



is the trading name for  
George Education Group Pty Ltd, ACN 111 438 987  
TGA Code: 91175                      CRICOS Provider Code: 02684F

## **Student Handbook**

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## Welcome to Wentworth Institute (WIN)

Welcome to Wentworth Institute (hereafter "WIN").

Wentworth Institute was named after William Charles Wentworth (1790-1872), a famous Australian who achieved many things. In May 1813 with 2 others, he crossed the Blue Mountains.; he led the struggle for responsible government (achieved in 1856); he began the *Australian* (1824) newspaper which was the start of the free press in Australia and he wrote the first book by an Australian. Most significantly for us, he pioneered primary and university education in Australia and encouraged people from overseas to come to Australia.

We are pleased you have joined us.

We are committed to providing students with a high standard of education, training and student services. Our institute has a happy and cordial atmosphere and our staff excel to meet your needs. We want to offer you every opportunity during your training to reach your potential.

In our vocational institute, we offer internationally-recognised, high quality, accredited courses that were developed with close links to industry. This means you will gain relevant and sought after skills in the area of your choice. Our courses in business management, IT business analysis, accounting and TESOL are designed to lead to successful and fulfilling careers in those fields both in Australia and in the global market place. After the successful completion of some of our courses, students can articulate into certain university degree programs.

This Handbook will provide you with information concerning your study with us. If you have any questions, please ask your teacher, the VET Manager or the Head of Operations and we will endeavour to assist you in any way that we can.

At your Orientation, we talked about the need for you to come every day. This is because you have a student visa. It is important for you to come 20 hours each week (this may be less in some subjects if you do 5 hours online) and to successfully complete each unit.

We hope that your stay with us will be very happy, that you will make many friends and that your study will be worthwhile. The management and staff of Wentworth Institute warmly welcome you and hope that you find your time with us satisfying.



## Staff Names and Positions

Name	Position
Cindy Xu	Managing Director/WH&S Manager
Kristina Shead	Head of Operations
Lee Buckley	VET Academic Manager
Tracy Wang	Registrar and Attendance Manager
Lena Wei	Student Support Services Manager
Francis O'Neill	Library assistant/Study support
Ava Cai	Accountant
Ram Juvva	Trainer and Assessor (Business , Management, and IT Business Analysis)
Kazi Sala Uddin	Trainer and Assessor (Accounting)
David Wakeling	Trainer and Assessor (Business and Management)
Arman Talebi	Trainer and Assessor (Accounting)
Ashoke Roy	Trainer and Assessor (Business , Management, and IT Business Analysis)
Lavina Quilliam	Trainer and Assessor (Accounting, Business and Management)
Meegan Mastronardi	Receptionist (Elizabeth St)/ Social media manager
Ceci Liu	Receptionist (George St)
Nina Suprun	Librarian
Steve Liu	IT Manager

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## Section 1: Code of Practice

Wentworth Institute:

1. Will act at all times with integrity in its dealings with students and members of the community.
2. Will adopt policies and procedures to ensure that the quality of its vocational training programs comply with the:
  - a. Australian Qualifications Framework (AQF)
  - b. Standards for Registered Training Organisations (RTOs) 2015
  - c. Commonwealth and State legislation and regulatory requirements
  - d. Commonwealth Register for Overseas Students (CRICOS)
  - e. The Education Services for Overseas Students Act 2000 (ESOS) and
  - f. The National Code of Practice for Registration Authorities and Providers of Education for Overseas Students. 2007.
3. Will ensure the provision of:
  - a. Adequate facilities for the conduct of training
  - b. Suitably qualified and experienced staff
  - c. Accurate, relevant and up-to-date information to all stakeholders
  - d. Accuracy of all advertising material
  - e. A reasonable refund policy
  - f. Assessment appeals procedure and opportunities for re-assessment
  - g. The maintenance of accurate, confidential and secure training and financial records
  - h. Student access to records upon request
  - i. The maintenance of a Quality Assurance System
  - j. Equal opportunity in all areas of its operation
  - k. Academic support to students or referral to external agencies for additional learning support and
  - l. A safe environment in compliance with work, health and safety requirements

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## Section 2: Quality Management System

### Legislative and Regulatory Requirements

WIN is bound by and operates within the following legislative and regulatory requirements:

- The NSW Work, Health and Safety Act 2011
- Workers Compensation Act 1987
- Anti-Discrimination Act 1977
- Privacy and Personal Information Protection Act 1998
- the ESOS Act 2000 <https://aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Act/Pages/default.aspx>
- the National Code 2007 <https://aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ESOSNationalcode-PartD.aspx>

Copies of the legislation are available on the WIN website under "Student Services" and can also be accessed online at [www.legislation.nsw.gov.au](http://www.legislation.nsw.gov.au) and [www.austlii.edu.au](http://www.austlii.edu.au).

WIN is committed to providing a fair and equitable workplace and Institute for its staff, students and visitors. Any discrimination or harassment of staff, students or visitors because of their sex, pregnancy, race, colour, nationality, ethnic or ethno-religious background, marital status, physical or intellectual or psychiatric disability, homosexuality or age will not be tolerated.

#### **Privacy and Personal Information Protection Act 1998**

WIN is committed to upholding the Privacy and Personal Information Protection ACT.

WIN will collect and store student personal or entity information in order to provide with service to students. WIN will not use personal information purposed beyond those deem necessary in the normal course of business. The database gathered personal information is private and confidential and sole use of WIN.

WIN may disclose student personal information for the purposes for which it is primary held or for a related secondary purpose. In some cases, WIN may only disclose information with student consent. We may disclose student personal information when we are under a legal obligation to do so.

#### **Access and Equity**

WIN provides equal access to training delivery and assessment services for all students. Where possible, we conduct flexible training to meet specific needs of individual students.

WIN is located at 302-306 Elizabeth St Surry Hills 2010, with wheel chair access by lift. There are disabled toilets at each campus.

The student enrolment form requires students to self-assess their English language capabilities and to indicate any special needs for the course. If English is not student's first language, the student needs to provide certified evidence of English language proficiency at IELTS level 5.5 or TOEFL level 500.

Student recruitment to WIN is carried out in an ethical manner in accordance with Access and Equity principles.

## Admission Requirements

### English Language Tests

The minimum standard of English required for enrolment in VET courses is Upper Intermediate.

WIN recognises a number of English Language tests as meeting VET English Language requirements. Accepted English Language tests, together with their minimum results needed for admission are as follows:

- International English Language Testing System (IELTS) band score of 5.5
- Successful completion of TAFE NSW Certificate III or IV in English
- Proof that the medium of instruction at school has been in English with satisfactory grades in English in final examinations
- Combined Universities Language test (CULT), students need a score of 60 or more.
- TOEFL 500
- Cambridge FCE – First Certificate in English
- TOEIC – 550
- PTE General level 3 or PTE Academic 59-77 or
- equivalent assessment by a suitably qualified person

Normally, only original test certificates will be accepted.

### English Assessment - Prior Study

Applicants who have successfully completed at least **one** year of full-time study at a University or other post-secondary educational institution, where the sole language of instruction and assessment was English, will not be required to undertake a language test, if they can provide a statement or certificate, issued by the Registrar's office (or equivalent) from that institution confirming this.

The statement or certificate must be on headed paper, and must be an original copy.

The study must have been completed no more than **two years** prior to enrolment with WIN.

Alternatively, applicants whose first language is not English, but who have satisfactorily completed a degree or other post-secondary qualification of a minimum duration of three full-time years, or equivalent, where the sole language of instruction and assessment was English, will not be required to take an English test, provided that they have resided in an English-speaking country since graduation. Applicants will be asked to provide proof of residency before an offer will be issued.

### Requirements for vocational courses (Certificate IV, Diploma and Advanced Diploma)

- To do the Certificate IV course: successful completion of the Australian Year 11 or equivalent
- To do a Diploma or Advanced Diploma course: successful completion of the Australian Year 12 or equivalent, for overseas students, completion of high school certificate with any work experiences (Provide translated copies of transcript, school completion certificate and work experience from student's home country)
- Students must be at least 18 years of age.



## Enrolment

A student must provide:

- (a) a current residential address; and
- (b) a mobile phone number (if any); and
- (c) an email address (if any).

### Communications to the Student

WIN will provide all written notices (including those under Standards 10.6 and 11.6) to the students via electronic communication.

All students will be given authority to use WIN's information system, RTOManager, to generate, send, receive, store or otherwise process the electronic communication. RTOManager stores any notices given to the students so that those notices are readily accessible by the students and can be made available for subsequent reference and printing by the students.

### Changing Enrolment Details

WIN must inform PRISMS within 14 days of changes to enrolment details.

Generally, a student is not permitted to defer or alter the start date or end date of a course.

WIN will report to DIBP any reasons for the alteration to the proposed dates of a course.

Once an overseas student has enrolled in a course, WIN will not allow the student to defer commencement of studies, or suspend studies, except on the grounds of illness, evidenced by a doctor's certificate, or other exceptional compassionate circumstances beyond the control of the student, for example, bereavement. If a student defers or suspends the studies on any other grounds, WIN will report the student as not complying with visa conditions to DIBP via PRISMS.

