the original structure and/or progression of ideas of the original

	information without acknowledgement. This also applies in presentations where someone paraphrases another's ideas or words without credit and to piecing together quotes and paraphrases into a new whole, without appropriate referencing.
<b>Collusion</b>	Presenting work as independent work when it has been produced in whole or part in collusion with other people. Collusion includes students providing their work to another student before the due date, providing work to another student for them to plagiarise or copy, paying another person to perform an academic task and passing it off as your own, stealing or acquiring another person's academic work and copying it, offering to complete another person's work or seeking payment for completing academic work.

### 3.0 Student Complaints and Appeals

#### 3.1 What do words in this policy mean?

In this policy:

- the words “**we**”, “**us**” and “**our**” refer to Wentworth Institute and any of the other people or organisations through whom we provide services to you; and
- the words “**you**” and “**your**” are capable of referring to any of our past and present students.

#### 3.2 What is the purpose of this policy?

We are committed to providing you with a positive learning environment.

This policy seeks to achieve that goal by putting in place a process through which you can make complaints about any aspect of your experience while you are studying with us.

It aims to ensure that all complaints are dealt with consistently and fairly, and that you will not experience any adverse consequences as a result of making a complaint.

#### What is a grievance or a complaint?

You may have a grievance or complaint if you are not happy with your experience while studying with us, or with any of the decisions that we make while you are studying with us.

You may have a grievance or complaint about an administrative decision that we have made. For example, you may be unhappy with the way in which we:

- conducted your enrolment, induction or orientation;
- handled your personal information; and
- handled financial matters, including billing and refunds.

You may also have a grievance or complaint about an academic decision that we have made. For example, you may be unhappy with:

- the assessments that you are required to complete;
- the way in which a tutor taught a particular course;
- the curriculum for a particular course; or
- the award or grade that you get at the end of a course.

### **3.3 How can I make a complaint or resolve a grievance?**

You can make a complaint or resolve a grievance by following each of the steps in the procedure outlined below:

#### **1. Lodging a formal complaint or grievance**

First, you should write a letter or send an email to us. That email or letter should be addressed to the Dean, and should outline the substance of your complaint or grievance. It should:

- identify what it is that you are unhappy with;
- explain why it is that you are unhappy with it;
- identify the outcome that you hope to achieve; and
- attach any relevant documents.

The Dean or a staff member chosen by the Dean will contact you within ten business days of the date on which we received your letter or email. That person will confirm that we have received your letter. That person may ask you questions to clarify any of the details associated with your complaint or grievance. That person may also request that you attend a meeting at a time that is convenient to you. If that person requests you to attend a meeting, you will be entitled to bring a support person to the meeting to help you.

Once he or she has clarified the details associated with your complaint or grievance, that person will write a letter or email to you informing you as to the outcome of your grievance or complaint. This letter or email will be sent within twenty business days of the date on which we received your letter or email.

#### **2. Internal review**

Secondly, if you are not happy with the outcome of the formal complaint or grievance, you should write a letter or send an email to us. That email or letter should be addressed to the Managing Director. It should:

- state that you are unhappy with the outcome of a formal complaint;
- explain why it is that you are unhappy with it;
- identify the outcome that you hope to achieve; and
- attach the letter or email that you had sent to the Dean and the letter or email that the Dean or a staff member chosen by the Dean sent to you.



The Managing Director or a person chosen by the Managing Director will contact you within ten business days of the date on which we received your letter or email. That person will confirm that we have received your letter. That person may ask you questions to clarify any of the details associated with your complaint or grievance. That person may also request that you attend a meeting at a time that is convenient to you. If that person requests you to attend a meeting, you will be entitled to bring a support person to the meeting to help you.

Once he or she has clarified the details associated with your application for an internal review, the person will make a fresh decision based on the merits of your initial complaint or grievance. That person will then write a letter or email to you informing you as to the outcome of your internal review and explaining the reasons for his or her decision. This letter or email will be sent within twenty business days of the date on which we received the letter or email in which you ask for internal review.

### **3. External review**

Thirdly, if you are not happy with the outcome of your application for internal review, you should write a letter or send an email to us. That email or letter should be addressed to the Chairperson. It should:

- state that you are unhappy with the outcome of an internal review;
- explain why it is that you are unhappy with it;
- identify the outcome that you hope to achieve; and
- attach the letter or email that you had sent to the Managing Director, the letter or email that the Managing Director or a staff member chosen by the Managing Director sent to you.

The Chairperson will then appoint an independent third party to review the decision made by the Managing Director or the staff member chosen by the Managing Director. That independent third party will be a solicitor who works for John F Morrissey & Co Lawyers of Level 1, 40 Macleay Street Potts Point NSW 2011.

The solicitor will contact you within ten business days of the date on which we received your letter or email. That solicitor will confirm that he or she has received your letter. That solicitor may ask you questions to clarify any of the details associated with your complaint or grievance. That person may also request that you attend a meeting at a time that is convenient to you. If that person requests you to attend a meeting, you will be entitled to bring a support person to the meeting to help you.

