Stanley College

STUDENT HANDBOOK

INTERNATIONAL STUDENTS

Learning for life

Contents

Introduction 5

Welcome to Stanley College 6
Definitions 8

General Information 9

Stanley College Administration and Contact Numbers 10
Key Personnel 10
Student Services Team and Official International Student Point of Contact 11
Contacting the Student Services Team - via email 12
Supporting Individual Learners (Access and Inclusion) 12
Student Support Services 13
Support services available to assist you to adjust to study and life in Australia 13
Additional Student Services 14
Student Counselling Service 15
Referring to a Service 15
Student Requests 16
Medical Certificate Requirements 17
Location of training venues 17
Stanley College Intake Dates 18
Public Holidays (Western Australia) 19
Campus Resources 19
WIFI 21
Student ID 21
Student Portal 22
Student Email Account 22
Student Login 24
Working in Australia 25
- Permission to Work 25

Finding Work 25
Earning an Income 25
- The Fair Work Ombudsman 25
- Getting a Tax File Number 25
- Tax Returns 26
- Superannuation 26

Managing Your Finances 27
- **Paying your Tuition Fees** 27
- Additional Fees and Charges 28
- Monthly Expenses 29
- Cost of Living 29
- Setting up a Bank Account 30
- Bank and ATM Locations 30
- ATMs (Automatic Telling Machines) 31
- Using an ATM 31
- Safety When Carrying Money 31
- EFTPOS 32
- Paying Bills 32

Fair Work Ombudsman 32
Information for International Students (Accommodation/Work) 34
- Accommodation 34
- Getting a job and your work rights 34

Temporary relaxation of working hours for student visa holders - ENDED 34
Overseas Students Ombudsman 35
- How to make a complaint with the Overseas Students Ombudsman 35

Stanley College uses Education Agents 36
Consumer Protection 36
Personal Safety tips 36
- Scams 37

Other useful information 37

Lost property 38

Training and Assessment 39

Introduction to Vocational Education and Training (VET) 40
Training Delivery 40
Work-Based Training/ Clinical Work Placement 41
Prescribed Hours for Work-Based Training/ Clinical Work Placement 41
Support during your Work-Based Training or Clinical Work Placement 42
Submission of Work-Based Training or Clinical Work Placement Time-sheets 42
State Government COVID Vaccine Mandate for Work-Based Training and Clinical Work Placement 42
Additional Requirements to Participate in Work-Based Training or Clinical Work Placement 43
Accident Procedure 44
Placement Safety - Rules 44
Unpaid Voluntary Workers Insurance 44
Assessments and Assessment Outcomes 45
Principles of Assessment 45
Rules of Evidence 45
Assessments Methods 46
Assessment Submission Guidelines 46
Retention of Assessment 46
Late submission of Assessments 47
Re-Assessment Fee 47
Re-Enrolment Fee 47
Submitting your assessment 47
Assessment Retention Requirements 48
Written Assessments Guide 48
References 48
Academic Dishonesty 49
Cheating 49
Results 49
Assessment Support Services 50
Assessment Support Sessions 50
Student Workshops 50
Support Guidelines 50
Appeal 51
Recognition (Exemptions) 51
Recognition of Prior Learning (RPL) 51
Credit Transfer 51
Application for Awards and Academic Progress Documents 52
Award collection method 53

Policies 54

Stanley College Code of Conduct 55
Breaches of Code of Conduct 58
Reporting Breaches 58
Process 59
Cancellation resulting from Breaches 59
Deferring, Suspending or Cancelling your Enrolment 59
Right of Appeal 60
Deferral of enrolment - Student initiated 60
Suspension of enrolment - Student initiated 61
Deferment of enrolment - Stanley College initiated 61
Suspension of enrolment - Stanley College initiated 61
Cancellation of enrolment - Stanley College initiated 62
Complaint and Appeal Process 62
Definitions 63
Complaint 63
Informal Complaint Procedure 63
Appeal 63
Formal Complaint and Appeal Procedure 64
Student discipline 65
Examples of serious breaches 65
Non-payment of fees 65
Academic Dishonesty 66
Academic Course Progress/Course Attendance 67

Course Progress Policy and Procedure 67
Intervention Strategy 68
Reporting: 68
Extending Course Duration 69
Student Dress Code 69
Student Feedback 70
Students with Special Needs 70
Social Media Policy 71
Health and Safety on Campus 71
First Aid on Campus 74
Personal Safety 74
Critical Incidents 75
Student Procedure 75
Emergencies 75
Police 75
Fire 76
Ambulance 76
Stanley College Emergency Line 76
State Emergency Service 76
Lifeline 76
Poisons Information Line 76
Translating and Interpreting Service (TIS) 76
Stanley College Privacy Notice 76
International Students Personal Information – Recorded in PRISMS 80
Concurrent Course Enrolment Guidelines and Disclaimer 80
Transfer to another College 81
Transferring from another College 82
Refund and Cancellation Policy 83
Refund and Cancellation Policy Overview 83
Fees and Charges 83
Definitions 84
General Information 84
Table – Refund and Cancellation – International Students 85
Short Course/Workshop Tuition Fees 86
Non-Payment of Fees 86
Overseas Student Health Cover (OSHC) 86
How do I get OSHC? 86
What am I covered for? 86
How do I use my OSHC card? 87
Medibank Online Doctor Service 87
Unique Student Identifier (USI) 87
What Happens When Stanley College Verifies your USI 88
Accessing your visa information 88
Your Responsibilities under the Student Visa 88

Introduction

Welcome to Stanley College

Stanley College respectfully acknowledges the Traditional Custodians of the lands on which we operate, including the Whadjuk Noongar people in Perth, and pays our respects to Elders past, present and emerging.

Thank you for choosing Stanley College for your learning journey. We are proud to support you in achieving your academic personal, and career goals, and we hope your experience with us is both rewarding and memorable.

Our experienced team delivers high-quality, face-to-face learning and work-based training designed to equip you with practical, industry-relevant skills. We also encourage lifelong learning, helping you continue to grow beyond graduation.

As a student-centered organisation, we are committed to your academic success and wellbeing. We encourage you to participate in our social and extracurricular activities to build connections and enjoy a positive student experience.

Stanley College is a Registered Training Organisation (RTO) and operates in accordance with the 2025 Standards for RTOs, the ESOS Act and other relevant legislation. This Student Handbook outlines our obligations, the support services available to you and your rights and responsibilities as a student.

Please read this handbook carefully. If you have any questions, contact our Student Support Team on 086371 9999, studentservices@stanleycollege.edu.au, or in-person on-campus.

If you need support – Academic or Personal – our team is here to help!

We wish you every success in your studies.

DISCOVER, LEARN and **ENJOY!**

Chien Vu
Chief Executive Officer

About your Student Handbook

Stanley College provides three (3) Student Handbooks to support students enrolled across different education sectors:

1) **Student Handbook – International (THIS VERSION):** This is specifically designed for student visa holders (International Students) plus students undertaking our Professional Year Programs:
2) **Student Handbook – Local:** This is specifically designed for 'Local' students (non-student visa holders) including students completing a 'funded' course.
3) **Student Handbook – Professional Year Program:** This is specifically designed for students undertaking our Professional Year Programs.
4) **Student Handbook – Higher Education (HE):** For students undertaking undergraduate or postgraduate programs

This Student Handbook is provided to students as part of the **pre-enrolment and enrolment process** to ensure that all prospective and commencing students are fully informed of their rights, responsibilities, and the services available prior to accepting an offer of enrolment.

Students will also receive access to this handbook prior to attending the compulsory Orientation program. Students are required to read and understand the contents of this handbook before commencing their course, as it forms part of the **written agreement between the student and Stanley College**.

