

STUDENT HANDBOOK



WINDSOR INSTITUTE OF COMMERCE PTY LTD
ABN: 19 080 559 600
Registered Training Organisation Provider # 90501
CRICOS Provider # 01856K

127, Liverpool Street , Sydney 2000



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WELCOME!

Thank you for choosing Windsor Institute of Commerce Pty Ltd to assist you in achieving your learning goals.

The decision to undertake study is an important one. Whether you are seeking to update or upgrade existing skills, or embarking on a new career, our team of friendly and dedicated staff is available to make your learning experience unique.

To guide you through your study, we have developed this Student Handbook. It sets out a range of processes and procedures that have been put in place to guarantee that you receive consistent and high quality training and assessment. We aim to provide you with the best facilities, trainers and support services to ensure that your learning experience meets and exceeds your expectations.

To help us maintain our high standards, please take time to read this information and complete the "Acknowledgement Declaration" included at the back of this Handbook and return it to the Institute before your course commences. You may wish to refer to the details in this handbook during your training, so keep it in a safe place.

I wish you an enjoyable and rewarding experience with Windsor Institute of Commerce Pty Ltd.

May Wunnacharoensri
Principal Executive Officer



Important Information

This information is vital for your ongoing study at Windsor Institute of Commerce Pty Ltd so please read it carefully. Windsor Institute of Commerce Pty Ltd is called "Windsor Institute" in this handbook.

You must notify our office of any change in address, personal situation or any problems as soon as you know there is a change. We must by law advise the Department of Immigration and Citizenship (DIAC) of all changes and particularly if we find out by other means.

It is *your* responsibility to keep *us* informedjust ask the Office Administrator for a Change of Contact Details Form (Form 71).

It is *our* responsibility to let the Department of Immigration and Citizenship (DIAC) know through our computer system PRISMS should you:

- ⊗ Default in any aspect of your Visa provisions
- ⊗ Not attend classes and you drop below 80% attendance
- ⊗ Fail subjects more than once
- ⊗ Not make your fee payments

Talk to us if you have any problems



SECTION 1: GENERAL INFORMATION FOR STUDENTS

Using this Handbook

This handbook is to be issued to all international and local students looking to join us and commence or improve their knowledge through the training courses that we are registered to deliver. An information sheet is available for each course we offer and that sheet along with this Student Handbook should be read prior to your enrolment in the course. If you have any questions, you can speak with our Office Administrator.

Windsor Institute of Commerce Pty Ltd ABN: 19080559600 Provider No 90501 and CRICOS 01856K is a Registered Training Organisation (RTO). We are able to deliver the following courses:

Course code	Course Name
ICA30105	Certificate III in information Technology
ICA40405	Certificate IV in information Technology (Networking)
ICA40805	Certificate IV in information Technology (Multimedia)
ICA50705	Diploma of information technology (software Development)
ICA50905	Diploma of information technology (Multimedia)

You will be considered if you meet the pre-requisites of our course as listed in our learning and assessment strategy. Your selection is made by the Principal Executive Officer and is based solely upon the information and evidence you have provided. You must be able to supply evidence of your English standard, overseas health cover and copies of any educational qualifications.

Abbreviations used in this book

DEEWR	Department of Education Employment and Workplace Relations The Federal Government body that is responsible for education and in particular the provision of education services to overseas students
DIAC	Department of Immigration and Citizenship. The Federal Government department that is responsible for immigration matters into and out of Australia and in particular the issue of Student Visas. They monitor student enrolment and participation
VETAB	Vocational Education and Training Accreditation Board State Government group responsible for the provision of education and controlling of the Institution
PRISMS	The software used by the Federal Government to monitor all of the aspects of the student's enrolment and participation in a course.



Business Location

Level 5

127, Liverpool Street
NSW, 2000

Key Contact

May Wunnacharoensri

Principal Executive Officer
Ph: 02-92863719

Quality Statement

When you study with Windsor Institute you can be confident that what you learn, and how you learn it, measures up to rigorous national standards and meets all legislative requirements.

As a Registered Training Organisation, Windsor Institute can deliver nationally recognised training qualifications and accredited courses supported by a quality assured curriculum. As well as meeting Australian Quality Training Framework (AQTF) standards, all improvement suggestions and complaints are identified and appropriately actioned and recorded according to the requirements of the AQTF standards.

A prime focus of Windsor Institute is continuous improvement - this means we continually look for ways to improve customer satisfaction with all parts of our training courses including marketing, recruitment, induction, training delivery, assessment, evaluation and support services.

The feedback that we receive from you from sources such as completed program evaluation forms, complaints and verbal comments are used to improve our procedures, policies, methods of operation, materials, trainer/ assessor performance, facilities and information services. We value your input so if ever you have a suggestion, please let us know.



SECTION 2: BEFORE YOU START.

Key Roles

The Principal Executive Officer has the overall authority to ensure the health and safety of all staff and students and to plan and lead the Institute in its overall direction.

The Academic Manager is responsible for overseeing the effective induction, training and assessment of students. The Academic Manager is responsible for making sure your courses run smoothly and that at the end of your training with us; you have the skills and experience necessary to be successful in your vocation.

The Office Administrator is responsible for the day to day administrative operations of the Institute. Go and see the Office Administrator if you have a problem, if you want information or need help filling out one of the Institute's forms.

The Administration Officer/Student Services Officer is here for you. Their role is to assist you with any difficulties you have with your training and assessment or living arrangements or other personal areas of life. Get to know the Clients Services Officer; they will be an important part of your time at Windsor Institute.

Trainers and assessors are responsible for the delivery and assessment of course information to students and the review of learning materials and assessment tools within the organisation. These are the people who train you to excel in your chosen vocation.

Education in Australia - The ESOS Framework

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and they include the *Education Services for Overseas Students (ESOS) Act 2000* and the *National Code 2007*.

- **Protection for overseas students**

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.dest.gov.au> CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course - including its location - match the information on CRICOS.

- **Your rights**

The ESOS framework protects your rights, including:

- (i) Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent. If



- you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- (ii) Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
 - (iii) Your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

The ESOS framework sets out the standards Australian education providers offering education services to overseas students must obey. These standards cover a range of information you have a right to know and services that must be offered, including:

- (i) Orientation and access to support services to help you study and adjust to life in Australia
- (ii) Who the contact officer or officers is for overseas students
- (iii) If you can apply for course credit
- (iv) When your enrolment can be deferred, suspended or cancelled
- (v) What your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- (vi) If attendance will be monitored for your course, and
- (vii) A complaints and appeals process.

A part of the standards does not allow another education provider to enrol a student who wants to transfer to another course, but has not completed six months of the principal course of study you plan to undertake in Australia. If you want to transfer before six months you need your provider's permission.

- **Your responsibilities**

As an overseas student on a student visa, you have responsibilities to:

- (i) Satisfy your student visa conditions
- (ii) Maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- (iii) Meet the terms of the written agreement with your education provider
- (iv) Inform your provider if you change your address
- (v) Maintain satisfactory course progress
- (vi) If attendance is recorded for your course, follow your provider's attendance policy, and
- (vii) If you are under 18, maintain your approved accommodation, support and general welfare arrangements

For more information on studying in Australia, go to www.aei.dest.gov.au/AEI/ESOS



Education Agents

Windsor Institute of Commerce is responsible for the actions of their agents in marketing their courses. All Education Agents working on behalf of Windsor Institute have completed an Agent's Agreement with us. We review the activities of Education Agents from time to time and if you are unsure of what is happening then you should give us a call.

It is unusual for you to have additional fee payments made to Education Agents once you have been accepted by our Institute in Australia. Should you be asked for additional fees please speak to your Trainer or the Office Administrator at the Institute.

Our Education Agent must give to you the following information before you make an application to study.

- Windsor Institute facilities, equipment and learning resources;
- Information on course content, the qualification gained on completion, duration;
- Teaching and assessment methods;
- Details of any arrangements with other providers for recognition or completion of the course;
- Course fees, refund conditions and other tuition expenses;
- Living in Australia and the local environment of the relevant campus, including information about campus location, accommodation availability, and costs of living;
- Course entry criteria including the minimum level of English language proficiency, educational qualifications and work experience required;
- Visa requirements which must be satisfied by the prospective student including English language proficiency levels;
- Conditions imposed on student visas including satisfactory academic performance, attendance requirements and working rights and that the Institute will be required to keep a record of your academic progress and attendance at classes;
- The Institute's requirement to report to relevant Australian government authorities a student's failure to meet their Visa conditions relating to attendance or academic performance ;
- Withdrawal arrangements;
- Admission procedures, credit transfers and the recognition of existing skills and knowledge policies and procedures at the Institute;
- Internal and external complaints and appeals procedures; and
- Student support and welfare services of special relevance to international students.

Student Visa Requirements - General Requirements

According to the Department of Immigration and Citizenship (DIAC) to be granted a student visa, you must provide evidence that satisfies the entry requirements applicable to you and your country of origin. Assessment factors include whether you have enough money, English proficiency, likely compliance with the conditions of your visa and any other matters considered relevant to assessing your application. You will need to work through the local Australian Immigration Office.



You will be required to also show that you meet the selection requirements for any of our courses that you are hoping to enrol in. These responsibilities must be maintained after your arrival in Australia but it is a requirement that you are aware of these before you sign your enrolment form. Additional information on your visa issues is available from your Education Agent but independent advice is available on the Department of Immigration and Citizenship Internet site on <http://www.immi.gov.au>

Student Visa Requirements - English entry requirements

You must be able to read, write and understand the English language and evidence of English proficiency is a requirement for acquiring a student visa; evidence of English proficiency must be on file for the eventual issue of your qualification but it is required during your course by the State Government.

For admission to our courses, English language proficiency of International English Language Testing System (IELTS) 5.5 (general) with a minimum score of 5.5 in each component is required. Students who do not attain the minimum English Language requirements may enrol in an English Language course prior to applying at Windsor Institute.

Student Visa Requirements – Change of Address

Upon arriving in Australia you are required to advise us of your residential address and telephone number and of any subsequent changes to these details. This is extremely important.

It is your responsibility to ensure that you always update your address details at the Institute to ensure you receive important information about your course, fees receipts and any other important information.

Additional information on student visa issues is available on the Department of Immigration and Citizenship (DIAC) Internet site on www.immi.gov.au.

Student Visa Requirements – Overseas Student Health Cover

Australia has a very modern and efficient health care system. It is subsidised by the Australian Government. Overseas Student Health Cover (OSHC) is a type of insurance that allows you to use the Australian healthcare system and it covers the costs for any medical or hospital care which you may need while studying in Australia. It will also pay for some prescription drugs and emergency ambulance transport.

If you are an international student studying in Australia, you must purchase an approved OSHC policy from a registered health benefits organisation - commonly referred to as health funds -- before applying for your visa. You will need to buy OSHC before you come to Australia, to cover you from when you arrive. You will also need to maintain OSHC throughout your stay in Australia.

You can find out more about purchasing Overseas Student Health Cover at the website
<http://www.health.gov.au/privatehealth/osfaq/>.