Once he or she has clarified the details associated with your application for an internal review, the solicitor will make a fresh decision based on the merits of your initial complaint or grievance. That person will then write a letter or email to the Chairperson informing us as to the outcome of your external review and explaining the reasons for his or her decision. The Chairperson will send that letter to you within twenty business days of the date on which we received the letter or email in which you asked for external review.

#### 4. **Other steps**

If you are unhappy with the outcome of your application for external review, you may be able to make an application to an external body such as a court, tribunal or public authority. These agencies include:

- the New South Wales Civil and Administrative Tribunal, which can hear claims concerning the *Australian Consumer Law*;
- the New South Wales Anti-Discrimination Board, which can deal with claims concerning the Anti-Discrimination Act 1977 (NSW);
- The Office of Fair Trading <http://www.fairtrading.nsw.gov.au>
- the Australian Human Rights Commission, which can deal with claims made under a variety of human rights and anti-discrimination laws; and
- the Overseas Student Ombudsman, which can deal with complaints made by international students about education providers.

##### **Where should I send a letter or email to?**

If you want to send a letter to us to lodge a formal complaint or grievance, or apply for internal or external review, please address it to the relevant officer and send it to Wentworth Institute, 302 Elizabeth Street, Surry Hills NSW 2010.

If you want to send an email to us to lodge a formal complaint or grievance, or apply for internal or external review, please address it to Dr Cindy Xu at [cindy@win.edu.au](mailto:cindy@win.edu.au).

#### 3.4 **How are you protected during the grievance process?**

We will make sure that:

- you will be able to withdraw all formal complaints or grievances, or applications for internal or external review, without incurring any costs for doing so;
- all formal complaints or grievances, or applications for internal or external review, will be dealt with fairly and consistently;
- you will be able to bring a support person to any meeting that is convened for the purpose of resolving a formal complaint or grievance, or an application for internal or external review;
- all letters or emails that you send to us and that we send to you, and anything that is said at any meeting, will be kept strictly private and confidential and will not be able to be accessed by any person without the authority of the Dean;
- the Dean or Managing Director will not choose a staff member who was involved in the circumstances which led to the complaint or grievance being made; and
- you will not be subject to any adverse repercussions or reprisals as a result of your decision to lodge a formal complaint or grievance, or apply for internal or external review.

#### 3.5 **Is there anyone to help me through the process?**

Our Grievance Officer, Sue Bond, is available to help you with:

- writing an email or letter to lodge a formal complaint or grievance, or apply for internal or external review;
- determining what outcomes might be available to you if your formal complaint or grievance is successful;

- accessing affordable independent professional advice, including legal advice from a community legal centre;
- preparing for a meeting that is help for the purposes of resolving a formal complaint or grievance, or an application for internal or external review; and
- finding an appropriate support person.

The Grievance Officer is an independent member of staff who will not be appointed by the Dean or the Managing Director to resolve a formal complaint or grievance, or an application for internal review.

**How much does it cost?**

You do not have to pay anything to lodge a formal complaint or grievance, or apply for internal or external review. The process is free.

External authorities such as the New South Wales Civil and Administrative Tribunal, the New South Wales Anti-Discrimination Board and the Australian Human Rights Commission may ask you to pay a fee if you make an application to them.

**3.6 Who can I contact if I have a question about this policy?**

If you have a question about this policy, please contact the Grievance Officer, Sue Bond.

**3.7 Enrolment status**

Where a current student chooses to access this policy and procedure, WIN will maintain that person’s enrolment while the grievance handling process is ongoing.

**3.8 Record keeping & confidentiality**

A written record of all grievances handled under this procedure and their outcomes shall be maintained for a period of at least five years to allow all parties to the grievance appropriate access to these records, upon written request to the Registrar. These records will be maintained at the Elizabeth Street Campus.

**3.9 Approval, publication and training**

Reference to this Policy and Procedure will be made available to current and past students and persons seeking to enrol with WIN through publication in the Student Handbook and on WIN’s website [www.win.edu.au](http://www.win.edu.au).

For the purposes of communicating to and training staff, reference to this Policy and Procedure will be included in the Staff Handbook and form part of the staff induction process (which will be facilitated by the Dean).

**4.0 Student Support Services**

WIN offers a variety of services for students and has a Dean, Registrar and external\* professional counselling service to deal with academic matters as well as personal issues. All matters are dealt with discretely and in confidence and we encourage students to avail themselves of these services. There are no additional costs to the student and sometimes simply talking through a problem can assist with finding a solution.

The library offers a variety of support programs for students who want assistance with essay writing, English expression, study skills, research skills referencing etc.

Please note that textbooks will be issued to students through the Library. Text books must be returned to WIN no later than one week after the final class or formal exam for the subject.