The Student Handbook outlines key institutional policies, procedures, and requirements relevant to your enrolment, including:

- Student support services and access to assistance
- Course requirements, assessment expectations, and academic progress obligations
- Complaints and appeals processes
- Student conduct, safety, and wellbeing expectations
- Visa-related obligations for international students

Please note that printed copies of this handbook may become outdated. In accordance with regulatory requirements, Stanley College ensures that **current and accurate information is available to students at all times**. Students are responsible for accessing the most up-to-date version via the Stanley College website or by requesting a digital copy from the Student Services Team.

If you do not understand any part of this handbook, you are encouraged to seek clarification. Stanley College provides access to Student Support Officers and relevant staff who can explain policies, procedures, and requirements to ensure you are able to make informed decisions and participate effectively in your studies.

Stanley College is a **Registered Training Organisation (RTO)** and a **CRICOS-registered provider**, regulated by the **Australian Skills Quality Authority (ASQA)**. The College is required to comply with the **VET Quality Framework**, including the **Standards for RTOs 2025**, as well as the **ESOS Act 2000**, the **Education Services for Overseas Students Regulations**, and the **National Code 2018**.

Stanley College is responsible for:

- The quality of training and assessment delivered
- Ensuring training and assessment is consistent with the requirements of nationally recognised training packages

- Issuing AQF certification documentation in accordance with regulatory requirements
- This handbook includes important information about your obligations under:
- The **National Vocational Education and Training Regulator Act 2011**
- The **Education Services for Overseas Students (ESOS) Act 2000**
- Relevant visa conditions administered by the **Department of Home Affairs (DHA)**

Students are responsible for complying with all requirements outlined in this handbook, as well as all applicable legislative and regulatory conditions.

To support your academic progress and wellbeing, Stanley College provides a comprehensive range of support services, including access to Student Support Officers, academic assistance, and referral services. Students are encouraged to proactively seek support where required. If your needs cannot be met directly, Stanley College will refer you to appropriate internal or external.

Definitions

ITECA:	Independent Tertiary Education Council Australia
AQF:	Australian Qualifications Framework
ASQA:	Australian Skills Quality Authority
CRICOS:	Commonwealth Register of Institutions and Courses for Overseas Students
DHA:	Department of Home Affairs
OSHC:	Overseas Student Health Cover

General Information

Stanley College Administration and Contact Numbers

West Perth Campus - Hay Street	West Perth Campus – Outram Street	Mirrabooka Campus
1275 Hay St WEST PERTH WA 6005 Phone: +61 8 6371 9999	69 Outram Street WEST PERTH WA 6005 Phone: +61 8 6371 9999	9 Chesterfield Road MIRRABOOKA WA 6061 Phone: +61 8 6371 9999
Email: info@stanleycollege.edu.au Web: www.stanleycollege.edu.au		
STANLEY COLLEGE 24 HOUR EMERGENCY CONTACT NUMBER: 0400 274 033		

Key Personnel

Chief Executive Officer	Chien Vu	**chien.vu@stanleycollege.edu.au**
Vice President, Business Development (VPBD)	Dhyan Singh	**dhyan@stanleycollege.edu.au**
Vice President, Wellbeing & Engagement (VPWE)	Vickie Powell	**vickie@stanleycollege.edu.au**
Dean of Vocational Education & Training (DVET)	Karen Smith	**karen.smith@stanleycollege.edu.au**
Faculty Managers		
Business and Management / Professional Year Programs	Bryan Pearce	**bryan.pearce@stanleycollege.edu.au**
Hospitality and Commercial Cookery	Milissa Glasson	**milissa.glasson@stanleycollege.edu.au**
Early Childhood Education	Winky Yu	**winky.yu@stanleycollege.edu.au**
Information and Communications Technology	Bryan Pearce	**bryan.pearce@stanleycollege.edu.au**
Nursing	Elizabeth Kinyeru	**elizabeth.kinyeru@stanleycollege.edu.au**
Health (Ageing & Disability)	Jyoti Rana	**jyoti.rana@stanleycollege.edu.au**
Community Services		

Student Services Team and Official International Student Point of Contact

At all times, you can talk to any of our Student Services Team and they will direct you to the right person to get assistance. We have appointed an Official International Student Point of Contact; this person has received special training in relation to your rights and obligations. Feel free to contact the Official International Student Point of Contact during office hours.

The Student Services Team welcomes you to Stanley College.

Student Services Team Email Addresses

Manager, Student Services Team (Official International Student Point of Contact)	Jayantashree Pandeea		jayanta.pandeea@stanleycollege.edu.au
Student Support and Wellbeing Team Leader	Sujana Pokhrel		sujana.pokhrel@stanleycollege.edu.au
Student Services Team Leader, Enrolments	Darshwini Luxmee Poonen		darshwini.poonen@stanleycollege.edu.au
Student Success Coordinator	Youvanah Moorghen		youvanah.moorghen@stanleycollege.edu.au
Student Engagement Coordinator HE	Claire Shen		claire.shen@stanleycollege.edu.au
Student Administrator Coordinator	Chisato Tanabe		chisato.tanabe@stanleycollege.edu.au
Student Support Officers	Sushmita Pariyar	Aisha Mukhtar	studentservices@stanleycollege.edu.au
	Dilini Amarasekera	Linh Robers	
	Vidya Bundhoo	Meghna Hareendran	
	Jenisha Huluss	Mansi Patel	
	Fathima Razma Mohomed Imran	Krishni Appadoo Juggiah	
	Minakshi Goormoothy	Preeti Gayak	
	Helen Nguyen	Abegail Lacambra	
	Pratyush Kuinkel		
Student Event & Communications Coordinator	Alice Dao		events@stanleycollege.edu.au
Finance Officer	Kit Leung		finance@stanleycollege.edu.au
	Phuntsho Norbu		
Admissions Manager	Sujan Basnet		admissions@stanleycollege.edu.au

Student Services Team Office Hours
The available times for the Student Services Team in each Campus* are as follows:

Monday	7.30am – 6.00pm (West Perth Campus – Outram Street)
	8.00am – 4.00pm (Mirrabooka Campus)
Tuesday	7.30am – 6.00pm (West Perth Campus – Outram Street)
	8.00am – 4.00pm (Mirrabooka Campus)
Wednesday	7.30am – 6.00pm (West Perth Campus – Outram Street)
	8.00am – 4.00pm (Mirrabooka Campus)
Thursday	7.30am – 6.00pm (West Perth Campus – Outram Street)
	8.00am – 4.00pm (Mirrabooka Campus)
Friday	7.30am – 6.00pm (West Perth Campus – Outram Street)
	8.00am – 4.00pm (Mirrabooka Campus)
Saturday	8:00am – 1:00pm (West Perth Campus – Outram Street)
Sunday	8:00am – 1:00pm (West Perth Campus – Outram Street)

*Student Services are not available in the West Perth Campus – Hay Street.

Contacting the Student Services Team - via email
All emails for the Student Services Team, should be sent to studentservices@stanleycollege.edu.au, and should be sent from your **Stanley College email account**. Emails sent from your personal email accounts may be misidentified as 'spam' or 'junk' emails.

Please be aware that responses to email queries may take up to **72 hours (3 days)**, Monday to Friday, longer response times may apply for emails sent over the weekend or on Public Holidays. All responses will be sent to your official Stanley College email account, regardless of what address they have been sent the email from. If you have not received a response, or require a more urgent response, we suggest that you contact us via telephone (Phone: 08 6371 9999) or in person at any one of our Campuses.

Supporting Individual Learners (Access and Inclusion)
Stanley College caters to a diverse range of learners needs and aims to identify and respond to the support needs of individual students prior to course enrolment (Outcome Standards 2.2, 2.3 and 2.4 of Standards for RTOs 2025).

Students are encouraged to express their views about their learning needs at the enrolment stage using the Application Form and Support Needs Questionnaire. The Stanley College Training and Student Support teams are also trained to identify additional support needs of students throughout the course of their enrolment.