**See Student Services on Level 1.**

### Deferment, Suspension or Cancellation of Enrolment

A student may request to defer, suspend or withdraw at any time during the course.

Deferment, suspension and cancellation of enrolment can have an effect on a student's visa as a result of changes to the enrolment status. Students should refer to the Department of Immigration and Border Protection (DIBP) for advice. Phone 13 18 81.

WIN will notify the Secretary of the Department of Education via the Provider Registration and International Student Management System (PRISMS) of any deferment or cancellation of an overseas student's enrolment.

Unless there are special circumstances, supported by documentary evidence, DIBP will expect overseas students to return home during significant periods (28 days or more) of deferment.

Academic and financial penalties may apply depending upon the timing of the application. See WIN's Refund Policy.

#### **1. Before commencement at WIN**

Any student may apply to defer the commencement date of their enrolment by applying to WIN in writing.

- Applications will be considered on the grounds of a delay in receiving a student visa
- Compassionate and compelling circumstances including but not restricted to:
  - unexpected severe illness or death of a family member
  - involvement of custody proceedings for their child the student
  - accompanying family member has an acute medical condition requiring treatment
  - the student has been involved in legal proceedings where the timing is beyond the student's control
  - the student has been caught up in a natural disaster, political uprising or other similar event
  - the student has an accident, falls seriously ill or contracts a serious medical condition after arriving in Australia
  - the student is pregnant (requiring a medical certificate)
  - unavailability of units as a result of a student failing a prerequisite unit/s

All students will be requested to submit documentation to support the authenticity of their case.

The student's Confirmation of Enrolment (CoE) will be cancelled and a new one created once the student notifies WIN of their intended date of re-enrolment.

If the student visa has already been issued the student should contact DIBP as a deferment could impact upon the visa.

#### **a. Withdrawal from course**

An overseas student who wishes to withdraw from the course due to refusal of their visa application will be requested to submit the letter from DIBP supporting their claim. An overseas student (onshore) will be interviewed by a Student Services Officer.

#### **b. Passive Withdrawal from course**

A student who has not commenced classes in their first block; 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 will 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 cancel the student's enrolment.

Note: WIN will not notify the student of its intent to cancel the student's enrolment or wait the outcome of an appeal if the student inactively withdraws.

#### **Procedure**

1. Where the student has not commenced studies or inactively withdraws, WIN is not required to notify the student of its intent to cancel the student's enrolment
2. At the discretion of the VET Manager, the student may be sent a Letter of Intent to Suspend or Cancel Enrolment to the last known address of the student

3. The VET Manager passes to the Registrar approval to notify DIBP via PRISMS of cancellation of the student's enrolment
4. The Registrar files all documentation on the student's file.
5. No refund of fees for the semester will be given to a student who passively withdraws.

## **2. After commencement at WIN**

### **i. Deferment of enrolment by student**

A student may apply to defer their enrolment based on compassionate or compelling circumstances, outlined in 1.1 above. The student will be interviewed by a Student Services Officer and asked to provide supporting documentation.

### **ii. Deferment of enrolment by WIN**

The grounds WIN can use to defer a student's enrolment include, but are not limited to:

- Where a commencing or continuing student does not arrive in time to commence classes for the relevant study period, WIN may, in its absolute discretion, not permit the student to commence studies and defer or cancel the student's enrolment.
- Where a student elects to take credit/RPL and there are no other units in which the student can enrol in the relevant study period.
- Where a student receives permission to change to another intake.
- Where a student elects to take a leave of absence within WIN's policies.
- Where a student elects to withdraw from their program within WIN's policies.

## **Student Transfer between Registered Providers Policy**

In accordance with Standard 7, National Code 2007, WIN ensures students must remain with their registered providers for the first six months of study. Students of WIN are not allowed to transfer to another registered provider within this six month period. After six months of study at WIN, the student may transfer to another institute or registered provider without a letter of release. Similarly, WIN does not enrol a student who wishes to transfer from another registered provider prior to completing six months of his or her principal course of study; however, under the following contexts students can enrol at WIN:

- a. If the primary registered provider has ceased to be registered, or the course in which the student is enrolled has ceased to be registered;
  - b. If the primary registered provider has provided a letter of release;
  - c. If the primary registered provider has had a sanction imposed on its registration by the Australian government or state or territory government which prevents the student from continuing his or her course;
  - d. Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.
- A. Circumstances in which WIN will grant approval for a transfer prior to completing the first six months of study will be if a student satisfies WIN management that they have a genuine case to support. The reasons may include:
1. WIN is unable to continue to provide the course;
  2. The student has successfully withdrawn from the course;
  3. Student demonstrates s/he is experiencing threats to physical or mental health or safety by remaining at WIN and demonstrates clearly how this will be alleviated through a transfer;
  4. Course of study is not consistent with documented course requested for on their application;

5. A letter from another registered provider confirming that a valid enrolment offer has been made is supplied to WIN, and WIN forms the view that the student is genuinely intending to study with that provider – e.g. has paid a deposit.

B. WIN deems the following circumstances reasonable grounds to decline a student request for transfer prior to completing the first six months of the course of study:

1. The transfer may jeopardise the student's progression through a course;
2. Student has a change of mind;
3. Student has not passed internal or external assessments in the first 6 months of a course;
4. Student expresses difficulty with course material but has not availed themselves of student support services;
2. Student has not had 80% or more attendance;
3. Student is experiencing Homestay or other accommodation problems;
4. Student is experiencing course schedule conflict with personal, work, or other non-study commitments;
5. Student is experiencing adjustment difficulties moving to Australia;
6. WIN forms the view that the student is trying to avoid being reported to DIBP for failure to meet the provider's academic progress requirements;
7. WIN believes that the course detailed in the letter of offer for the other provider will not provide adequate preparation for further study.

C. A transfer will always be refused unless:

- A student has a valid enrolment offer from the receiving provider; and
- WIN believes that students have a right to access resources to enhance and facilitate their study. Students have the responsibility to access and avail themselves of those resources available through the student support services, or to seek assistance from the Student Support Services Manager e.g. resolving Homestay disputes, or receive a referral to professional support services.

#### **Procedures for Assessing Applications for Transfer out of WIN:**

1. Students wishing to apply for a release letter must complete WIN's Request to Cancel Enrolment Form available from Student Services Officer.
2. A letter of release, if granted, is issued at no cost to the student.
3. Student Services Officer passes the application to the Registrar.
4. The Registrar reviews this application and gets back to the student within five working days.
5. Registrar approves the release letter under the following circumstances:
  - i. If WIN is unable to continue to provide the designated courses;
  - ii. If the student can demonstrate they are experiencing a threat to physical or mental health or safety by remaining at WIN and can demonstrate clearly how this will be alleviated through a transfer;
6. If the current course of study is clearly not consistent with the requested documented course on their application.
7. Registrar disapproves the application under the following circumstances:
  - i. If the student fees are in arrears;
  - ii. If the student's situation does not comply with any of the situations which may lead to a letter of release being granted;
  - iii. If the proposed transfer would jeopardise the student's progression through a course;
  - iv. If the student has unsatisfactory attendance and has been or is about to be reported to DIBP;
  - v. If the student cannot bring a letter from another registered provider confirming that a valid enrolment offer has been made.

8. Registrar informs the student in writing with the response and retains one copy in the student's administration folder. If WIN decides not to grant a letter of release, WIN will, within 15 working days of receipt of the written request for a letter of release, provide the overseas student with written reasons for refusing the request and will inform the student of his or her right to appeal WIN's decision in accordance with WIN's appeals policy.

NB Std 7 says: 'Registered providers, from whom the student is seeking to transfer, are responsible for assessing the student's request to transfer within this restricted period. It is expected that the student's request will be granted where the transfer will not be to the detriment of the student'.

9. If a letter of release is granted, advice must be provided to the student of the need to contact DIBP to seek advice on whether a new student visa is required.
10. In the case of students transferring from another registered provider and wishing to enrol at WIN, the Marketing Officer talks to these students and verifies whether they are eligible to enrol at WIN.
11. If the students are eligible to enrol at WIN, the Marketing Officer issues a Letter of Offer and passes them to the Registrar to issue CoE.
12. If these students want to apply for RPL, the Marketing Officer checks if RPL is relevant. If so, refer to RPL Procedures.

#### **Procedure for Assessing Applications for Transfers into WIN**

1. WIN receives an application from an on-shore student currently studying at another RTO.
2. The Registrar uses PRISMS to decide if the student has completed 6 months of their course.
3. The Registrar reviews this application and gets back to the student within five working days.
4. If eligible to transfer, application proceeds.
5. If ineligible to transfer, student must provide a letter of release from previous institution. Student may be provided a "conditional" offer -- i.e. an offer of a place is contingent on their obtaining a letter of release.
6. If the letter of release is provided and student has no outstanding fees or other outstanding matters of concern with their previous institution, the application proceeds.
7. If the letter of release is not provided, the application process is halted. Student is informed that they are unable to transfer at this time. Student may re-apply when the 6 month period has expired. Student is also to be informed of their right to appeal the decision.

Note: If the original RTO or course ceases to be registered, or under sanctions so that the student to continue with the course, no letter of release is required.