Student Visa Requirements – Attendance

complete our courses by distance education or self paced learning.



Windsor Institute requires you to attend all practical classes and at least 80% of the scheduled theory classes, unless you are sick and have a medical certificate signed by a registered doctor in Australia. If you are absent for more than 3 days, the Administration Officer/Student Services Officer from the Institute will contact you to find out where you are and why you are not attending.

You are required to sign in and out of class: if you don't then you are marked as absent. If you are late you may be marked as absent.

If you drop below 80% attendance, then we have to advise the Government who will take steps to deport you unless you have a reasonable excuse.

Student Visa Requirements — Academic Performance

You must maintain satisfactory performance standards by passing each of your assessments. The courses you are undertaking are not just knowledge tests and you can be assessed in several different ways but all require you to be on-site and to provide written evidence to demonstrate you know and understand how things are done. These are called *competencies*.

If you are not able to show you meet the competencies listed in your course brochure and your work book, then we must advise the Government that you are having problems. You can only repeat a unit once. If you are shown to be "not yet competent" after repeating a unit, then we have to advise the Government who will take steps to deport you unless you have a reasonable excuse.

Student Visa Requirements - Dependents

Dependents of persons holding a student visa are required to pay full fees in any school, Institute or university that they enrol in whilst in Australia.

Student Visa Requirement - Working whilst studying

You can only work a maximum of 20 hours whilst you are in Australia on a student Visa. Your course does not include any work as part of your study. You are here to learn not work. The exception is that students may work full time during holidays.

Do not work longer than the allowed 20 hours as Immigration will conduct checks to ensure you are not breaching your Visa condition not to work. In addition, whoever employs you for that period has a responsibility under our Immigration law and can be charged with serious offences with expensive repercussions. Check with your Trainer or the Administration Officer/Student Services Officer at the Institute if you are unsure.

Student Selection and Access and Equity

At Windsor Institute we make sure that you have the opportunity to participate in our courses/ programs as other members of the community. This means any person is welcome to participate in Windsor Institute training programs, irrespective of cultural background.



Some of our courses have pre-requisite standards and competencies. These are outlined further along in this book. Students wishing to undertake these courses will be counselled and made aware of support programs and assistance. Events of major cultural importance to you will be acknowledged and allowance will be made for the observance.

Windsor Institute undertakes to:

- Promote access to training for all people regardless of gender, socio-economic background, disability, ethnic origin, sexual orientation, age or race.
- Ensure training services are delivered in a non-discriminatory, open and respectful manner.
- Train all staff members so that they are appropriately skilled in access and equity issues.
- Conduct student selection for training opportunities in a manner that includes and reflects the diverse student population.
- Actively encourage the participation of students from traditionally disadvantaged groups and specifically offering assistance to those most disadvantaged.
- Provide language assistance, literacy and numeracy advice that help you in meeting your training goals.

In the first instance, each of our staff members has responsibility for access and equity issues for all students. Windsor Institute Access and Equity Officer is the Principal Executive Officer.

So if you are experiencing any harassment or discrimination refer the matter to the Principal using the Complaints and Appeals form. In the absence of the Principal Executive Officer contact the Academic Manager with your concern. Windsor Institute provides equal opportunity in employment and education.

Enrolment

If you decide to proceed to enrolment, complete an enrolment form before the commencement date of the course. This form is used to create a student history file. All personal information may be made available to any branch of the State or Federal Government, to the Manager of the ACPET Fund and to the Manager of the ESOS Fund. There is no right to privacy as you waive this upon enrolment.

You must submit the following to the Principal Executive Officer for assessment:

- (i) Completed enrolment form
- (ii) Copy of Passport information pages
- (iii) All your personal details including date of birth
- (vi) Next of Kin to be contacted in the case of personal emergency
- (vii) Payment of non refundable course deposit
- (viii) Evidence of IELTS or equivalent
- (ix) Evidence of education to the equivalent of Australian Year 12



Courses on Offer and Duration

Windsor Institute is registered by VETAB to deliver the courses listed below. Please refer to the individual course flyers for the units of competence available in each qualification. Following is a brief summary of our courses.

CRICOS CODE	Courses	Duration (Weeks)	Tuition Fee
062522E	ICA30105 Certificate III in Information Technology	26	\$4,500*
062524C	ICA40405 Certificate IV in Information Technology (Networking)	52	\$9,000*
062523D	ICA40805 Certificate IV in Information Technology (Multimedia)	52	\$9,000*
062525B	ICA50705 Diploma of Information Technology (Software Development)	104	\$15,000*
062526A	ICA50907 Diploma of Information Technology (Multimedia)	104	\$15,000*

CRICOS CODE	**Courses applied for	Duration (Weeks)	Tuition Fee
TBA	BSB30107 Certificate III in Business	20	\$4,000
TBA	BSB51107 Diploma of Management	25	\$4,500
TBA	BSB60407 Advanced Diploma of Management	28	\$4,800

* Please note that the Tuition fees listed above is exclusive of Enrolment fee and material fee. For more information on our fee please contact one of our representatives/agents or visit our website www.windsor-ic.com.au

**Please note that currently we are not delivering any business courses. For more information please contact Windsor Administration or send an email to us at info@windsor-ic.com.au

Fees

**NOTE: OUR FEES LISTED ARE CURRENT AT THE TIME OF ISSUE.
HOWEVER, THEY MAY CHANGE DURING YOUR COURSE WITHOUT PRIOR NOTICE**

Fees are levied on all courses offered. Please refer to the fee schedule available on our website or through the Administration Officer/Student Services Officer for detailed current course fees.

A non refundable enrolment fee of \$200 (exclusive of Tuition fees and material fees) is required at the time of enrolment and this guarantees your place in the course. The enrolment deadline is 10 days prior to the commencement of courses.

Remaining course fees can be:

- Paid in full in advance or
- Paid using a flexible payment plan available as quarterly payments. Payments are paid in advance and are due two weeks prior to the payment terms. Please note: the fee payment schedule is determined on a case by case basis.



Students who fall behind in the payment of their fees, may be refused training and assessment services until such times as fee payment becomes current. Please note that students will be required to catch up their course work on their own time in negotiation with the Administration Officer/Administration Officer/Student Services Officer.

Students who pay fees for courses will be issued with receipts. The management of Windsor Institute will be responsible for ensuring that those fees are accounted for within a separate section of the financial system and are identified as fees paid in advance.

Course costs do not include text books, accommodation or associated living costs, any meals, travel costs associated with attendance at different training sites or other venues. These costs are detailed on the relevant Fees Schedule included with this handbook.

Fees Refund

The request for refund is made in writing to the Principal Executive Officer using Fee Refund Form.

If a visa application is rejected for a student applying for enrolment from offshore, then the tuition fees will be refunded in full. The administration fee (see Fee Schedule on our website for current amount) will not be refunded.

If a student withdraws from a course more than 28 days prior to the course start date, 75% of the tuition fee will be refunded. The administration fee (see Fee Schedule for current amount) will not be refunded.

If a student withdraws from a course less than 28 days before the course start date 50% of the tuition fee will be refunded. The administration fee (see Fee Schedule in our website for current amount) will not be refunded.

If a student withdraws from a course after course commencement, whether due to termination decisions made by the Institute for severe breach of Institute rules, or at the initiative of the student, that semester's tuition fee will be forfeited. The administration fee (see Fee Schedule on our website for current amount) will not be refunded. However, all fees that have been prepaid for future semesters will be repaid in full.

Refunds will not be paid to a third party.

Students seeking to transfer or transferring from the Institute during the course of, or as a result of disciplinary action, intervention to rectify poor performance or poor attendance procedures are not entitled to a refund.

As a member of ACPET, a student will be offered enrolment in another ACPET member Institution if Windsor Institute is unable to complete the course delivery.

Where a refund is approved by the Principal Executive Officer, Windsor Institute will make payment of refunds within 28 days of receipt of application for refund.



RTO Default

Windsor Institute defaults if the course they offer does not start on the agreed starting day.

Windsor Institute defaults if the course stops being provided after it starts and before it is completed or the course is not provided fully to the student because the registered provider has had a sanction imposed.

If Windsor Institute defaults, it must pay a full refund to the student within 14 days after the default day.

Windsor Institute will give the student a statement that explains how the refund amount has been worked out.

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

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

The refund policy is subject to review from time to time.

Recognition of Existing Skills and Knowledge

- **Recognition of Prior Learning and Credit Transfer**

This process encourages you to apply for recognition for previous study, work, life and educational experience that matches the units of competency, qualification or part thereof modules within our training and assessment programs.

If you are applying for recognition of existing skills and knowledge, then you will generate evidence to support your claim with information and support for a Trainer/Assessor. Examples of evidence might include: an initial conversation/interview; documentation such as certificates issued by other training organisations, support letters from employers; job description, resume or outlines of previous training and development. We also recognise the credentials issued by other training organisations operating under the Australian Quality Training Framework.

To apply for recognition, phone the RTO to discuss your skills recognition and assessment options. You will receive a copy of the Recognition Information Kit (Form 23) and be required to complete the form in the Recognition Application (Form 22) If you need to receive this by post in the first instance please return it to the Academic Manager (I suggest you use a name or one of your practitioners as the point of contact).

An appointment will be made for you to discuss your application

Skills recognition assessment will be planned and organised with qualified assessors who will conduct the assessment in consultation with you and your workplace. We will engage with industry/competency experts to assist in the assessment process.



You will receive feedback, be kept informed and supported throughout your assessment; however, you may request a review of the recognition decision through our Assessment Appeals process if required (outlined in detail later in this handbook).

International students are advised that where this recognition is issued prior to the issue of a Visa, then the period of your Visa will be reduced to compensate.

Where recognition is granted after the Visa has been issued, then Windsor Institute will review your enrolment to ensure you maintain full study load with supplementary materials and supervised study.

- **Credit Transfer**

When you have completed a unit of competency at another Registered Training Organisation that is identical in outcome to any in which you are currently enrolled you may be eligible for Credit Transfer. This means that you won't need to complete that unit of study again.

To apply for Credit Transfer, fill out the Credit Transfer form (get one from the Receptionist) and attach copies of the evidence you have (e.g. Statement of Attainment or Certificate) to show you have completed that unit.

- **National Recognition**

Windsor Institute recognises the qualifications that are presented by any student, provided that they are original (or verified) copies from any Australian Registered Training Organisation and obtained within the last 3 years. Students must map those qualifications to the course currently being undertaken.

To apply for National Recognition, simply bring in your original qualifications or statement and provide them to the Office Administrator for processing.

Use of your Personal Information

Your personal details and student records may be made available to:

- Any Commonwealth Government agency;
- Any State Government agencies; and
- ACPET Fund Manager
- The Fund Manager of the ESOS Assurance Fund.

We are required by several Australian Laws (including the Immigration Act 1958, the ESOS Act 2000 and the National Code) to tell the Immigration Department if we are about to revoke your Visa or changes to your enrolment and any breach by you of your student visa conditions relating to attendance or satisfactory academic performance.