Stanley College is committed to providing students with additional support, advice or assistance throughout their training. To achieve this, and to ensure the quality of the delivery of training and assessment, we provide our student's with Support Services to maximize their chance of successfully completing your training. Student individual needs could include but not be limited to:

- Training flexibility and adjustment due to personal circumstances
- Access to resources, technology and campus facilities
- The need for referral to additional support services (financial hardship, addiction or counselling support services)
- Financial support services (i.e. payment plans)
- Medical/Disability needs

- Language, Literacy, Numeracy, and Digital Literacy support

If you did not declare the need for additional individual support services during the enrolment process and would like to discuss your needs with our team, please see one of our friendly Student Support team.

Student Support Services

Student Support Officers are available at all campuses and can assist with all matters relating to academic and non-academic student welfare issues. You may also request additional support from your Trainer throughout your studies. The Student Support Officers can advise you in all aspects of student life. The Student Support Officers are available to discuss and support you with issues including, but not limited to:

- Support services available to assist you to adjust to study and life in Australia;
- English language and study assistance programs;
- Emergency and health services;
- Any relevant legal services;
- Stanley College's facilities and resources;
- Requirements for satisfactory course progress;
- Support in finding accommodation;
- Stanley College's complaints and appeals process;
- Support services available for you concerning general or personal circumstances that may adversely affect your education in Australia;
- Learning pathways and possible RPL opportunities;
- Provisions for special learning needs, special cultural/religious needs or special dietary needs.
- Support with creating a resume, interview skills and finding work.

Please note that Stanley College may refer you to a third party (i.e. doctors, counsellors) as appropriate. For further information for services provided and/or please see the below sections:

Support services available to assist you to adjust to study and life in Australia

Stanley College Student Support Officers can provide assistance or refer you to the right source of information to help you adjust to life in Australia. This includes but is not limited to:

- **Working in Australia** – It is important that your primary purpose in Australia whilst on a student visa is to study. Our Employment Liaison Officers who have close ties with industry can assist you in your job search for employment during your studies (page 25 in this handbook).
- **Earning an Income** – Support relating to your Tax File Number, Tax Return and Superannuation (page 25 in this handbook).
- **Personal Safety Tips** – Including advice on how to look out for scams (page 36 in this handbook).
- **Managing your Finances** – Including monthly expenses, cost of living, setting up a bank account, use of banks and ATM's/EFTPOS, safety when carrying money and paying your bills (page 27 in this handbook).
- **Fair Work Ombudsman** - This free service is available to all Students to assist enquiries/complaints concerning both vocational placements and paid work. Further information is available on page 32 of this handbook.

- **Consumer Protection** – The Australian Consumer Law protects international students when studying in Australia (page 36 in this handbook).
- **Stanley College Crèche** – The Stanley College Crèche service is available for students attending the Mirrabooka campus during office hours for $10 per day, per child. To book a space for your child please contact Student Services via telephone (08 6371 9999).
- **Social Activities** – Stanley College arranges regular social activities away from campus including but not limited to sports (i.e. rock climbing, cycling), day trips (i.e. Caversham wildlife park or Rottnest Island) and social gatherings. For further information contact our events coordinator by emailing events@stanleycollege.edu.au.
- **Stanley College Accommodation Guide** – This guide provides advice and direction on accommodation in Perth including homestay, shared accommodation, rental accommodation, short term accommodation and an introduction to Perth Suburbs. A copy is available for download at https://stanleycollege.edu.au/downloads/.
- **International Student Guide (Insider Guide) – Perth** – This guide provides advice and direction for International Students when moving to Perth. It is provided to all students as part of the orientation program and includes help and advice on accommodation, communication, money/banking, employment, studying, culture, health and transport. The guide is available at Stanley College campuses or you can download a copy at the following link http://insiderguides.com.au/international-student-guides/.
- **Airport Reception and Accommodation Placement Service*** – Airport reception and accommodation services (Stanley College partners with the Australian Homestay Network (AHN)) are available for when you first arrive into Perth. Contact student services via telephone or email (08 6371 9999 or studentservices@stanleycollege.edu.au) for further information or see the Stanley College Accommodation Guide. Students under 18 years of age are required to sign up to AHN accommodation services.

*Students under 18 years of age are required to provide evidence of airport transport arrangements prior to arrival in Perth. However if arrangements are not deemed satisfactory, use of the Stanley College Airport Reception service will be required.

Additional Student Services

Stanley College provides additional services for students as listed below:

- **English Support -** At Stanley College we understand that it may be challenging to start a new course in Australia. However, there's no need to worry as plenty of help and support is available to help you adjust to your studies. Remember that you are not alone - there are many students in the same position.
    - **Conversation Club** - We hold regular Conversations Club Activities for students to join which are held at our West Perth Campus. Conversation clubs' facilitates friendships whilst giving you an opportunity to practice your conversational English.
    - **West Perth Campus Library** - We have a library available at our West Perth Campus, which includes English Language Support materials, including test preparation (IELTS) resources, easy readers and other English language skill development resources which you can access.
    - **Community Library** - Community Libraries are available in most suburbs across Perth, the following Libraries are located close to our Campuses. Each library has a range of resources and activities available to support English language skills development. Joining a Library is generally FREE.
        - City of Perth – 573 Hay Street, Perth

        - Mirrabooka Hub – 21 Sudbury Road, Mirrabooka
    - **StudyPerth** - located at 555 Wellington Street, Perth, is a dedicated space for International Students. StudyPerth offers a range of services for international students, including a Speaking Club.
- **Assessment Support Sessions** – Each Faculty provides times to students for additional support to understand the requirements of the unit / assessment. For more **information**, please speak with your Trainer or the Faculty Manager.
- **Student Workshops** – Stanley College offers free workshops each month to students including creating a resume, interview skills and finding work. Further information on these workshops and on how to book is available on page 50 in this handbook.
- **Student Counselling** - Student counselling for all matters regarding students' welfare and academic progress is always free. This can include but is not limited to general or personal circumstances, learning needs or emergency/health needs. Stanley College has experienced Student Support Officers that can provide support and counselling for any of your personal needs. However for anything that requires more specialist advice, Stanley College provides a complete counselling service upon referral as shown below.

Student Counselling Service

Stanley College offers a completely free Counselling Service for all enrolled students. Students often use the Counselling Service when they want to talk about adjustment to life in full time study and/or Australia, coping with homesickness, work load pressures, reducing stress, overcoming procrastination, relationship issues, or family problems. The Student Counselling Service aims to encourage academic success and to assist students to increase their enjoyment of study and college life, by helping to reduce the effects of stress and anxiety caused by study, personal or family pressures. Stanley College has a qualified counsellor available for online appointments only, to offer free and confidential assistance to all international students. Students can contact our free counselling service by either:

- Appointment via a Student Services referral; or
- Phone (08) 6371 9924; or
- Emailing counselling@stanleycollege.edu.au. Please note the email service may not be confidential and to discuss confidential information, it is recommended that you make an appointment via Student Services.



Counsellor – *Thalia O'Sullivan*
Days Available:
Monday 9:00am to 3:30pm and Friday 9:00am to 3.30pm
Where:
All sessions are available online only; sessions are for a maximum period of 45 minutes.

For Appointments Please Telephone: (08) 6371 9924

Referring to a Service

Stanley College is committed to ensuring that students have access to appropriate support services to meet their academic, personal, and wellbeing needs.

Where a student requires assistance beyond the scope of the services provided internally, the Student Services Team will offer guidance and, where appropriate, refer students to relevant external support services.

External referral services may include, but are not limited to:

- Legal and visa advisory services
- Health and medical services, including mental health support
- Financial counselling and support services
- Accommodation and housing assistance
- Community and social support services
- Employment and workplace support services
- Government and regulatory agencies (e.g. Driver's Licence)
- Tour Operations

Stanley College will take reasonable steps to ensure that referred services are appropriate, accessible and delivered by qualified professionals. However, students retain the right to choose their preferred external service providers.

Students are encouraged to contact the Student Services Team for assistance in accessing support services at any stage of their enrolment. Where necessary, referrals will be managed in a timely, respectful and confidential manner, ensuring that student wellbeing and safety remain a priority.