#### **Fees**

Wentworth Institute fully complies with the ESOS Act 2000 and its amendments including the Tuition Protection Service (TPS).

Under Section 47D, the written agreement with the student outlines the various circumstances under which a refund can be made and the amount due.

1. The application fee is non-refundable
2. There is no refund if the student defaults (NB i. all internal and external appeals processes must be exhausted and ii. the TPS director and DIBP must be informed within 5 days). A student defaults by:
  - a. Not starting on the agreed day and location (and has not previously withdrawn)
  - b. Failing to pay an amount payable to WIN
  - c. Breaching a condition of his/her visa
  - d. Misbehaving (Note: the student is entitled to natural justice under subsection 47A (3)).
3. If a student's visa is refused prior to commencement (through no fault of their own) (Section 47A of the ESOS Act), then WIN will refund tuition fees paid LESS the following amount:

The lesser of:

- 5% of the total amount of pre-paid fees that WIN received in respect of the student for the course before the default day or
  - The sum of \$500.
4. Refunds will be paid:
    - within 4 weeks after the day of default in the case of visa refusal (or where WIN has not entered into a written agreement with the student (Section 47E) or
    - Within 4 weeks from when WIN receives a written claim form from the student (Section 47D).

Refunds must be paid either to the student or the person specified in the agreement between WIN and the student.

5. In the event of a student withdrawing from a course, an application for a refund must be made in writing to WIN.
  - a. If the notice is received by WIN at least 28 days before the course starts, a refund of 80% of tuition fees will be made.
  - b. If the notice is received by WIN prior to, but less than 28 days before the course starts, a refund of 50% of tuition fees will be made.
  - c. If the notice is received by WIN on or after the course starts, no refund will be made. If an exceptional circumstance exists, a refund will be given on a case by case basis.
6. In the event of WIN defaulting\*, WIN will advise the student in writing of their default, how they intend to fulfil their obligations under the ESOS Act. Within 14 days of the day of default, the:
  - i. total unexpended tuition fee may be refunded to students OR
  - ii. WIN may offer an alternative (replacement) course or part of a course in accordance with subsection 46D (4). The student must advise in writing within fourteen days whether he or she accepts this arrangement.

\* If a provider ceases to offer a course or courses before the student has finished the course, this is 'provider default' under the Education Services for Overseas Students Act 2000. The default date is the date WIN stopped providing the course. Provider defaults can include the course not starting on the agreed starting day; the course ceasing before it is completed, or the course not being provided in full to the student, and the student having not withdrawn before the default day.

6. In circumstances where a default has occurred and WIN cannot satisfy their obligations, the TPS Director will be advised. The TPS Director will then invite relevant providers to participate in a placement round.

*This fees refund policy does not remove students' rights to take further action under Australian Consumer Protection laws.*

## **Teaching Methods**

Our teaching methods include face-to-face instruction for groups of students and 25% of the course online. All instruction is given in English. WIN is set-up with facilities that provide opportunities and ample space for students to practise and develop their skills and 2 computer laboratories. WIN students can join their local council library or state library (information for other libraries is kept in our library).

### **Flexible Learning and Assessment**

Programs are organised to emphasise flexibility of delivery and assessment to enable full participation by all students. Delivery alternatives include self-paced learning, presentations and role-play activities, computer-assisted learning, class excursions to experience 'real-life' scenarios, face to face lectures and tutorials, online learning and individual learning contracts.

All instruction is given in English. WIN is set up with facilities, which provide plenty of opportunity and ample space for students to practise and develop skills. WIN students can join a local council library or state library.

### **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 trainers and assessors, 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.

There is always room for improvement at WIN and we welcome feedback directly from students or through the trainer/teacher.

All services provide by WIN will be regularly reviewed, improved. Suggestions will be formally addressed and documented at staff meetings. Any changes will be reported to students through the intranet.

## **Records Maintenance**

Records of attendance, assessment outcomes and qualifications issued are available to the student on the Database Management System via the student's personal login.

WIN keeps students' training results for 30 years.

## **Complaints, Disputes and Appeals Procedures**

*A grievance* is a feeling of resentment over something believed to be wrong or unfair.

*A complaint* is an expression of discontent, regret, pain, censure, a lament or fault finding.

WIN recognises that differences of opinion or grievances can happen from time to time. Students with a problem, grievance with another student, their trainer, the course content, the facilities or any component of the course should use the following procedure:

Step 1:

- Identify and discuss the grievance with the other party
- Discuss the best outcome to the grievance
- Agree to act to resolve the grievance

Step 2: If the grievance is unresolved talk to your trainer who will try to remedy the problem.

Step 3: If the staff member is party to the grievance, they will not take part in any discussions or decisions made.

Step 4: If after talking to the trainer the grievance remains unresolved, the student should approach the Student Support Services Manager who will mediate to resolve the problem. Students may choose to put the grievance in writing and address the letter to the Student Support Services Manager.

Step 5: If after talking to the Student Support Services Manager the grievance remains unresolved, the student should approach the VET Academic Manager who will mediate to resolve the problem. Students may choose to put the grievance in writing and address the letter to the VET Manager.

The VET Manager will respond to the written grievance within 5 working days.

Step 6: If you can't get a solution from the VET Academic Manager, he/she will arrange a meeting with the Head of Operations with the VET Academic Manager. Students have the right under the National Code of Practice (Paragraph 45) to formally present their case or to choose their own representative to be present at meetings so arranged. Students have the right to have their own friend or representative with them at any arranged meeting.

WIN will provide them with a written statement of the appeal outcome. Each appeal outcome and reasons for the decision will be recorded in writing (*Appendix C*) and placed in the student's file.

Step 7: Overseas students who wish to lodge an external appeal or complaint against the outcome of WIN's internal grievance process can contact the Overseas Students Ombudsman. Please see [www.oso.gov.au/making-a-complaint](http://www.oso.gov.au/making-a-complaint), or the Overseas Students Ombudsman website [www.oso.gov.au](http://www.oso.gov.au) or email [overseas.students@ombudsman.gov.au](mailto:overseas.students@ombudsman.gov.au) or phone 1300 362 072 for more information. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider.

Domestic VET students who wish to lodge a complaint can contact the Australian Skills Quality Authority (ASQA). For contact details and information please see <http://www.asqa.gov.au/complaints/making-a-complaint.html>

All students may contact the National Training Complaints Hotline which connects students and other stakeholders with the most appropriate organisation to resolve complaints relating to their training at the Certificate I to IV, and Diploma and Advanced Diploma levels. The Hotline is accessible on 13 38 73 (option 4), Monday to Friday from 8:00 am to 6:00 pm nationally or via email at [NTCH@education.gov.au](mailto:NTCH@education.gov.au)



**Step 8:** All stages will be documented and file notes provided to all parties involved. Students will be given a written statement of the appeal outcome and reasons for the decision (which will be placed in the student 's file).

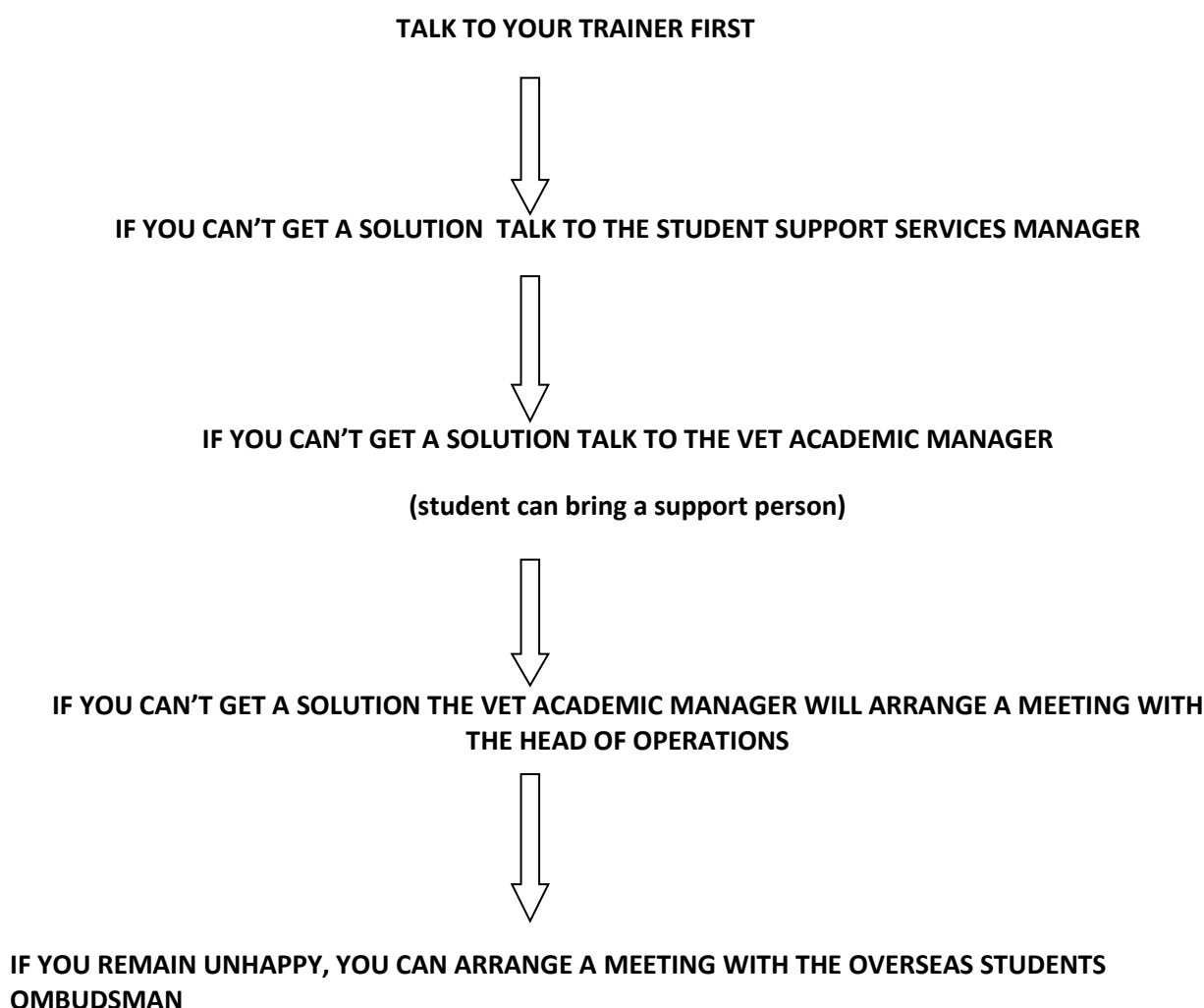
NB: 1. Students have the right to have their own friend or representative with them at any arranged meeting.