Medical Problems

- **Doctor's Visits**

If you get sick, you may have to go and see a doctor. In Australia, you do not go to a hospital unless you are seriously ill. You go to your local doctor who will have a surgery near your house. Surgery hours usually start from 9:00 am and the surgery may be open all day. When you arrive, the receptionist will ask you for your Medibank Private Membership card or book. Don't forget to take your Medibank Private Membership card when you go to the doctor's surgery. If you cannot leave the house, you can ring the Doctor's receptionist and make an appointment for the doctor to visit you, which will be more expensive.

If you cannot come to the Institute, the doctor will give you a medical certificate that describes what is wrong with you and says how many days you may stay at home. Don't forget to give your medical certificate to the Institute Administration when you return to class. You keep the original certificate and we will place a copy on your file.

In Australia, you only have to pay 15% of the cost of a visit to your local doctor, and if you are in a public hospital you do not have to pay at all. However, you may have to pay more to see a specialist or if you are in a private hospital. When you get a bill or receipt for medical service, take it with your medical card to the Medibank Private office and apply for a refund.

- **Hospitals**

Under OSHC you are covered for accommodation and/or treatment in Public hospitals. This applies whether you need to stay in hospital or are a patient at the hospital's outpatient clinic or casualty department.

Public hospitals throughout Australia have emergency clinics where you can go at any time of the day or night in an emergency. Doctors at the hospital will attend to you.

- **Emergencies**

For all emergencies that are life threatening, dial 000 from your telephone (or 112 from your mobile phone) to be attended by the emergency service departments. This includes Fire, Police and Ambulance services, operating 24 hours a day. Please follow the steps below to get assistance as soon as possible.

- Ask the operator for the service you need
- Wait to be connected
- Describe the problem
- Be aware of your address or be ready to describe your location as clearly as possible.
- Listen to any instructions given by the operator.
- Do not hang up until asked to

Dialling 000 (or 112 from mobiles) is a free call. For general police enquiries please contact a local police station. Dialling 000 (or 112 from your mobile) as a prank call or for non serious events is an offence and you may be in trouble with the police if you do it.



- **Ambulance Service**

Your Overseas Student Health Cover (OSHC) will cover costs for ambulance only when it is used in a state of emergency where medical attention is needed immediately. The costs for an ambulance used for non-emergency medical transport is not covered by OSHC.

- **First Aid/Medical**

If a student is ill or injured and needs help please contact any member of the Institute staff, as First-Aid cabinets are available on the premises. Students must report all injuries, accidents and near misses to their trainer or a staff member. Students who suffer from a serious illness or allergies or who are required to take medication daily should advise the Administration Officer/Student Services Officer for any assistance or special arrangements.

Welfare & Guidance Services

We have an experienced staff person, the Administration Officer/Student Services Officer, who is able to advise students in all aspects of student life. The Administration Officer/Student Services Officer is there to discuss and support students with any concerns with things like:

- Support in finding accommodation
- Learning pathways and possible RPL opportunities
- Provision for special learning needs
- Provision for special cultural and religious needs
- Provision for special dietary needs
- Any other issue

The Administration Officer/Student Services Officer has a folder of contact information and services such as the local Department of Community Services that may be available to resolve any matter that you are worried about. We cater to a range of student learning needs. Students are encouraged to express their views about learning needs at all stages of their learning experience enrolment through to graduation.

Counselling services are available to all students from the Administration Officer/Student Services Officer who can then refer you to the Academic Manager, Principal Executive Officer or external service as appropriate. Counselling services are provided in accordance with our code of practice on privacy and confidentiality. Counselling services include but are not restricted to:

- (i) Appeals /conflict resolution
- (ii) Stress management
- (iii) Access and equity issues
- (iv) Client welfare and support

Legal aid

Legal aid Services for NSW



Ground Floor, 323 Castlereagh Street, Sydney NSW, 2000 Australia

Contact Details

Tel: (02) 9219 5000

Fax: (02) 9219 5935

Website: <http://www.legalaid.nsw.gov.au/asp/index.asp> They provide a free legal service to those who are unable to pay. Lawyers are not cheap.

Contact Details

Ph: 1300 888 529 <http://www.legalaid.nsw.gov.au/asp/index.asp> They provide a free legal service to those who are unable to pay. Lawyers are not cheap.

Living and Studying in Australia

Australia has the third largest number of international students in the English-speaking world, but in many countries Australia is a student's first choice for international study. This is because the Australian Education System has a standardised system of qualifications which means that all institutions offering nationally recognised qualifications must be registered with the Australian Government and meet very strict Australian registration conditions. This ensures that courses are of high standards ethically and quality training is offered. Together with the great lifestyle opportunities available in Australia there is little wonder that over 200,000 international students choose to study in Australia.

Living in Sydney

The History of Sydney stretches back to prehistoric times. The area surrounding Port Jackson (Sydney Harbour) was home to many Aboriginal tribes for 40,000 years or more. Although urbanisation has destroyed most evidence of these settlements, there are still hundreds of rock carvings in several locations. Sydney is thought to have the finest collection of rock carvings in the world because it is made up predominantly of sandstone, which is a suitable surface for rock carvings.

Australia experienced a number of gold rushes in the mid 19th Century, beginning with the discovery of gold in Bathurst (150km west of Sydney) in 1851. Large numbers of immigrant miners poured into Sydney and the population grew from 39,000 to 200,000 twenty years later. Demand for infrastructure to support the growing population and subsequent economic activity led to massive improvements to the city's railway and port systems throughout the 1850s and 1860s.

Sydney beaches are almost endless and there are a number of Southern beaches, the main and most famous being Bondi Beach. From Bondi Beach you can walk all the way to Coogee, which is a very pleasant clifftop walk. It can get a bit rough here, so be careful, although is a great beach to relax on. In Sydney, except in the far western suburbs, you're never more than half an hour away from one of the popular Sydney beaches. Between the Hawkesbury River in the north and the Royal National Park in the south, the city is dotted with Sydney beaches where it faces the Pacific, starting from the ever-popular Palm Beach down to the endless stretch of beaches at Cronulla.

If beaches aren't your scene then perhaps the Sydney Taronga Zoo will hold an attraction. Taronga Zoo is home to native Australian wildlife and a diverse collection of exotic species. Taronga Zoo is a spectacular



way to discover more about wildlife and conservation through our special tours, talks and animal encounters Or perhaps it's the shopping which is of interest.

In addition, there are the costs associated with staying in touch with home. There are internet cafes located throughout Sydney, these cost around AU\$2.00-5.00 per hour. The cheapest way to phone overseas is using a phone card. Phone cards can be purchased at "Newsagents" and convenience stores. Different phone cards will have different rates so make sure different cards are compared to see which is the cheapest for your country. Students requiring a mobile phone, can get packages starting from around AU\$15.00 a month plus call costs for a two year contract. You can also buy a pre-paid mobile phone for about AU\$ 70- \$100.00.

To post a letter overseas the cost is between AU\$1.10 to AU\$2.60 through Australia Post. Parcels and freight are a lot more expensive and the cost will depend on how much you are sending and where it is going to.

- **Getting around Sydney**

Public Transport

- Trains

There are plenty of options in form of public transport in Sydney to get around the city and suburbs. Trains are the most popular and frequently used form of public transport You can find everything you need to know about train services in Sydney, including ticket information, maps and timetables by visiting the Sydney rail website at <http://www.cityrail.info/>.

Time table and general enquiries can be done by calling the number below:

Service information	131 500	24 hours a day
Interactive voice response		
General enquiries	131 500	24 hours a day

To use the train services, you'll need to purchase a ticket. For more information how to buy tickets please visit <http://www.cityrail.info/>. Please note that the international students in NSW are not entitled to a concession when buying tickets.

- Buses

A single trip ticket can be purchased from the driver or conductor on the bus or tram or from a vending machine for trains. A single trip is valid for two hours and can be used as many times as you like within this period. Multi-trip tickets give you 10 trips for the price of 7 and they can be purchased Passenger Transport Information Centre, selected post offices, service stations, newsagents, convenience stores and the Sydney Railway Station.

Remember, each time you get on a bus or a tram, insert your ticket into the validating machine and then keep it until the journey has ended.

For more information please visit <http://www.sydneybuses.info/>



- Bicycles

Sydney offers good bike paths and cycling lanes, but there are a few things to remember before cycling around and through the city. By law in Australia you must wear a helmet at all times while cycling. When using bicycle lanes or shared paths, you must always keep left and give way to pedestrians. Your bikes must be fitted with a working bell and brakes. Front and rear lights are required for riding at night or during hazardous weather conditions - you must be visible from 200 metres. As a safety practice it's a good idea to wear bright coloured clothing at all times.

- Taxis

Sydney taxis are clean and convenient. To get a taxi phone for a driver to collect you or look for taxi ranks located around the city. Taxi fares are fixed by the meter and are not negotiable. Taxi drivers do not expect tips.

- Buying a car

If you are in the market for a second hand care then start with a visit to the Office of Consumer and Business Affairs website for information about consumer rights when purchasing a vehicle.

You can search for new and used cars at Cars Guide or The Trading Post websites and for a small fee the NRMA carry out a mechanical check of the car before you buy it.

- Renting a car

To rent a car you generally need to be aged over 25 and have a full driver's licence but conditions do vary between companies. Visit the Yellow Pages website for a full listing of rental car companies under 'Car and/or minibus rental'. Be sure to ring around to compare prices

- Important information about Driver's Licences

If you hold a present foreign driver's licence, you can use it to drive in Sydney if:

- ❖ You also hold a current driving permit
- ❖ Your foreign licence is written in English or is accompanied by an English translation of the details on the foreign licence; and
- ❖ You have not held a current permanent visa under the Commonwealth Migration Act 1958 for more than three months and you have not been disqualified from driving in NSW or elsewhere

Students, tourists and people working in NSW on temporary visas are permitted to drive on their foreign licence only while it is current. If your foreign licence expires, you are required to obtain a NSW driver's licence.

If you have permanent residency you are permitted to drive on an international driver's licence for only three months. After that you are no longer considered a 'visitor' and will need to gain a NSW licence. This requires passing a theory test to obtain a licence and a practical test may be required.

For more information on Licences, please visit <http://www.rta.nsw.gov.au/>



- **Road Laws**

By law, all people travelling in a motor vehicle are required to wear a seatbelt. Occupants older than 16 are responsible for their own seatbelt use. The driver is responsible for those under the age of 16. Tough fines apply so it's best to 'belt up'. It is also illegal to:

- ❖ Drive over the speed limit. Look out for speed limit signs - they're generally set at 50km or 60km in residential areas and 100km or 110km in rural and regional areas
- ❖ Drive under the influence of alcohol or drugs (the legal blood alcohol level in NSW is 0.05)
- ❖ Talk on a handheld mobile phone while driving
- ❖ Drive a motorbike without a helmet (passengers must wear a helmet too).

For more information on road laws, please visit <http://www.rta.nsw.gov.au/>

- **Education Costs**

The costs of education and living in Australia are comparatively low when considering opportunities available in other countries. All tuition fees for international students who study in Australia are exempt from GST and are charged up-front, with some institutions making additional charges to cover other associated costs like sports facilities, laboratory costs, student organisation membership and library fees.