Stanley College Campus	Shire	Services
Mirrabooka Campus	City of Stirling www.stirling.wa.gov.au	Leisure and Culture (including libraries, crime prevention and emergencies) www.stirling.wa.gov.au/business-and-tourism/tourism
		Community Support www.stirling.wa.gov.au/services-and-support/community-support
		Parking and Transport www.stirling.wa.gov.au/services-and-support/parking-and-transport
		Tourism including areas to explore/enjoy, shopping, dining out, accommodation, to see/do and nature www.stirling.wa.gov.au/business-and-tourism/tourism
West Perth Campus – Outram Street / West Perth Campus – Hay Street /	City of Perth www.perth.wa.gov.au	City of Perth Library (573 Hay Street, Perth, WA 6000) Tel: (08) 9461 3500 Email: perth.library@cityofperth.wa.gov.au Website: www.visitperth.com.au/see-and-do/libraries/Venues/city-of-perth-library
		Emergencies: Local Police – Tel: 131 444 CCTV Surveillance – Tel: (08) 9461 6666
		City of Perth Parking www.cityofperthparking.com.au/
		Visit Perth including see/do, eat/drink, stay, transport, maps/guides, events and business directory www.visitperth.com.au/

Figure 1 – Shire Information West Perth Campus - Outram Street, West Perth Campus - Hay Street and Mirrabooka Campus

Student Requests

In addition to the above services, the Student Services Team can process the requests listed below in any campus or via email (studentservices@stanleycollege.edu.au). This may include but is not limited to:

- **Questions and Enquiries** – Student services are available during operating hours in any campus (face to face/email/telephone) to answer any questions or queries you may have. We can direct you to the right person any enquiry, this may include but is not limited to; course/visa (admissions officer), scheduling (administration officer), re-enrolment (student support officer) and fees/payment plan (finance officer).

- **Course Variation Application Form** – If you need to request changes to your course/ commencement date, cancel your enrolment or would like to move to another RTO.
- **Student Request Form** – If you need to request a holiday letter/ enrolment status letter/ family invitation letter/ WBT confirmation letter/ Clinical Work Placement confirmation letter/ release letter/ change in timetable/ request leave during a study period.
- **Application for Deferment** – If you would like to request a deferment to your course.
- **electronic Complaints and Appeals Form (eCAFO)** - If you are not satisfied with the outcome of any Stanley College decision, you may appeal, using the electronic Complaints and Appeals Form available via the Stanley College website at the following link www.stanleycollege.edu.au/cafo-form/. This can include but is not limited to complaint resolution, appeal of results, appeal for the issuance of a Notice of Intention to Report/Cancel or a notice of sick leave.
- **Finance Requests** – You can contact the finance officer directly in the West Perth Campus – Outram Street or via email (finance@stanleycollege.edu.au) or telephone (08 6371 9999) if you would like to arrange a payment plan. For other payments; cash payments (West Perth Campus only, EFTPOS (all campuses) or bank transfer (refer to page 27 of this handbook).
- **Application for Qualification or Statement of Attainment** – If you wish to apply for your Qualification or Statement (refer to page 52 of this handbook).
- **Recognition of Prior Learning (RPL) / Credit Transfer** – If you wish to apply for Recognition of Prior Learning (RPL) / Credit Transfer (refer to page 51 of this handbook).

Medical Certificate Requirements

Please be advised that Stanley College does not accept online or self-issued medical certificates.

Only medical certificates issued following an in-person consultation with a registered General Practitioner (GP) or other appropriately qualified medical practitioner will be accepted as supporting documentation.

To be considered valid, all medical certificates must clearly include:

- The name and provider number of the medical practitioner
- The date(s) on which the student was medically unfit to attend classes or complete assessments
- The name and contact details of the medical practice or clinic

Medical certificates obtained through online platforms without a face-to-face consultation, as well as statutory declarations or self-certifications, will not be accepted.

If you are unsure whether your documentation meets these requirements or require further guidance, please contact Student Services for assistance. Please note that Stanley College does validate medical certificates submitted.

Location of training venues

Your schedule is as available via the Student Portal, and will clearly identify the Training Venue and Room for your course/units. To identify how to reach your training venue from your place of residence in Western Australia, visit the Perth Transport website at www.transperth.wa.gov.au. The website will produce a number of options on how to reach your training venue in time, from your place of residence in Western Australia. If you need assistance, please contact our Student Services Team. During Orientation we will include a tour of the campus related to your studies.

Courses in Commercial Cookery and Hospitality (Including Stanley College's own CU29 Restaurant,

bar, alfresco and café):

West Perth Campus - Hay Street
1275 Hay Street,
WEST PERTH WA 6005
Telephone: 08 6371 9999
Emergency Line: 0400 274 033
Parking: No student parking is provided at the West Perth Campus - Hay Street. There are numerous ticketed car parking locations close to the campus – check City of Perth parking for more information.

(approximate travel time via bus from Perth City is 10 minutes or travel time via bus from Leederville train station is 10 minutes)

Courses in Commercial Cookery, Hospitality, Community Services, Business/Management, Early Childhood Education, Health, Professional Year Programs and Information and Communications Technology:

West Perth Campus – Outram Street
69 Outram Street
WEST PERTH WA 6005
Telephone: 08 6371 9977
Emergency Line: 0400 274 033
Parking: No student parking is provided at the West Perth Campus. There are numerous ticketed car parking locations close to the campus – check City of Perth parking for more information.

(approximate travel time via bus from Perth City is 10 minutes or travel time via bus from Leederville train station is 10 minutes)

Courses in Health, Nursing, Community Services and Early Childhood Education (Including the Stanley College Crèche and Simulated Nursing Care Facility):

Mirrabooka Campus*
9 Chesterfield Road
MIRRABOOKA WA 6061
Telephone: 08 6371 9966
Emergency Line: 0400 274 033
Parking: Limited **free** student parking is available at the Mirrabooka Campus. Students **must** display a parking permit on their dashboard. The parking permits are issued by the Student Services Team during Orientation.
Please note that Stanley College is not responsible for theft or damage to any vehicle. Students are advised to be careful and to not leave valuables or other items on display within their vehicles.
(Approximate travel time via bus from Perth City is 30 minutes)
*Please note - This campus is not open for weekend classes.

Stanley College Intake Dates

Intake dates for each course are available on the Stanley College website, via the following link: www.stanleycollege.edu.au.

Public Holidays (Western Australia)

Public Holiday	2026	2027
New Year's Day	Thursday 1 January	Friday 1 January
Australia Day	Monday 26 January	Tuesday 26 January
Labour Day	Monday 2 March	Monday 1 March
Good Friday	Friday 3 April	Friday 26 March
Easter Sunday	Sunday 5 April	Sunday 28 March
Easter Monday	Monday 6 April	Monday 29 March
Anzac Day	Saturday 25 April Monday 27 April	Sunday 25 April Monday 26 April
Western Australia Day	Monday 1 June	Monday 7 June
King's Birthday	Monday 28 September	Monday 27 September
Christmas Day	Friday 25 December	Saturday 25 December Monday 27 December
Boxing Day	Saturday 26 December Monday 28 December	Sunday 26 December Tuesday 28 December

Source: www.wa.gov.au/service/employment/workplace-arrangements/public-holidays-western-australia

Campus Resources

The campus you will undertake the majority of your studies in is as detailed in your International Student Offer Letter. Stanley Colleges three (3) campuses are listed below including the resources available at each:

West Perth Campus – Hay Street

- Air-conditioning, free WIFI, male/female/disabled toilets
- Student breakout areas and kitchenette
- Practical hospitality/cookery training facilities
- CU29 Restaurant, bar, alfresco and café
- 5 classrooms with projectors/LCD televisions, desks and chairs
- Assessment Support Sessions
- Learning materials and resources for all VET Courses* including but not limited to:
    - Learner guides, assessments and reference materials for each unit of study, materials are provided either in hard copy and/or electronic copy via a Learning Management System (LMS), depending on chosen course of study
    - Two commercial grade training kitchens for Commercial Cookery, dedicated barista training facility and CU29 including fine dining restaurant/kitchen/bar, alfresco seating, a contemporary café and a takeaway shop. Practical facilities described include all relevant equipment for training prescribed by the applicable training package.