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

3. WIN will share the cost of using an independent arbitrator with the student.

**NOTE: Students enrolled at WIN who choose to access the complaints, appeals and disputes processes will continue to be enrolled while the process is ongoing.**

### **FLOW CHART OF PROCEDURES FOR HANDLING GRIEVANCES FROM INTERNATIONAL STUDENTS**



#### **Complaints Handling Substantiation**

WIN has a clear policy on handling complaints from students, staff and stakeholders. WIN is committed to ensuring that the organisation's policy is fulfilled. The procedure of this policy is:

- Receive the complaint in writing with date, signature and proper details of the complaint.
- Report the complaint initially to the Head of Operations.
- Head of Operations handles the complaint without any prejudice.
- If required, the Head of Operations informs the Managing Director.
- If further is required, an investigation is carried out.
- Initially a resolution should be attempted on a one to one consultation.
- If not resolved proper investigation should be carried out and documented.
- If WIN has to rectify its own policy and procedures, WIN must act immediately. If the matter is between staff and stakeholders and staff and students, the matter should be dealt with accordingly.
- Utmost attempts should be made to resolve the issue in a manner so that all parties feel a win-win resolution.

### **Disciplinary Action Procedure**

Students are expected to follow all policies and procedures outlined in the Student Handbook so that all may benefit. Student enrolments or CoE's may be either suspended or cancelled for breaches of WIN Policy and Procedures, non-payment of fees or breaches of your Visa requirements.

## **Student Feedback and Quality Improvement**

There is always room for improvement at WIN and we welcome feedback from students, through the suggestion box at Reception, through your trainer/teacher or the Student Feedback Survey. These are your opportunities to provide us with feedback on the course, the trainers and assessors, the course administration, the training facilities, the training activities, resources and materials, the assessment procedures and your agents. Your comments enable us to make sure that your expectations are being met and to improve our services. Suggestions and Feedback may be anonymous.

All services provide by WIN will be regularly reviewed and improved. Suggestions will be formally addressed at staff meetings. Any areas of improvement will be reported on the outcomes of these meetings and reported to students.

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## Section 3: Academic Policies

### Reporting Procedures

WIN is required to report to DIBP about student non-compliance with course requirements. To ensure reporting is consistent and accurate WIN adopts the following procedures:

1. Students can access an unofficial transcript informing them of their academic progress and fee payment status by interview with Institute staff or via the student intranet.
2. Attendance and grades for each block are provided to the student on request so that students can check their attendance and academic progress as soon as practicable after the completion of the subject.
3. Students who receive notification through a warning letter about any irregularities for progress or outstanding fee payment must immediately contact the Head of Operations or the VET Manager to resolve these irregularities.
4. Students who do not resolve the academic irregularities are issued with an **Intention to Report** letter at the end of the following warning period.
5. Students who fail to resolve academic progress problems after the **Intention to Report** letter has been sent will be reported to DIBP via the PRISMS system at the earliest practicable time. DIBP will decide whether the student is no longer bona fide.
6. Please note that students who have been reported to DIBP are generally **not allowed to reenrol** in WIN.

### Conduct of Assessment

- Assessment is conducted in accordance with the Standards for Registered Training Organisations (RTOs) 2015, the Australian Qualifications Framework and developed in consultation with industry stakeholders.

Assessment involves the collection of sufficient evidence to demonstrate competence. Assessment methods may include:

- Demonstration of skills
- Production of a piece of work
- Written and/or oral questions
- Group discussions
- A portfolio of work
- Oral presentations
- Conduct of a project

On enrolment students are given information on the course including the units of competency incorporated in the course and the assessment activities to be completed. Students are encouraged to check the development of their skills and knowledge and indicate their readiness for assessment. During the course the trainer maintains individual assessment records in hard and soft copy.

The details assessment policy & procedures are as follows:

## **Assessment Policy & Procedures**

These principles have been adapted from the Training package and Standards for Registered Training Organisations (RTOs) 2015.

Competency based assessment involves making judgements about student's performance against a set of criteria or benchmarks. These benchmarks are the competencies (and units and elements of competencies) given in the Training Packages.

All courses/units delivered at WIN are delivered to meet one or several competency requirements from a training package or an accredited course. The assessment strategy for each competency, or unit of competency, is given in each section of the Training Package or accredited course. The assessment strategy for a course/unit is given in the introduction – course description – of the course/unit.

Assessment within WIN is to be done during, and at the end of all periods of training, by qualified staff.

### **WIN's Vocational Grading System**

This internal grading system is applied to vocational units of competency at WIN. The grading system helps us to identify any graduating students who wish to apply for a scholarship to study at a higher education institute or university.

#### ***Not Yet Competent (NYC)***

Work not yet demonstrating achievement to the specified standard of one or more elements of the unit of competency. Student does not display and/or apply sufficient understanding of the key concepts and work performances of one or more elements of the unit of competency.

#### ***Competent (C)***

Work demonstrating achievement to the specified standard of all the elements of the unit of competency Student displays and applies an understanding of the key concepts and work performances of all the elements of the unit of competency.

#### ***Credit (CRC)***

Work demonstrating achievement to the specified standard of all the elements of the unit of competency as well as demonstrating a level of performance that meets the additional criteria for competency with Credit.

Student displays and applies a heightened understanding of the key concepts and work performances of all the elements of the unit of competency.

#### ***Distinction (DC)***

Work demonstrating achievement to the specified standard of all the elements of the unit of competency as well as demonstrating a level of performance that meets the additional criteria for competency with Distinction.

Student displays and effectively applies an advanced understanding of the key concepts and work performances of all the elements of the unit of competency.

### ***High Distinction (HDC)***

Work demonstrating achievement to the specified standard of all the elements of the unit of competency as well as demonstrating a level of performance that meets the additional criteria for competency with High Distinction.

Student displays a highly developed understanding and expertly applies a highly developed understanding of the key concepts and work performances of all the elements of the unit of competency

Note: Any student who achieves 41% to 49% can resit their exam/assessment.

A fee for resitting an exam or assessment is AUD\$200.00 per subject.

### **Plagiarism**

Work completed **must** be the student's own original work and must show evidence of original thought, research and initiative. If you use somebody else's idea, you must reference this.

Cheating and plagiarism can give rise to instant failure and the requirement to repeat a subject or unit in its entirety.

You are strongly advised against sharing your assignments/assessments or other course work with your fellow students as this may lead to plagiarism of your work.

All assessments are to be submitted with a signed and dated coversheet. This coversheet will confirm that the assessment submitted is the student's own work and where any part of this work is not the student's, the student has indicated as such by acknowledging the source of that part or those parts of the work.

Plagiarism workshops will be run in the Library on Level 1 from time to time.

### **Assessment Appeals**

Students who are dissatisfied with a *Not Yet Competent* decision can appeal the decision.

Procedure for appeal:

1. Speaking to the assessor to request a review of the evidence and justifying the need for a re-assessment
2. Meeting with VET Manager to arrange reassessment.
3. Organising a re-assessment with an independent assessor appointed by the VET Manager (if deemed necessary)

WIN will provide them with a written statement of the appeal outcome. Each appeal and outcome will be record in writing.

