



# Student Handbook

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## Contact Details

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**Our website:** [www.wincollege.edu.au](http://www.wincollege.edu.au)

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## **Introduction**

Welcome to WIN College! Every course we offer, (including the ESL courses), is designed for adult students that want to get the skills & knowledge to work and live in the real world.

For over 18 years we have been equipping and empowering international students towards a fulfilling career through our nationally recognised qualifications and accredited courses which range from Certificate III to Advanced Diploma level in diverse fields such as automotive repairs, business, English language learning, financial services, information technology, leadership & management, screen and media and Teaching English to Speakers of Other Languages (TESOL).

This handbook has been created to help guide you through your learning experience with us and contains important information for you to be aware of. Please take a few moments to read through the handbook and keep it handy for future reference.

Please Note: The Course Structure and Units of Competency/Subjects can be downloaded from our website : [About WIN – WIN College](#)

Should you have a further query about studying with us please contact: [info@wincollege.edu.au](mailto:info@wincollege.edu.au) or call us: 02 9252 9979

## **Our Vision**

WIN College aims to provide high quality training that improves personal growth and understanding, while also giving students a competitive edge when it comes to career opportunities. We provide training that focusses on employability skills and career outcomes for our successful students.

We enhance our students' employability by not only training skills and knowledge used on the job, but also building an attitude which sets them apart as outstanding employees. WIN works within a framework of shared values that acknowledges individual differences, supports student's needs and nurtures the growth of the whole person in a caring atmosphere and learner friendly environment. WIN prides itself on its professional standards, respected reputation and its skilled and dedicated staff.

The commitments set out in our Code of Practice underpin the operations of the College. All staff will abide by its provisions and:

1. will conduct its business with honesty, diligence and integrity in all aspects of its functions;
2. comply with all national, state and territory regulatory and legislative requirements;
3. maintain registration on the Commonwealth Register of Institutions and Courses for International Students (CRICOS 02684F);
4. advertise and market its training delivery services openly, honestly and with integrity;
5. provide accurate, relevant and up-to-date information on enquiry;
6. state its fees and charges on enquiry;
7. outline its fees refund policy on application, Education Program Agreement and pre-enrolment documentation;
8. enrol applicants 18 years of age or older to its courses based on access and equity;
9. recognise qualifications/statement of attainments issued by registered training organisations within the Australian Qualifications Framework;
10. provide students with a thorough orientation to WIN and the course in which they enrol;
11. provide up-to-date facilities and equipment in a safe and healthy environment;
12. prohibit discrimination, bullying or victimisation in any form towards any group or individual;
13. employ suitably qualified and experienced staff;
14. conduct fair, flexible, valid and reliable competency-based assessments;
15. provide an assessment appeals procedure and opportunities for re-assessment;
16. provide academic support to students or referral to external agencies for additional learning support;
17. refer students to external expert advice for personal and financial support;
18. encourage feedback and evaluation from its stakeholders;
19. maintain accurate, confidential and secure training and financial records;
20. provide timely and accurate information to government agencies and funding bodies;
21. analyse and review training delivery and assessment procedure;
22. documents and implements appropriate changes;
23. notify students at least 20 days in advance if WIN decides to relocate.
24. Implement an Academic Intervention Strategy according to the applicable standards for academic progress and performance.

## Orientation

### STUDENTS MUST ATTEND ORIENTATION

Before commencing a course at the WIN, you will have had the following information explained to you. This information will then be clarified to you during your orientation process:

- Your stay in Australia;
- Accommodation, finances and further study;
- Requirements to receive a qualification;
- Certificates issued on successful completion of the course;
- How your skills, knowledge and attitudes will be assessed;
- Recognition of prior learning (RPL) or recognition of current competency (RRC);
- How you can appeal if you don't agree with your assessment outcome;
- How you can place a complaint or appeal if you are not satisfied with any part of the course or training;
- Course timetable;
- Course content;
- Emergency evacuation procedures;
- requirements for course attendance and progress and visa requirements
- Course timetable;
- Student support services to help you adjust to study and life in Australia [www.studyinaustralia.com.au](http://www.studyinaustralia.com.au) including
  - English language and study assistance programs;
  - any relevant legal services;
  - emergency and health services
  - support services available to assist overseas students for general or personal circumstances that are adversely affecting your study
- Emergency and health services;
- Facilities and resources;
- Complaints and appeals processes and procedures;
- [Overseas Students - Commonwealth Ombudsman](#)
- Darling Square Library at The Exchange, levels 1 and 2, 1 Little Pier Street Haymarket

- services overseas students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman

\*Each course has a course guide; please see a member of staff if you have not received a copy.

## **Teaching Methods**

Our teaching methods include face-to-face instruction; computer-based trainer-learner interaction; learner guides; supervised study; DVDs and classes to small groups of students and one-to-one individual support and assistance. All instructions are in English, and all delivery will be at Level 7, 451 Pitt St, Sydney.

## **Facilities and Equipment**

As well as comfortable teaching spaces, WIN maintains its facilities, resources and equipment to ensure effective and efficient operation.

Training facilities include:

- Adequate acoustics, ventilation and lighting;
- Whiteboards, photocopier, OHP
- Amenities for coffee and lunch breaks;
- Toilet facilities;
- Accessible references and resources;
- Library: Darling Square Library at The Exchange, levels 1 and 2, 1 Little Pier Street Haymarket)

*Students are responsible for:*

- Identifying and reporting to their trainer any possible hazards from equipment, facilities and the environment;
- Refraining from smoking anywhere in the building;
- Refraining from drinking and/or eating in the classrooms (bottled water is allowed)

## **Morning/Afternoon Tea and Lunch Break Facilities**

A kitchen, located next to reception, has some small electrical appliances, microwave, filtered water, coffee, tea, milk and sugar supplies. Please keep this area clean and tidy.

**Student Assessments:** Assessment and evaluation will not take place until the student is ready and has completed the required paperwork.

## **Student Feedback**

Student feedback is collected via Evaluation Forms sent via email to all students or handed out in class and are submitted at the end of the course. Students are also welcome to submit feedback either verbally by contacting the administration office; in person, by phone or via email. All feedback is handled confidentially. This is your opportunity to provide us with feedback on the course, the trainers and assessors, the course administration, the training facilities, the training activities, resources and materials and the assessment procedures. Your comments enable us to make sure that your expectations are being met and to improve our services.

## **Clothing**

You are to wear good casual clothing. You are expected to be clean and have clean clothes. Clothes that are too revealing are unacceptable for studying our vocational courses. (NB the automotive courses have mandatory PPE). It is at the discretion of WIN to send you home if you are deemed to be dressed inappropriately.

## **Learner Support**

The Academic Manager and our trainers are available to discuss and support you with any concerns you may have during your studies with us. Feel free to talk to them about your adjustment to student life and study in Australia and any other problems that may be affecting your studies. They will advise you appropriately.

WIN has designated student support officers who you may contact regarding any support you may need in completing your course, whether academic or personal.

WIN will provide the opportunity for students to participate in services or provide access to services designed to assist students in meeting course requirements and maintaining course progress. WIN will provide the opportunity for students to access welfare related support services to assist with issues that may arise during their study, including course progress issues.

WIN supports students to adjust to life and study in Australia, to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of the course(s). WIN also ensures all its programs are current and match the demographics of the cohorts to which it delivers. To that end WIN provides:

- support services available to assist overseas students to help them adjust to study and life in Australia.
- an extensive orientation program; social & professional outreach programs; providing comfortable learning spaces; encouraging cross cultural collaborations and contact with industry.
- English language and study assistance programs

- academic counselling programs are channelled through the Student Support officer and staff who offer optional study assistance through private tuition (fees apply) & re-assessment options.
- Professional counsellor for personal issues on site each Friday or online at other times.
- any relevant legal services in relation to complaints and appeals including direction to Redfern Legal Aid
- emergency and health services access

## **Critical Incident Policy**

WIN owes a duty of care to its staff, students and visitors that recognises that appropriate infrastructure must be in place beforehand to ensure the provision of all necessary support services in the event of a major event, critical incident, or crisis.

### **Definitions**

**Critical Incident:** A critical incident refers to a particular incident, episode or crisis, or threat of such (within or outside Australia) which causes extreme stress, fear or injury that may result in a 'high' level of risk, directly or indirectly, to the core operations of WIN. It is not limited to but can include:

- Natural disasters
- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Issues such as domestic violence, sexual assault, drug or alcohol abuse
- Pandemics such as COVID-19

Note that non-life-threatening events could still qualify as critical incidents. A critical incident may occur at WIN, to members of the WIN community outside of WIN hours, or to relatives/friends/acquaintances of the members of the WIN community. Please follow instructions from your trainer should there be such an incident occurring during normal delivery of classes.

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



## **What is Competency Based Training?**

Nationally Recognised Training is made up of units of competency -the knowledge and skill required to carry out an aspect of your job, or training at the level or standard required. If you are competent in a unit of study, it means:

- You can carry out the task correctly
- You understand what the task is about and why you need to do it that way
- You know what to do if something goes wrong while you're doing it
- You know how to apply what you've learned in one situation to another situation.

## **How is competency proved?**

We ask you to answer set questions and to demonstrate a range of tasks and activities which we assess. Assessment is an important part of the learning process. It gives you feedback on your progress—letting you know your areas of accomplishment and pointing out if there are any parts of the learning process where you need to do some more work.

The outcome of the assessment of a competency is either Competent or Not Yet Competent. If your assessor or trainer decides that you are Not Yet Competent, they will explain the reason/s why and what is needed for you to be assessed as Competent. You will then have an opportunity to resubmit your assessment.

NB Reassessment fees vary according to attendance and/or progress. See the Reassessment Policy on the website.

## **Assessment and Grading**

For students undertaking a vocational qualification, the grades are simply Competent or Not Yet Competent –this is what will be on your academic transcript on completion of the course, or any Statement of Attainment issued. Some of the ways you will be assessed in your course may include:

- Simulation exercises or role-plays
- Project outlines and explanation sheets
- Written questionnaires
- Presentations or demonstrations
- Reports
- Verbal questionnaires
- Portfolios, for example collections of work samples by the student
- Product with supporting documentation or journal/log book
- Workplace evidence reports
- Zoom/videoconferencing responses or demonstrations

## **Re-assessment**

If a student does not meet the requirements of assessment sufficiently, they will be graded as Not Yet Competent. WIN trainers work with the student order to address deficiencies and to build their skill and knowledge in preparation for additional assessment. This will be

undertaken within the scheduled training plan or may be completed under alternative arrangements agreed between the student and the assessor.

In some rare circumstances, students may find it difficult to develop the necessary skills and knowledge within the constraints of the scheduled training plan. When this occurs, arrangements may be agreed to that allows the student to undertake additional learning in their own time and return for additional assessment at a time suitable time for WIN. This may be during a period of reduced training activity or at a time when planned assessments are occurring and it is convenient to facilitate the additional assessment of the student. As a general guide, assessors are to make alternative arrangements to provide opportunities for assessment within the constraints of available time and resources. In all circumstances, the assessment is to be a planned activity that is conducted in accordance with assessment procedures. In some cases, after alternative arrangements have been exhausted, it will be necessary to find a student Not Yet Competent.