Fees for the late return or non-return of textbooks or borrowed items are identical.

Overdue library items will be charged at \$2 a day, after the one week borrowing period. Overdue notices will be sent to your email address. If the fine is not paid, your card will be blocked and you will not be able to borrow items. The fine will continue to increase until you return the book. Once the fine has been paid your borrowing rights will resume.

An item returned later than 1 month after the borrowing date will be classed as lost. This means that you will pay the full replacement cost of \$200.00. A flat fee of \$200.00 will be charged for lost or damaged items, this includes the processing fee incurred by the library.

Any student who fails to return any book to the library be charged \$50 or the replacement value of the book, whichever is the lesser, and that their results may be withheld until such fee is paid.

#### **4.1 \* External Counselling Service**

To receive external counselling, please follow these steps:

1. Arrange a visit to see Dr George O'Young at Centennial Plaza, Shop 2, 290-300 Elizabeth St, Surry Hills 2010. Phone 9212 2108. (\*\*If you wish to see a **female doctor**, please refer to below).

2. Tell Dr George O'Young that you would like a referral for counselling from:

First Light Care Associate

2/627 George St

Sydney NSW 2000

Tel: 02 9211 9988

Contact person: Gerald

3. Pay \$40 for the standard consultation to Dr George O'Young. Students experiencing financial hardship may apply for a \$40 cash advance from Ava on level 1 at the Elizabeth St campus of WIN.
4. Take your receipt to your OSHC provider and receive a refund of \$37.50. (Make sure you mention that you are a student at Wentworth Institute to get this special price!)
5. Bring your receipt to and we will refund you the out of pocket expense of \$2.50.
6. Make an appointment to see First Light Care Associate: Phone 9212 2108.

7. Attend up to 10 appointments at First Light Care Associate. Pay at each visit and then take your receipt to your OSHC provider and receive a refund. If there is any amount that you have not been refunded, please bring your receipts to Ava for a full refund.
8. If you need additional visits to First Light Care Associate please see the Registrar to determine how much WIN is prepared to contribute.

\*\*If you wish to see a **female doctor**, please refer to Dr Gloria Xu Medical Practice Shop QG1, Prince Centre, 8 Quay St Haymarket, 02 9212 2839. Please mention that you are a student at Wentworth Institute and ask for the student discount.

#### 4.1 Welfare Procedure

If you are not happy with any aspect of your time at WIN, tell someone. If there is a problem with your course, staff will value your feedback. However, if you do not want to discuss this matter with your tutor/lecturer you can see our team members as shown in the table below.

##### Key Contacts

**Dean:** The Dean is responsible for the standard of training, assessment and safety at WIN, in accordance with the relevant government legislation. If you have a problem or complaint that your tutor/lecturer, Head Lecturer or Programs Coordinator cannot satisfactorily resolve, you should address your complaint to the Dean in writing. The Dean will respond to your complaint within 10 working days.

**Registrar:** The Registrar is responsible for ensuring that all of Win's administrative processes, policies and procedures are fully compliant with the ESOS Framework, the National Code 2018, Tertiary Education Quality and Standards Agency Act 2011 and Higher Education Standards Framework 2015.

**Assistant Registrar:** The Assistant Registrar receives all payments from you.

**Programs Coordinator:** The Programs Coordinator is responsible for:

- maintaining the quality of the courses in the respective subject areas;
- helping students with their study and organising an intervention strategy;
- day to day problems related to the courses;
- general student support services;

If you experience any academic problems or need support you should arrange an interview with the Programs Coordinator.

**Counselling:** See Section 4.1 on page 20.

**Reception:** Reception can help you with any inquiries or problems during your time in Australia. They are available to help you make the most of your studies here.

## **4.2 Student Consultation**

WIN is mindful of the need for students to consult with their instructors and ensure that all students have access to appropriate student consultation services, outside of the lecture/tutorial time, with academic staff as and when required. This applies to full-time, part-time and sessional staff.

Consultation means a time for students to seek face-to-face contact with academic staff in order to raise any issues that they may have in the subject they are studying. This time is to be used to consult on issues related specifically to the subject the lecturer/tutor is teaching. Any student who seeks academic skills support and/or language support should do so through services provided through the Library.

Please discuss an appointment time with your tutor/lecturer directly or see Reception to arrange for an appointment.

## **4.3 Other Policy and Procedures that Apply to Students**

WIN has a number of policies that apply specifically to student behaviour and performance. The following policies and procedures are all available on the WIN web site.

- Student Selection and Admissions
- Advanced Standing and Credit Transfer
- Student Assessment
- Student Progression, Exclusion and Graduation
- Grievance Handling
- Student Conduct
- Academic Integrity and Honesty
- Student Academic and Non-Academic Misconduct Policy

## **4.4 Critical Incident Policy**

WIN recognises that it has a duty of care to its students and that planning for the management of a critical incident is essential.