### **Rescheduled-assessment Policy**

- WIN is committed to validity, reliability, flexibility and fairness in assessment processes for the training programs that it delivers to its students.
- Students who are absent on the day of assessment **must notify WIN** of their inability to attend prior to the assessment time. A **medical certificate** must be supplied.
- Students who know in advance that they will not be able to make the assessment must inform the member of staff responsible for setting the assessment.
- Students who have missed an assessment for either of these reasons must apply for the missed assessment to be rescheduled.
- Students are notified in advance of reassessment dates and times by the member of staff responsible for the assessment.
- If these conditions are not adhered to, students will be deemed **NOT YET COMPETENT**.
- **Students who do not submit their reassessments in the required timeframe will be required to repeat the unit. All associated fees are payable by the student.**
- **Students who fail 2 units or 25% of their course (whichever is lesser) will not be eligible for entry into a higher qualification.**

#### Important notes:

- Students can apply for reassessment only up until 2 weeks after their unit has finished and they have received trainer feedback.
- Students with attendance under 80% are not eligible for reassessment.

#### Recognition of Qualifications Issued by Other RTOs

WIN recognises relevant AQF qualifications and or Statements of Attainment issued by any other RTO. We reserve the right to verify the authenticity of such documents as required and to determine the currency of the units of competency/units indicated on the transcript

#### Issuance of Qualifications

On successful completion of all units of competency you will be issued with a qualification. If you do not complete the entire course of study a Statement of Attainment will be issued for successful completion of individual units of competency.

#### Recognition of Prior Learning

An important part of competency-based education and training system is to recognise the competencies which people already assess through formal study, work experience or life experience. This recognition is often used to confirm eligibility for entry to courses or training programs or to give credit relevant parts of courses or programs. Please ask the Academic Manger for a form to apply for Recognition of Prior Learning.

## Section 4: Work, health and safety

#### NSW Work, Health and Safety Act 2011 and WorkCover NSW

WIN guarantees to meet its duty of care to staff, students and visitors by providing a healthy and safe environment in which to work and study.

In case of fire, all people are to make their way to the ground level via the concrete fire stairs on the south-east wall. From there they are to walk across Foveaux Street and wait on the corner opposite until invited to return. Signs are located on each floor indicating the escape route.

No Smoking is allowed in any area of the building. If you wish to smoke, you must leave the premises.

A First Aid Kit is located in the front office.

### **General WH&S Considerations**

#### Health and Safety Rules

1. No smoking at the school
2. No alcohol or drugs at the school
3. Know and observe WH&S rules
4. Know and observe details of emergency response and evacuation plans
5. All work at heights must have permission of the MD before commencement
6. Do not undertake work for which you are not qualified. E.g. electrical maintenance
7. Be responsible for your own actions and do absolutely nothing to endanger another person's health or safety.
8. Report all potential hazards, accidents and near misses to the MD.
9. Keep work areas neat and tidy at all times
10. Seek assistance if required to lift heavy items
11. Observe hygiene standards particularly in kitchen and bathroom areas
12. Be aware of the hazards of sitting for extended periods at computer screens and sit appropriately, and rest as necessary.

### **Specific WH & S Considerations**

In the light of the policies and rules above, we draw attention of staff, teachers and students to the following:

#### **Computer Facilities**

1. Extended periods of work with computers can result in general fatigue and eyestrain, whilst repetitive tasks and incorrect posture will result in consistent aches and pains. Consequently, current WH&S guidelines indicate that people working for long periods at computers should organise their work so as to allow a five to ten minute rest every hour. This rest should include a change of position and stretching exercises as appropriate.
2. Posture can be improved by adjusting chair height so that the operator's feet are comfortably placed on the floor (or footrest) and your arms are at an approximately 90-degree angle.
3. The screen should be positioned to avoid reflection from lights and windows and at a suitable distance so that it can be easily read.

#### **Electrical Equipment**

1. Appropriately licensed personnel must perform any work performed on electrical equipment.
2. Electrical equipment that is mal-functioning must be brought to the attention of the MD.

#### **Fire Safety**

1. We will undertake to communicate the procedures involved in evacuation and the location of fire equipment to all students; and to users of the Reception at least twice each year.
2. All students and Reception personnel need to be familiar with the location of all EXITS and fire extinguishers. Please consult available maps to determine location.
3. It is the user's responsibility to understand fire drill procedures displayed around the premises.
4. Users are asked to attend any instructions on the use of fire devices.

### **First Aid**

1. Provision for first aid facilities are available where training is delivered.
2. There is a first aid kit located at Reception.
3. All accidents must be reported to the MD.
4. The accident and any aid administered must be recorded in the "FIRST AID ADMINISTRATION" booklet attached to the First Aid kit.

### **Lifting**

1. Never attempt to lift anything that is beyond your capacity.
2. Always bend your knees and keep your back straight when picking up items
3. If you have experienced back problems in the past do not attempt to lift heavy objects or persons. Ask someone else to do it for you.

### **Lighting**

1. Always ensure that there is adequate lighting for all tasks.

### **Work and study areas**

1. Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.
2. Place all rubbish in the bins provided.
3. Ensure that kitchen bench spaces are left clean and tidy and that all dishes are washed.
4. Do not leave tea towels or any cleaning cloths in a bundle on the bench tops or draped near any bin.
5. Do not sit or climb on any desks or tables.

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## **Section 4: Standards of Behaviour**

### **Student Responsibilities**

#### **Code of Behaviour**

While you remain a student at WIN it is your responsibility:

- To conduct yourself in a safe and healthy manner.
- To behave in a manner which prevents injury and disease to you, your trainer and fellow students.



- To identify and report to your trainer any possible hazards from equipment, facilities and the environment.
- To comply with and assist in WIN's emergency procedures.
- To refrain from smoking anywhere in WIN's building
- To refrain from drinking and/or eating in the classrooms.
- To attend class regularly and punctually.
- To ensure no discriminatory, harassing or bullying behaviour at all times to other students, staff, work placement supervisors or visitors to WIN.
- To report any discriminatory behaviour, harassment or bullying to your trainer, workplace supervisor or Head of Operations.
- To refrain from unacceptable behaviour including the use of bad language, alcohol and drugs
- To refrain from the use of devices which may disrupt classes e.g. mobile phones and pagers.

**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 are grounds for the cancellation of your enrolment (Standard 13, National Code).**

### **Attendance Policy**

Attendance is an essential element of a student's program for full-time students. It is important that students try to arrive to class on time, including returning from morning and lunch breaks, as lateness interrupts other students and valuable work is missed. Training time should be seen as high priority.

We will notify and counsel students who are at risk of failing to meet attendance and progress requirements. We will report students who have breached WIN's progress requirements.

### **Daily Attendance**

All students are to be in class by their set training session time. All attendance at WIN is monitored and trainers will record attendance each hour. If your attendance is erratic or haphazard, it will affect your course progress as some assessments are conducted in class. You may, therefore, be reported to DIBP and have your visa cancelled.

A sick student should obtain a medical certificate. This certificate is to be produced for recording, and then retained by the student. (A medical certificate does not cancel an absence; it only provides an explanation and must be submitted within one month of its date of issue.)

A student who is too ill to immediately continue his/her studies may apply for Special Leave and have his/her enrolment temporarily suspended on the grounds of compassionate or compelling circumstances. Log in to the Student Management system to obtain a Leave Form.

Medical and dental appointments should be made after institute hours when they will not conflict with scheduled classes.

### **Scheduled Leave and Requests for Leave**

Full-time students are required to study for a minimum of 36 weeks per year. Regular breaks are scheduled throughout the year and students should arrange travel and holidays during those breaks.

Students may complete a **Leave Request Form** but you should understand that no leave will be permitted if it clashes with the required units for your course.

### **Other forms of student leave**

#### **1. Medical Leave.**

Students who are absent through illness or injury must inform WIN and provide a registered doctor's certificate.

#### **2. Other Excused Absences**

Exceptional compassionate leave may be granted when circumstances beyond the control of the student prevent attendance e.g. bereavement. **Appropriate evidence MUST be provided. It is the responsibility of the student to make up the work in units missed. No special classes will be provided. Students may have to wait up to a year for the missed units to be delivered face to face.**

**Please note:** Requests for leave will not be approved by WIN if the student is below 50% or at risk of falling below 50% of WIN's course progress requirements.

### **Course Deferment**

Granted to students on the grounds of compassionate and compelling circumstances. Examples of these are listed in the text box below.

### **Absenteeism Policy**

Students must abide by the following conditions in regards to their assessments:

1. Students who are absent on the date of assessment must notify WIN of their inability to attend prior to the assessment time. **A medical certificate must be supplied.**
2. Students who know in advance that an assessment date cannot be met must inform the member of staff responsible for setting the assessment and organise another appropriate time for the assessment to be done.

**FAILURE TO COMPLY WITH THIS POLICY MAY RESULT IN SUSPENSION FROM THE COURSE OF STUDY.**

## **Completion within the expected duration of study policy**

### **Policy**

WIN will uphold Standard 9 of the National Code:

- To monitor the enrolment load of students at all times to ensure they are able to complete the program within the duration specified on their Confirmation of Enrolment (CoE);
- To ensure students do not exceed the allowable portion of online or distance learning (25% of total course duration)
- To only extend the duration through the issuing of a new CoE in limited circumstances (compassionate or compelling circumstances following the

implementation of an intervention strategy, or where a deferment or suspension of study has been granted.

**Note:** Deferring for a semester to go home to be married is not normally considered to be a compassionate or compelling circumstance which is beyond the control of a student. It is recommended that students plan weddings during semester breaks. Students should speak to their VET Manager before making wedding arrangements.