Australian education tuition fees to study in Australia for international students are very competitive.

English Language Courses

The costs of English Language courses vary greatly depending on the duration and level of the English course. English language courses vary in duration and intensity, and can cost as little as a few hundred dollars for a 2 week short course to AU\$3,500 for a half year semester or up to AU\$14,500 for a full year university preparation English course.

- **Australian Vocational Education and Training (VET)**

Prices for vocational education courses in Australia can vary between AU\$7000 and AU\$70000 depending on the course and whether the qualification is a certificate, diploma or advanced diploma. For example, learning to fly is far more expensive than any course that is largely classroom based.

The length of courses can also vary greatly depending on the type of course you plan to study. Make sure you do your homework before you enrol in any course.

- **Living Costs**

Living costs to study in Australia are based on the average expenditure by actual international students surveyed, but they will ultimately depend on the students' own lifestyles. Students who study in Australia have the option of a number of types of accommodation, and can choose to live with other students or by themselves. Most international students prepare or buy their own meals. However, some on campus university accommodation offers cooked meals as well as accommodation.

- **Share accommodation**



This usually involves the payment of a bond (commonly 2 or 4 weeks rent), which is refundable if the room is left in good condition. Telephone, gas and electricity are additional costs shared between the tenants. Prices can vary between AU\$50 and AU\$180 per week depending on size, location and facilities. Notice boards and newspapers (online or print) are generally the most common places to find share accommodation.

- **Rental Accommodation**

Rental properties involve signing of a lease contract and paying a 4 week government held bond, which is refundable if the dwelling is left in good condition. Lease contracts are typically 12 months or six months in length. Single room units can be as cheap as AU\$100 per week depending on the city and size. Multi room units and houses can be anything from AU\$350 - AU\$600 or more per week depending on the size and location to the proximity to the city.

- **Homestay Accommodation**

Homestay accommodation is popular among English language students and involves living with an Australian family in a shared or private room. Homestay accommodation is often arranged by the educational institution or privately by the student. Homestay can cost anywhere between A\$150 and A\$250 per week inclusive of most meals.

- **Budget Hotels and Guesthouses**

Budget hotels and guesthouses typically involve accommodation in a dormitory or a private room excluding meals and are common among language or short course students and backpackers. Costs vary between AU\$50 to AU\$90 per day. Weekly rates are cheaper. Electricity and gas are usually included.

- **Cost of Utilities**

There are of course other costs associated with living in Australia. Please take these into account. For example, the extra cost of the use of electricity, the telephone and gas on top of your rent. The initial cost of connecting these basic services are as follows (please note that connection costs are approximate only - you must check current costs with the relevant service provider):

Connection of Gas	AU\$150.00 Approximately
Connection of Electricity	AU\$150.00 Approximately
Connection of Telephone	AU\$59.00 Approximately

Please ensure that the rates may vary depending on the location and the type of requirement/s. for more information, you may like to visit the following websites:

<http://www.agl.com.au/Pages/AGLHome.aspx> (For electricity and gas connections)

<http://www.agl.com.au/Pages/AGLHome.aspx> (For electricity and gas connections)

<http://telstra.com.au/> (Telephone connection)

<http://www.optus.com.au/home/index.html> (Telephone connection)

Deferring or suspending your enrolment



If you wish to defer, temporarily suspend your enrolment contact the Student Welfare Officer at Windsor Institute and inform them of the reasons for deferment or suspension.

A student may be granted deferment or temporary suspension from their studies *ONLY* on compassionate grounds or due to compelling circumstances (e.g. where a medical certificate states that a student is unable to attend classes).

If deferment or temporary suspension is granted, the Administration Officer will confirm in writing that the request has been successful and notify the Secretary of DEEWR via PRISMS that your enrolment has been deferred or temporarily suspended.



SECTION 3: NOW THAT YOU ARE HERE ...

On Starting

Orientation is conducted on the first day of course commencement. Its purpose is to fully inform new students of most aspects of life at the Institute and provide an introduction to studying, the area's costs of living, transportation, facilities and accommodation. In addition our staff will be introduced, a tour of the provider and the local area will take place and an opportunity to ask questions will be given.

Your site induction will include the following subjects with a record made on your Site Induction Record for International and Local Students

- Site Safety induction
- Site security briefing
- Orientation to the area
- Academic progress
- Further study options that are available during and after the course of study
- Accommodation options available with the active support of Windsor Institute Office Administrator.

Identify the important members of staff because you may need to talk with them later. Introduce yourself to the Academic Manager, Administration Officer/Student Services Officer- you may need them in a hurry!

What you Can and Cannot Do... Student Rights and Responsibilities

To ensure you gain the maximum benefit from your time with us, we reserve the right to remove any person(s) who displays dysfunctional or disruptive behaviour. Such behaviour will not be tolerated and, if a second episode occurs, then you may be asked to leave the course with notification submitted to DIAC.

You must comply with all of your Visa requirements as outlined in this handbook and as updated by DIAC from time to time. This is particularly important for attendance and successful academic performance.

In addition to meeting the requirements of your Visa, there are a large number of laws that apply to you as a student visiting Australia. The impacts of these are discussed in this Handbook. Basically, you must be of good behaviour and recognise the rights of others. If you want to look up specific details of the appropriate laws, talk to your trainer. They will be able to provide you with a list of the laws and regulations that apply.



Working with others within the institute is not a function of the Law but rather as existing in a free and amiable study environment. This requires maturity and at times, understanding. If you have any concerns about how you should act, speak with your trainer or the Administration Officer/Student Services Officer. Remember though that if you break a law, you may be charged for that breach which will affect your stay in Australia

Unacceptable behaviour may include:

- Continuous interruptions to the trainer whilst delivering the course content
- Smoking in non-smoking areas
- Being disrespectful to other participants
- Harassment by using offensive language
- Sexual harassment
- Acting in an unsafe manner that places you or others at risk
- Refusing to participate when required in group activities
- Continued absence at required times
- Being under the influence of alcohol or illegal drugs
- Lack of personal hygiene
- Other objectionable behaviour

You have the right to:

- Be treated fairly with respect from others and without discrimination or harassment, regardless of religious, cultural, racial and sexual difference, age, disability or socio-economic status;
- Be free from all forms of intimidation;
- Work in a safe, clean, orderly and cooperative environment;
- Have personal property (including computer files and your work) and the Institute's property protected from damage or other misuse;
- Have any disputes settled in a fair and rational manner (this is accomplished by the Complaints Procedure);
- Learn in an environment that is conducive to success;
- Work and learn in a supportive environment without interference from others;
- Apply to have existing skills and knowledge recognised;
- Privacy concerning records containing personal information, (subject to other statutory requirements and other agreed uses);
- Be given information about assessment procedures at the beginning of the unit and progressive results as they occur;
- Appeal within twenty one days of receiving notification of any decision made about late or missed assessment;
- Lodge a complaint and have it investigated effectively without fear of retaliation or victimisation; and
- Express and share ideas and to ask questions



You have the responsibility to:

Treat staff and fellow students with respect and fairness. This includes but is not limited to:

- Following reasonable directions from a member of staff;
- Not behaving in any way that may offend, embarrass or threaten others;
- Not harassing fellow students or staff by for example using offensive language or making unwanted sexual advances;
- Taking care of facilities by not damaging, stealing, modifying or misusing property; and
- Acting in a safe manner that does not place you or others at risk.
- Ensure personal details are current and correct;
- Participate in all assessment tasks as scheduled, honestly and to the best of your ability;
- Not to smoke in non-smoking areas;
- Not to be under the influence of alcohol or illegal drugs; and
- Follow normal safety practices.

For non-compliance with our rules, the following applies:

- The Administration Officer/Student Services Officer will contact you to discuss the issue or behaviour & to determine how the issue might be rectified. This will be documented, signed by all parties and included on your personal file.
- If your behaviour continues or the issue is unresolved, you will be invited for a personal interview with the Principal Executive Officer to discuss this issue further and to make you aware of our complaints procedure that is available to you. This meeting and its outcomes will be documented, signed by all parties and included on your personal file.
- Should the issue or behaviour continue, you will be provided with a final warning in writing & a time frame in which to rectify the issue. A copy of this letter will be included on your personal file.
- Should the issue or behaviour still continue, training services will be withdrawn and you will be notified in writing that their enrolment has been terminated with advice being given to DIAC and DIAC as required by the legislation

While we hope that these situations do not happen, we are committed to a very transparent process to ensure that all parties are satisfied with the final resolution.



Compliance with Occupational Health and Safety Requirements

The Occupational Health and Safety Act 2000 explains our duty of care to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others in the work place. This includes the provision of:

- A workplace that is safe to work in, with working procedures that are safe to use;
- Adequate staff training including topics such as safe work procedures, infection control procedures and appropriate hygiene;
- Properly maintained facilities and equipment, including the provision of personal protective equipment such as gloves, eye protection and sharps containers where required; and
- A clean and suitably designed work place with the safe storage of goods such as chemicals

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment
- Implement procedures and practices, in a variety of situations, in accordance with State and Local Government Health regulations.
- Store and dispose of waste according to health regulations
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage
- Check all equipment for maintenance requirements
- Refer equipment for repair as required
- Store equipment safely
- Identify fire hazards and take precautions to prevent fire
- Safe lifting and carrying techniques maintained
- Ensure student safety at all times
- Ensure procedures for operator safety are followed at all times
- All unsafe situations recognised and reported
- Implement regular fire drills and provide first aid courses to all staff and students
- Display first aid and safety procedures for all staff and students to see
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required

Harassment, Bullying and Victimisation

Windsor Institute believes that staff and students are the Organisation's most valuable assets. It is well recognised that ignoring workplace harassment, or what some might regard as bullying, can have serious consequences. Given that Windsor Institute seeks to attract and retain talented employees from all backgrounds and to maintain an enhanced workplace morale, we are determined to provide a workplace free of harassment, victimisation, bullying and upholding of State and Federal laws pertaining to any form of discrimination.



Harassment is unwelcome, unsolicited and non-reciprocated behaviour and it is based on an inappropriate assumption of power. Harassment may be intentional or unintentional and it may take many forms, such as verbal, written or physical. Regardless of the form it takes, the distress caused to the victim can be the same.

As in any area of human interaction, the boundaries of what constitutes harassment victimisation and bullying may vary from person to person. In addition one individual may have different boundaries for different relationships. Employees of Windsor Institute will recognise and respect the boundaries set by others.

All people associated with Windsor Institute may expect the same rights.

- The right to learn, teach or carry out their duties;
- The right to be treated with respect and treated fairly;
- The right to be safe in the workplace emotionally and physically;
- The right to have all reports of harassment to be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated;
- The right to inform management of any harassment and management has the responsibility to take immediate and appropriate action to address it;
- The right, when dealing with all complaints, to respect the rights of all individuals and maintain confidentiality;
- The right to whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation; and
- Both the person making the complaint, and the person against whom the complaint has been made, has the right to receive information, support and assistance in resolving the issue.

Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, will be victimised.