***For further information about the specific learning and training resources available for your chosen course of study, see your Trainer or Faculty Manager**

West Perth Campus – Outram Street

- Student Support Team
- Employment Liaison desk

- IT Support Desk
- Finance Desk and Payments
- Printing Services
- Air-conditioning, free WIFI, male/female/disabled toilets
- Prayer Room
- 17 classrooms with projectors/LCD televisions, desks and chairs
- First and second floor indoor/outdoor break-out areas, kitchenettes, and Dining Areas
- Ground floor student library, meeting rooms and break-out areas
- Bicycle parking facilities (no car parking is available for students on site)
- Social Activities (Table Tennis, Monthly Social Events)
- Assessment Support Sessions
- HyFlex training room providing the facility to combine both Face-to Face and Online Learning at the same time
- Learning materials and resources for all VET Courses* including but not limited to:
    - Learner guides, assessments and reference materials for each unit of study, materials are provided either in hard copy and/or electronic copy via a Learning Management System (LMS), depending on chosen course of study
    - The ICT Cisco LAB for Information and Communications Technology courses including relevant equipment for training prescribed by the applicable training package
    - The Business Hub for use by all courses and students, including but not limited to:
        - Boardroom Set up with LCD flat screen TV
        - WIFI connection
        - Conference phone
        - Microsoft Office software including Word, Excel and Powerpoint
        - Boardroom table and chairs
        - IT facilities including audio to present and view from laptop
        - Skype video conferencing capability
        - Private meeting space
        - Audio recorders for meeting records
        - Case Studies, Policies and Procedures for the applicable Simulated business
        - Copies of relevant legislation
        - Stationary supplies (Pads and Pens)
        - Office equipment

***For further information about the specific learning and training resources available for your chosen course of study, see your Trainer or Faculty Manager**

Mirrabooka Campus

- Student Support Team and Stanley College Admissions
- Employment Liaison desk
- Stanley College Crèche available for student use
- Printing Services
- Air-conditioning, free WIFI, male/female/disabled toilets
- Prayer Room
- 10 classrooms with projectors/LCD televisions, desks and chairs
- Ground floor indoor break-out areas, kitchenette and meeting space
- Bicycle parking facilities and free car parking spaces (car parking is first come/first serve basis – students are required to use a Stanley College parking permit available from reception)
- Assessment Support Sessions
- Learning materials and resources for all VET Courses* including but not limited to:

- Learner guides, assessments and reference materials for each unit of study, materials are provided either in hard copy and/or electronic copy via a Learning Management System (LMS), depending on chosen course of study
- The Stanley College operational Crèche for student training in Early Childhood Education, including relevant equipment for training prescribed by the applicable training package
- The Simulated Age Care Ward and the Simulated Community Care Facility for student training in Health and Community Services, including relevant equipment for training prescribed by the applicable training package
- The Stanley College Simulated Nursing Care Facility for student training and assessment in the Diploma of Nursing, including relevant equipment for training and assessment prescribed by the applicable training package.

Stanley College provides you with all course delivery materials needed for you to successfully complete your course. We have some additional resources available in our Library at our West Perth Campus, which you can borrow, please see our Student Services Team to access these resources.
We also encourage you to join the City of Perth Library, City of Stirling Library for access to additional resources. Membership is generally free, and the libraries conveniently located close to campus.

WIFI

Stanley College has free WIFI in all campuses.

Bring Your Own Device (BYOD)
Students undertaking a course at Stanley College are required to bring their own device to campus to be able to participate in the classes and complete assessments. Therefore, please ensure you bring your own device to campus for each scheduled class. The minimum device requirements are as follows:

- Operating System: Windows 11 Home/Pro or macOS
- Processor: Intel Core i5 or AMD Ryzen 5
- RAM: Minimum 8GB, recommended 16GB
- Hard Drive: 256GB SSD (Solid State Drive)
- Battery Life: 6–8 hours of actual runtime
- Wi-Fi: Must support 5GHz (802.11ac or Wi-Fi 6)
- Display: 13”- 14" with a built in webcam
- Browser: Google Chrome or Microsoft Edge
- Security: Active Antivirus and a password/PIN enabled
- Admin Access: The user must have Administrator rights to install school-required software and certificates

All devices can be connected to the Stanley College student WiFi. However, please note all students are required to have access to WIFI away from the college to complete any unstructured learning associated with your course.

Student ID

As part of our Orientation Program, you will be provided with a form to request a Student ID card, you are required to submit a photograph for use on your Student Identification Card (ID). This card will be available for collection from the Student Services Team.

Please allow up to 10 working days for this to be ready.

Your Student ID includes your photograph, name, student number, commencement and completion dates.

You are **required** to have your Stanley College Student ID with you at all times whilst at any of the Stanley College Campuses. You may be asked to produce your Student ID at any time, and may be asked to vacate the premises if you are unable to provide it.

A card replacement fee of $15 is payable if your card is damaged, lost or stolen.

Student Portal

All Stanley College Students have access to our Student Portal. You will be able to access information regarding your schedule, your assessment results, your fees and details of non-participation (absences). You can also check and update your contact details.

Please note: Assessment Outcomes and/or Training Outcomes may take up to 72 hours to be updated in your Student Portal, after you have received the feedback in Canvas (LMS).

International Student Visa Holders are reminded that it is a condition of your visa to update Stanley College within **seven (7) days** of when you change your contact details. Students can update their details in person at Stanley College using the Student Change of Details Form, or via the online Student Portal. This must include Emergency Contact details if a change has occurred.

Please note: Important news and messages from Stanley College will be posted in the Student Portal for your attention.

Student Email Account

Stanley College's official communication method with students is via your **Stanley College email**. As a student of Stanley College, your @stanleycollege.edu.au email account will be activated as part of the Orientation Program.

Your Stanley College email account is the OFFICIAL COMMUNICATION METHOD between you and Stanley College.

All correspondence will be emailed to your Stanley College email address.

It is your responsibility to check your email account at least once a day.

YOUR Stanley College email account can be accessed via our website at www.stanleycollege.edu.au.

- Your email account username is: Your Student ID@stanleycollege.edu.au

To protect your privacy, you must change your password when you first log-in to your email account. Do not let anyone know your password, and change your password at least monthly. For questions or technical problems relating to your email account, please contact the Student Services Team.
DO NOT IGNORE STANLEY COLLEGE EMAILS. Emails sent to your Stanley College email account are important and may contain official information crucial to your studies and your stay in Australia. Not checking your email account will not stop Stanley College from processing disciplinary actions and cancellations.

To protect Stanley College from the potential effects of the misuse and abuse of email, the following instructions are for all users.