**Compassionate or compelling circumstances** are generally those *beyond the control of the student* and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents;
- major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student's studies; or
- a traumatic experience which could include:
  - involvement in, or witnessing of a serious accident;
  - witnessing or being the victim of a serious crime when this has impacted on the student. (these cases should be supported by police or psychologists' reports)
- where the registered provider was unable to offer a pre-requisite unit; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

## Procedures

1. Student is enrolled as per the Letter of Offer, Student Agreement, CoE and Visa. This establishes the planned study load. Enrolment will not exceed length of registration of the program on CRICOS. Students must not undertake more than 25% of total program study in online or distance learning and must not be enrolled exclusively in distance or online learning courses in any compulsory study period.
2. If a student cannot complete their program within the required duration, they may:
  - Request an extension of their CoE by completing a Request for Extension of CoE (for compassionate or compelling circumstances as listed above) or
  - Be identified at the end of the Study Period (2 blocks/8 weeks) as being at risk of not making satisfactory course progress and placed on a monitoring program for course progression (Standard 10, National Code), or
  - Defer, suspend or cancel their enrolment (Standard 13, National Code)
  - Defer, suspend or cancel their enrolment (Standard 13, National Code) if a course/unit is not able to be offered
  - be placed in a monitoring program if they have failed a unit: e.g.
    - attend an academic skills programme;
    - attend a tutorial or study group;
    - receive individual case management;
    - attend a study club;
    - attend counselling;
    - receive assistance with personal issues which are influencing progress;
    - receive mentoring;

- be placed in a suitable alternative subject within a course or a suitable alternative course; or
  - a combination of the above and a reduction in the course load.
  - Changes in the study load will require an extension to the duration listed on the CoE.
3. Student is advised of impact of extending duration of study due to variation in the student's enrolment load which requires the need to issue a new CoE and the requirement of reporting this to DIBP. Student is advised to complete the Student Visa Extension application form.
  4. Records of notification /form are kept in the Student's file.
  5. Report to DIBP via PRISMS any changes to CoE. Reporting the student (issuing a new CoE) occurs as soon as WIN knows the student cannot reasonably complete his or her program within the expected duration as specified on the student's CoE.

**Note:** If a student received credit after arrival, upon enrolment a new International Student Offer and Acceptance Agreement will be issued. The new Student Agreement will be signed and the length of the CoE will be reduced via PRISMS.

Where a student finishes a course early, WIN will be required to notify this early completion to DIBP via PRISMS. The Student will also be notified of this intention to report.

## Course Progress Policy

WIN will monitor, record and assess the course progress of each student for the course in which they are currently enrolled according to their CoE. WIN will monitor course progress every study period and assist students to meet their study goals throughout their course.

For the purposes of the Course Progress Policy, two blocks will constitute a study period. Each block is 6 weeks long. Unsatisfactory progress will be deemed if the student has not successfully completed or demonstrated competency in at least 50% of the course requirements in 2 study periods, or 12 weeks. The student will be given an outline of the course requirements at the start of each block.

Students not making satisfactory progress:

- a. Will be advised, where appropriate, on the suitability of the course in which they have been enrolled
- b. Will be assisted by being advised of opportunities for the students to be reassessed for tasks in blocks in which they have not demonstrated the require competency
- c. May be provided additional catch-up classes
- d. Will be advised of their unsatisfactory course progress at the end of each block and that they could be reported to DIBP and have their visa cancelled subject to the outcome of the appeals process.

- e. Will be required to have an attendance level of 80% or higher in regular classes before any additional support program is implemented. Students who do not comply with WIN's attendance condition may be placing themselves at risk of unsatisfactory progress.

## Procedures

Students failing to make academic progress will be subject to the following actions:

The student will be offered various types of support as appropriate to the student's particular circumstances. These include:

- Attendance at English language (ELICOS) classes
- Close monitoring and support by trainer for the block
- Tailored online learning activities
- One-on-one tutoring to address specific problems
- Counselling with external counsellors to help with personal problems
- Attendance at catch-up classes with the trainer
- Referral to outside professional bodies.

Details will be recorded and filed.

Students may have a support person with them at the counselling session.

### ***Stage 2: Warning letter 1***

If the student falls below 50% of WIN's required academic progress in the at the end of the 2<sup>nd</sup> block in which they are enrolled, they will be sent a formal warning letter and be required to attend a meeting with Lee, Academic Manager, to discuss the matter. Students can make an appointment at Reception on Level 1 to see Micah.

At the counselling session students may be advised, where appropriate, of the suitability or otherwise of the course in which they are enrolled, academic skills support, additional English support, additional tutoring/study group, increased monitoring, a mentor program, personal counselling, placement in a more appropriate class; and reduction in course load, opportunities for reassessment in areas where they had previously not received a pass/competent grade and that unsatisfactory course progress in two consecutive study periods (i.e. 4 blocks, 24 weeks) for a course could lead to the student being reported to DIBP through PRISMS and cancellation of his or her visa depending on the outcome of any appeals process.

This discussion will result in recommendations for improvements, and students must submit **a written Student Action Plan**. This plan will be written jointly by the student and Academic Manager in the counselling session. It will identify the problems and outline the steps and timeline required to rectify the situation and enable the student to achieve satisfactory progress. The student will agree to abide by the Student Action Plan. A copy of the plan will be placed in the student's file.

Students may have a support person with them at the counselling session.

Students who fail to attend the session with the Academic Manager will be notified via email that they failed to undertake counselling and the following consequences may occur:

- i. they will not be permitted to resume attending classes
- ii. they may not be granted an extension to their student visa to complete their course
- iii. they may be deemed a "non bona-fide student" and be reported to DIBP.

### **Stage 2: Intention to Report Letter 2**

If the disciplinary review process fails and the student continues to fall below 50% of WIN's required level of academic progress at the end in the 2nd study period (the 4<sup>th</sup> block of enrolment), the student will be issued with an **Intention to Report within 6 weeks Letter**.

All students have the **right to appeal** and to access WIN's complaints and appeals process within 20 working days (National Code Standard 8). See 3.8 & 3.9

<http://www.aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD8.aspx>

**Note: Students who make erratic progress and do not participate regularly in class may be identified as being non-bona-fide students and will have their enrolment cancelled.**

<b>Course Progress Monitoring Table</b>			
<b>Point</b>	<b>Measuring</b>	<b>Formal warning letter</b>	<b>Actions</b>
At end Block 1	Results for all assessments from 1 <sup>st</sup> Block		
At end Block 2	Results for all assessments from 1 <sup>st</sup> and 2 <sup>nd</sup> block	1	If student fails 50% or more assessments. Warning letter #1 + attend academic counselling.
<b>Cannot continue classes unless academic counselling has been attended</b>			
At end Block 3	Results for all assessments from 3 <sup>rd</sup> Block		
At end Block 4	Results for all assessments from 3 <sup>rd</sup> and 4 <sup>th</sup> block	2	If student continues to fail 50% or more assessments, intention to report within 6 weeks letter #2. Meeting. Appeal within 20 working days? Report to DIBP through PRISMS.

**If the student is dissatisfied with WIN's complaints and appeals process**, the student may appeal the decision to *the Overseas Students Ombudsman*. *The Overseas Students Ombudsman offers a free and independent service for overseas students who have a*

*complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website [www.oso.gov.au](http://www.oso.gov.au) or phone 1300 362 072 for more information.*

If the student's appeal is successful, and WIN made an error in calculation and the student actually made satisfactory course progress (i.e. completed more than 50% of the course requirements for the 2 study periods), or that there are compelling or compassionate reasons for the lack of progress, then the student will not be reported. (Compassionate or compelling circumstances are generally those beyond the control of the student and they have an impact on the student's capacity and/or ability to progress through a course. These could include:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- Major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted on their studies
- A traumatic experience which could include but is not limited to:
  - Involvement in or witnessing of an accident or
  - A crime committed against the student or
  - The student has been a witness to a crime and this has impacted on the student (these cases should be supported by police or psychologists' reports).

Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, or the student has withdrawn from the process, or the process is completed and WIN's decision has been upheld, WIN will notify the Secretary of DIBP via PRISMS as soon as practicable of the student not achieving satisfactory course progress.

### **Actions students can take if they are told that their enrolment may be suspended, cancelled or deferred**

1. All students have the **right to appeal** and to access WIN's complaints and appeals process within 20 working days (Standard 8). See 3.8 & 3.9  
[http://www.aei.gov.au/AEI/ESOS/QuickInfo/DIBP\\_Course\\_pdf](http://www.aei.gov.au/AEI/ESOS/QuickInfo/DIBP_Course_pdf).

2. A student may appeal to WIN Head of Operations on the grounds of:

- WIN's failure to record or calculate the student outcomes accurately
- Compassionate or compelling circumstances
- Institute's failure to implement the Intervention Strategy and other policies according to its documented policies and procedures that have been made available to the student.

### ***Successful Appeal***

In the case of a successful appeal there are a range of possible outcomes:

- If there is a finding that WIN failed to record or calculate the student outcomes accurately and the student is, in fact, making satisfactory progress there is no need to activate the intervention strategy or make a report to DIBP.