## **Admission Policy**

### English

The minimum standard of English required for enrolment in VET courses is an International English Language Testing System (IELTS) band score of 6.0 or equivalent.

### English Assessment - Prior Study

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

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

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

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

### Academic requirements for vocational courses

- To do a Certificate III, IV or Diploma course, completion of the Australian Year 12 or equivalent.
- Students must be at least 18 years of age.

A student must also provide:

- photo identification on their enrolment. This can include driver's licence, student card, identity card etc. if it shows a photograph and a signature. The copy of your identification will not be kept by WIN.
- a current residential address; and
- a mobile phone number (if any); and
- an email address (if any).

### Communications to the Student

- WIN will provide all written notices to the students via manual/electronic communication through WIN's email system.
- All students will be given authority to use WIN's email system, to generate, send, receive, store or otherwise process the electronic communication. The student management system stores any notices given to the students so that those notices are readily accessible by the students and can be made available for subsequent reference and printing by the students. WIN will inform PRISMS within 14 days of changes to enrolment details.

## **Recognition of Prior Learning (RPL)**

If you wish to apply for exemption from enrolment in a particular part of the course because of previous study, experience or recognition of a competency currently held, it would be best if you applied before the course has commenced because, if RPL is granted, your course may be shortened and your CoE will have to be amended. If you wish to apply for RPL after the course has commenced, please see the Academic Manager who will provide you further information.

Knowledge, skills and competencies can be gained in a variety of ways; through formal education as well as training, workplace experience or general life experience. This includes academic credit and recognition of prior learning.

The evidence provided must be:

- Valid
- Sufficient
- Authentic and
- Current

Current evidence is generally recognised as evidence from within the last 5 years and may need to be within the last 2 years for critical skills or licensing purposes. (The Standards for RTOs 2015 state that the evidence for competency needs to be from the present or the very recent past. For RPL purposes, 'very recent past' is usually accepted as being within 2 -5 years, depending on the skill or knowledge base, and any legislation or licensing that might affect the competency being assessed).

Credit transfer (CT) is defined in the AQF as follows:

- Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.

Recognition of prior learning (RPL) is defined in the AQF as follows:

- Recognition of prior learning is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit.

This is underpinned by the AQF definition of credit as follows:

- Credit is the value assigned for the recognition of equivalence in content and learning outcomes between different types of learning and/or qualifications.
- Credit reduces the amount of learning required to achieve a qualification and may be through credit transfer, articulation, recognition of prior learning or advanced standing.

For further information visit: <https://www.agf.edu.au/help-qualifications/recognition-prior-learning>

## Types of Evidence

RPL evidence most often refers to documentary or electronic evidence, which may include:

- **A**nswers: Can you answer questions by your assessor for each specific unit?
- **S**how: Can you show or demonstrate each unit to your assessor?
- **S**amples: Can you provide samples of your work in each unit?
- **E**xperience: What is your experience in each unit?
- **S**upport: Can you get support from others to verify your competency in each unit?
- **S**tudies: Have you done any informal or formal training in each unit?

NB Usually evidence in 2 of the areas above will be sufficient to support your competency in a particular unit.

## Trainers

Our nationally recognised, accredited qualifications and training are delivered via computer-based trainer-learner interaction/classroom and/or in the simulated workplace. Your WIN trainer/assessor and administration staff will always be there to assist you throughout your course, whether that is in person, over the phone or by email, which means you always have the support when you need it.

Our trainers and assessors are qualified, dedicated professionals who have current industry experience and qualifications in a range of industries. Their industry experience is continually updated by participating in professional development activities, giving our students the best practical, and up-to-date training experience.

## Certification on Completion

Once you have successfully completed your course with us, you will receive nationally recognised certification within 30 days of your completion date. **Please Note:** if work placement is part of course, we'll need to have all your logbook and assessor forms signed off, and any other required workplace documents received before your certification can be processed.

A Statement of Attainment is issued for any units of competency that have been successfully completed if you do not complete a whole qualification. Your certification is posted to you, so please ensure we have your up- to- date address upon completion. **Please note:** Tuition fees **MUST** be paid in full before the issuance of any certification is processed.

## Replacement Certification

A replacement of your certification and transcript may be requested anytime via email: [info@wincollege.edu.au](mailto:info@wincollege.edu.au) or (02) 9252 9979. **Please note:** There is charge of \$25 for this service. Replacement certification documents are posted to you, so please include your current postal address with your request.

## Student Rights

As a student of WIN, you have the right to:

- Be treated fairly and with respect by all staff and other students without discrimination or intimidation
- Privacy, dignity and confidentiality
- Work and learn in a supportive environment without interference from others
- Quality provision of courses that recognise and appreciate individual needs and learning styles and contain no hidden costs
- Express and share ideas and to ask questions
- Make a complaint and/or appeal an assessment decision through appropriate channels
- Be protected from all forms of harassment
- Expect truth in advertising
- Be notified at least 20 working days before any relocation or changes to course duration
- Read the *Student Handbook* and be aware of relevant policies and procedures
- Receive your certificate or Statement of Attainment within 30 days of completion
- A safe, clean learning environment.

## Student Responsibilities

As a student of WIN, you have the responsibility to:

- Treat staff, other students and WIN visitors with respect and fairness at all times and to report any discriminatory behaviour, bullying, victimisation or harassment to your trainer, workplace supervisor or general manager.
- Read the Student Handbook and your Course Information Booklet
- Treat the property of WIN, other students, staff and visitors with respect
- Attend classes regularly and punctually at the start of the day and when returning from breaks
- Not eat in the classrooms and refrain from smoking on the premises
- Provide accurate information about yourself and advise WIN of any changes to your address and other contact details whilst in Australia within 7 days of the change
- Not be under the influence of drugs or alcohol when at WIN
- Not engage in plagiarism, collusion or cheating in any assessment task
- Submit all assessments by the due date, or request an extension PRIOR to the due date if there are exceptional circumstances
- Continue to study in the course in which enrolled and to make all attempts to maintain course progress according to the set duration of that course. See note below.
- Follow all safety and emergency procedures
- Ask for assistance if you are experiencing any problems, either in your studies or your home life, which could affect your learning
- Identify and report any possible hazards from equipment, facilities and the environment;
- Comply with the assessment requirements, policies and procedures outlined in the Student Handbook and unit outline
- Register complaints, disputes or appeals with your trainer
- Refrain from the use of devices in classes. ie mobile phones, iPods and pagers.
- Not abandon your course\* or attendance

*\* Abandonment of course, (i.e., failure to attend or commence course in over 14 calendar days) is classified as student default. This abandonment-of-course without notice is taken (by action) as you informing WIN (by abandoning the course) that you no longer wish to study at the College. It will trigger cancellation proceedings.*

**Note:**

Course progress is successfully completing or demonstrating competency in at least 50% of the course requirements in a study period, ie over 12 weeks which is comprised of 2 successive 6 week blocks. The national Code 2017 defines course progress as “the measure of advancement within a course towards the completion of that course irrespective of whether course completion is identified through academic merit or skill based competencies.”

<https://internationaleducation.gov.au/regulatory-information/education-services-for-overseas-students-esos-legislative-framework/national-code/pages/definitionsandacronyms.aspx>

If a student fails to continue to study in the course for which they are enrolled and to make all attempts to maintain course progress according to the set duration of that course, WIN will inform the student of its intention to suspend or cancel the student’s enrolment where the suspension or cancellation is not initiated by the student. WIN will notify the student

that they have 20 working days to access WIN's internal complaints and appeals process. If the student accesses WIN's internal complaints and appeals process, the suspension or cancellation of the student's enrolment under the National Code Part D Standard 8 cannot take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.

<https://internationaleducation.gov.au/regulatory-information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD8.aspx>

## **Unique Student Identifier (USI)**

From 1 January 2015 all students undertaking nationally recognised training delivered by a Registered Training Organisation need to have a Unique Student Identifier (USI).

A USI gives students access to their online USI account which is made up of ten numbers and letters. It will look something like this: *3AW88YH9U5*.

A USI account will contain all a student's nationally recognised training records and results from 1 January 2015 onwards.

WIN cannot enrol you or issue your Diploma/Certificate/Statement of Attainment if you have not supplied us with your USI.

**If you do not have a USI**, please visit the government website and create one (it takes only a few moments) and submit it to the college.

**If you have a USI already**, but do not know what it is you can do this on the USI website using the retrieve USI option.

**If you are unable to create a USI**, please email administration staff [info@wincollege.edu.au](mailto:info@wincollege.edu.au) so we can assist you do this (you will need to give us written permission in your email for us to access your details on the USI website).

## WIN student transfer policy

Overseas students cannot transfer between registered providers prior to completing six calendar months of their principal course. The principal course is the main course of study to be undertaken by an overseas student where the student visa has been issued for multiple courses and is usually the final course of study. The first six months is calculated as six calendar months from the date an overseas student commences their principal course. This means the transfer restriction applies to a student during all courses they undertake prior to the principal course.

For an overseas student to transfer before completing six months of their principal course, the overseas student must either obtain a release from their registered provider, or meet one of the following conditions:

- the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered;
- the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing their course with that registered provider;
- any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change. This usually applies where the overseas student's study in Australia is sponsored by the government of another country. After completing six calendar months of the principal course, an overseas student can transfer without needing to meet one of these conditions. For further information see:

<https://internationaleducation.gov.au/regulatory-information/Documents/National%20Code%202018%20Factsheets/Standard%207.pdf>

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- the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered;
- the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing their course with that registered provider;
- any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change. This usually applies where the overseas student's study in Australia is sponsored by the



government of another country. After completing six calendar months of the principal course, an overseas student can transfer without needing to meet one of these conditions.

For further information see:

<https://internationaleducation.gov.au/regulatory-information/Documents/National%20Code%202018%20Factsheets/Standard%207.pdf>

WIN will require a written request for the student to be released from his/her studies **after completion of 6 months of his/her principal course** or if one of the above conditions have occurred.

Students can use an email. WIN may request to see a genuine letter of offer from another Registered Training Organisation for another course. The request must include the student's own reasons for requesting the transfer. Outstanding fees must be paid up to date. The assessment on the request for release will be made within 5 working days (verbal response can be made at that time). Cancellation/release requests are asked to be submitted in person so that we may talk to the student and make sure it is in the student's interests to take that action. A written response can take up to 10 working days. If granted, the letter of release will be signed by the AM and given to the student.

Students are advised that if a release request is urgent, we are happy to advise the new College by phone or email so that they can process the transfer quickly.

The letter will state that the student should contact the Department of Home Affairs regarding their visa status and possible complications of changing provider in a different sector. For example, from a VET course to Higher Education would normally require a change of visa. WIN supports international students as consumers and respects their right to exercise their freedom of choice but will not willingly condone an action that may be detrimental to the student's desired outcomes.

In a release request and WIN deliberations, consideration is given to what could be detrimental to the student.

Factors that may be considered to the student's detriment, but which are considered considering the student's individual circumstances and a broader range of factors include:

- if the transfer may jeopardise the student's progression through a package of courses
- If the student has recently started studying the course and the full range of support services are yet to be provided or offered to the student (it is good practice to revisit the issue within a timeframe negotiated with the student); and
- if the student is trying to avoid being reported to the Department of Home Affairs for failure to meet the provider's attendance or academic progress requirements.