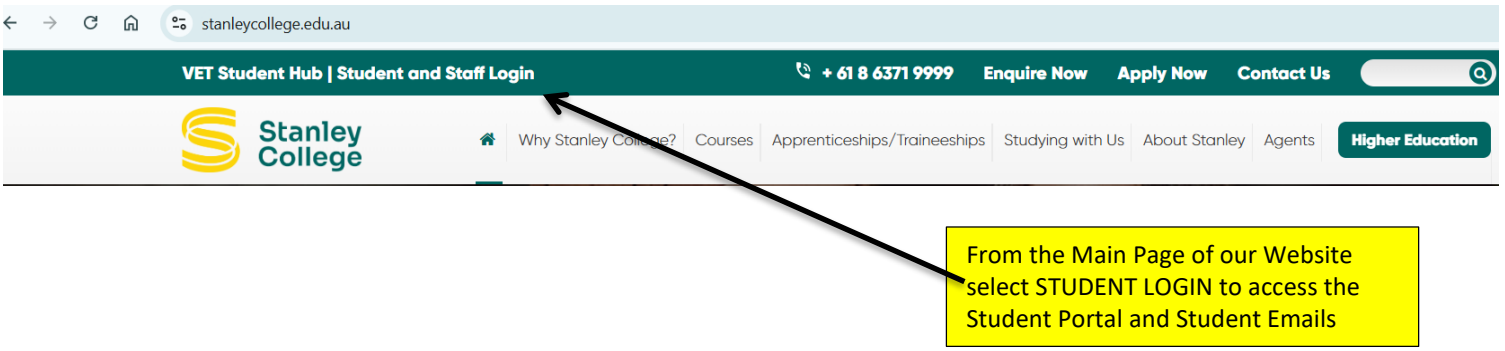
- No material is to be sent as email that is defamatory, in breach of copyright or business confidentiality, or prejudicial to the good standing of Stanley College.
- Emails must not contain material that amounts to gossip about students or that could be offensive, demeaning, persistently irritating, threatening, and discriminatory, involves the harassment of others or concerns personal relationships.
- When using email a person must not pretend to be another person or use another person's computer without permission.
- Excessive private use, including mass mailing, "reply to all" etc. that is not part of the person's duties, is not permitted.

Stanley College may also send you a courtesy SMS text message to remind you to read urgent emails. Please do not ignore these text messages.

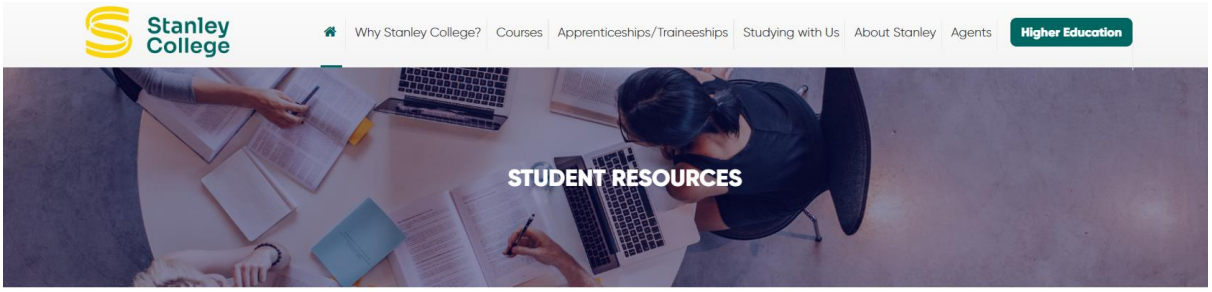
Please note: All assessments submitted electronically, must be submitted via your Stanley College Email account. Any assessments submitted via a personal email account will not be accepted. All assessment feedback is communicated using your Stanley College Email account. Students are able to link their Gmail account to smartphones via the Gmail app.

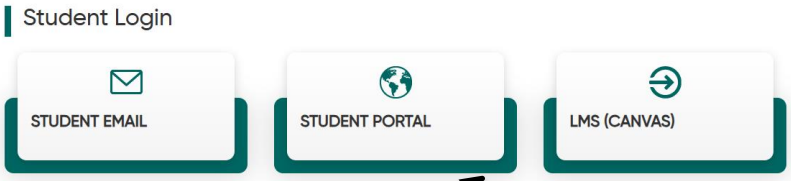
Student Login

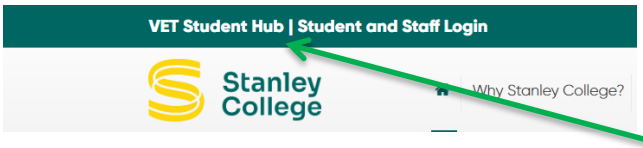
Diagram 1: Main Page of Stanley College website



From the Main Page of our Website select STUDENT LOGIN to access the Student Portal and Student Emails







From the Student Login select either

Student Email
or
Student Portal
(which you can also access in the top tab)
or
Learning Management Software (LMS)

Working in Australia

Permission to Work

For International Students: It is important to understand that you are not allowed to work until you have started your course. You can work up to 48 hours per fortnight while your course is in session (excluding any work undertaken as a registered component of your course, such as work-based training or clinical work placement). You can work unlimited hours during scheduled course breaks.

Note: Please ensure that your roster for work does not affect your studies, including your work- based training or clinical work placement. Your work must not be during scheduled classes and scheduled work-based training or clinical work placement. Your work should not prevent you from studying.

If you have difficulties in finding suitable work, contact the Employment Liaison Officer; they will be pleased to help you to find suitable casual or part time employment for the duration of your study.

Further information and support is available via the Department of Home Affairs (www.homeaffairs.gov.au).

Finding Work

You may find it difficult to find work in Australia as you will be joining the general Australian population in your search; therefore you should not rely on income from employment when budgeting to pay for living expenses.

Stanley College employs full time Employment Liaison Officers, available at each campus. This is a free service provided by Stanley College to assist you in your job search, we provide advice and direction on how you can apply to jobs/roles in Australia for the duration of your study.

There are many different ways to find a job in Australia:

- Newspapers
- Stanley College Notice Board
- Online - try these online companies:
  www.seek.com.au
  www.careerone.com.au

Earning an Income

The Fair Work Ombudsman

Migrant workers and visa holders, including international students, have the same workplace rights as all other workers in Australia. The Fair Work Ombudsman has advice and assistance to all workers to help them understand these rights.

There are **minimum pay rates** that employees have to be paid, based on the work they do. Employees also have other minimum conditions at work. These are set out either in an Award or agreement, or come from the National Employment Standards. A payslip needs to be provided each time an employee gets paid.

Further information and support is available via www.fairwork.gov.au.

Getting a Tax File Number

You must obtain a Tax File Number to be able to work in Australia. A tax file number (TFN) is your unique reference number to our tax system. When you start work, your employer will ask you to

complete a tax file number declaration form. If you do not provide a TFN your employment will be taxed at the highest personal income tax rate, which will mean less money in your wages each week.

You can apply for your TFN online at https://www.ato.gov.au/Individuals/Tax-file-number/Apply-for-a-TFN/ **,** or phone 13 28 61, 8am to 6pm Monday to Friday. For the ATO translating and interpreter service phone: 13 14 50.

Tax Returns

Taxes are managed through the **Australian Taxation Office (ATO)**. The tax you pay depends on how much you earn. If you pay too much tax you are entitled to a refund. To get a refund you will need to lodge a tax return. You can lodge online using **e-tax** (free), by mailing a **paper tax return**, or by paying a **registered tax agent** to complete and lodge the return for you. If you lodge by e-tax your refund will normally be issued within 14 days.

- Lodge online using e-tax at www.ato.gov.au
- For a registered tax agent visit www.tpb.gov.au
- Tax returns are lodged at the end of the Australian tax year – (1 July to 30 June). Each person who has worked during a financial year is required to submit a tax return by the 31st of October.

Superannuation

If your monthly wage is more than AU$450 (before tax), your employer **must** contribute an additional sum equal to 12% of your before tax wage into a nominated superannuation (pension) account for you. In most cases, you can access your contributions when you leave Australia permanently, although the contributions will be taxed.

Your workplace will have a superannuation fund that they can recommend for you, or you can nominate your own fund. Some examples include:

- ING Living Super - www.ing.com.au/superannuation.html
- Virgin Money Superannuation - www.virginmoney.com.au/products/superannuation/joint/
- Hostplus – www.hostplus.com.au

When you leave Australia permanently, and want to check you check your eligibility to claim superannuation and to apply for your payment, visit: https://www.ato.gov.au/individuals-and-families/super-for-individuals-and-families/super/temporary-residents-and-superannuation/departing-australia-superannuation-payment-dasp

You will need to provide the details of your superannuation fund, Source: Australian Taxation Office.