- If a student is found to be not making satisfactory course progress for compassionate or compelling reasons WIN will provide support through its intervention strategy and will not make a report to DIBP.

At this stage the Intervention Strategy will be used to provide support as outlined previously.

***Unsuccessful Appeal, or Withdrawal from or Non Use of Appeals Process***

WIN Registrar will notify the Secretary of DIBP through the PRISMS system as soon as practicable of the student not achieving satisfactory course progress if:

- The student didn't exercise their choice to access the complaints and appeals process within the 20 day period
- The student withdrew from the appeals process
- The process is completed and the result finds in favour of WIN's decision to report the student.



## Section 5: Student Services

### Orientation

On first day of attendance students will be given an orientation session which will:

- Welcome students and introduce staff;
- Life in Australia –some rules, hazards, safety, services (banking, shopping, doctors with minimal charges, dentists, health care, emergency etc.)
- Provide students with information about WIN's layout and amenities;
- Familiarise students with the facilities;
- Provide students with a Student Handbook and course information;
- Student ID cards and their use;
- The online student management system;
- Give students the opportunity to ask questions.

Information will be given about:

- |  |  |
|--|--|
| ▶ Accommodation, finances and further study                                  | ▶ How a student can complain if they are not satisfied with anything or anyone                     |
| ▶ Requirements to receive a qualification                                    | ▶ How students can get extra help with learning  |
| ▶ Certificates issued on successful completion of the course                 | ▶ Course timetable   |
| ▶ How student's skills, knowledge and attitudes will be assessed             | ▶ Course content   |
| ▶ Recognition of prior learning or recognition of current competency         | ▶ Emergency evacuation procedures  |
| ▶ How a student can appeal if they don't agree with their assessment outcome | ▶ Your obligations as a student at WIN including attendance and academic performance requirements. |

### Support Services

**WIN provides student support services at no additional cost to students.**

**Student Services Officers/Receptionist/ Student Support Services Manager:** are the official points of contact for students. They may assist students with general enquiries regarding timetables and enrolment, but will refer academic and welfare provision to appropriate WIN staff members.

**External Counsellor:** is available to students to provide free advice and support for issues relating to settlement and living in Australia, learning and study needs.

**Student Vocational Counselling** to improve and extend training outcomes. Students are advised to make an appointment to see the Head of Operations who may offer advice for future study options.

**Additional support and services include:**

- Educational and Career Counselling

- Assistance when applying for RPL and RCC
- Online learning activities
- Learner support classes
- Librarian assistance in assignment preparation, research, paragraphing etc. (2 days/week)

Make an appointment with the VET Manager at reception.

**Personal Counselling services** are available to all students and staff from an external Counsellor.

Personal counselling services include but are not restricted to:

- Grievance /conflict resolution
- Stress management, adjusting to life in Australia
- Access and equity issues
- Student welfare and support
- Personal/cultural problems, if you have stressful circumstances or emotional issues which interfere with your studies

**Language, Literacy and Numeracy (LLN) Support** is available. Students are invited to attend our English for Academic Purposes classes on Level 1. Students needing (LLN) support are identified on enrolment. Additional fees will apply.

#### External Support Agency

**Professional counselling** is available for students.

First Light Care Associate  
2/627 George St  
Sydney NSW 2000  
Tel: 02 9211 9988  
Contact person: Gerald

You may make appointment to seek advice from them. This service is confidential.

#### **10.1.1 Emergency Contact Numbers**

ORGANISATION		PHONE
<b>POLICE FIRE AMBULANCE</b>		<b>000</b>
Police: Level 3, SPC, 151-241 Goulburn Street DARLINGHURST 2010 Fax: 02 9265 4104		9265 4144
Fire Station:113 George St, Redfern 2016		9698 1161
Hospital: St Vincent's, 390 Victoria St, Darlinghurst		8382 1111
Dentist: Sydney Dental Hospital, 2 Chalmers St, Surry Hills		9293 3333
Poisons Information Centre		13 1126
Problem	Website	Phone no
Accommodation-- Emergency for women	Women's refuge referral service	9560 1605
Alcoholism	<a href="http://www.aa.org.au">www.aa.org.au</a>	9387 7788

Alcoholics Anonymous (24 hours)		9799 1199
Anxiety (including phobias & Obsessive-Compulsive Disorder)	<a href="http://www.ada.mentalhealth.asn.au">www.ada.mentalhealth.asn.au</a>	9879 5351
Anxiety	<a href="http://www.serenitynsw.com.au/">www.serenitynsw.com.au/</a>	9740 9539
Asthma	<a href="http://www.asthmansw.org.au/">www.asthmansw.org.au/</a>	1800 645 130
Consumer credit and debt	<a href="http://www.cclcnsw.org.au/">www.cclcnsw.org.au/</a>	1800 808 488
Counselling	Lifeline	131 114
Counselling	Salvo Care Line	9331 6000
Counselling	Salvo Suicide Prevention/ Crisis Line	9331 2000
Crime stoppers (report crime anonymously)		1800 333 000
Crisis counselling (Wesley Mission)	<a href="http://www.lifelinesydney.org/">www.lifelinesydney.org/</a>	9951 5522 13 11 14
Counselling (St Vincent de Paul)		9698 1529
Counselling---victims of crime	24 hour information, support and referrals	9374 30000
Depression	<a href="http://www.depressiondoctor.com/">www.depressiondoctor.com/</a>	
Depression (National Initiative)	<a href="http://www.beyondblue.org.au/">http://www.beyondblue.org.au/</a>	1300 22 4636
Disabilities	<a href="http://www.ideas.org.au/">www.ideas.org.au/</a>	1800 029 904
Domestic violence		8745 6999
Domestic violence		1800 656 463
Drug addiction: Narcotics Anonymous	<a href="http://www.na.org.au">www.na.org.au</a>	1300 652 820
Drug addiction (Christian help)	<a href="http://www.naranon.com.au/">www.naranon.com.au/</a>	9418 8728
Drugs and mental health	<a href="http://www.thewaysidechapel.com/">www.thewaysidechapel.com/</a>	9358 6577
Drug Rehabilitation Counselling		9332 8777
Families & friends with mental illness	<a href="http://www.arafmi.org/">www.arafmi.org/</a>	9805 1883
Eating disorders	<a href="http://www.edf.org.au/">www.edf.org.au/</a>	9412 4499
Eczema	<a href="http://www.eczema.org.au/">www.eczema.org.au/</a>	1300 300 182
Emergency services (police, fire, ambulance)		000
Epilepsy	<a href="http://www.epilepsy.org.au/">www.epilepsy.org.au/</a>	9856 7090
Family planning information	<a href="http://www.fpahealth.org.au/">www.fpahealth.org.au/</a>	1300 658 886
Gambling Counselling (Wesley)	<a href="http://www.wesleymission.org.au">www.wesleymission.org.au</a>	9951 5566
G-Line (gambling)		1800 633 635
Gay & lesbian counselling line	<a href="http://www.glccs.org.au/">www.glccs.org.au/</a>	8564 9596
Grief support		9489 6644

Grief support	<a href="http://www.solace.org.au/">www.solace.org.au/</a>	9519 2820
Grief support	Bereavement Care Centre	1300 654 556
Grief support	NALAG (National Association of Loss & Grief) Psychologists	Julie Dunsmore 9926 6926 Geoffrey Glassock 9712 5144
Hepatitis C	<a href="http://www.hepatitisc.org.au/">www.hepatitisc.org.au/</a>	9332 1599
HIV/AIDS	<a href="http://www.sesiahs.health.nsw.gov.au/">www.sesiahs.health.nsw.gov.au/</a>	9332 9700
Telephone Interpreter Service		131 450
Legal information and advice	<a href="http://www.lawaccess.nsw.gov.au/">www.lawaccess.nsw.gov.au/</a>	1300 888 529
Mental health advice	<a href="http://www.mentalhealth.asn.au/">www.mentalhealth.asn.au/</a>	9816 5688
Poison Information Centre		131 126
Police Assistance Line (non-emergency)		131 444
Pregnancy counselling	<a href="http://www.pregnancysupport.com.au/">www.pregnancysupport.com.au/</a>	1300 737 732
Rape Crisis Centre	<a href="http://www.nswrapecrisis.com.au/">www.nswrapecrisis.com.au/</a>	1800 424 017
Rape	Eastern and Central Sexual Assault Services	9515 3680
Rape, crisis	Crisis Service---ask for afterhours crisis workers	9515 6111
Relationship counselling	<a href="http://www.interrelate.org.au/">www.interrelate.org.au/</a>	9745 5544
Sexual assault, domestic or family violence	1800RESPECT	1800 737732
Schizophrenia	<a href="http://www.sfnsw.org.au/">www.sfnsw.org.au/</a>	9879 2600
Serious illness (sufferers & families)	<a href="http://www.can-survive.org/">www.can-survive.org/</a>	1300 364 673
Smoking - Quitline		13 18 48
Suicide Prevention	<a href="http://www.suicideprevention.com.au/">www.suicideprevention.com.au/</a>	1300 360 980
Tenants' Rights	<a href="http://www.tenants.org.au">www.tenants.org.au</a>	1800 251 101

### **Bank Account and Money Matters**

All major banks have a branch in George Street, Sydney. Most shopping centres have Automatic Teller Machines (ATM) facilities.