#### **Procedure for requesting release:**

1. Student decides to change providers.
2. Student must request a release from WIN in writing (an email is acceptable)

3. The request for release must state the student's own reason why they would like to be released and should be accompanied with an offer letter from another Provider and not be detrimental to the student's academic life.
4. The request is handed into administration. (Please talk to admin about your request)
5. The request will be forwarded onto the Academic Manager and will be discussed with the appropriate staff members related to the student. Students will be able to get a verbal response with-in 5 days and a written response within 10 working days
6. All documentation regarding the request for release will be scanned and saved into the students electronic file on X:
7. All correspondence will be entered onto the Student Database.

### **Not granting release**

WIN will not grant release for the following reasons:

- If the student has outstanding fees due according to their payment plan.
- If WIN feels it would be detrimental to the student's future.

A letter is issued to the student explaining the reasons for not granting the release along with WIN's complaints and appeals procedure for the student to access should they wish to do so.

*The decision to refuse the transfer does not remove the student's right to access WIN complaints and appeals process and procedures as further in Standard 8 of the National Code 2018.*

Information for visas can be found at [Visa list \(homeaffairs.gov.au\)](http://www.homeaffairs.gov.au).

### **Granting release**

WIN will grant a letter of release for the following reasons:

- if the course the student wishes to transfer to:
  - better meets the study capabilities of the student
  - better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations
- If the student wishes to change course to get access to greater support (may be through the services offered by another provider, commercial or non-for-profit services or through access to family, friends or a cultural support network)
- If the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.

Once the student supplies a genuine letter of offer and the release request, WIN may wish to speak to the student to re-confirm their intentions and discuss their exit from their current course. If the matter is urgent, the student may arrange for the new RTO provider to contact WIN by email to facilitate a faster release.

## **Issuing release**

WIN does not request payment for release. WIN will always advise students to contact the Department of Home Affairs regarding any implications changing providers might have on their student visas.

Students will have to submit a request for a release with a letter of offer from another provider attached if the student wishes to transfer providers.

## **Written reasons regarding refusing a request for release**

If in the rare case that WIN does not grant a student a letter of release, WIN will provide the student a written reason why.

The students are reminded that if they do not agree with the decision to refuse the request, the student may access the Complaints and Appeals Procedure.

## **Transfer between registered providers**

WIN assesses requests from students for a transfer between registered providers prior to the student completing six months of the principal course of study. Generally, WIN will not release a student before completing 6 months of their principal course.

WIN will notify the student of their responsibility to contact the Department of Home Affairs regarding student visas as a new student visa may be required for changing courses.

## **Enrolling students who have not completed 6 months of study**

WIN will not knowingly enrol students wishing to transfer before they have completed 6 months of their principal course of study except where:

- The original registered provider has ceased to be registered or the course in which the students is enrolled has ceased to be registered
- The original registered provider has provided release
- The original registered provider has a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course
- Or any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change

## **Procedure regarding enrolment of student transferring to WIN**

1. Student approaches WIN to enrol in a course(s)
2. WIN requires information regarding previous studies and visas

3. WIN will ask the student if they are currently studying and how many months they have completed thus far.
4. Student will inform WIN if they have completed 6 months of their principal course of study. Should the student be unsure, WIN will advise the student to check with their current provider and will not accept any fees until the situation is clarified.
5. WIN will not proceed with the enrolment until the student has presented a written release from their principal course provider.
6. If the student advises WIN that formal release is not required and WIN feels unsure, the PRISMS administrator will create a COE to check before taking any payments.
7. If PRISMS does not request release, the student will be notified and the student can then pay the deposit.
8. If the student assures WIN release is not required and proceeds to make a payment, the PRISMS administrator will create a COE for the student.
9. If PRISMS prompts to sight the approval of release, the enrolment will not proceed, and no further payments will be taken from the student until the approval for release has been sighted.

## **Payment of Tuition Fees**

Fees payable for international students are outlined in the Education Program Agreement, Letter of Offer and website. Payments can be made via EFTPOS to our bank account (information in Letter of Offer).

Can be paid via credit/debit card over the phone: 02 92529979 (Mastercard and Visa only)

Fee payments must be made on or before the due payment date on the payment plan (emailed to each student with their tailored plan option prior to course commencement date)

WIN will always seek to be sympathetic to, and understanding of, each individual student's financial circumstances. However, for WIN to do so, students must advise the staff if financial difficulties are being experienced.

Action to enforce settlement of a debt for outstanding fees and charges will be taken in respect of all current and former students who have failed to engage with WIN to find a solution to any outstanding debt, or who have failed to honour agreements to pay.

WIN will, always, use the student's official email address. It is the student's responsibility to check this regularly.

## **Students Experiencing Financial Difficulties**

Students experiencing financial difficulties in paying any fees and charges must advise WIN at the earliest opportunity via an email to [info@wincollege.edu.au](mailto:info@wincollege.edu.au) setting out their financial circumstances.

## **Student Payment Obligations**

Students must pay tuition fees on time.

In the event of a query or dispute in relation to the actual tuition and related fees invoiced (as opposed to the method of payment or payment difficulties), the student is to contact administration at [info@wincollege.edu.au](mailto:info@wincollege.edu.au)

If payment is not received within 30 days, a first reminder letter will be sent requesting payment within 7 days.

If no response is received to this first reminder letter, a second reminder letter will be sent 14 days after the first reminder letter. This letter will seek immediate payment and advise that debt recovery and or legal action may commence within 7 days unless full payment is received. Debt recovery action can also be triggered where a payment in accordance with an agreed instalment plan is not received.

## **Debt Recovery Steps**

For debt recovery purposes, Day 1 is the day following the date on which a payment is due. For those who settle an invoice, standard terms are 30 days. In that case, Day 1 will be the 31<sup>st</sup> day following the invoice date. For those paying by instalments, Day 1 will be the day following the date on which an instalment was due for collection.

When a student's account is deemed to be in arrears, a \$50 charge will be applied to the account to cover additional administrative costs. Notification of this additional charge will be made in the first reminder email to the student.

Students paying by instalments will immediately forfeit the concession to continue paying by instalments, and their entire balance outstanding will become immediately due.

When an account is arrears, students will not have access to the online system until their account is up to date or fully paid.

Students whose accounts remain in arrears by Day 30 will be advised by email and letter, that their status as a student of WIN is being withdrawn pending full payment of the outstanding fees. The student will also be advised that WIN reserves the right to recover any unpaid sums due through collections agencies and/or by legal action. Any additional costs incurred because of such action will be charged to the student's account.

## **Extra Fees and Charges (If Applicable)**

Description	Fees/Charges	Description	Fees/Charges
Student identification (ID) card	No charge	Academic report print out	No charge
Student ID card (Re-issue)	\$20.00	Workbooks	No charge
Marking guide & Academic tracking record	No charge	Re-assessment fee including late submission*	\$0 to \$500
Marking guide & Academic tracking record (Re-issue) or print of Academic transcript	\$50.00	Late payment fee	\$20 per day
Course COE print out (international students only)	No charge	Tuition support & Private Tuition	POA
COE amendments (i.e change dates) (international students only)	\$200	Misbehaviour	Discretionary
Enrolment Fee (Paid once)	\$200	English Placement Test	No charge
Same day; Certificate service fee or student letter	\$40 / page	Re-attempt assessment up to 6 months after course end	POA
Certificate/Statement of Attainment (Re-issue)	\$20 / page	Material Fee	\$100/year
Course completion letter (Re-issue)	\$20 / page	Deferment Admin Fee POA	\$200
Credit card payments	2%	Local postage	POA
Application for RPL	POA	International postage	POA
Re-enrolment in course after withdrawal	No charge	Withdrawal fee	\$500
		Re-enrolment in course after withdrawal	\$200

\* Price dependent on attendance and progress. See Reassessment Policy on the website for more details.

**Important Note:** Normally documents requested will be issued within 2 working days. Certificates and completion letters can take up to 10 working days to be ready (student's tuition fees will have to be up to date)

## Refund Policy

1. WIN reserves its right to cancel any student enrolments prior to the date of course commencement and all fees will be refunded.
2. The enrolment fee is not refundable under any circumstances, including visa refusal.
3. All refunds (approved according to WIN policies and procedures) will be made to the student or the person that the student authorised within 14 days from the date of the refund approval.
4. All refund requests will not be accepted, and all fees paid are not refundable after course commencement except for a student visa refusal with an official visa refusal letter submitted. In the case of a student visa refusal occurring after course commencement, a refund of the unspent portion of the tuition fees will be refunded as per subsection 47E(2) of the Act. Non-tuition fees will not be refunded.

5. All requests for refund must be made in writing by completing a Refund Application Form, addressed to Accounts and submitted with relevant supporting evidence (e.g. visa refusal letter).
6. No refund will be given to any student who commences the course, breaches their visa conditions or fails to meet course requirements, or withdraws a visa application, or receives a visa refusal due to fraudulence.
7. Where a student cancels his or her enrolment giving more than 28 days' notice prior to the original course commencement (not deferred commencement date), 70% of full course fee paid is refundable. All partial course fees paid will not be refunded.
8. Where a student cancels his or her course giving less than 28 days' notice prior to the original course commencement (not deferred commencement date), no refund will be given.
9. A refund of all tuition fees paid by an international student will be made if the student's visa application is rejected before course commencement. The application for refund must be made no later than 4 weeks after the visa refusal. Please note: the visa refusal document must indicate WIN's CoEs were used for the application alone or in a package. A refund will be issued as per subsection 47E(2) of the Act, the amount of a refund is the amount of the course fees, minus the lesser of either:
  - (a) 5% of the amount of course fees received by the provider in respect of the student before the default day; or
  - (b) \$500.
10. If a student fails to commence or discontinue without a formal written course cancellation received by WIN, no refund will be issued, which includes all monies paid or scheduled to be paid to WIN, including monies paid for OSHC. The balance of fees owing will be invoiced to the student.
11. If the provider (WIN) defaults for the following reasons a full refund of all monies paid to WIN will be refunded within 14 days. (a) The course does not start on the agreed starting day, (b) the course is not provided in full or (c) WIN cannot deliver the courses, (d) contra-indications to successful study identified.