Managing Your Finances

Paying your Tuition Fees

Stanley college tuition fees must be paid by the due date; the following payment methods are accepted:

By using our online payment gateway:



Students can scan the QR code and select your choice of payment mode:

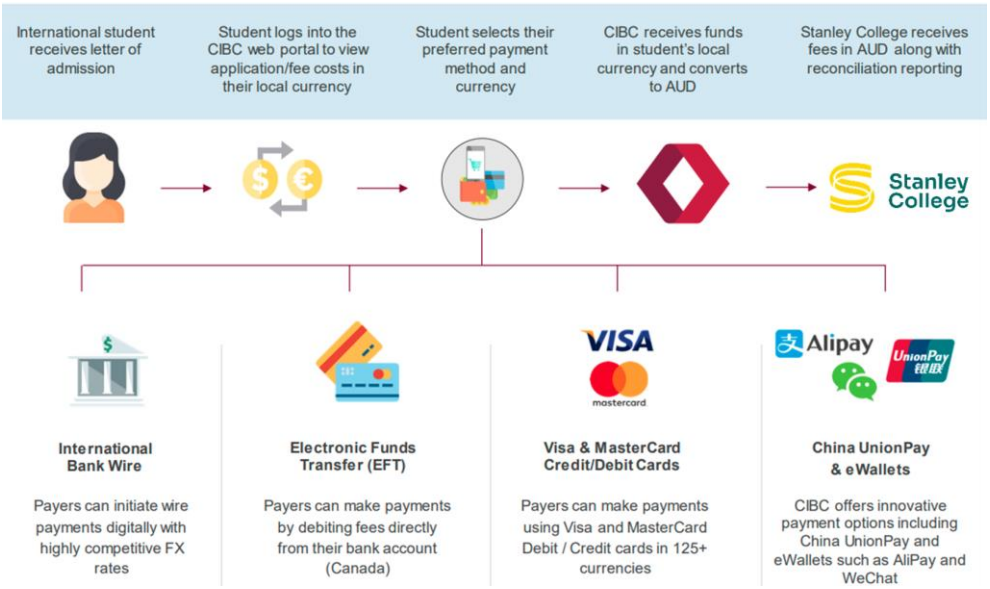
1) By Electronic Funds Transfer (EFT) to:

Bank:	Commonwealth Bank of Australia
Address:	Murray Street Branch
	Perth CBD, Western Australia, Australia
Account Name:	Stanley College
BSB:	066001
Account Number:	10961450
SWIFT Code:	CTBAAU2S

Please note - You must quote your **student number** when transferring funds by EFT

2) Payment using Bpoint platform:
Student must complete all fields to ensure accurate capturing of student data.

3) Payment using CIBC platform:
International students or their guardians who live overseas may remit fees using this option. CIBC's platform provides flat FX pricing of 1% across all currencies. It allows international students to pay fees in their home currency and preferred payment method.



We encourage students to do online payments via our payment gateway or bank transfers.

NOTE: Stanley College approved Education Agents are not permitted to add commissions or fees for services relating to the enrolment of a course of study at Stanley College.

Additional Fees and Charges

The following list shows additional fees and charges you may incur at Stanley College. (Fees may be subject to change. Note that all figures quoted are in Australian Dollars):

Administration:	
Cancellation fee	Refer to Refund and Cancellation Fee Policy (included herein)
Late Payment Fee (charged immediately and subsequently each calendar month)	$100
Enrolment Reinstatement Fee	$250
Lost or Stolen ID Card (without police report)	$15
Re-print of any testamur	$50
Lost course material	Printed booklets $15 (At cost price)
Photocopies black and white	$0.20 per A4 page / single sided $0.30 per A4 page / double sided
Photocopies colour	$2 per A4 page / single sided
Paper (per 500 pages)	$5 Or 10c per page
Academic:	
Academic Dishonesty Administration Fee	$50 per assessment (Charged per assessment, where there has been a confirmed case of Academic Dishonesty)
Late Submission of Assessments	$50 per assessment
Re-Assessments	$50 per assessment (Theory re-assessments)
Re-Assessments	$120 depending on cost to Stanley College (Practical re-assessments)
Re-enrolments	$150 (Per unit, for units of one week or less)
	$150 per week (Per week, for units of more than one week)
Chefs Uniforms* (only applicable where items are required in addition to the standard Toolkit)	
Jacket	$59 each
Hat	$24 each

Apron	$30 each
Chef Pants	$59 each
Necktie	$18 each
Nursing Uniform	
Nursing Uniform Set (1 x pant + 1 x top)	$80
Stethoscope	$70

*Please note charges for Chef's uniforms are only applicable if students require further items after receiving the initial supply included with the SIT30821 Certificate III Commercial Cookery Course or the SIT40521 Certificate IV in Kitchen Management course (Direct Entry Pathway ONLY).

Monthly Expenses

This is an example of some of the expenses you might encounter when you first come to Australia and ongoing during your stay:

Expense	Estimated Cost
Temporary accommodation (Hostels and Guesthouses)	$160 - $350 per week
Shared rental accommodation	$150 - $215 per week
Homestay accommodation	$345 - $385 per week
Rental accommodation	$450 - $532 per week
Groceries and eating out	$140 - $250 per week
Gas and electricity	$30 - $50 per week
Phone and internet access (WIFI)	$20 - $60 per week
Public Transport	$30 - $60 per week
Car (after purchase)	$60 - $150 per week
Entertainment	$80 - $150 per week

Source: cost of living calculator at https://costofliving.studyaustralia.gov.au/ and utility calculator at https://www.myconnect.com.au/post/average-utility-bill

Cost of Living

The annual living costs amounts for students, guardians and accompanying family members was updated in line with Consumer Price Index (CPI), increases were made to mitigate the risk of visa holders falling into financial hardship during their stay in Australia. The following annual living costs and expenses were updated (increased):

Annual living costs/expenses for a primary applicant	an increase from AUD24,505 to AUD29,710
Annual living costs/expenses for a spouse or de facto partner of the primary applicant	an increase from AUD8,574 to AUD10,394
Annual living costs/expenses for a dependent child	an increase from AUD3,670 to AUD4,449
Annual school costs	an increase from AUD9,661 to AUD13,502
Personal annual income if there is no member of the family	an increase from AUD72,465 to AUD87,856
Personal annual income where there is a member of the family unit	an increase from AUD84,543 to AUD102,500

Source https://www.homeaffairs.gov.au/news-media/archive/article?itemId=1196&fbclid=IwZXh0bgNhZW0CMTEAAR2BaJOx5w4hgNiQCMLCpYLHOM9je039Gkm9Nfh9Rc_r-nw-q2sBTNE8dPw_aem_AV8t8TwlCXJHq0cs2pt-qn_xf-_J0BB7gTiFnw5XuMUpdMLnltbESL7Ap7BLV07A-7UAZU6oN8MAfI9SlCZYoEDb

For further assistance in calculating your estimated cost of living in Australia, please see the below 'Student Cost of Living Calculator' available at the following web address:
http://insiderguides.com.au/cost-of-living-calculator/

Setting up a Bank Account

You can choose to open an account at any **Bank, Credit Union or Building Society** in Australia. Do your research to get the best deal. Further information concerning the four key Australian banks is available as follows:

- Commonwealth Bank - www.commbank.com.au
- National Australia Bank (NAB) – www.nab.com.au
- Westpac – www.westpac.com.au
- ANZ – www.anz.com.au

To open a bank account you will need:

1. your passport (with arrival date stamped by Australian immigration)
2. student ID card
3. money to deposit into the account (this can be as little as $10)
4. Tax File Number

Anyone who wishes to open a bank account in Australia must show several pieces of personal identification which are allotted a points system. 100 points of identification is required to establish your identity as the person who will be named in the account. Your passport and proof of your arrival date in Australia will be acceptable as 100 points if you open an account **within six weeks** of arrival in Australia. After this time you will be required to produce additional documentation. As a student you will be able to open an account with special student benefits. Many banks have 'Student Accounts' which contain no or minimal fees for transactions that might normally be attached to regular savings accounts. You will also require the student ID card from your institution to prove you are a student and should have access to the benefits offered by a student bank account.
For a comparison of accounts in banks throughout Australia see:
https://www.finder.com.au/bank-accounts

Most people in Australia enjoy the convenience of **Internet banking** and/or **Telephone banking**, which enables them to manage their money, pay bills etc. from home. At the time you are setting up your account you can request these services from your bank.