### **The nearest Medical Centre** (with little or no additional charge)

Dr Gloria Xu Medical Practice Shop QG 1, Prince Centre, 8 Quay St Haymarket, 02 9212 2839 (tell her you are a student).

Dr Ian Adair 198 Pitt Street Sydney 2000 Ph. 9267 9421 (No extra charge for students with OSHC).

Healthpac Medical Centre - Sydney LG, 59 Goulburn Street Sydney, 02 9282 9725

Macquarie Street Medical Centre Level 4, 195 Macquarie Street Sydney 02 9238 0800

Macquarie Street Medical Practice 195 Macquarie Street Sydney, NSW 2000 02 9221 1933

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!

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.

### **Accommodation**

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 and lycamobile <https://www.lycamobile.com.au/en/faq>.)

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.

### **Share Accommodation**

Students who wish to stay with others in a rented house, apartment, flat or condominium can expect to pay about \$150 to \$250 each week for rent.

On top of this they will have to pay for the use of gas and electricity and some landlords will charge for the use of water. When you rent you pay a bond and sign a tenancy agreement. This agreement will tell you how many people may live at that property. If you exceed that number, you will be made to leave and you may lose your bond money.

As a rule, Sydney City Council will only allow a maximum of 2 people or 2 beds (not including cots) to a bedroom in newly built buildings.

For information about your rights as a tenant, see <http://www.tenants.org.au/publish/factsheets/index.php>

Useful websites

[http://www.fairtrading.nsw.gov.au/Tenants\\_and\\_home\\_owners/Renting\\_a\\_home/Renting\\_a\\_home\\_links\\_and\\_contacts.html](http://www.fairtrading.nsw.gov.au/Tenants_and_home_owners/Renting_a_home/Renting_a_home_links_and_contacts.html)

### Deluxe Hotel / Apartment

Some students prefer to be more independent and stay in a hotel for around \$392-\$1,000 for a double room for a week. Check these websites.

<http://www.booking.com/city/au/sydney.en.html?aid=373437;label=city-sydney->

[http://www.trivago.com.au/?iSemThemeld=6210&iPathId=44310&sem\\_keyword=cheap%20hotel%20sydney&sem\\_creativeid=60348030079&sem\\_m](http://www.trivago.com.au/?iSemThemeld=6210&iPathId=44310&sem_keyword=cheap%20hotel%20sydney&sem_creativeid=60348030079&sem_m)

[atctype=e&sem\\_network=g&sem\\_device=c&sem\\_placement=&sem\\_target=&sem\\_adposition=1s1&sem\\_param1=&sem\\_param2=&cip=6112017011](http://www.trivago.com.au/?iSemThemeld=6210&iPathId=44310&sem_keyword=cheap%20hotel%20sydney&sem_creativeid=60348030079&sem_m)

### Backpacker

Backpacker-style accommodation will cost you about \$150 Per Week.

The information provided here is intended as a guide only and does not constitute advice nor should it be relied upon as constituting advice by WIN or its representatives.

### Overseas Student Health Cover (OSHC) Arrangement

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 international students.

For a quick online quote see: <https://www.bupa.com.au/health-insurance/overseas-students/oshc>

Current rates (as of 3.5.2017) of cover are:

Rates	Single (Bupa)	Couple (Bupa)	Family (Bupa)
6 months	\$277.86	\$1457.28	\$2558.16
12 months	\$555.72	\$2914.56	\$5116.32

## Student Visa Requirements

All students should be aware of the following student visa requirements:

- Students must study a full-time course which is a minimum of 20 contact hours per week
- Each student must attend a minimum of 80% of all scheduled classes for each block
- Students must provide current and accurate contact details to the education provider. If contact details change, students are required to give a change of details form to WIN.
- Students are able to work up to 20 hours per week while studying.
- School-aged dependents accompanying you to Australia are required to pay full fees if they are enrolled in either a government or non-government school (for fees for dependants of overseas students seeking enrolment in NSW government schools please see [www.det.nsw.edu.au](http://www.det.nsw.edu.au) )

For more information about visa conditions visit: [www.immi.gov.au](http://www.immi.gov.au)

## Institute Facilities

WIN provides training in a professional learning environment. Our classrooms are modern, well-lit and insulated against outside noise or interference from other classes. They are air-conditioned and have windows. They are fitted with sufficient power points, teacher and student furniture. General facilities for students include:

- Computer Labs
- Lunch Area (microwaves ovens, fridges, lounges provided for students)
- Outside balcony area
- Qualified counsellor
- Classrooms have computers, video, cassette recorder, audio-visual teaching aids and whiteboards as needed
- Library
- Study support
- Overhead projectors are also available as a teaching aid.

In the event of a planned relocation of WIN we will notify ASQA and our students at least three weeks prior to the relocation taking place.

### Morning/Afternoon Tea and Lunch Break Facilities

A lunch and morning tearoom and facilities are available for you to use during breaks. Please keep this room clean and tidy.

## Safety

In general, Sydney is a safe place to live. However, you must be aware of potential dangers and risks whilst travelling around the city, avoiding lonely or gloomy places, especially at night - walk with a friend or stay with a crowd, avoiding empty train carriages, taking an aisle seat.

We encourage ALL students to be responsible for their own personal safety and help them to acquire skills to be able to do this so that they will be able to make the correct decisions and know where to get help if or when they are confronted with danger.

## Mailing Services

The closest Post Office is the Haymarket Post Shop, Sydney Central Shop 13 477 Pitt St Sydney  
Phone: 13 13 18

There is a yellow and a red post box beside WIN, Corner of Foveaux Street and Elizabeth Street, 1-15 Foveaux Street Surry Hills NSW 2010.

## Transport in Sydney

The motor car, bus, train, ferry are the main forms of transport used in Sydney, look up the [website](#) for bus/train/ferry timetables and fares. [www.131500.com.au](http://www.131500.com.au)

Obtain an Opal Card and use this for most travel in Sydney. You simply put money on the card and tap it at Opal Card Readers when you get on or off. The correct amount is automatically deducted and it also allows discounts for regular weekly use.

<https://www.opal.com.au/ordercard?execution=e1s1>

## Shopping

The closest shopping centre is Market City Haymarket. In addition, there are many convenience stores and cafes near

WIN. <http://www.sydney.com/destinations/sydney/sydney-city/chinatown-and-haymarket>

The Pure Juice Bar beside our street entrance offers food and beverage discounts to WIN student card holders and also loyalty cards (buy 5 and get one free). Woolworths underneath WIN also offers a 5 for the price of 4 hot beverage deal.

“What time is it” café in 8-24 Kippax Street (around the corner) will offer up to 20% discount to WIN students plus buy 7 hot beverages and get one free..

### Cost of living

Estimated living expenses for an international student are approximately \$AUD18, 000 to \$AUD20, 000 a year. This covers food, accommodation, travel, entertainment and clothing.

### Suggested Weekly Budget

The average international student in Australia spends about \$400 per week on:

- Accommodation;
- Food;
- Clothing;
- Entertainment;
- Transport;
- International and domestic travel;
- Telephone and incidental costs.

You may spend more or less, depending on where you choose to live and your lifestyle.

You may like to look at [http://grocery.bestpricedirectory.com.au/coles\\_m154.html](http://grocery.bestpricedirectory.com.au/coles_m154.html) to compare prices for different foods. (Figures are in Australia dollars).

## Some useful websites for information about living in Sydney

[City of Sydney](#) - The official site

[Sydney CitySearch](#) - Find out what's happening in Sydney and what you can do in your free time.

[Sydney Transport](#) - Information about travelling in Sydney including timetables

[Sydney.com.au](#) - Sydney online

[Sydney Weather](#) - Have a look at the weather this week in Sydney.

[Whereis.com.au](#) - An online directory service

### Maximum working hours permitted

You may only work for a limited number of hours each week.

If you are granted permission to work as a ...	Then you may work for ...
--	---------------------------



Student (condition 8105)	A maximum of 40 hours a fortnight during the block, not including work that is a formal registered part of your course, and unlimited hours during recognised periods of vacation. <a href="http://guides.dss.gov.au/guide-social-security-law/9/3/1/50">http://guides.dss.gov.au/guide-social-security-law/9/3/1/50</a>
Member of a student's family (condition 8104)	A maximum of 40 hours a fortnight throughout the year for the duration of your visa.

### Volunteer work/unpaid work

If you volunteer or take part in unpaid work, then the hours worked are included in your limit of 20 hours per week.

### **Tax File Number**

In order for you to work in Australia, you need to obtain a Tax File Number (TFN). You can obtain a TFN through the Australian Tax Office. You will need to contact them about their requirements and processes. Visit the ATO website for more information:

[http://www.ato.gov.au/individuals/pathway.asp?pc=001/002/001/008/002&mfp=001&mnu=51#001\\_002\\_001\\_008\\_002](http://www.ato.gov.au/individuals/pathway.asp?pc=001/002/001/008/002&mfp=001&mnu=51#001_002_001_008_002)