12. If a student defaults, no refund will be issued to the student either before or after commencement of their course. Student default is: (a) student failed to pay an amount he or she was liable to pay to WIN directly or indirectly, in order to undertake the course, (b) the student breached a condition of his or her student visa or conditions of enrolment of WIN, (c) or misbehaviour of the student (WIN considers misbehaviour as a breach-of-conduct as can be found in the Student Handbook under “Student responsibilities and code of behaviour”) \* “Breach of conduct” includes course abandonment or student changing their mind after a course has commenced.
13. All fees paid are not transferable.
14. Current fees may increase at a maximum of 3% during enrolment period of each course.
15. All refund considerations will be strictly limited to the amount that WIN has received from the student as tuition fees only (i.e., exclusive of all non-refundable fees and agent commissions, whether this commission was deducted before or after student payment to WIN.)
16. Alternatively, if in default, WIN will arrange for the student to be offered a place in an alternative course(s) delivered by a CRICOS registered provider at the WIN’s expense. If the student accepts the offer of placement in an alternative course(s) in writing, the WIN is relieved of its liability to provide a refund to the student.
17. Alternatively, under the Tuition Protection Service (TPS) framework, if WIN is unable to fulfil its obligations to deliver a course, the TPS framework will facilitate the placement of students in the first instance, and where this is not possible, will provide a refund of unexpended tuition fees (i.e., tuition the student has paid for but has not been delivered by WIN). The TPS covers WIN defaults if the course cannot be delivered fully or partially due to any sanction imposed on WIN.
18. No tuition fee refund is payable if the student has provided fraudulent and misleading information to WIN including any of:
  - making a material misrepresentation, or another person doing so on the applicant’s behalf, in applying for admission to a course;
  - failing to disclose to WIN a fact or circumstance material to WIN’s decision to admit an applicant;



- obtaining admission based on a degree, diploma or certificate obtained wholly or partly by fraud, academic misconduct or other dishonesty;
- the terms and conditions of the written agreement between the student and WIN are breached;
- the student who breaches their visa conditions or fails to meet course requirements.

19. WIN reserves its right to review and amend this Refund Policy at any time.

## **Student Agreement**

WIN has written agreements with students setting out the services which are to be provided, fees payable and information in relation to refunds of course money: WIN will not process course fees deposited by or on behalf of any student without a signed written agreement.

WIN will enter into a written agreement with the student or intending student, signed or otherwise accepted by the student, concurrently with or prior to accepting payment of tuition fees or non-tuition fees. WIN's written agreement meets the requirements of the ESOS Act and the National Code 2018.

The Acceptance of Offer and Education Program Agreement Form contain the following information:

- It identifies the courses that the student may want to study
- The fees & payment plan that are payable to WIN for the course being delivered
- Refund policy
- Notifies the student that their personal information may be shared between relevant government authorities
- Advises the student of their obligation to notify WIN when they change their address, phone number, email address etc.
- Conditions of enrolment
- Prompts the student to seek extra support that they may need in completing their studies
- Notifies the student not to pay any course fees until they have received and accepted a course offer.

WIN does not create written agreements or accept students that are under 18 years of age at the time of their course commencement (the agreement would be ratified after the student has turned 18).

In addition to all requirements in the ESOS Act, the WIN written agreement is in plain English and:

- outlines the course or courses in which the student is to be enrolled, the expected course start date, the location(s) at which the course will be delivered, the offered modes of study for the course, including face to face, computer-based trainer-learner interaction and/or work-based training and placements.
- outlines any prerequisites necessary to enter the course or courses, including English language requirements
- lists any conditions imposed on the student's enrolment
- lists all tuition fees payable by the student for the course, the periods to which those tuition fees relate and payment options (including, if permitted under the ESOS Act, that the student may choose to pay more than 50 per cent of their tuition fees before their course commences)
- provides details of any non-tuition fees the student may incur, including because of having their study outcomes reassessed, deferral of study, fees for late payment of tuition fees, or other circumstances in which additional fees may apply
- sets out the circumstances in which personal information about the student may be disclosed by the registered provider, the Commonwealth including the TPS, or state or territory agencies, in accordance with the *Privacy Act 1988*
- outlines the registered provider's internal and external complaints and appeals processes, in accordance with Standard 10 (Complaints and appeals)
- states that the student is responsible for keeping a copy of the written agreement as supplied by the registered provider, and receipts of any payments of tuition fees or non-tuition fees

[Further information is available.](#)

NB Section 27 of the ESOS Act provides that registered providers must not receive more than 50% of overseas student's total tuition fees for the course before the student has started the course unless the student chooses to pay more than 50%.

## **Student attendance and academic progress**

Students are required to attend every training session of the course. However, WIN acknowledges there can be circumstances where it is necessary to miss a session, due to illness, or personal circumstance. If you cannot attend a session or class, please notify WIN as soon as possible, either by emailing or phoning your trainer, or the reception desk (02) 92529979 or email: [info@wincollege.edu.au](mailto:info@wincollege.edu.au)

If you are absent for more than two days due to illness a medical certificate must be presented to your trainer on your return.

Depending on the time you have been absent, you may need to catch up any sessions missed, and this will be discussed with your trainer on a case- by- case basis.

If you have planned leave before your enrolment which will be during the course duration, please let us know as soon as possible. Again, you may have to make up time for the sessions missed, and this will be discussed with your trainer on a case- by- case basis.

WIN will uphold the integrity of the registered course that it is delivering and assessing so that all training package or accredited course requirements are met. This means that WIN will ensure that all students will meet the requirements specified in the training documents before a qualification is issued. Students who may be failing to meet the training package or accredited course requirements will be given special assistance, firstly by their identification and then a series of intervention strategies.

At WIN all students' academic progress is monitored, recorded and assessed every study period (3 months). The course coordinators will systematically check student's progress every time when entering student results after marking their work, tests or assessments.

Students will be informed at orientation, as to the progress recommendations of each of the units of competency, and the time allocated in which to complete their chosen course within the expected duration time. This information is given to student prior to enrolment in the prospective student information.

- All parts of the assessment must be completed successfully in accordance with the guidance provided in the Marking Guide for the student to achieve competence in any unit.
- All parts (criteria) in the marking guide must be completed successfully for the student to achieve competence in any unit

At the end of every study period the Trainers ascertain appropriate student progress through the course they are studying.

NB In the case of students who are guilty of academic misconduct, general misconduct / breaching code of behaviour, study cancellation may result. Students are expected to respect other students, staff, and property so that learning and teaching can take place freely, safely and without impediment due to the misconduct of others.

General misconduct is where a student acts dishonestly (including cheating & plagiarism); harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages

or steals WIN property or the property of others; alters/defaces WIN documents or records; prejudices the good name of WIN, or otherwise acts in an improper manner.

WIN will initiate the student's suspension on the grounds of student misbehaviour/general misconduct which the student is informed in the prospective student information on the document student behaviour and grounds for suspension and expulsion.

### **(a) Requirements for achieving satisfactory course progress**

Student's course progress is checked at the end of every study period (3 months). When a student has demonstrated competency in at least 50% of the units of competency (UOCs), it is deemed that the student has achieved satisfactory course progress for that study period.

### **(b) Assessing satisfactory course progress**

WIN will assess course progress for all its courses on scope every 3 months. WIN trainers will update each student's electronic file and assess progress using the management system and the appropriate Moodle/management system academic record. Once a student's reports have been assessed, the Academic Intervention Strategy will be implemented accordingly if necessary.

### **(c) Intervention**

WIN has implemented an intervention strategy consisting of two stages.

#### **Stage 1 - Academic Intervention after unsatisfactory progress in the first study period.**

All students' always have access to their progress through the management system's Student Portal. (Students are informed how to access the management system's Student Portal during induction and may get help and "password" reminders from their Trainer or Student support).

If a student is at risk of not making satisfactory course progress they are contacted (via email, through the management system or mobile phone) and are given counselling and academic support.

WIN defines unsatisfactory course progress as when the student has fallen below 50% of demonstrated competency at the conclusion of one study period.

Students who are falling behind will enter the Academic Intervention Procedure.

The Trainer will establish a support program which may include one or more of the following:

- attending tutorials or study groups;
- receiving individual case management;
- attending counselling;
- receiving assistance with personal issues which are affecting progress;
- receiving mentoring;
- taking learning guides home for further study
- attending more classes and demonstrations to assist comprehension

- possible compulsory attendance to take advantage of support services (e.g. Private tuition) and/or small number of groups attending.
- A buddy system;
- a combination of the above and a reduction in course load

### Stage 2 - Academic Intervention after unsatisfactory progress in the second study period

If the same student is behind in the 2nd consecutive study periods, they will be placed in Stage Two. Stage 2 is where a student is issued with a letter of intent to cancel their enrolment. A copy of the complaints and appeals procedure is included with the letter.

A student would be deemed to have failed to meet course progress requirements if they have not improved their progress over one study period (a three-month period) measured by the guide below. WIN must implement its academic intervention strategy if the student falls below 50% for the units attempted in WIN's study period.

Students are advised that unsatisfactory course progress in two consecutive study periods for their course could lead to the student being reported to Department of Home Affairs and cancellation of his or her visa, depending on the outcome of any appeals process.

#### **(d) Notifying students**

A written letter will be issued to the student and/or forwarded to their supplied address, email address. A representative will try various ways of contacting them (phone, SMS, email, post). Once a student is reported, WIN will create a course variation in PRISMS that the student failed to maintain course progress which may lead to a visa cancellation.

Students will be notified as soon as practicable of making the assessment on course progress.

#### **(e) Notification to the Department of Home Affairs**

WIN notifies DHA within 14 days of the prescribed information about an accepted student who does not commence on the nominated date.

WIN notifies DHA as soon as practicable of any breaches by an accepted student of a student visa condition related to satisfactory academic performance once the complaints and appeals have been implemented, tried and resulted in a decision supporting the RTO.

## Emergency Contact Numbers

ORGANISATION	PHONE
<b>POLICE FIRE AMBULANCE</b>	<b>000</b>
Police: L 3, SPC, 151-241 Goulburn Street Darlinghurst 2010 Fax: 02 9265 4104	9265 4144
Fire Station: 113 George St, Redfern 2016	9698 1161
Hospital: St Vincent's, 390 Victoria St, Darlinghurst	8382 1111
Dentist: Sydney Dental Hospital, 2 Chalmers St, Surry Hills	9293 3333
Poisons Information Centre	13 1126

Problem	Website	Phone no
Accommodation-- Emergency for women	<a href="https://www.wagec.org.au/">https://www.wagec.org.au/</a> Mon – Fri 9.00 – 4.30	<a href="mailto:intake@wagec.org.au">intake@wagec.org.au</a> 9319 4088
Alcohol Abuse	<a href="http://www.aa.org.au">www.aa.org.au</a>	1300 222 222
Anxiety (including phobias & Obsessive- Compulsive Disorder)	<a href="https://wayahead.org.au/">https://wayahead.org.au/</a> <a href="https://www.beyondblue.org.au/get-support/who-can-assist">https://www.beyondblue.org.au/get-support/who-can-assist</a>	Mon – Fri 1300 794 992 1300 22 4636
Asthma	<a href="http://www.asthmansw.org.au/">www.asthmansw.org.au/</a> <a href="https://www.asthmaaustralia.org.au/nsw/about-asthma/asthma-emergency">https://www.asthmaaustralia.org.au/nsw/about-asthma/asthma-emergency</a> In an emergency	<b>1800 278 462</b> 9906 3233  000
Community services – (local) women	<a href="http://www.lwchc.org.au/">http://www.lwchc.org.au/</a>	9560 3011
Community services - (local) men	<a href="https://mensline.org.au/about-us/useful-links-and-support/">https://mensline.org.au/about-us/useful-links-and-support/</a>	1300 78 99 78
Consumer credit and debt	<a href="https://www.accc.gov.au/consumers/debt-debt-collection/help-when-youre-in-debt">https://www.accc.gov.au/consumers/debt-debt-collection/help-when-youre-in-debt</a>	Mon – Fri 1300 302 502
Consumer credit protection	<a href="https://www.accc.gov.au/consumers/consumer-rights-guarantees">https://www.accc.gov.au/consumers/consumer-rights-guarantees</a>	Mon – Fri 1300 302 502
Counselling - crisis	Lifeline – Crisis Support	<a href="https://www.lifeline.org.au/">https://www.lifeline.org.au/</a> 24hr 13 11 14
Counselling – general information	<a href="http://www.community.nsw.gov.au/about-us/contact-us/support-and-counselling-numbers">http://www.community.nsw.gov.au/about-us/contact-us/support-and-counselling-numbers</a> Lifeline Relationships Australia	13 11 14 1300 364 277