Harassment should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers and assessors. Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in good national faith.

Sexual Harassment

A person sexually harasses another person if:

- a) the person makes an unwelcome sexual advance, or an unwelcome request for sexual favours, to the person harassed; or
- b) engages in other unwelcome conduct of a sexual nature in relation to the person harassed;



in circumstances in which a reasonable person, having regard to all of the circumstances, would be able to have anticipated that the person harassed would be offended, humiliated or intimidated.

In this section "conduct of a sexual nature" includes making a statement of a sexual nature to a person, or in the presence of a person, whether the statement is made orally or in writing.

During the process of investigating matters related to harassment, victimisation and bullying, the person involved in recording any meeting or discussion shall assume responsibility for ensuring that:

- Meetings are held in private;
- Any written record is kept secure from un-authorized access; and
- That no discussion shall take place with any person in relation to information provided except with the Principal Executive Officer, or those parties directly involved in the matter.

The Institute is obliged under anti-discrimination law to take action to eliminate and prevent unlawful harassment, and to deal with any complaints of unlawful harassment sensitively, confidentially and rapidly.

Discrimination

Discrimination is broadly defined as treating one person unfairly over another based on factors that are unrelated to their ability or potential. State and Federal legislation protects people at work and in education from discrimination on the basis of certain attributes and from being treated unfairly because they have complained about discrimination.

Direct or indirect discrimination on the basis of one or more of the following attributes is unlawful.

- Age
- Sex
- Compulsory retirement from employment;
- Physical, psychiatric or intellectual disability or impairment
- Breastfeeding
- Gender identity
- Industrial activity
- Lawful sexual activity/ sexual orientation
- Marital status
- Physical features
- Political affiliation
- Pregnancy or potential pregnancy
- Race
- Religious affiliation
- Status as a parent or carer
- Association with a person who is identified by reference to any of the above attributes.

Types of discrimination



There are three types of discrimination that are covered by legislation.

- Direct discrimination when someone receives less favourable treatment on the basis of characteristics or stereotyped assumptions that are not job or study related.
- Indirect discrimination when policies and practices that appear neutral or fair because they are applied to everyone, actually have a different and disadvantageous impact on other groups of people.
- Discriminatory harassment is behaviour that would offend, humiliate or intimidate a person based on the attributes listed above.

In short, don't harass anyone.

Access and Equity

Education is the foundation of an informed and just society, the key to overcoming social inequality and to achieving its social justice objectives. Windsor Institute shares the Government's vision that people from all backgrounds and circumstances share access to the knowledge, skills and understandings they need to participate fully and successfully in the community.

Windsor Institute has adopted the following "equity in training" principles.

- Everyone is entitled to high quality training that provides recognised credentials and clear pathways to employment and lifelong learning.
- The outcomes of training should not depend on factors beyond the learner's control or influence.
- The diversity of the population is recognised and valued by inclusive approaches to the development, conduct and evaluation of programs.

Windsor Institute endorses the national equity strategy by incorporating the principles of equity into all programs, and ensuring policies and training approaches are responsive to the diverse needs of all students.

We make our courses available to any person seeking an education, including

- Women
- People with disabilities,
- People from non-English speaking backgrounds,

Through access and equity Windsor Institute aims to ensure that:

- Staff and student rights to equality of opportunity is realised;
- Diversity within our study body and the general community is recognised and respected; and
- A person's right to make decisions that affect their life is upheld.



All staff members are responsible for ensuring that they understand and implement access and equity and behave in a courteous, sensitive and non-discriminatory manner when dealing with other Institute staff and students. Similarly Institute students are responsible for behaving in a courteous, sensitive and non-discriminatory manner when dealing with institute staff and other students.

At anytime should a student feel they have problems in relation to access and equity within a course they are undertaking, they should firstly approach their trainer to discuss the matter. If they feel they are unable to discuss this matter with their trainer they can approach the Principal Executive Officer to discuss and resolve the issue.

The Principal Executive Officer is designated as the Access and Equity Officer.

Vocational Education and Training (VET)

Vocational education and training in Australia is regulated by a variety of Australian, state and territory laws. Employment, workplace and equity issues are also covered by a range of Australian, state and territory legislation. Where the state or territory and the Australian laws deal with the same situation differently, the Australian law has jurisdiction.

Fundamental to the VET system are Australian laws such as the Vocational Education and Training Act (NSW) 2005. This legislation creates VETAB as the NSW Regulator and also empowers them to take action if we are non compliant in any way.

States also have laws that govern VET in their jurisdictions. These laws establish and grant powers to training authorities, and provide mechanisms for the planning, funding, coordination and evaluation of VET.

Privacy

In effect the following apply:

- Windsor Institute keeps student information private and only collects information that relates to their training success.
- Students may access their personal file held by Windsor Institute on training progress. They may also request that updates to be made to information that they feel is incorrect or out of date.
- Windsor Institute is subject to audit by Government Officials and access to student training files may be given to government officers from such agencies as ACPET, WorkCover and VETAB for the purposes of these audits.
- Student training files cannot be accessed by a third party unless they give written permission that identifies the sections of the file(s) to be made available.
- Windsor Institute takes all reasonable steps to protect personal information from misuse, loss, unauthorised access, modification or disclosure including restricted access to electronic files, secure storage of paper files and secure backup of data.
- Staff members are not to give out the phone numbers, addresses or personal details of any staff member or student unless authorised to do so.
- Only authorised personnel have access to confidential information. Staff and students are not entitled to view anyone else's personal files unless authorised by the Principal Executive Officer.



- All database records, manual records, staff files, student files and student names are confidential information.
- Files cannot be removed from our administration office, without the prior authorisation of the Principal Executive Officer.
- Staff must practice discretion at all times when discussing or handling client information and should take every precaution to ensure client details are not accessed by unauthorised persons.
- Due care must be taken when discussing personal details with staff or students or when discussing student details with external agencies. If you are unsure of how to act in a given situation, consult with the Principal Executive Officer.

Recording Attendance

Each day when you arrive at the Institute you must sign in to record the fact that you were on site. Write the time that you arrived next to your signature. You must also sign the attendance sheet and note the time at the end of the day. This way we are able to demonstrate that you received a certain number of hours of training.

If you miss training for any reason, you must advise us in writing. Depending upon what has been missed, you may be able to make up the information by self paced learning as private study. By arrangement with the Principal Executive Officer, you may be able to work different hours to acquire the training missed.

Repeated absence will result in counselling and if not worked out between us, you may be asked to leave the course.

Full Time Study

Australian law requires International students to study 100% of a full time study load. The only reason you may undertake a reduced study load is because you need to take extra subjects to complete your course of study and these subjects are less than a full time study load.

For example, if you were in your final semester and you only had 2 subjects left to complete your course you would not be required to enrol in a full time load. International students are not entitled to undertake a reduced study load because of credit transfer, exemptions or to repeat failed units. Students in this situation will be guided by their course coordinator on what alternative subjects may be available or which subjects they can undertake from later years to ensure they have a 100% full time study load.

Please be aware that if your attendance drops below 80% the provider is required to review your involvement, counsel you and, if poor attendance persists, report you to DIAC as being in breach of your visa conditions.

Satisfactory Progress

Students who do not have satisfactory academic progress will be reported to DIAC. As a general rule more than one failure in a unit or failure in more than two units in any semester will trigger a review of academic progress by us. You can only repeat a unit once.



If at the end of the review we are not satisfied with your academic progress or if you fail more than one unit or you fail a unit a second time, you will be reported to DIAC as being in breach of your visa conditions.

Further Study

Graduates of the provider courses may seek credits to the relevant degree programs in Australian Universities. There is no guaranteed entry into University programs; however as a general rule students with high marks will have the best chance of being accepted by a University.

Complaints Procedures

Instances could arise where you may wish to resolve a problem with personalities or the way a course has been delivered or to appeal against assessment results. Windsor Institute must be objective and ensure the validity of the process and learning outcomes. Each complaint and appeal and its outcome is recorded in writing and a letter stating the outcome and the reasons for the outcome are supplied.

The steps to Windsor Institute a resolution of a complaint are:

Step 1:

- Verbal complaints regarding vocational education are discussed with a trainer or assessor and preferably resolved.
- Complaints about the organisation can be directed to the Principal Executive Officer.

Step 2:

- If the complaint is not resolved in Step 1, then the complaint is documented by the complainant onto the Complaints and Appeals Form. Student complaints are submitted to the Administration Officer/Student Services Officer who advocates on behalf of the student in resolving this complaint. The complaint must be initiated within 10 working days

Step 3:

- The Administration Officer/Student Services Officer liaises with the Academic Manager who advocates on behalf of the organisation. Regardless of this, any complainant has the right to have their version of events heard in the resolution negotiation and have an independent advocate present.

Step 4:

- The Administration Officer/Student Services Officer records the details of a complaint onto an Improvement Request (Form 13) and advises the Principal Executive Officer of the complaint being resolved.

Step 5:

- Complaints are investigated fairly and objectively with details of the investigation provided in writing to the complainant. The details will state the outcomes and reasons for the decisions made.

Step 6:

- Where the complainant is not satisfied with the outcome, the matter may be referred to the Principal Executive Officer or other independent mediator such as ACPET for review. The Principal Executive



Officer will investigate the complaint fairly and objectively and detail the investigation in writing for the complainant. The details will state the outcomes and reasons for the decisions made.

Step 7:

- The Compliance Officer will close out the improvement request when the complaint has been resolved to the satisfaction of both parties.

Step 8:

- A copy of the all documentation, in particular the complaint and the outcome, is placed in the student's file, staff file or Continuous Improvement Register as appropriate.

Step 9:

- Where the resolution requires a documented change to policies and procedures, the Office Administrator notifies the Principal Executive Officer and Academic Manager of the change to ensure that the procedure for document change as listed in Procedure 1.2: "*Document Control*" is followed with the appropriate records made.
- In the event that a complaint is substantiated, we will take prompt and appropriate action to resolve the circumstances.

At each step of the complaints resolution process Windsor Institute will allow you to make representation either orally or in writing prior to reaching a decision. We also allow you to employ an independent person or panel such as the VETAB complaints line to hear the appeal.

If you have problems that do not directly concern Windsor Institute but may affect your ability to achieve competency, we will refer you to appropriate external support groups for assistance.

Where the resolution of a complaint requires further action such as a change to policies and procedures or staff disciplinary action the Principal Executive Officer is responsible for ensuring such action occurs within a reasonable timeframe.

If the student chooses to access our complaints and appeals processes, Windsor Institute will maintain the student's enrolment while the complaints and appeals process is ongoing.

Language, Literacy and Numeracy (LLN)

We aim at all times to provide a positive and rewarding learning experience for all students. Our enrolment form asks you to provide information regarding Language, Literacy and Numeracy (LLN) requirements or any other special learning needs. In the event of LLN becoming an issue, the Administration Officer/Student Services Officer will contact the Student to discuss their requirements.

We may require students to complete a literacy and numeracy assessment. Students unable to complete the assessment will be referred to an appropriate service. We will make every effort to ensure that you are adequately supported to enable completion of your training.