A critical incident is defined 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'.

A critical incident is not limited to, but could include:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster; and
- Issues such as domestic violence, sexual assault, drug or alcohol abuse

Note that non-life threatening events could still qualify as critical incidents.

Please follow instructions from your tutor/lecturers should there be such an incident occurring during normal delivery of classes.

All students are also encouraged to familiarise themselves with the emergency escape diagram in each classroom, all emergency exit points and to understand proper fire drill procedures. Information on evacuation procedures are posted near the elevators on each floor. Please follow the instructions as posted for evacuation and assembly once outside the building.

## 5.0 Advanced Standing

If you consider that you have already acquired the learning outcomes of a course that is offered by the WIN, you may formally apply to have this knowledge recognised and in some cases gain entry through advanced standing, i.e., you may complete the course in less time because you have already learned the material in some units and you do not have to complete them again. This knowledge may result from uncompleted previous studies, through short courses undertaken, professional development opportunities provided by your place of employment or simply learning things on job that directly transfer to the content of the course for which you have applied. You can therefore be credited for formal studies or for your learning through your work experience.

Recognition of prior formal studies may allow you to use previous units of study to replace units in the course which have the same content. Similarly, experience on the job may allow you to claim prior knowledge and competency in one or more units of study. Please refer to WIN's policy on 'Advanced Standing and Credit Transfer' for detailed information.

You must provide evidence of prior studies or experience that you believe may be eligible for recognition of prior learning. Complete the 'Recognition of Prior Learning' application available from the 'Reception Desk' or as a download from the WIN web site and submit your application.

### International Students Only

Where recognition of prior learning (RPL) is granted before the issue of a student visa via WIN, the net course duration (as reduced by RPL) will be indicated on the eCoE issued.

Where RPL is granted by WIN after a student visa is granted, the resulting change of course duration will be notified to DIBP.

Where RPL is granted, the total course fee will be calculated based on the study period remaining.

## 6.0 Student Assessment

All student assessment tasks are appropriately designed to determine the extent to which students have met the learning and skills outcome requirements within a subject and to assist teaching staff to make decisions about the performance of individual students within a subject.

### 6.1 Forms of Assessment

The forms of assessment for each subject will be clearly set out in the documentation given to students at the commencement of each subject. Some assessments will be formative and specifically intended to assist students to identify weaknesses in their understanding, so that they may improve their understanding and enhance their learning. Other assessments will be summative and are primarily designed to pass judgment on the quality of a student's learning, generally in terms of assigned marks and grades.

Forms of assessment will include:

- **Written Exams** - may take the form of short answer questions, multiple-choice questions and essays, where appropriate.
- **Written Assignments** - may take the form of essays, literature reviews, reports, work logs, portfolios, etc.

- **Seminars/presentations**- normally based around formal discussion groups where students will be delegated particular topics for research and will be required to present their findings at subsequent seminars. Marks are allocated according to the standard of these presentations.
- **Practical Assignments** - students may be required to complete a series of practical assignments designed to test students' abilities under 'real world' conditions.
- **Participation** - students will be judged on their level of input in class seminars and tutorials.

## 6.2 Timing and Weight of Assessments

Subject Outlines will advise students at the beginning of a subject how all assessment results are to be combined to produce an overall mark for the subject.

## 6.3 Grades

During each subject, students will be provided with an evaluation of their individual performance with reference to the criteria for each assessment task. Student performance in individual subjects of study shall be graded in accordance with the following guidelines:

Students should refer to the 'Student Assessment Policy and Procedure' for detailed information on assessment processes.

<b>Grade</b>	<b>Definition</b>
<b>High Distinction</b>	<p><b>Code: HD      Marks range: 85% +</b></p> <p>Outstanding performance; Complete and comprehensive understanding of the subject content; development of relevant skills to an outstanding level; demonstration of an extremely high level of interpretive and analytical ability and intellectual initiative; and excellent achievement of all objectives of the subject.</p>
<b>Distinction</b>	<p><b>Code: D      Marks range: 75-84%</b></p> <p>Very high level of performance; Very high level of understanding of the subject content; development of relevant skills to a very high level; demonstration of a very high level of interpretive and analytical ability and intellectual initiative; and comprehensive achievement of all major and minor objectives of the subject.</p>
<b>Credit</b>	<p><b>Code: C      Marks range: 65-74%</b></p> <p>Very high level of performance; High level of understanding of the subject content; development of relevant skills to a high level; demonstration of a high level of interpretive and analytical ability and achievement of all major objectives of the subject; some minor objectives not fully achieved.</p>