<b>Crime stoppers (report crime anonymously) - <a href="https://www.crimestoppers.com.au/">https://www.crimestoppers.com.au/</a></b>		1800 333 000
<b>Police Assistance - <a href="https://portal.police.nsw.gov.au/">https://portal.police.nsw.gov.au/</a></b>		13 14 44
<b>In an emergency</b>		000
General counselling	50-60 minute appointment. With Anthia Shaw.  There will be a charge of \$100/session. An is available for online and face to face sessions.  Well Counselling, 213/354 Eastern Valley Way Chatswood. <a href="https://www.wellcounselling.com.au/">https://www.wellcounselling.com.au/</a>	
Counselling-- victims of crime support	<a href="https://www.counselling.nsw.gov.au/">Counselling (nsw.gov.au)</a>	1800 633 063
Depression	<a href="http://www.beyondblue.org.au/">http://www.beyondblue.org.au/</a> <a href="https://www.beyondblue.org.au/the-facts/depression">https://www.beyondblue.org.au/the-facts/depression</a> <a href="https://mindspot.org.au/">https://mindspot.org.au/</a>  Lifeline <a href="https://mensline.org.au/">https://mensline.org.au/</a> <a href="https://www.suicidecallbackservice.org.au/">https://www.suicidecallbackservice.org.au/</a>	1300 22 4636  Mon – Fri 1800 61 44 34 13 11 14 1300 78 99 78 1300 659 467
Disabilities	<a href="http://www.dsa.org.au/">http://www.dsa.org.au/</a>	1300 372 121
Domestic violence – Men and Women	<a href="https://www.dvns.org.au/">https://www.dvns.org.au/</a> <a href="https://www.dvns.org.au/1800RESPECT">1800RESPECT</a> In an emergency Lifeline DVConnect womensline	24hr 1800 65 64 63 1800 737 732 000 13 11 14 1800 811 811
Drug addiction and abuse counselling and assistance	Narcotics Anonymous <a href="https://www.na.org.au/">https://www.na.org.au/</a> <a href="https://www.lifeline.org.au/get-help/topics/substance-abuse-and-addiction">https://www.lifeline.org.au/get-help/topics/substance-abuse-and-addiction</a> <a href="https://www.counsellingonline.org.au/">https://www.counsellingonline.org.au/</a>	1300 652 820 13 11 14  9361 8000
Families & friends with mental illness	<a href="http://www.mentalhealthcarersnsw.org/">http://www.mentalhealthcarersnsw.org/</a> Information and Support	9332 0777 1300 554 660
Eating disorders	<a href="https://thebutterflyfoundation.org.au/understand-eating-disorders/">https://thebutterflyfoundation.org.au/understand-eating-disorders/</a>	1800 33 4673
<b>Emergency services (police, fire, ambulance)</b>		000
Epilepsy	<a href="http://www.epilepsy.org.au/">www.epilepsy.org.au/</a>	1300 37 45 37
Family planning information	<a href="https://www.fpns.org.au/">https://www.fpns.org.au/</a> <a href="https://www.healthdirect.gov.au/partners/family-planning-nsw">https://www.healthdirect.gov.au/partners/family-planning-nsw</a>	1300 658 886 24hr 1800 022 222
Gambling – free Counselling / legal advice	<a href="http://www.gamblinghelp.nsw.gov.au/get-help/meet-a-counsellor/">http://www.gamblinghelp.nsw.gov.au/get-help/meet-a-counsellor/</a> <a href="https://salvos.org.au/need-help/problem-gambling/">https://salvos.org.au/need-help/problem-gambling/</a> Wesley Mission Legal Service Level 3, 220 Pitt Street SYDNEY NSW 2000. Email: <a href="mailto:communitylegal@wesleymission.org.au">communitylegal@wesleymission.org.au</a> Lifeline	1800 858 858 13 72 58 9263 557 1300 827 638 13 11 14
G-Line (gambling)		1800 633 635
Gay & Lesbian, Bi, Trans gender information and counselling services	<a href="http://www.cityofsydney.nsw.gov.au/community/community-support/lgbtiq-communities/community-contacts">http://www.cityofsydney.nsw.gov.au/community/community-support/lgbtiq-communities/community-contacts</a>  <a href="http://www.twenty10.org.au/">http://www.twenty10.org.au/</a>	-  8594 9555

	<a href="https://qlife.org.au/">https://qlife.org.au/</a>	1800 184 527
Grief support	<a href="https://www.grief.org.au">https://www.grief.org.au</a> <a href="https://www.beyondblue.org.au/the-facts/grief-and-loss">https://www.beyondblue.org.au/the-facts/grief-and-loss</a> <a href="https://wa.lifeline.org.au/services/counselling-services/support-in-times-of-grief-and-loss/">https://wa.lifeline.org.au/services/counselling-services/support-in-times-of-grief-and-loss/</a>	Free call 1800 642 066 1300 22 4636 24hr 13 11 14
Hepatitis C	<a href="https://www.hep.org.au/">https://www.hep.org.au/</a>	9332 1599
HIV/AIDS	<a href="https://www.acon.org.au/">https://www.acon.org.au/</a> Free call	9206 2000 1800 063 060
Telephone Interpreter Service	<a href="https://www.tisnational.gov.au/">https://www.tisnational.gov.au/</a> Client Liaison Immediate phone interpreting service ATIS phone interpreting service	1300 655 820 13 14 50 1800 131 450
Legal information and advice	Redfern Legal Centre <a href="https://rlc.org.au">https://rlc.org.au</a> <a href="mailto:info@rlc.org.au">info@rlc.org.au</a>	<b>Monday - Thursday</b> 9am - 1pm & 2pm - 6pm <b>Friday</b> 9am - 1pm & 2pm - 5pm 9698 7277 <a href="mailto:info@rlc.org.au">info@rlc.org.au</a>
Local council services guide for international students	City of Sydney Council <a href="http://www.cityofsydney.nsw.gov.au/community/community-support/international-students">http://www.cityofsydney.nsw.gov.au/community/community-support/international-students</a>	Visiting, living, studying, public transport, areas of interest and cheap eats.
Mens services	<a href="https://mensline.org.au/">https://mensline.org.au/</a> <a href="http://www.menshealthaustralia.net/">http://www.menshealthaustralia.net/</a> <a href="https://www.healthdirect.gov.au/mens-health">https://www.healthdirect.gov.au/mens-health</a>	24hr 1300 78 99 78 +61 (0)403 813 925 1800 022 222
Mental health advice and support	<a href="https://wayahead.org.au/">https://wayahead.org.au/</a> <a href="http://www.blackdoginstitute.org.au/">http://www.blackdoginstitute.org.au/</a> Lifeline <a href="https://www.suicidecallbackservice.org.au/">https://www.suicidecallbackservice.org.au/</a>	Mon – Fri 1300 794 991 Mon – Fri 9382 4530 24hr 13 11 14 1300 659 467
Poison Information Centre	<a href="https://www.poisonsinfo.nsw.gov.au/">https://www.poisonsinfo.nsw.gov.au/</a> Emergency	Hotline 13 11 26 000
<b>Police Assistance Line (non-emergency) Hotline</b>		13 14 44
Pregnancy assistance/counselling	<a href="https://www.pregnancybirthbaby.org.au/contact-us">https://www.pregnancybirthbaby.org.au/contact-us</a> <a href="http://www.pregnancysupport.com.au/">www.pregnancysupport.com.au/</a> In an emergency	1800 882 436 1300 792 798 000
Racism	Australian Human Rights Commission <a href="https://itstopswithme.humanrights.gov.au">https://itstopswithme.humanrights.gov.au</a>	Mon – Fri 9284 9600
Rape Crisis – men and women	NSW sexual Violence Helpline <a href="https://au.reachout.com/articles/sexual-assault-support-services">https://au.reachout.com/articles/sexual-assault-support-services</a> Domestic Violence Sexual Assault Crisis Service---ask for afterhours crisis workers	24hr 1800 424 017 Mon – Fri 1800 222 387 1800 211 028 9515 6111
Relationship counselling	<a href="https://www.relationshipsnsw.org.au/support/services/couples-counselling/">https://www.relationshipsnsw.org.au/support/services/couples-counselling/</a> <a href="#">Relationship &amp; Marriage Counselling for Couples - Interrelate - Interrelate</a>	Mon – Fri 1300 364 277 1300 473 528



Sexual assault, violence and abuse	<a href="https://www.1800respect.org.au/violence-and-abuse/sexual-assault-and-violence/">https://www.1800respect.org.au/violence-and-abuse/sexual-assault-and-violence/</a>	24hr 1800 737 732  Free online chat service
Schizophrenia	<a href="https://www.onedoor.org.au">https://www.onedoor.org.au</a>	9879 2600 <b>1800 985 944</b>
Smoking - Quitline	Quitline <a href="https://www.cancer.org.au/preventing-cancer/smoking-and-tobacco/smoking.html">https://www.cancer.org.au/preventing-cancer/smoking-and-tobacco/smoking.html</a>	13 78 48 13 11 20
Suicide Prevention	<a href="http://www.suicideprevention.com.au/">www.suicideprevention.com.au/</a> Lifeline Suicide Callback <a href="https://nfp.everydayhero.com/au/australian-suicide-prevention-hold-on-to-life">https://nfp.everydayhero.com/au/australian-suicide-prevention-hold-on-to-life</a>	1300 360 980 24hr 13 11 14 24hr 1300 659 467 24hr 1800 465 366
Tenants' Rights	<a href="http://www.tenants.org.au">www.tenants.org.au</a>	1800 251 101

### Bank Account and Money Matters

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

### Overseas Student Health Cover (International Students Only)

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

Bupa is our preferred organisation to provide health cover to international students. For a quick online [quote click here](#).

For your convenience, students may submit a claim to Bupa at Elizabeth St campus' Reception.

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

Oxford Village Medical Centre <https://www.oxfordvillagemedicalcentre.com.au/> Shop 18/63 Oxford St Telephone 9194 2010

Also see [http://www.oshcworldcare.com.au/member\\_student/medical\\_providers.aspx](http://www.oshcworldcare.com.au/member_student/medical_providers.aspx)  
Please be aware that unless it is a life-threatening emergency, do **not** attend a hospital for a medical visit. Hospitals will charge you \$400/visit, very little of which your OSHC provider will reimburse to you. Visit a local doctor (or GP) if you need medical attention.