Some examples of the type of support that we can offer include:



Literacy

- Providing you only essential writing tasks.
- Considering the use of group exercises.
- Providing examples and models of completed tasks.
- Ensuring that documents and forms are written and formatted in plain English.
- Using clear headings, highlighting certain key words or phrases.
- Providing explanations of all technical terms used.

Language

- Presenting information in small chunks and speaking clearly, concisely and not too quickly.
- Giving clear instructions in a logical sequence.
- Giving lots of practical examples.
- Encouraging you to ask questions.
- Asking questions to ensure you understand.

Numeracy

- Showing you how to do the calculations through step by step instructions and through examples of completed calculations.
- Helping you to work out what maths calculations and measurements are required to complete the task.
- Encouraging the use of calculators and demonstrating how to use them.

Students with Special Needs

In line with our Access and Equity practices, students with "special needs" are offered the same opportunities as any other candidate. Our training and assessment programs will take special needs into consideration from the planning stage onwards and adopt flexible learning and assessment methods as appropriate.

As "special needs" extend to more than identified physical or learning difficulties, Trainers and Assessors will need to consider the best approach when dealing with candidates with needs such as low literacy, lack of confidence or a non-English speaking background.

This is especially so in relation to assessment because one fundamental principle of an assessment system is that each candidate must have access to fair and open assessment. Depending on any specification given in the standards, the assessor may be able to accept alternative evidence from a candidate with special needs.

If there is uncertainty, the assessor will call on other assessors or a verifier for assistance and guidance, as required. In such a case, the situation must be fully documented, with appropriate feedback being provided to the candidate at all stages.

Flexible Learning Strategies & Assessment Procedures

Flexible learning and assessment procedures form part of our learning and assessment strategies and are integral to the concept of competency-based training. We customise our training and assessments to meet your specific needs.



If you are having difficulty achieving competency in any module please discuss the matter with your assessor/trainer and where possible alternative learning/assessment strategies will be provided to you.

Competency Based Training

You are participating in a course of competency-based training. So, what exactly does that mean?

Qualifications are made up of Units of Competency. These tell us the skills and knowledge recognised as necessary to perform effectively in a particular job or role. Each industry area divides these skills and knowledge into related categories that form National Competency Standards for specific industry areas.

The National Competency Standards provide a framework for training and assessment and tell us what skills and knowledge an employee at a particular level within a particular industry should be reasonably expected to Windsor Institute.

So a competency is: ... "The ability to perform a job to the required level of performance expected in the workplace." Our assessments are based on checking if you have the skills, knowledge and attitudes to perform a job.

Assessment

Assessment is the means by which we determine whether or not a competency has been achieved. It is the process of collecting evidence and making judgements about the extent to which a person demonstrates the knowledge and skills as set out in the standards or learning outcomes of a unit of competency. For an effective assessment system in a competency environment, some basic principles must apply.

Underlying principles of assessment:

(a) Validity

The assessments actually assess what they claim to assess and what they have been designed to assess. Validity of assessment is when Assessors are fully aware of what is to be assessed, as indicated by the standards of competence, including clearly defined performance criteria; Appropriate evidence is collected from activities that can be clearly related to the units of competency.

(b) Authenticity

The evidence collected is authentic that is, actually comes from valid sources and is directly attributable to the skills and knowledge of the individual being assessed.

(c) Reliability

Reliable assessment uses methods and procedures that ensure that the competency standards are interpreted and applied consistently from person to person and from context to context. The following are important to ensure that assessment produces consistent outcomes:

- Clear, unambiguous, well documented assessment procedures and competency standards;
 - Clear, consistent and specific assessment criteria;
 - Effectively trained, briefed and monitored assessors;
 - Adequate assessors across industries and a hierarchy of assessment which ensures a quality outcome;
- and



- Assessment is carried out within a system flexible enough to cope with multiple and diverse forms of evidence.

(d) Consistency

The assessment system must ensure that evidence collected and provided for judgement is consistent across the range, without undue reliance on any small number of select workplace contexts or projects.

(e) Currency

Under an effective system, assessment evaluates whether or not the individual's skills and knowledge are current and can be applied in today's workplace.

As a general rule, competencies that have not been demonstrated within the past 3 years are not usually accepted as "current". However, an assessor, under some circumstances may make exceptions to the specified period.

There may be specific situations where skills have not been directly applied for a longer period, but these skills are in fact still current for the individual. In cases such as this, evidence from earlier periods may be admissible, and assessed for currency, within an appropriately flexible assessment system.

(f) Sufficiency

Evidence of competency should be sufficient to cover all the elements, performance criteria and required range of variables in the standards against which assessment is to be carried out.

A tendency of many candidates is to provide more (or less) evidence than is actually required to prove competency against the standards. An effective assessment system ensures that candidates are clearly advised regarding the amount and form of evidence, which is sufficient to prove competency. This should avoid the situation where masses of evidence are provided, requiring assessors to spend more time than necessary per candidate, or too little evidence, making it difficult to judge competence.

(g) Flexibility

Every portfolio or set of candidate evidence is unique. Each candidate will identify and develop his or her own specific set of evidence to prove competency against the standards. This set will be based on the workplace experience of the candidate and will comprise diverse types and forms of relevant and appropriate evidence.

Assessors will take a flexible approach to the assessment of evidence. Clearly, this approach must always take time and cost into account both to ensure the best use of assessor time and the best use of the candidate and his or her employer's time.

An assessment system must evaluate the scope of knowledge and skills covered by the criteria both performance (skill) and underpinning knowledge and understanding.

Students are notified in advance of assessment dates and times by the member of staff/trainer responsible for the assessment.

The Following Conditions Apply to Assessments:



- 1A Students who are absent on the day of assessment must notify the Institutions of their inability to attend prior to the assessment time. A medical certificate must be supplied.
- 2A Students who know in advance that an assessment date cannot be met must inform the member of staff/trainer responsible for setting the assessment.

RESCHEDULED ASSESSMENT PROCEDURE

Students, who have missed an assessment for any reason covered under conditions 1A, 2A of this policy, must apply for the missed assessment to be rescheduled.

The Following Conditions Apply to Re-scheduled Assessments:

- 1B Students must have re-scheduled and completed the assessment within four (4) weeks of the original assessment date.
- 2B Students must organise to re-schedule the assessment with the staff member responsible for the assessment.
- 3B Students must supply a medical certificate or letter from their employer as stated in condition 1A or 2A.

If conditions 1B, 2B or 3B are not adhered to, students will be deemed **NOT YET COMPETENT**.

REASSESSMENT PROCEDURE

If a student has previously attempted an assessment and has been deemed **NOT YET COMPETENT** they may apply for reassessment under the following conditions:

- 1C Where conditions 1B, 2B and 3B **DO NOT APPLY**, students deemed **NOT YET COMPETENT** may be reassessed on payment of a fee per assessment. The fee is as per the schedule of fees annexed to this document
- 1) Discuss the matter with the Academic Manager/Head Trainer.
 - 2) The Academic manager/Head trainer will consult with the Assessor to ascertain why the student did not pass.
 - 3) The student will meet with the Assessor to discuss the results of the assessment.
 - 4) The student may then take steps toward being re-assessed.
 - 5) The student will be advised to fill out a Re-assessment application and pay for Re-assessment.
 - 6) A date will be set for the re-assessment.
 - 7) The student will undertake preparation for Re-assessment.

Appeals for Reassessment

If a student is dissatisfied with the results of an assessment they may lodge an appeal for reassessment of the evidence of competency for which the assessment was undertaken

Fairness and Equity



An assessment system and its processes must not disadvantage any person or organisation. All eligible candidates must be guaranteed access to assessment, which does not discriminate on any basis. Assessment guidelines must include an approach for working with candidates who have special needs.

To Windsor Institute these principles, the assessment system must exhibit the following characteristics:

- a. The standards, assessment processes and all associated information are straight forward and understandable;
- b. The characteristics of potential candidates are identified, to enable all potential assessment issues to be identified and catered for;
- c. The chosen processes and materials within the system of assessment do not disadvantage candidates;
- d. An appropriate and effective review and dispute resolution mechanism is in place to investigate, examine and redress any issue of unfairness or disadvantage identified, involving access, assessment, certification or any other related issue; and
- e. Where potential disadvantages are identified, the system is amended to avoid or counter them, or appropriate steps taken to overcome them including reassessment if required.

Forms of Evidence

In general, basic forms of skills evidence include:

- (a) Direct performance evidence
 - current or from an acceptable past period;
 - extracted examples within the workplace;
 - natural observation in the workplace; and
 - simulations, including competency and skills tests, projects, assignments
- (b) Supplementary evidence, from:
 - oral and written questioning;
 - personal reports; and
 - Witness testimony.

Appropriate and valid forms of assessment utilised for both skills and knowledge may include:

- Evaluation of direct products of work;
- Natural observation;
- Skill tests, simulations and projects;
- Evaluation of underpinning knowledge and understanding;
- Questioning and discussion; and
- Evidence from prior activity.

Assessments are not a stressful activity. They are conducted in a relaxed and friendly atmosphere. Do not regard your assessment as an examination. Your Assessor simply needs to know which competencies from your course you have mastered, and which competencies require further practice and will be flexible in the assessment method used. It is in your long-term interests to ensure that all of the skills necessary for the job have been mastered; our aim is to help you to learn those skills in the right way.



Arranging a Re-Assessment

Appeals for reassessment must be submitted within two weeks of the original assessment decision being advised to the student.

Step One:

Discuss the assessment outcomes with the relevant Trainers/ Assessors. If this does not resolve the matter then the appeal is put in writing using Appeals Information Form (Form 06) and submitted to the Academic Manager.

Step Two:

The Office Administrator assembles the relevant information for the reassessment. This would include details of the assessment environment and the original assessment tools with the objective evidence of competency determination listed.

Step Three:

The appellant may allow a simple review of the documented evidence to be reviewed or to undergo a retest depending upon the perceived needs and differences.

Step Four:

If this does not resolve the matter, the appeal may be heard by the VETAB on 02 9244 5335 or by mail to Level 14, 1 Oxford Street, Darlinghurst, NSW 2010. No further appeal mechanism exists beyond this point in the process.

Cancelling your Enrolment

You may cancel your enrolment for any reason. In this situation the Administration Officer will:

- (a) Confirm in writing that the change in enrolment status may affect your visa; and
- (b) Notify the government authorities that your enrolment has been cancelled; and
- (c) Issue a Refund Application (Form 15) if appropriate.

We may defer or temporarily suspend your enrolment for two reasons:

- (a) Compassionate or compelling circumstances; or
- (b) Misbehaviour by you.

The Principal Executive Officer may make the decision to cancel your enrolment, based on information received from the staff.

If we intend to defer, temporarily suspend or cancel your enrolment, then the Administration Officer will inform you in writing of the School's intention and that the change in enrolment status may affect your visa; and inform you that you have 20 working days to access the complaints and appeals process outlined in our Continuous Improvement procedure; and



If you do not access our complaints and appeals process, then the Administration Officer will then notify PRISMS that your enrolment has been deferred, temporarily suspended or cancelled. Should you decide to access the complaints and appeals process, the suspension or cancellation will not take effect until the process is completed.