<b>Pass</b>	<b>Code: P</b>	<b>Marks range: 50-64%</b>
	Competent level of performance; Adequate understanding of most of the basic subject content; development of relevant skills to a satisfactory level; adequate interpretive and analytical ability and achievement of all major objectives of the subject; some minor objectives not achieved.	
<b>Non-graded Pass</b>	<b>Code:</b>	<b>NGP</b>
	Successful completion of a subject assessed on a pass/fail basis, indicating satisfactory understanding of subject content; satisfactory development of relevant skills; satisfactory interpretive and analytical ability and achievement in all major objectives of the subject.	
<b>Fail</b>	<b>Code: F</b>	<b>Marks range: &lt;50%</b>
	Unsatisfactory performance; Inadequate understanding of the basic subject content; failure to develop relevant skills; insufficient evidence of interpretive and analytical ability; and failure to achieve some or all major and minor objectives of the subject.	
<b>Fail</b>	<b>Code: Z</b>	<b>Marks range: &lt;50%</b>
	Failure to attempt 2 or more assessments, thus identifying a non-genuine attempt to engage in a subject.	
<b>Withdraw With Failure</b>	<b>Code: WD</b>	
	Cancelled enrolment in the subject after the final date for withdrawal without failure (the census date).	
<b>Advanced Standing</b>	<b>Code: AS</b>	
	Credit has been granted for the subject following an application and its approval for Advanced Standing.	

## 7.0 Monitoring Course Progress

WIN requires that the academic progress of each student is monitored so that students who are determined to be 'at risk' can be provided with advice and support to ensure successful course completion whenever possible.

Students must meet the requirements of a course within a prescribed number of years from the date of first enrolment. In the case of the Bachelor of Interactive Media, the course may be completed in no less than three years full time and up to a maximum of eight years.

Students are required to attain the following minimum academic standards in order to be deemed to be maintaining satisfactory academic progress in a course:

- No more than one failure in a particular subject of study; and
- Not fail more than 50% of the subjects attempted in a semester.

The Course Coordinator will contact each student who is deemed to be 'at risk' and arrange an appointment for an academic counselling session. The student will also be advised of the possibility that conditions may be placed on their enrolment.

If a student continues to fail to meet minimum academic standards after an intervention strategy has been put in place, the Course Coordinator will request that the student provide a written statement within twenty working days outlining reasons why they should be permitted to continue their enrolment in the course.

A student who does not submit a written statement by the due date shall have their enrolment terminated.

The Course Coordinator shall consider the written statement and may:

- terminate the student's enrolment; or
- permit the student to continue with or without specific conditions.

The Course Coordinator will provide a written statement to the student within twenty working days outlining their decision and informing the student of their right to appeal the decision.

A student who is permitted to continue their enrolment in the course, but with conditions imposed, who again fails to attain the minimum academic standards or breaches the conditions imposed, will have their enrolment terminated due to unsatisfactory academic progress.

Full details are available on WIN web site under Policy and Procedures for 'Student Progression, Exclusion and Graduation'.

Students whose enrolment is terminated due to unsatisfactory academic progress or exceeding the maximum period of candidature and who wish to undertake further study will need to apply to WIN for re-admission in line with the 'Student Selection and Admissions Policy and Procedure' which is available for viewing on WIN's web site.

### **7.1 International Students Only**

As part of their visa conditions international students are required to maintain a full-time study load at all times during their course. The one exception to this requirement is when an international student has less than a full-time load in their final semester of study (usually due to failure in more or more subjects during the course). International students are expected to complete their course in the standard number of years for a student undertaking a full-time load (the registered course duration). This time period is noted on the student's eCoE and study visa.

The Head Lecturers will monitor international students' academic progress at the end of each semester to determine if the student has met the minimum academic standards and will be able to complete their studies within the registered course duration. Where necessary an intervention strategy will be put in place (as described above). The course duration may be extended where an intervention strategy has been implemented.

If after an intervention strategy has been put in place, an international student fails to meet the minimum academic standards in a second consecutive semester, the Course Coordinator, on advice from the Head Lecturer, will inform the student in writing of the intention to report the student for not achieving satisfactory academic progress. The

student will also be advised that they have a right to appeal the decision within twenty working days. During the period for lodging an appeal and, if the student lodges an appeal, during the period the appeal is being considered, the student has a right to continue their studies in the course.

After all grievance and appeals processes are finalised, or if the student has chosen not to access the appeals process within twenty working days, the student's enrolment will be formally terminated and WIN will report the student to DIBP via PRISMS. The student will be provided with a copy of the Section 20 notice generated by PRISMS. The student will then receive a Notice of Intention to Consider Cancellation of his/her student visa from the Department of Immigration and Border Protection.

Where students have elected to complete 3 subjects in a semester, they will be expected to attend a summer semester so that they may continue to complete the course in the time described on their student CoE.

## **7.2 Appeals**

A student may appeal against a decision made under this policy. The grounds for appeal are that the decision is inconsistent with this policy. Appeals must be made in writing and lodged with the Dean within twenty working days of the student receiving written notification of the decision.

If a student remains dissatisfied with the outcome of their appeal they may utilise WIN's grievance handling procedures.