## **Language, Literacy and Numeracy Policy (LLN)**

### **Overview**

The purpose of this policy and related procedure is to establish guidelines to identify students in need of support for their basic skills in English language, literacy and numeracy

(LLN), and for the provision of these support services to students to enable them to participate effectively in WIN College's (WIN) vocational courses.

### **Policy**

The minimum LLN standards required to enrol in a course at WIN are stated in the relevant course entry requirements.

An assessment of a prospective student's LLN skill levels will be made during the admissions process to determine whether they meet the threshold for enrolment, and/or the support that is required throughout their study to develop their skills to the appropriate level.

If a student has demonstrated the minimum standard required to apply and enrol in a course and is having difficulty successfully completing their study due to LLN performance, WIN will arrange support services for the student.

A general assessment of student LLN standards for all VET courses is outlined below in the LLN procedures. If the student's performance in the general assessment of LLN raises concern that the student may have LLN difficulties, the student must complete a detailed assessment.

If, at any time, a member of WIN believes that the student is not demonstrating the minimum LLN standards for the course, they may request a detailed assessment of student's LLN abilities, to be completed by the student in person under supervision within five days.

If, because of the detailed assessment, the student's abilities appear to be substantially below the minimum threshold for enrolment, WIN may consider transfer to a pathway course or cancellation of enrolment.

### **Procedures**

The general assessment of student LLN standards will follow these 2 processes. Students identified with potential LLN issues will continue past step 2.

1. Enrolment application: Students must personally complete the enrolment application including a 50-word short essay response. All international students will follow the international student admissions process which may include a personal interview. The application and statement of intention will be reviewed by the admissions officer. The purpose of the application form is to obtain any information about previous education, disabilities and grasp of the English language. The information obtained is to determine:

- the appropriateness of WIN's course for the individual's own goals and aspirations
- the individual's grasp of English
- any relevant disabilities that need to be considered when the individual participates in the course.

2. LLN assessment test: The purpose of the LLN assessment test is to confirm language, literacy and numeracy skills. We observe the participants for any signs of difficulty in completing the test.

The role of an LLN assessor is to objectively assess the test against model answers. The assessor must have knowledge and competency in LLN assessment. It is crucial that assessors understand and practise fair, objective, unbiased and flexible assessment processes.

While assessing the LLN test, assessor MUST ensure:

- Student has answered all questions on the tests
- Student has not plagiarised during the testing process
- Assessor has provided detailed information on the oral communication section of the test

The aim of this assessment is to ensure that we confirm the learning needs of our participants prior to commencement of the training. If we can identify any participant with special needs, we can then ensure that we modify our learning and assessment strategies to accommodate their needs.

3. Students identified with LLN issues will be required to attend an LLN interview.

Furthermore, if any WIN trainer has concerns with a student's performance post enrolment related to LLN, they can request that the student attends an LLN interview.

4. If required, the student must attend an interview with a WIN staff member with LLN experience. The interview will cover (but not be limited to):

purpose of interview;

ask the student to describe their background and skills;

ask the student to complete the self-assessment;

ask the student to complete another reading task.

5. The WIN staff member will complete a summary report and submit it to the Academic Manager for his evaluation and provision of support strategies. Support strategies may include:

- reasonable adjustments of assessments,
- peer support or one-on-one support,
- referral to external agencies for literacy and numeracy courses (such as The Reading Writing Hotline).
- study support and study skills programs
- language, literacy and numeracy (LLN) programs or referrals to these programs
- information and communications technology (ICT) support
- learning materials in alternative formats, for example, in large print
- learning and assessment programs contextualised to the workplace
- any other services that the RTO considers necessary to support learners to achieve competency.
- peer support or one-on-one support,

- study skills training,
- referral to external agencies for literacy and numeracy courses (such as The Reading Writing Hotline).

5. The Academic Manager, along with relevant trainers, will be responsible for the ongoing monitoring of students receiving additional support to develop their LLN skill levels to the required threshold.

## **Support for Computer-based Interactive Learning**

Trainers of units that have computer-based trainer/student interaction provide students with information on the support they provide in their welcome email after Orientation. Students are required to respond to the welcome email to confirm they have received it. Students are contacted in the first week to ensure they understand the course and assessment requirements and clarify any concerns or questions they may have.

Trainers will interact with students through technology-based activities each week and in face-to-face classes. Students also have email access to their trainer regarding their studies at any time. Students can also contact the Academic Manager for additional support.

## **Privacy**

WIN College collects and stores personal information on our students and industry clients. WIN complies with the Privacy Act 1988 (Commonwealth).

Our Privacy policy is available on our website: [www.wincollege.edu.au](http://www.wincollege.edu.au)

## **Vocational Education and Training (VET) Tuition Protection Policy**

Underpinned by the *Education Services for Overseas Students 2000* (the ESOS Act), the TPS framework protects international students on student visas when their provider defaults. That is, their provider closes, fails to start, or stops offering a course.

The TPS framework requires that if a provider defaults, they have a legal obligation to either arrange students to continue their studies at an alternative provider; or provide students with a refund on unspent tuition fees.

WIN College complies with Tuition Protection requirements to protect students in the event we cease to provide a VET course of study in which a student is enrolled. For further information see:

[https://www.dese.gov.au/tps/tuition-protection-international-providers#:~:text=The%20Tuition%20Protection%20Service%20\(TPS,deliver%20their%20course%20of%20study](https://www.dese.gov.au/tps/tuition-protection-international-providers#:~:text=The%20Tuition%20Protection%20Service%20(TPS,deliver%20their%20course%20of%20study)

In the event we cease to provide a VET course of study in which a student is enrolled, the student is entitled to a choice of:

a) an offer of a place in a similar VET course of study with a second provider without any requirement to pay the second provider any tuition fee for any replacement VET units (this is known as the 'VET Course Assurance Option')

**OR**

b) a refund of the student's up-front VET tuition fee payments for any VET unit of study in which the student is enrolled or commences but does not complete because we cease to provide the VET course of study of which the unit forms part (this is known as the 'VET Tuition Fee Repayment Option').

WIN is covered for TPS with its CRICOS registration and payment of the initial TPS levy.

If we cease to provide a VET course of study, the TPS Administrator will send a student enrolled in the VET course of study a written VET Tuition Assurance Offer (the Offer) advising the student of the options available under the VET tuition protection requirements.

The Offer will include directions that the student must follow to notify the TPS Administrator of the choice they have made for each affected VET unit.

The TPS Administrator will provide this Offer within twenty business days after it knows, or should know by reasonable enquiries, that we have ceased to provide the VET course of study.

**If the student accepts the** offered VET course that leads to the same or a comparable qualification there will be no requirement on the part of the student to pay the second provider any tuition fee for any replacement VET units (that is, units that the student had commenced but not completed because the VET course ceased to be offered). A student will receive full credit from the second provider for any VET units of study successfully completed with the first provider.

The second provider nominated by the TPS Administrator may have different tuition fees to the fees the student would have paid for VET units of study that were part of the VET course of study we ceased to provide but which the student had not yet started studying.

A student is not obliged to enrol in a VET course of study with a second provider offered by the TPS Administrator. However, if the student enrolls with any other VET provider there is no obligation for that VET provider to offer full credit transfer for the VET units of study partially completed with the first provider or to offer replacement VET unit/s free of charge.

The TPS Administrator undertakes to pay the student the total of any up-front payments already paid by the student for any VET units of study the student has commenced but not completed because the VET course ceased to be offered.

## **Requesting access to records**

Students who require access to their records can email administration: [info@wincollege.edu.au](mailto:info@wincollege.edu.au)

### **What records can be accessed?**

- Electronic or paper copy records from your student file, including academic transcript and certification documents.
- Academic records from more than 30 years ago may not be available or could be incomplete, so please call the college, to enable us to advise you.
- Students who request electronic or paper copies of their academic transcript and certification will be charged a fee of \$25.00 payable over the phone via credit/debit card, Visa or Mastercard only, or by cheque/money order.

## **Training Safety**

WIN is committed to the proper management of work health and safety. We will provide a safe and healthy workplace for our staff, students, contractors and visitors by having a planned and systematic approach to the management of work health and safety. We will provide the necessary resources for the successful implementation of this policy and its supportive procedures. Work health and safety will be managed through WIN liaising with the close consultation with staff, students, contractors and visitors.

If you see something on campus, or at our training facilities that you think is unsafe or a hazard please report to your trainer or administration staff immediately.

Our safety policy is available on our website for further information.

## **Referencing Style**

The current acceptable referencing style for all WIN students is Harvard. For further information on the Harvard Referencing Style please Google Harvard Referencing examples or ask your trainer.

## **Work Placement and Work Experience**

Some courses may include work placement. If this is a requirement of your course, you will be advised the number of hours and what type of workplace you will need. It may be your responsibility to find a suitable workplace, and if WIN do not arrange work placement for you, WIN will have to approve this workplace as being appropriate for the needs of the course. Any courses which have work placement involved will be discussed with you at your enrolment interview and we will ensure you are clear about how it will work in detail before your course commences.

## Student Discipline

In cases of alleged behavioural misconduct, failure to comply with the student responsibilities, or academic misconduct, WIN may conduct a formal hearing. The student may attend the hearing. If the student declines to attend the hearing (or participate by other means) the hearing shall proceed in the absence of the student. The student may make a written submission to the hearing and/or be accompanied at the hearing by a companion. The companion is present as a support to the accused student and is not able to act as an advocate or spokesperson for the student. In exceptional cases, for example a student with a disability that effects his or her communication, the Academic Manager may give permission for the companion to speak on behalf of the accused student. Neither the student nor any other person participating in the hearing is entitled to be legally represented.

The student may make submissions to the Academic Manager after the evidence has been given. The student's submissions may be oral or written. As an outcome of the hearing, WIN may take one of the following actions:

- Dismiss the complaint of academic or behavioural misconduct
- Provide the student with a written warning together with advice about what is acceptable academic conduct/behaviour
- Decide that the student is guilty of academic misconduct/misconduct and impose one of the listed penalties.

The student shall be informed in writing of the decision of WIN, together with reasons for the decision, within five (5) days of the finalisation of the case.

For **minor** cases of misconduct, the trainer, in consultation with the Academic Manager may decide on one or more of the following:

- Issue a formal warning
- The student is required to resubmit the piece of assessment by a specified date
- The student be required to undertake additional, equivalent assessment by a specified date
- The student may require counselling and/or be removed from the classroom for a period – suspension from class.

For **major** cases of misconduct WIN may impose one or more of the following penalties:

- The student may be required to undertake additional assessment in the course (the maximum passing mark will be Pass or 50%) – for academic misconduct
- The student may be recorded as Not Yet Competent for the assessment – for academic misconduct
- The student may be withdrawn from the course with academic penalty
- The student be excluded from the course or the program for a specified period

- The student may be immediately removed from the class, and not be permitted to return until permitted by the Academic Manager

Before imposing a penalty for academic misconduct or behavioural misconduct, the student's file should be checked to determine whether the offence is a first or a subsequent offence.

A more severe penalty should be imposed for subsequent offences.

Where a penalty of exclusion is recommended the Academic Manager may decide that the following wording can be added to the student's academic record: "excluded on (date) for disciplinary reasons."