Intervention Process for Poor Performance

The course is delivered using work books that have been either sourced externally from an education resource provider or have been created in-house by our training staff. All training is conducted addressing verbal, written and practical assessments and is assessed at the completion of all relevant units and assessed at the end point.

The Academic Manager is responsible for the appropriate follow-up action of those students who are at risk of not maintaining satisfactory course progress as follows:

- (a) Student has been determined not yet competent in two successive assessments or
- (b) Where a second attempt of an initial assessment has been made and remains not yet competent or
- (c) Where the student has failed or deemed not yet competent in 50% or more of the units attempted in any one study period

The Student Welfare Officer shall contact you by telephone, email or mail and confirm your right to access the Complaints Process within 20 days.

You must arrange a meeting with the Academic Manager. Bring a photo ID to the meeting. The meeting will discuss the reason for your poor academic progress and identify any assistance or counselling required. The assistance/ counselling to be provided is documented and agreed with you and a record placed in your file. The Trainer/ Assessor is informed of the meeting outcome.

The Student Welfare Officer is responsible for ensuring implementation and monitoring of the intervention agreement. Where the intervention strategy fails to improve your academic performance a further meeting will be arranged and remedial action taken if possible.

If you fail more than one unit of competence in any semester, you will be asked to explain why you should remain on the course. Without a reasonable explanation or in the absence of any reason, the Principal Executive Officer may opt to terminate your enrolment.

Students are permitted to repeat a full cluster of units once. Where this cluster remains uncompleted at the end of the course, then they may be permitted to attend Windsor Institute in a part time capacity.

Where you fail to get in contact, does not access the complaints process within 20 days or fails to attend the scheduled meeting, you will be issued with a warning letter advising you are at risk of breaching a student Visa requirements through not achieving satisfactory academic progress.

If you still fail to get in contact, you will be issued with a final letter advising you are in breach of their student Visa requirements and will be reported to DIAC.



If you do not respond to the final warning letter, course enrolment will be terminated for non-compliance with visa conditions.

Intervention Process for Poor Attendance

All course training will be delivered as institution-based face-to-face training as listed on the Course Timetable for at least 20 hours per week for at least 36 weeks of the academic year as listed on the CRICOS Register.

Distance learning, e-learning and self paced learning are unacceptable modes of study. If RPL is issued and the student must maintain full time study, then supervised study will be conducted. This will be supervised by an appropriate Trainer.

All session times and locations are detailed on the course timetable.

You are required to attend all practical classes and maintain at least an 80% attendance rate of timetable theory classes. Attendance is measured daily and the 80% rate calculated from that day retrospectively (i.e. as a % of the number of days between course commencement and the day of absence). If the attendance rate drops below 80% then they are considered to be in breach of their Visa conditions, DEEWR are advised through PRISMS by the Administration Officer, and students may be asked to make up the training commitment or leave the course.

If the attendance drops below 80% but the student performance is in keeping with the rest of the group or meets the existing competencies within the summary of assessment then Academic Manager may not require DEEWR notification.

A Student Attendance Sheet (Form 47) is compiled and printed by the Administration Officer for each class. The attendance sheet states the teacher's name, class name and duration. On commencement of the class or session, the roll is signed off by each student. Each sheet is signed by the Trainer/ Assessor responsible for the conduct of that session.

The attendance record is taken by the Administration Officer and the attendance entered into the Student Attendance Database. Any absence is noted in your file. All medical absences over two days require a medical certificate.

Attendance percentage will be determined using the attendance database and a report of attendance issued to the Academic Manager at the end of each week.

Students with three days of non attendance are contacted by phone by the Student Welfare Officer to determine the cause of their absence. A file note of the phone contact is placed into the student file. If the student cannot be contacted after 5 days, then DEEWR is advised through PRISMS by the Administration Officer.

As soon as student attendance drops to 80% or less, DEEWR are advised through PRISMS by the Administration Officer and a breach notice issued for Non Attendance. A copy of this is retained on the student file.



The Breach notice formally advises the student may commence proceeding under our complaints and appeals processes within 20 days. Should the student elect not to do so, then VETAB shall be advised via PRISMS of the student's non attendance and that the Visa approval is to be cancelled.

Releasing and transferring students to another RTO

Transfer shall be considered following a formal application by the student using Application to Transfer Provider Form (Form 59). This will be acceptable after or at any time during the Complaints and Appeals process up to 6 months after commencing attendance at the Institution. An application for a letter of release shall be refused when:

- (a) A letter of offer from another RTO has not been presented;
- (b) When there are personality issues between an instructor and the student or between students that may be resolved by mediation;
- (c) Unacceptable physical or verbal aggression;
- (d) When there are outstanding fees due for education training already received;
- (e) When the student has not completed required assessments and is looking to have a statement of attainment issued
- (f) The complaints process has not been completed and the appeals process has not been commenced;
- (g) Poor or unacceptable performance;
- (h) Poor or unacceptable attendance;
- (i) Breaking of any common law (in which case the visa shall be terminated); and
- (j) other exceptional circumstances.

A Letter of Release for Transferring Students (Form 44) will be provided within 10 working days where it is agreed between us and you and provided you do not fall into any of the categories in above. This is provided without cost to you.

After 6 months attendance at the Institution, the student may move to another Institution without a letter of release. Where an application for transfer is rejected, you will be advised in writing within 10 days of the basis for the rejection that you may commence action under our complaints and appeals procedure.



Extending Visas

We will extend the duration of your study where it is clear that you will not complete the course within the expected duration, as specified on the eCoE, as the result of:

- (a) Compassionate or compelling circumstances such as illness where a medical certificate states that the student was unable to attend classes
- (b) The registered provider implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress, or
- (c) An approved deferment or suspension of study has been granted under Standard 13 of the National Code.

To extend a students visa term, you must apply for the extension in writing to Principal Executive Officer explaining the justification. The Principal Executive Officer shall review the application along with the other relevant members of staff and make an informed decision. Rejection of the application shall be discussed with you. You may appeal the decision as defined in our procedures 4.1 *Continuous Improvement*.

You shall be advised of the outcome in writing.



SECTION 4. HERE TODAY, GONE TOMORROW ...

Graduation

Congratulations - you have finished your course!

Your results and course file will be forwarded to the Principal Executive Officer to make sure everything is in order. We will either:

- Send a Certificate or Statement of Attainment; or
- Contact you for further information.

For a Qualification Windsor Institute will provide:

- RTO name and code (state or national)
- Full name of student
- Name and national code of qualification
- Student identity number
- Parchment/Certificate number
- Date on which requirements for the qualification were achieved

Statement of Attainment (SOA)

- RTO name and code (state or national)
- Full name of student
- Name and national code of qualification partially completed (if applicable)
- Name and national code of unit of competency/module achieved
- Student identity number
- Date on which each unit of competency/module was achieved

This means that In the event that Windsor Institute of Commerce ceases to operate, you can contact VETAB to verify and have provided a certified extract of their results.

Incomplete Qualifications

If you leave the course without actually completing and being deemed competent in all of the assessments in full, then you are only entitled to be issued with a Statement of Attainment. This is simply a list of those units that you have been competent in during assessment.



Re-Issuing Qualifications

Please note that Re - issuing Qualification will incur extra cost. Windsor Institute keeps records of your course for 30 years. If in the future you need another copy of your certificate then write us a letter. The letter needs to state:

- (a) Your name (if your name has changed please write both your new name and your name at the time of the course);
- (b) Your date of birth;
- (c) Your current address (and your address at the time of the course if you remember it);
- (d) The course you completed;
- (e) When that course started and finished; and
- (f) Any other detail you can give to identify yourself.

We will review your request and either:

- (a) Send a new Certificate or Statement of Attainment; or
- (b) Send a letter explaining why we can't re-issue your qualification at this time and what you need to do from here.

In the event that Windsor Institute of Commerce ceases to operate, you can contact VETAB to verify and have provided a certified extract of your results.

Feedback/Evaluation

Windsor Institute actively seeks your feedback and regularly undertakes evaluations of all courses and activities to continuous improvement.

We monitor compliance with AQTF standards and our policies and procedures through the use of evaluations at the completion of courses/traineeships.

Any complaints or deficiencies are documented on an Improvement Request form to ensure appropriate follow up action is taken.

Thank you for choosing to study with Windsor Institute. If you would like any further information please do not hesitate to contact us.



FREQUENTLY ASKED QUESTIONS BY STUDENTS

USEFUL CONTACT DETAILS OF SERVICES AND GOVERNMENT DEPARTMENTS

1) Australia Taxation Office (ATO)

Tel: 132 861 Site: www.ato.gov.au

Closest Office: 100 Market Street, Sydney NSW 2000 (Mon - Fri: 08.30am-04.45pm)

2) Department of Immigration and Citizenship (DIAC)

Tel: 131 881 Site: www.immi.gov.au

Closest Office: Ground Floor, 26 Lee Street, Sydney NSW 2000
(Mon- Fri: 09.00am-04.00pm and Wednesday: 09.00am-01.30pm)

3) Health Services Australia (HSA) [Medical Check-up Centre for Visa Extension]

Tel: 8396 0600 Site: www.healthoz.com.au

Closest Office: Level 5, 136 Chalmers Street, Surry Hills NSW 2010
(Mon - Fri: 08.00am - 05.00pm)

4) Medibank - Overseas Student Health Cover (OSHC)

Tel: 132 331 Site: www.medibank.com.au

Closest Office: Shop 9.15 World Square, 644 George St., Sydney 2000
(Mon - Fri: 10.00am-06.00pm and Saturday: 10.00am-01.00pm)

STUDENT ID CARD

1) How can I obtain a student ID card?

Please provide reception with a current passport size photograph with your student number written on the back. Your student card will be ready to be picked up in approximately one week.

2) Will I get a discount on train or bus tickets by holding a student card?

No, the student card is not a concession card. Only full-time students with Australian Permanent Resident status are eligible to obtain a concession card, which allows them a special rate when purchasing public transport tickets.

3) Would I get any discount with my student card?

Yes, students would be offered a student rate by most Movie Theatres within Australia & Theme Parks.



In addition, students can obtain discount air travel when purchasing a flight ticket with their valid student cards. It varies and depends on the travel agent.

CHANGE OF PERSONAL DETAILS

Change of address / contact number must be advised within **7 days** by completing the Change of Contact Detail Form at reception. **Note: This is a legal requirement and must be complied with.**



MEDIBANK - OVERSEAS STUDENT HEALTH COVER (OSHC)

1) What do you need to know about OSHC?

Firstly, it's a condition of your student visa that you have private health insurance for the duration of your stay in Australia, as you are not covered by Australia's national health program, Medicare.

OSHC is affordable and designed to cover the health services students need. It will help you pay for medical and hospital care while studying in Australia and will contribute towards the cost of most prescription medicines and emergency ambulance transport.

Because Medibank Private is the only truly national health fund with Retail centres throughout Australia, no matter where you choose to study, they can provide you with fast, convenient and friendly service.