## **8.0 Evaluation**

As part of our continuous improvement procedures you will be asked to complete a course evaluation survey. This is your opportunity to provide us with feedback on the course, the Tutor/Lecturers, the course administration, the training facilities, the training activities, resources and materials and the assessment procedures. Your comments enable us to make sure that your expectations are being met and to improve our services.

## **9.0 Deferral, Cancellation and Exclusion**

Students are able to defer or temporarily suspend their studies only on the grounds of compassionate or compelling circumstances.

Students may also have their enrolment deferred or suspended on the grounds of misbehaviour which may lead to expulsion from WIN.

Students have the right to appeal a decision by WIN to defer, suspend or cancel their studies. A student has seven working days to access the internal complaints and appeals process.

Students who would like to defer their studies must first speak to Reception. A deferral form must be completed which will need to be approved by the Registrar. Prior to applying to defer their program students must ensure that they have paid all the fees required and have no outstanding balance. Deferral fees apply.

### **International Students Only**

Deferral of studies by international students is permitted only in compassionate or compelling circumstances such as serious illness, death in the family, natural disaster in student's home country or for some other reason. Students will be required to provide documented evidence of

the compassionate or compelling circumstances.

**Deferral fees:**

- If the deferral request is received before the start of the course, student must pay a \$200 deferral fee.
- If the deferral request is received during the first semester, but before the start of the second semester, the student must pay \$600.
- If the deferral request is received after the second semester, the tuition fee for one semester will be charged as the deferral fee.

Students who have not yet commenced their studies will also need to contact DIBP in case there is any effect on their student visa as a result of changes to enrolment or CoE status.

## APPLICATION FOR DEFERRAL OF STUDY

**Please be advised that this action may affect your student visa**

- WIN will not notify DIBP of a change to the enrolment status until the internal complaints and appeals process is completed. If the deferral/suspension period is more than 28 days, the student must leave Australia unless there are compassionate and compelling circumstances that require the student to remain onshore.
- If deferral/suspension is more than 6 months, the student visa will be subject to cancellation.

Please note: An approval for a deferment does not change the schedule of any payment. The student must make a payment according to the payment plan indicated on the offer letter. Otherwise, the late payment fee applies.

- The **ESOS** legislative framework can be found [here](#)
- General enquiries 1300 615 262
- ESOS Helpline +61 2 6240 5069
- the ESOS online enquiry form can be found [here](#)

### **2.0 DIBP:** [Australian Government Department of Immigration and Border Protection](#)

- [Student visa application tracking](#)

- [Student visa enquiry form](#)

131881 –General enquiries phone number

### **The Following Sections Only Apply to International Students**

#### **3.0 Overdue Fees (International Students Only)**

WIN reserves the right to take any or all of the following actions if a student has not paid his/her fees.

- Suspend the student from his/her classes
- Withhold transcripts, certificates and other documents and services

- Collect a finance charge on the amount outstanding
- Pursue legal action to recover the debt

Please note that if students are suspended for non-payment of fees, they are not permitted to continue attending their classes. They may not complete or hand in assessments during the period of suspension and they may be in jeopardy of accruing additional costs.

**Finance Charge** - Late payment of fees for more than 14 days will incur an administrative fee calculated on a 5% monthly basis (30 days term) of your overdue balance.

Should the overdue balance be more than \$500 and remain overdue for more than 28 days, WIN reserves the right to cancel the student's enrolment and notify DIBP.

A Final notice will be issued after 28 days from the overdue date.

**Being reported to the Secretary of the Department of Education and Training for cancellation of enrolment automatically alerts Department of Immigration and Border Protection (DIBP), and could result in the cancellation of your student visa.**

If you feel there are reasons as to why you should not be reported, you may make an appeal against this decision. You have 20 working days in which to lodge your appeal in writing to the Registrar.

#### **4.0 Completion Within the Expected Duration of Study (International Students Only)**

WIN monitors the progress of each student to ensure that at all times the student is in a position to complete the course within the specified period on the student's CoE. An extension of the expected duration of study is only allowed in limited circumstances.

The study period may be extended only where it is clear that the student will not complete the course within the expected duration as the result of:

- Compassionate or compelling circumstances (e.g., illness where a medical certificate states that the student was unable to attend classes).
- WIN Leave Request ([International Students Only](#))

WIN will only approve leave to students on the grounds of compassionate or compelling circumstances and the length of approved leave is to be strictly controlled in keeping with the reason for leave.

Examples of circumstances where leave may be approved include:

- Hospitalisation for an urgent operation, accident or giving birth.
- The passing away of a close relative.
- A natural disaster in your home country.

Students must apply for approved leave in writing and submit supporting documentation i.e. medical certificate from a registered medical practitioner, death certificate, and return air tickets. If leave is requested for over 2 weeks, students will be required to defer their studies for the duration of the leave and reapply for their visa once the leave is over. WIN will notify DIBP via PRISMS.