## Misconduct Definitions

### Plagiarism

WIN defines plagiarism as a piece of writing or software or other work that has been copied from someone or somewhere else and is presented as being the student's own work. It can range from failure to acknowledge citations to cheating and can be committed unintentionally or with planned deliberation.

Group work and legitimate cooperation do not *per se* constitute plagiarism, but students operating as a group must adhere to the instructions provided in their course outlines regarding collaboration in assessment items.

In the preparation of work submitted to meet course requirements, students must take great care to distinguish their own ideas and language from information derived from other sources. These include published primary and secondary materials, the Internet and information and opinions gained directly from other people.

Whenever ideas or facts are derived from a student's reading and research, that material must be cited properly. In general, students should provide references in the following circumstances:

- **Direct quotation:** whenever another author is quoted *verbatim* (i.e. word by word) by a phrase, a sentence or a paragraph, the words should be placed in single quotation marks and their source should be identified
- **Paraphrasing:** whenever another person's words are summed up in the student's own words, they should be identified through an appropriate reference, e.g. Tony Blair stated ....
- **Multiple summation:** like paraphrasing, it involves the summary of several authors' works into a single paragraph in the student's words, e.g. Tony Blair, George Bush and John Howard jointly declared .....
- **Statistics:** indicate the sources of any statistics used in an assignment or project, e.g. Bureau of Meteorology (2004)
- **Controversial facts:** acknowledge the source since it is not a commonly accepted historical fact, e.g. there is life on Mars (Cook,2005).



WIN will not accept work that has been plagiarised. It is the student's responsibility to learn the accepted forms of citation. Students who are unsure of the acceptable standards should speak with their trainer before beginning their research on assignments and projects.

### **Collusion**

Collusion is a specific type of plagiarism that occurs when two or more students present joint work as if it is their own, independent work. As mentioned above, group work can be acceptable when it is sanctioned by the trainer, however, it is not acceptable for members of a group to submit identical answers to assignments or projects by simply copying the work done as a group. With the above exceptions, all assignments and projects must be submitted individually, and the examiner is entitled to consider identical layout, identical mistakes, identical argument and identical presentation as evidence of collusion. Students are advised that their assessment items may be vetted for collusion using text comparison software.

### **Cheating**

Students who are found guilty of cheating will be dealt with severely by WIN's authorities. Collaboration in the completion of written assignments and projects is prohibited unless explicitly permitted in the course outline/assessment instructions. Students must acknowledge any collaboration and its extent in all submitted assessment. Students may not copy another student's assignment or project, computer program or parts of a program, or any part of another student's examination paper.

It is expected that all work submitted for a course will have been done solely for that course. A student may not submit the same or similar work to any other course without the prior written permission of the relevant Teacher/Trainer.

Failure to comply with this policy will lead to action being taken as per the Discipline Policy.

## **Access and Equity**

**Access** ensures that all students wishing to enrol or have enrolled in our range of qualifications and training programs, can gain access to our courses through a fair and equitable pre-enrolment processes, entry requirements, and that all efforts will be made in to accommodate physical access to training venues.

**Equity** WIN is committed to providing equivalent opportunities regardless of race, colour, national origin, sex, sexual orientation or preference, marital or parental status, age, religion, creed or political belief, mental or physical disability, or status.

WIN will treat fairly all its students and persons seeking to enrol with WIN, taking into consideration any special learning needs, Recognition of prior learning (RPL) or Credit transfer (CT) where applicable.

### **Procedure**

It is the policy of WIN to provide equal opportunity for all persons. WIN recognises that, by providing a learning environment and related support mechanisms which encourage all Students to achieve their personal best, regardless of their background and personal circumstances, it will foster an environment free of discrimination and harassment, and to assist students to identify and achieve their desired outcomes.

### **Fair treatment**

WIN will treat fairly all students and potential students.

## **Complaints and Grievances Policy**

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

WIN is committed to providing a fair and transparent complaint handling process. If you have a grievance you wish to raise, please discuss first with trainer or administration staff by contacting us on 02 9252 9979, coming directly to the administration office when on campus, or emailing us at: [info@wincollege.edu.au](mailto:info@wincollege.edu.au)

All complaints are handled with discretion and with an early resolution in mind. Please see our Policies and Procedures on our website for WIN's complaints handling policy and procedure.

<b>Complaints:</b>	
<b>Action</b>	<b>Responsibility</b>
<p>WIN may receive complaints from students, staff or stakeholders and members of the public through a variety of means e.g., verbally, written documentation, electronically (email).</p> <p>Once a complaint is received, WIN Personnel will seek to identify the issue and seek to resolve the concern immediately to avoid any further disruption or escalate the issue to a formal complaint. WIN encourages both staff and complainants to approach the complaint openly and honestly to resolve problems through fair and reasonable means.</p> <p>Where possible all non-formal attempts shall be made to resolve the issue. This may include advice, discussions, and general mediation in relation to the issue. Any staff member can be involved in this informal process to resolve issues but once a student has placed a formal complaint / appeal the following procedures must be followed.</p>	<p>WIN Personnel Complainant</p>
<p>Any student, potential student, or third party may submit a formal complaint to WIN with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for accessing the internal complaints and appeals process. (External appeals may involve minimal costs)</p> <p>When a complaint or appeal cannot be resolved through informal discussion, the complainant is asked to complete a Complaints and Appeals Form (letter or email is accepted in the format below), stating their case and providing as much detail as possible, and submit this to the Academic Manager either by email or post.</p>	<p>WIN Personnel WIN Academic Manager</p>

<p>Complaints are to include the following information:</p> <ul style="list-style-type: none"> <li>• Submission date of complaint</li> <li>• Name of complainant</li> <li>• Nature of complaint</li> <li>• Date of the event which lead to the complaint; and</li> <li>• Attachments (if applicable)</li> </ul> <p>The Complaints Form is available from administration or can be sent to the complainant on request.</p>	
<p>Complainants have the right to access advice and support from independent external agencies and/or persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless authorised by WIN.</p>	
<p>The Academic Manager will investigate the complaint/s recorded in the Complaints folder and identify a satisfactory resolution to the issue. The proposed resolution will be communicated to the complainant within 10 working days and agreement to the proposed resolution sought. Upon receipt of the agreement, the Academic Manager will:</p> <p>Provide the complainant with written confirmation of the resolution  Record the action(s) taken to resolve the complaint on in the Complaints file  Where applicable, communicate the outcome of the complaint resolution to the relevant staff member  If applicable, document the need for amendment to WIN policy and/or procedure documentation in the Continuous Improvement file and implement the necessary improvement (both the Complaints and Appeals file and the Continuous Improvement report are reviewed regularly by WIN staff at the EDS meetings  Within the notification of the outcome of the formal complaint the Complainant shall also be notified that they have the right of appeal.  To appeal a decision WIN must receive, in writing, grounds of the appeal.  Complainants are referred to the Appeals Procedure. The Academic Manager will act immediately on any substantiated complaint. If the internal or any external complaint handling or appeal process results in a decision that supports the Complainant, WIN will act immediately implement any decision and/or corrective and preventative action that is required and advise the Complainant of the outcome.</p>	<p>WIN Personnel  WIN Academic Manager</p>
<p>No student, staff member, stakeholder or member of the public will be disenfranchised in any way during the complaint and resolution process. A student's progress through a study program will not be disrupted whilst a Complainant complaint is being heard unless the nature of the issue itself means further progress is not possible. Complainants will observe strict confidentiality during all stages of the complaints resolution process. All communications and proceedings arising from the complaints process will remain confidential at the conclusion of the complaints resolution process. Complainants have the right to nominate third party representation (e.g.: a family member or friend, counsellor, professional representation, or support person) if they wish but they must inform WIN prior to any discussions of the representation</p>	<p>WIN Personnel  Complainant</p>
<p><b><u>External Complaints</u></b></p> <p>If not satisfied with the decision in either the formal complaints or appeals procedures the Complainant may request that the matter be further reviewed by an external dispute resolution process by a body chosen by the Complainant (e.g., international or local student) The details of these external bodies are as follows:</p> <p>Department of Fair Trading  Head office  NSW Fair Trading</p>	<p>Complainant</p>

<p>60 Station Street Parramatta NSW 2150  <a href="http://www.fairtrading.nsw.gov.au/">http://www.fairtrading.nsw.gov.au/</a>          Postal address:          NSW Fair Trading          PO Box 972 Parramatta 2124          Tel: 9895 0111 Fax: 9895 0222</p> <p>International Student Ombudsman          Email: <a href="mailto:ombudsman@ombudsman.gov.au">ombudsman@ombudsman.gov.au</a>          Call: 1300 362 072 within Australia. Outside Australia call +61 2 6276 0111.          Enquiries: 9:00am to 5:00pm Monday to Friday, Australian Eastern Standard Time (Australian Eastern Daylight Time when daylight savings is in effect)          Fax: 02 6276 0123 within Australia. Outside Australia +61 2 6276 0123.          Postal: GPO Box 442 Canberra ACT 2601.</p>	
<p>If a Complainant is still dissatisfied with the decision of WIN, they may wish to seek legal advice or place a complaint about WIN to ASQA directly (please be aware that ASQA does not act in a mediation capacity ASQA's role is not to act as a student advocate for individual students. Rather, ASQA uses the information reported through complaints to inform how it regulates training providers). If, after WIN's internal complaints and appeals processes have been completed, the complainant still believes WIN is breaching or has breached its legal requirements, they can submit a complaint to ASQA by completing the online complaint form:  <a href="https://rms.asqa.gov.au/registration/newcomplaint.aspx">https://rms.asqa.gov.au/registration/newcomplaint.aspx</a>          Except in exceptional circumstances, complaints must attach evidence to the complaint form showing that they have followed WIN formal complaints procedure and WIN's response.</p>	Complainant
<p>ASQA's processes require the Complainant to identify themselves to ASQA as "the" complainant, although a complainant may request that their identity is kept confidential throughout any investigation that ASQA undertakes. Australian Skills Quality Authority Tel: 1300 701 801 <a href="http://www.asqa.gov.au">www.asqa.gov.au</a></p>	Complainant
<p>No student, staff member, stakeholder or member of the public will be disenfranchised in any way during the complaint and resolution process. A student's progress through a study program will not be disrupted whilst a Complainant complaint is being heard unless the nature of the issue itself means further progress is not possible. Complainants will observe strict confidentiality during all stages of the complaints resolution process. All communications and proceedings arising from the complaints process will remain confidential at the conclusion of the complaints resolution process. Complainants have the right to nominate third party representation (e.g.: a family member or friend, counsellor, professional representation or support person) if they wish but they must inform WIN prior to any discussions of the representation.          WIN will happily abide by any decision made by the external body</p>	WIN Personnel WIN Academic Manager
<p>Where the WIN considers more than 60 calendar days are required to process and finalise the complaint, the College: will inform the complainant in writing, including reasons why more than 60 calendar days are required; and regularly update the complainant on the progress of the matter via email.</p>	WIN Personnel
<b>Appeals</b>	
<b>Action</b>	<b>Responsibility</b>
Candidates are entitled to formally appeal the outcome of the assessment decision by completing the Appeals Form or submitting an appeal via email or letter, stating their	WIN Personnel