For more detailed information about OSHC, please contact Medibank on 132 331, or visit the official website: <http://www.medibank.com.au>

2) As a new student in Windsor, how do I get a Medibank card?

For students who have paid their medibank fee, you should receive the medibank card within 2 - 3 weeks after the course commencement date. Please regularly check your mailbox at home as well as the mailbox at the reception desk.

If you have been studying in Windsor more than 6 weeks but have **NOT** received your medibank card, please contact **reception / student service officer**.

3) I have just started at Windsor. What happens if I'm sick before receiving my Medibank card, will I still have a medical cover?

Yes. Medibank will cover you from the first day enrolled as a student at Windsor.

Please keep your invoice when visiting the doctor. You will need the document as evidence when asking for a refund from Medibank.

For more detailed information about OSHC, please contact Medibank on 132 331, or visit their official website: <http://www.medibank.com.au>



FREQUENTLY ASKED QUESTIONS

SICK LEAVE, HOLIDAY LEAVE AND OTHER LEAVE PROVISIONS

1) **What should I do when I am sick?**

A medical certificate must be presented to student welfare officer. You need to obtain a medical certificate from the doctor that you visit. Please make sure the doctor's provider number is either printed or stamped on the medical certificate as it is required by DIAC.

2) **If I require time off during the school semester (non - holiday period). What should I do?**

- a. Talk to Academic Manager - you may fall behind your academic schedule or will be unable to meet the requirement of your **study period** as a result of leave of absence
- b. Talk to the Administration Manager.
- c. Preferably the institution would like to receive your application **2 weeks** prior to the day of your travel. *Do not purchase your air ticket prior to the approval of your leave application, in anticipation that your application is going to be approved.* Your leave application may not be approved if the management believes that the leave will severely affect your studies and your expected completion date of your course you are currently undertaking. Your application for leave will be rejected if your attendance is below the minimum attendance requirement of 80%. Please see leave request form for more information.

QUALIFICATION CERTIFICATE (TESTAMUR) AND STATEMENT OF ATTAINMENT (TRANSCRIPT)

1) **Can I check my academic results over the phone or internet?**

No, you cannot.

2) **How can I be informed of my academic results?**

If it is for personal use, you will need to fill in an 'Interim Report Request Form', which will take up to 5 working days. The form is available from reception.

If it is for official use, you will need to fill in an 'Official Document Request Form', which is available from reception. Please note that it will take us **at least 10 working days** to issue a qualification or Statement of Attainment (Transcript). This period will possibly be extended case by case. Please inform your head of department as well as confirming with the administration manager approximately **2 - 3 weeks** in advance.

A charge of priority processing fees of \$50 will be applied for **URGENT** processing requests.

Please note: if you have an overdue payment or unsatisfactory academic progress, all your information will be blocked. You must arrange an appointment with the administration manager as soon as possible.



3) I want to extend my student visa. What exit documentation do I need from the Institution?

You will need at least a Statement of Attainment (Transcript). Please read instructions as per item 2 above. Please notify the Institution approximately **2 - 3 weeks** in advance. If you have already completed your course, then you need transcript, certificate, completion letter and a letter of attendance.

WHO TO ASK WHEN HAVING PROBLEMS, QUESTIONS OR ENQUIRIES?

1) Who should I approach for enquiries on academic issues? For example, assignment, exam timetables, textbooks, difficulties in studying and so on.

Please see your Trainer. If your trainer cannot solve your problem, then please see Academic Manager.

2) Who should I approach regarding my class timetable?

Please see your Academic Manager/Head of Department.

3) Who should I approach on issues in relation to my testamur and/or transcript?

Please see the Administration Manager.

4) Who should I approach if I want to change my course?

Please see the head of your current course and the head of requested course. Application forms are available from reception.

5) Who should I approach for personal advice?

Please see your Trainer / Facilitator, Head of Department and/or the Administration Manager.

6) Who should I approach for visa information? e.g. Visa Extension

Please see the Marketing Executives and/or the Administration Manager

7) Who should I approach to pay my school fees?

Please see the Finance officer in Finance Department.

Whom to Contact:

If you have any Complains or grievances, please email May at may@windsor-ic.com.au

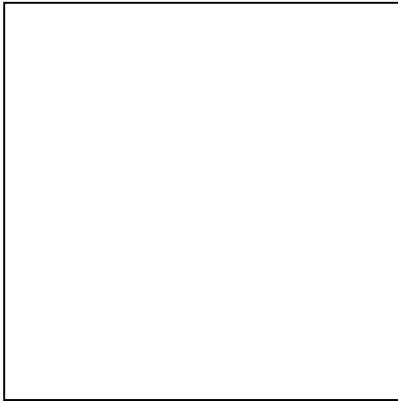
If you have any query in relation to your studies please contact Abhijeet at abhijeet@windsor-ic.com.au

For any query in relation to your fee or payment enquires please contact Olive at finance@windsor-ic.com.au

For any general enquiry please contact Takeshi (student Services officer) at takeshi@windsor-ic.com.au



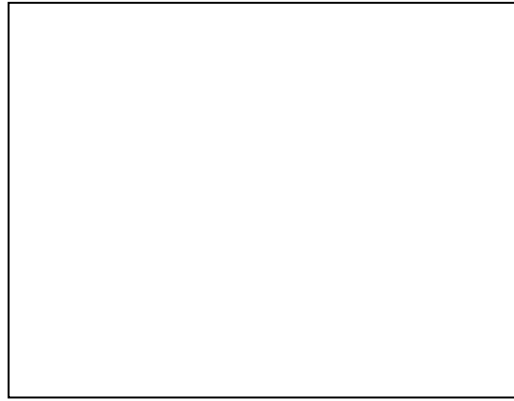
Windsor Campus Locations



LIVERPOOL



**P
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STREET



**Main
Campus**

Windsor Institute of Commerce
Level 5, 127 Liverpool St. Sydney
Tel. (02) 9283 4388

**S
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APPENDIX: ACKNOWLEDGEMENT DECLARATION

I confirm that I received and read the contents of this handbook prior to enrolling in the course.

I fully understood the contents of this Student Handbook, which outlines the conditions and my rights and responsibilities as a student of Windsor Institute' training program and that I have also received induction into my training program.

I further agree to waive my rights to privacy and accept that all Government departments may access all of the information that has been maintained by the RTO. This information is also available to the Fund Manager of the ESOS Fund and to the Manager of the OSTAS Fund at ACPET.

.....
Name

.....
Signature

.....
Date

A reminder ...

This information is vital for you ongoing study at Windsor Institute so please read it carefully.

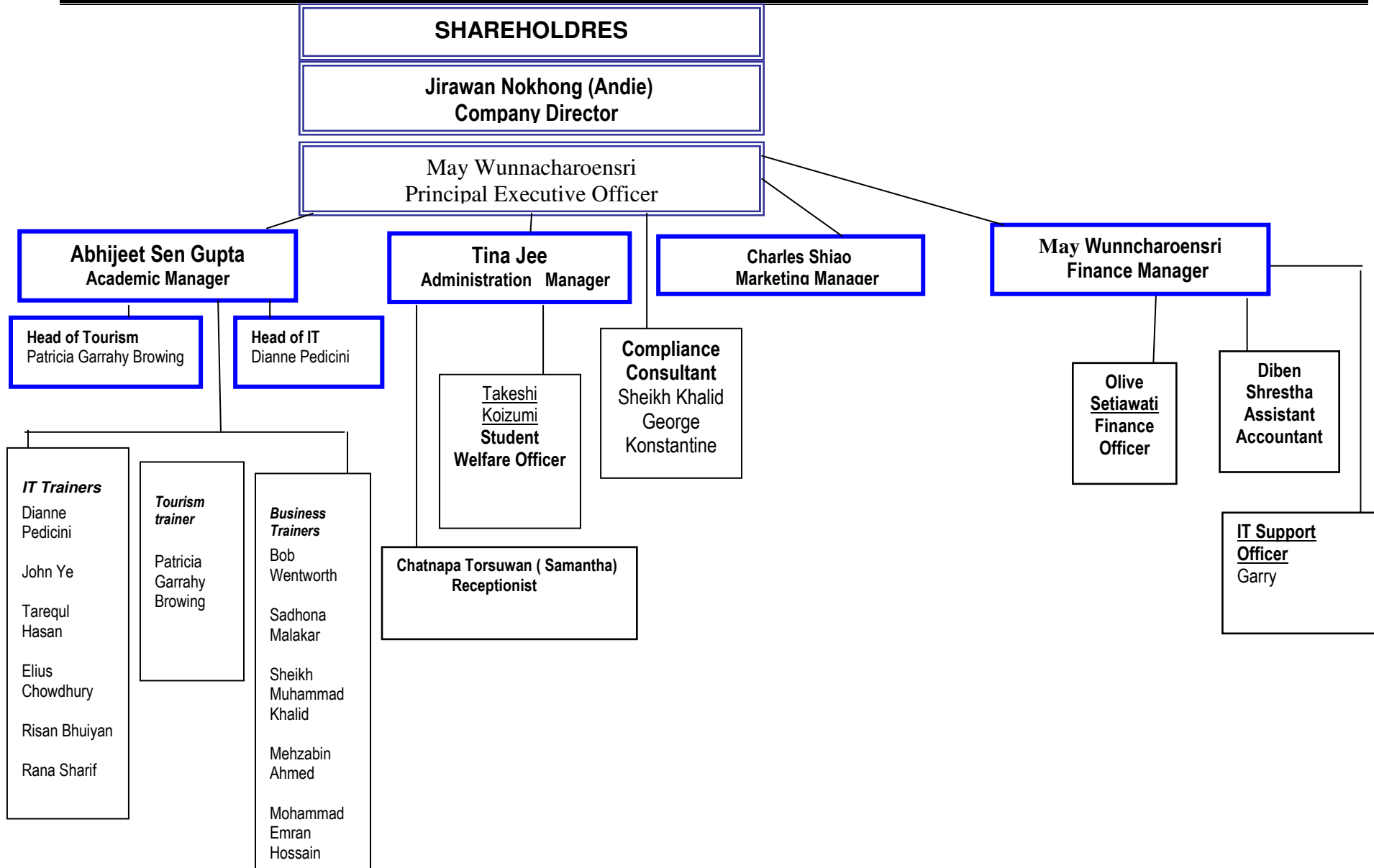
You must notify our office of any change in address, personal situation or any problems as soon as you know there is a change. We must by law advise the Department of Immigration and Citizenship (DIAC) of all changes and particularly if we find out by other means.

It is **your** responsibility to keep **us** informedjust ask the Office Administrator for a Change of Details Form (Form 71).

It is **our** responsibility to let the Department of Immigration and Citizenship (DIAC) know through our computer system PRISMS should you:

- ⊗ Default in any aspect of your Visa provisions
- ⊗ Not attend classes and you drop below a 80% attendance
- ⊗ Fail subjects more than once
- ⊗ Not make your fee payments

Talk to us if you have any problem



MAIN CAMPUS – FLOOR PLAN WINDSOR INSTITUTE OF COMMERCE– FLOOR PLAN