Please be advised that this action may affect your student visa.

## **ESOS:**

- The **ESOS** legislative framework can be found [here](#)
- General enquiries 1300 615 262
- ESOS Helpline +61 2 6240 5069
- the ESOS online enquiry form can be found [here](#)

## **5.0 Record Maintenance (International Students Only)**

It is an Australian Government requirement that we keep records of each student's current residential address (as supplied by the student), the student's full name, date of birth, nationality, the start and completion day of the student's course, attendance and academic performance, details of payments received, information on international student health cover, level of English language proficiency and the student's passport and visa numbers. We must also keep a record of the reason for a student's termination of studies if this situation occurs.

**Note:** Students are required to provide residential addresses and contact details to the educational provider. Failure to do so may result in a cancellation of your student visa by DIBP.

A Change of Address Form is available from Reception. It is important to notify WIN at Reception in person within 7 days if you have a change of address and contact details.

Your records are confidential and available to you upon request. Records of attendance, assessment outcomes and qualifications issued are kept accurate, up-to-date and secure.

Information provided by students to WIN may be made available to the Commonwealth and State Agencies and the Fund Manager of the ESOS Assurance Fund.

WIN is required under [Division 1 section 19 of the ESOS Act](#) to inform DIBP about certain changes to a student's enrolment and any breach of a student's visa condition relating to attendance and academic performance.

We keep copies of your results for a period of 30 years. You must bear the cost for re-issue of records and awards.

## **6.0 Withdrawal from Commenced Courses (International Students Only)**

In the event that a student intends to transfer to another provider or terminate their study;

One month's notice in writing is required before the commencement date of the next term. If less than one month's notice is given, the student is obliged to pay the following term's fees as indicated on the offer letter.

The student will need to complete the "Course Withdrawal Form" and notify WIN of the intention to terminate their enrolment. The form is available from Reception.

- International students are required to have completed six months of their principal course prior to transferring to other institutes.
- If a student abandons the course, all fees due are payable to WIN as required.
- A student who ceases attending a course or does not return from leave, and is not contactable by WIN, has "inactively" advised us of his/her failure to continue studying.

Under Section 19(1) of the ESOS Act, we must notify DIBP of termination of an accepted student's studies within 14 days of the event occurring. Therefore if a student is absent for 2 weeks consecutively, the student's enrolment may be cancelled.

## 7.0 Transfer Between Providers (International Students Only)

### 15.1 Student Transfer Policy

The purpose of this procedure is to address the requirements of Standard 7 of the National Code 2018, [Overseas Student Transfers](#) .

The Dean is responsible for the implementation of this policy and for ensuring that staff and students are aware of it.

WIN will not charge any fees to the student for issuing a letter of release, if granted, and will advise via the letter of release, that the student will need to [contact DIBP](#) and seek advice on whether a new student visa is required.

WIN cannot enrol transferring students in the first six months of their principal course of study except in accordance with the requirements outlined in Standard 7 of the National Code 2018.

If WIN refuses to issue a letter of release, a student may appeal against WIN's decision using WIN's Complaints and Appeals Process.

Students who wish to transfer prior to completing 6 months of the principal course must apply for release using the "Course Withdrawal Form". The reasons stated in the student's application must comply with WIN's "Transfer Request Assessment" requirements. A valid letter of offer from another provider must also be provided. The Executive will consider and respond to applications for a letter of release within 7 days of its lodgement.

#### **Release will normally be granted in the following situations:**

WIN will consider the following circumstances as reasonable grounds for transfer, where the student has supplied evidence in support of at least one of the following:

- a. WIN is unable to continue to provide the course as outlined in the written agreement;
- b. the student wishes to change course in order to gain access to special services or pathways that can be confirmed as being offered by another registered provider, which WIN is not able to provide;
- c. the student has undertaken an individually tailored intervention strategy, but is still not coping with the study requirements and wishes to transfer to an alternative course that is not offered by the institute;
- d. The student can provide genuine evidence supporting compassionate and compelling circumstances which necessitate transfer to another provider;
- e. there is evidence that the overseas student's reasonable expectations about their current course are not being met; and/or
- f. an appeal (internal or external), on another matter results in a decision or recommendation to release the overseas student.

**Release will normally not be granted in the following situations:**

Examples of factors that may be considered unsuitable for the student transferring include:

- a. the transfer may jeopardise the student's progression through a package of courses;
- b. the student is able to apply for transfer to other courses within WIN but will not be granted a release on the basis of a change of mind;
- c. the student has 25% or less of the course to complete;
- d. the student fees are in arrears;
- e. claims of financial hardship;
- f. claims of migration or representative agent error;
- g. WIN is concerned that the student's application to transfer is a consequence of the adverse influence of another party or if WIN considers the request for a transfer to be the result of student poaching;
- h. the student was given adequate information at the time of enrolment to enable the student to make an informed decision to undertake the course;
- i. the student claims difficulty with the course but the full range of support services have not been accessed by the student (the student will be advised that WIN will revisit the issue within a timeframe negotiated with the student);
- j. WIN forms the view that the student is trying to avoid being reported to DIBP for failure to make satisfactory academic progress or to meet attendance requirements; or
- k. where a student wants to transfer to a course that does not adequately meet their long term goals; or
- l. the student decides they would prefer to live in another city for personal reasons, including employment opportunities; or
- m. the student decides that they would prefer to study at an institution with lower fees; or
- n. the student decides that they would prefer to study a different subject area, or at a lower level.