<p>case and providing as much detail as possible, and submit this to the Academic Manager either by email or post. Candidates are to include the following information:</p> <ul style="list-style-type: none"> <li>- Submission date of appeal</li> <li>- Name of appeal;</li> <li>- Nature of appeal;</li> <li>- Supporting documentation regarding their assessment outcome</li> <li>- Attachments (if applicable)</li> <li>- The Appeals Form is available from administration or the assessor or can be sent to the complainant on request</li> </ul>	<p>WIN Academic Manager Complainant</p>
<p>The Academic Manager shall seek details from the Assessor involved and any other relevant parties. A decision shall be made regarding the appeal either indicating the assessment decision stands or details of a possible reassessment by a 'third party'. The third party shall be another Assessor appointed by WIN.</p> <p>The appeal will be adjudicated by one, some or all the below</p> <p>A panel of qualified trainers/assessors Academic Manager A qualified trainer/assessor external to WIN A representative of an industry body (service skills council etc)</p>	<p>WIN Personnel WIN Academic Manager</p>
<p>The Complainant shall be notified in writing of the outcome with reasons for the decision, and the file/journal updated. The Complainant shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The Candidate is required to notify WIN if they wish to proceed with the external appeals process</p>	<p>WIN Personnel AM Complainant</p>
<p><b><u>External Appeals</u></b></p>	<p><b>Responsibility</b></p>
<p>If not satisfied with the decision in either the formal complaints or appeals procedures the Complainant may request that the matter be further reviewed by an external dispute resolution process by a body chosen by the Complainant (e.g. International or Local student) The details of these external body are as follows:</p> <p>Department of Fair Trading Head office NSW Fair Trading 60 Station Street Parramatta NSW 2150 <a href="http://www.fairtrading.nsw.gov.au/">http://www.fairtrading.nsw.gov.au/</a> Postal address: NSW Fair Trading PO Box 972 Parramatta 2124 Tel: 9895 0111 Fax: 9895 0222</p> <p>International Student Ombudsman Email: <a href="mailto:ombudsman@ombudsman.gov.au">ombudsman@ombudsman.gov.au</a> Call: 1300 362 072 within Australia. Outside Australia call +61 2 6276 0111. Enquiries: 9:00am to 5:00pm Monday to Friday, Australian Eastern Standard Time (Australian Eastern Daylight Time when daylight savings is in effect) Fax: 02 6276 0123 within Australia. Outside Australia +61 2 6276 0123. Postal: GPO Box 442 Canberra ACT 2601.</p>	<p>Complainant</p>
<p>If a Complainant (Candidate or third party) is still dissatisfied with the decision of WIN, they may wish to seek legal advice or place a complaint about WIN to ASQA directly (please be aware that ASQA does not act in a mediation capacity). If, after WIN internal</p>	<p>Complainant</p>

<p>complaints and appeals processes have been completed, the complainant still believes WIN is breaching or has breached its legal requirements, they can submit a complaint to ASQA by completing the online complaint form:  <a href="https://rms.asqa.gov.au/registration/newcomplaint.aspx">https://rms.asqa.gov.au/registration/newcomplaint.aspx</a>. Except in exceptional circumstances, complaints must attach evidence to the complaint form showing that they have followed WIN formal complaints procedure and WIN's response.</p>	
<p>ASQA's processes require the Complainant to identify themselves to ASQA as "the" complainant, although a complainant may request that their identity is kept confidential throughout any investigation that ASQA undertakes. Australian Skills Quality Authority  Tel: 1300 701 801 <a href="http://www.asqa.gov.au">www.asqa.gov.au</a></p>	Complainant
<p>No student, staff member, stakeholder or member of the public will be disenfranchised in any way during the appeals and resolution process. A student's progress through a study program will not be disrupted whilst a Complainant's appeal is being heard unless the nature of the issue itself means further progress is not possible. Complainants will observe strict confidentiality during all stages of the appeals resolution process. All communications and proceedings arising from the appeals process will remain confidential at the conclusion of the appeals resolution process. Complainants have the right to nominate third party representation (e.g.: a family member or friend, counsellor, professional representation, or support person) if they wish but they must inform WIN prior to any discussions of the representation.  WIN will abide by any decision made by the external body.</p>	WIN Personnel WIN Academic Manager
<p>Where the WIN considers more than 60 calendar days are required to process and finalise the appeal, the College: will inform the Complainant in writing, including reasons why more than 60 calendar days are required; and regularly update the Complainant on the progress of the matter via email.  All stages will be documented and file notes provided to all parties involved. Students will be given a written statement of the appeal outcome and reasons for the decision (which will be placed in the student's file).</p>	WIN Personnel

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

#### FLOW CHART OF PROCEDURES FOR HANDLING GRIEVANCES FROM INTERNATIONAL STUDENTS TALK TO YOUR TRAINER FIRST



IF YOU CAN'T GET A SOLUTION TALK TO THE STUDENT SUPPORT SERVICES OFFICER



IF YOU CAN'T GET A SOLUTION, GIVE A COMPLETED COMPLAINTS FORM TO THE ACADEMIC MANAGER



MEET WITH THE ACADEMIC MANAGER  
(Student can bring a support person)



IF YOU REMAIN UNHAPPY, YOU CAN ARRANGE A MEETING WITH THE OVERSEAS STUDENT OMBUDSMAN OR DEPARTMENT OF FAIR TRADING

#### Complaints Handling Substantiation

WIN has a clear policy on handling complaints from students, staff and stakeholders. The procedure of this policy is:

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

#### Disciplinary Action Procedure

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

The Academic Manager (or delegated nominee) may suspend a student or recommend expulsion because of unsatisfactory academic progress, plagiarism, facilitating other students

to cheat on assessments, and student behaviour that intentionally disrupts or interferes with education, administrative or operational activities.

### **Prescription Drugs and Medication**

Although WIN's Drugs and Alcohol Policy does not prohibit the use of prescription pharmaceuticals, you should check with your doctor that your prescription does not impair your study performance and/or put you or others at risk.

## **Costs of living in Sydney**

Living in Sydney can be expensive – but there are ways to keep costs down. Shop at discount supermarkets like ALDI, cook your own meals or choose from a range of affordable cafes and pubs. Here, we give you a brief overview of how much you can expect to spend living in Sydney, and what you can expect to spend your money on.

As a general guide, you'll need about \$21,000-30,000 to cover living expenses for one year. This equates to roughly \$625 per week or \$2500 per month. This will cover accommodation, food, transport, entertainment, and mobile phone expenses.

For partners coming with you will need an additional AUD\$8,000 - \$9,000. For each child coming with you, you will need AUD\$3,500- \$4,500 for living costs. Dependent children must attend school in Australia and school fees will be incurred.

Accommodation costs vary depending on where you choose to live. Use the following as a guide:

- Shared rental: \$95-250 per week
- Homestay \$235-325 per week
- Rental \$300-800 per week

### **Living Expenses**

You should also consider the following expenses:

- Groceries and eating out \$80 to \$200 per week (Check <https://www.aldi.com.au/en/groceries>)
- Mobile phone \$30 - \$80 per month (Check [https://www.circles.life/au/plans?utm\\_source=paid&utm\\_medium=googlesem&utm\\_campaign=ggl\\_sem\\_brd\\_au\\_national&utm\\_content=588530670952&utm\\_term=circle%20life&gclid=Cj0KCQjwkruVBhCHARIsACVliOzo35v-bgfSnLezBrYGijSSxhNFEEn\\_kGen6hMFOP5S-ok36FmxgwwEaAoXZEALw\\_wcB](https://www.circles.life/au/plans?utm_source=paid&utm_medium=googlesem&utm_campaign=ggl_sem_brd_au_national&utm_content=588530670952&utm_term=circle%20life&gclid=Cj0KCQjwkruVBhCHARIsACVliOzo35v-bgfSnLezBrYGijSSxhNFEEn_kGen6hMFOP5S-ok36FmxgwwEaAoXZEALw_wcB))
- Gas, electricity \$20 to \$100 per week
- Phone and Internet \$20 to \$50 per week



- Public transport \$30 to \$60 per week (NB International students are not entitled to student concessions on public transport in NSW).
- Entertainment \$50 to \$100 per week
- Car (after purchase) - \$150 to \$260 per week

### **Accommodation**

- Hostels and Guesthouses – From \$17/night See <https://sydneybackpackers.com.au>  
<http://www.sydneybackpackers.com>  
[https://www.hotelscombined.com.au/Place/Sydney-hostels.htm?r9ck=iq&gclid=CjwKCAjwquWVBhBrEiwAt1Kmwg8aTbiYw7E7WphiUKXIlwX9zly-BWBwrK\\_sGwfyDxBQdrsYAUUpUaRoCkd8QAvD\\_BwE](https://www.hotelscombined.com.au/Place/Sydney-hostels.htm?r9ck=iq&gclid=CjwKCAjwquWVBhBrEiwAt1Kmwg8aTbiYw7E7WphiUKXIlwX9zly-BWBwrK_sGwfyDxBQdrsYAUUpUaRoCkd8QAvD_BwE)
- [Capsule Hotel](#) 640 George Street Sydney from \$59/night
- Shared Rental - \$95 to \$215 per week See [www.semesterinaustralia.com](http://www.semesterinaustralia.com) or [www.campuslivingvillages.com](http://www.campuslivingvillages.com)
- Homestay - \$235 to \$325 per week See [www.homestaynetwork.org](http://www.homestaynetwork.org) or [www.sydneyhomestay.org](http://www.sydneyhomestay.org)
- Rental - \$185 to \$440 per week See [www.domain.com.au](http://www.domain.com.au)
- Boarding establishments - \$11,000 to \$22,000 a year

The Home Affairs website covers in more detail how to work out how much money you might need to cover the costs of your stay in Australia as international student.

The Insider Guides 'Cost of Living Calculator' is also a useful, practical tool to help estimate your cost of living in Australia [www.insiderguides.com.au/cost-of-living-calculator/](http://www.insiderguides.com.au/cost-of-living-calculator/).

See also <https://www.studyaustralia.gov.au/english/live/living-costs>

### **Working**

While you are on a Student Visa Subclass 500 you may work 48 hours/fortnight during the study term.

You may work unlimited hours when there are term breaks or holidays.

You may look for work on [www.seek.com.au](http://www.seek.com.au); <https://au.indeed.com>

; <https://au.prosple.com/international-student-jobs-in-sydney-australia> ;

<https://www.adzuna.com.au/sydney/international-student> ; <https://www.simplyhired.com.au>

or <https://au.jora.com/Casual-International-Student-jobs-in-Sydney-NSW>

### **Driving**

Please be aware that the rules for driving with an international licence have changed in NSW from March 1, 2024.

Drivers who have been in the state since before July 1, 2023, will have exactly 12 months to move onto a NSW licence. This includes those who may have been driving on their international licence for years before the rule change.

### **Final note**

If you need any further assistance at any time during your enrolment with us, please feel free to contact us.

We appreciate your time reading this handbook and we hope you enjoy your enrolment with us.

WIN College wishes you every success in your studies, and your future chosen career path!