If a release is refused, reasons for the refusal will be provided in writing and the student will be informed of their rights of appeal using WIN Complaints and Appeals Procedure as outlined below.

**Step 1:** If you choose to appeal, you must continue to maintain your enrolment and attendance at all classes as normal until the process is complete. If you choose not to attend classes during this period you are required to re-enrol with WIN if the appeal is unsuccessful.

**Step 2:** On appeal you will have to complete a Formal Complaints Form and you must attend a meeting with the Registrar in order to resolve the complaints raised. The resolution phase must commence within 5 working days of your complaint being lodged. A final decision will be made within 7 working days.

**Step 3:** If you are still dissatisfied with the decision of WIN, you may access our internal appeals process by completing the Non-Academic Appeals Form. The appeals process will begin within 10 working days of a lodgement and will be finalised within 10 working days.

**Step 4:** If you are dissatisfied with WIN's appeal process, you may raise a complaint with the [Overseas Student Ombudsman](#). Please refer to WIN's 'Academic and Non-academic Grievance Handling Policy & Procedure' on WIN web site for contact details and processes.

A copy of the student's letter of release application; notes recording the assessment of the application and a copy of the response letter outlining the decision made in relation to the request for release that was sent to the student by WIN is placed into the student's file.



## 8.0 Important Forms

The following forms are available at any time from Reception on Level 1.

***Request for Leave*** - This form is only to be filled out when a situation arises where you need to request leave from your studies.

***Request for an Academic Document*** - This form will enable you to request a particular academic document such as an interim transcript. You should be aware that certain documents will require a fee to be paid.

***Refund Application Form*** - This form will enable you to a request for refund of your tuition or any other additional fees in accordance with the ESOS Act and WIN refund policies.

***Course Withdrawal Form*** - This form is to be completed if you wish to withdraw from your course and request a release letter.

***Formal Complaints Form*** - This form is to be completed if you wish to make a formal complaint in relation to withdrawing from your course.

***Appeals Form*** - This form is used if you wish to appeal the decision of WIN for non-academic matters.

***Academic Appeal Form*** - You have 20 working days in which to lodge your appeal in writing.

***Deferral Form*** - Available only in certain limited circumstances, on the grounds of compassionate or compelling circumstances.

***Change of Address Form*** - It is important to notify Reception in person within 7 days if you have a change of address and contact details.

All Request Forms, Complaints and Appeals have to be lodged in writing and to be submitted at the main campus only: Level 1, 302 Elizabeth St.

## 9.0 Definitions

**CRICOS:** Institutes that offer courses to student visa holders and the courses they offer, are listed on the [Commonwealth Register of Institutions and Courses for Overseas Students](#).

**Department of Education and Training:** responsible for national policies and programmes that help Australians access quality and affordable [education](#) in Australia.

**DIBP:** The Department of [Immigration](#) and Border Protection.

**eCoEs:** The Electronic Confirmation of Enrolment or eCoE is a document that WIN creates on PRISMS for a prospective student visa holder when the student has signed their acceptance of offer. The student uses the eCoE as proof of enrolment when applying for their student visa.

**Enrol:** To undertake a course. The words "enrolled" and "enrolment" are used in the ESOS Framework in the broad sense to mean that a student is undertaking a course.

**ESOS Framework:** The Education Services for Overseas Students (ESOS) acts and regulations set out the legal framework governing delivery of education to student visa holders. See [here](#)

**Fact sheet for International Students:** information for you from the Australian government can be found [here](#)

**International Student:** A student who is not a citizen or permanent resident of Australia, or a New Zealand citizen, and who must pay the international student fee for their course. International students generally have student visas, but may have one of a range of other visas.

**National Code 2018:** The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (2018). The National Code provides standards and procedures to which visa holders must adhere.

**OSHC:** Overseas Student Health Cover - Compulsory for student visa holders. Find Bupa [here](#).

**Overseas Student:** This term is used in the ESOS Framework to mean an international student who has a student visa. The ESOS regulations only apply to these students.

**PRISMS:** The Provider Registration and International Students Management System ([PRISMS](#)) is the web-based system that lists registered courses and is used to create eCoEs or to report on changes in student enrolments.

**Suspend:** In the ESOS Framework, "suspend" is used to mean any break in studies, for whatever reason, whether it is initiated by the student or WIN.