Bank and ATM Locations

Please visit this website and find Banks & ATMs nearest to you:
www.lookatwa.com.au/AboutPerth/banks.html

Banking Hours

Most bank branches are open from **Monday to Friday, 9:00am to 4:00pm** (except on public holidays). Some branches have extended trading hours during the week and may be open Saturdays (check with your individual bank). **ATMs remain open 24 hours a day.** However, you should be aware of your personal safety if accessing cash from an ATM at night in quiet areas where there are not a lot of people around.

ATMs (Automatic Telling Machines)

ATMs can be used to withdraw cash from an account by using the ATM card which is available with most bank accounts. You can also use ATMs to get an account balance and transfer money into other accounts. Some ATMs also allow you to deposit cash and cheques into your account. Using the ATMs of your bank will generally cost less money than if you use another bank's ATMs. Fees for using ATMs can vary between banks and between accounts.

Using an ATM

You will be given a PIN (Personal Identification Number) by your bank. You will need to enter this into the keypad at the ATM to access your account. It is the key to your account and it is important that you never tell anyone your PIN. A bank or reputable business will never ask you for your PIN. If anyone does, be suspicious, don't hand it over and report the incident to the bank and the police. Be careful no-one is looking over your shoulder when you enter your PIN.

These general rules should be followed for **ATM safety**, especially at night:

- Minimise your time at the ATM by having your card ready when you approach the machine;
- Take a look around as you approach the ATM and if there's anything suspicious, don't use the machine at that time (report any suspicions to the police);
- If you don't feel comfortable using a particular ATM, consider continuing on to another branch or using off-street ATMs;
- Do remember that EFTPOS can be used to withdraw cash at many other places, like supermarkets and service stations;
- If you simply want to check your account balance or transfer funds between accounts, telephone or Internet banking can be used instead of an ATM.

If your ATM or credit card is lost or stolen (or if your PIN has been revealed to another person), notify your bank immediately. This will enable your bank to put a stop on your card immediately so that no one else can use it and get access to your money. Most banks have a 24-hour telephone number for reporting lost cards – it's a good idea to keep a record of this number handy at all times, just in case. If you don't know the number, ask your bank. (Source: Australian Bankers' Association Inc.)

Safety When Carrying Money

The first and fundamental rule of safety when you carry money is: **"Don't carry large amounts of cash!" "Don't advertise the fact that you are carrying money!"**

- Divide your cash into different locations on your person (front pocket, coat pocket, shoes, etc.).
- Keep your wallet in one of your front pockets at all times.
- Do not carry cash in a backpack or back pocket.
- Sew a small money pocket into the cuff of a trouser, sleeve of a shirt or even a bra.
- Divide your bank/credit cards and keep them in separate locations.
- Do not place money or valuables in lockers.
- Be very careful how you carry your handbag, and never leave it open for someone to slip their hand inside.

EFTPOS

Short for 'Electronic Funds Transfer at Point Of Sale', EFTPOS terminals can be found where goods or services are sold, for example, supermarkets, service stations, restaurants, doctors' surgeries and gymnasiums. You can pay for goods and make payments through EFTPOS using your ATM card, rather than paying with cash. At some stores, when you use EFTPOS you can also withdraw cash from your account at the same time. You should be aware that there are some retailers who put limits on how much cash can be withdrawn which may be dependent on the amount that is spent in the store.

When paying by EFTPOS, you also use your PIN to access your account. The same rules apply about keeping the PIN confidential and never handing it over to anyone. Be careful no-one is looking over your shoulder when you enter your PIN. See: Using an ATM.

Paying Bills

Most bank accounts offer lots of easy options for paying bills. Transaction accounts with cheque book facilities allow you to pay bills by cheque, and most transaction accounts and savings accounts allow you to pay bills electronically (e.g., using facilities such as telephone banking, Internet banking) and using direct debits.

A note of caution on direct debits – they are a convenient way to pay every day bills, but always make sure you've got enough money in your account to cover the cost of the debit. If your pay or allowance goes into your account on a certain date, make sure your direct debit payments are scheduled to come out of your account after your pay goes in, or you might end up with an overdrawn account or a dishonoured payment – both can cost you money.

Fair Work Ombudsman

Work-Based Training (WBT)/Clinical Work Placement (CWP) are referred to by the Fair Work Ombudsman (www.fairwork.gov.au) as 'Vocational Placements'. These programs give you the chance to get the skills you need to transition successfully from study to work.

WBT or CWP are a required component of specific courses at Stanley College. WBT or CWP can be arranged by either Stanley College, or as a student, you can initiate the placement directly as long as it meets the requirements of your course.

Will I be paid?

Host Employers are not obliged to pay you remuneration for the duration of this WBT Placement or Clinical Work Placement. Placements that meet the definition of a vocational placement under the Fair Work Act 2009 (the FW Act) are **lawfully unpaid.**

If you receive remuneration, then your Host Employer would be considered 'Employer' and you as the student 'Employee' under the *Workplace Health and Safety Act 1984* and *Fair Work Act 2009.* This will then become a private arrangement between you and the employer. Therefore, Stanley College's insurance policy for students in Work-Based Training or Clinical Work Placement, which only provides insurance coverage for students completing voluntary work, will not cover against any accidents and does not cover any student who receives remuneration from the Host Employer or their staff. In this instance, you would be able to continue and finish your Vocational Placement with your employer.

What about my hours of work?

Students must complete:

- WBT/CWP - A **MINIMUM of 20 scheduled course contact hours** per week.

You must attend your WBT or CWP at the venue for the **duration you have been scheduled to attend training** and are not allowed to finish earlier than the scheduled finish date. The days and times of

your shifts are as agreed with the Stanley College Trainer/Employment Liaison Officer and outlined in your placement Portfolio during the final WBT or CWP induction session (WBT/CWP).

Many International Students work to support themselves financially while they study in Australia. If you are on a Student Visa, this enables you to work up to 48 hours per fortnight while your course is in academic session. WBT or CWP specifically, is considered the same as an academic session or class time. International Students are able to work up to 24* hours per week, **in addition** to WBT or CWP hours.

*Refer to the section in this handbook titled 'Temporary relaxation of working hours for student visa holders' for further information.

When should I contact the fair work ombudsman?

The Fair Work Ombudsman (**FWO**) can help you understand your workplace rights and responsibilities when working in Australia, whilst on your WBT/ Clinical Work placement or in your own employment. You can also ask the FWO to help resolve issues about pay and other entitlements at work.

International Student Visas

All workers, including international students, are entitled to Australia's minimum pay and entitlements. This is the case even if an international student has breached their visa.To support and encourage international students to get the help they need, the FWO and the Department of Home Affairs have agreed that a student's visa will not be cancelled if they:

- had an entitlement to work as part of their visa
- believe they have been exploited at work
- have reported their circumstances to the FWO
- are actively assisting the FWO in an investigation

This applies as long as they:

- commit to abiding by their visa rules in the future; and
- have no other grounds for visa cancellation (such as on national security, character, health or fraud grounds)

Under this arrangement, the Department of Home Affairs will not generally cancel a student's visa if they ask for FWO's help and the above conditions are met. Remember, it's absolutely okay for you to speak up and ask for help if you think you have been exploited at work.

I need more information

For further assistance or information, students can either call the Fair Work Infoline or access the below links from the Fair Work Ombudsman:

- Fair Work Infoline – Tel: 131394 (or 131450 for the interpreter service)
- International Students: https://www.fairwork.gov.au/tools-and-resources/fact-sheets/rights-and-obligations/international-students
- Student placements: https://www.fairwork.gov.au/pay/unpaid-work/student-placements
- Unpaid Work Vocational Placements: https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/unpaid-work/unpaid-work#vocational_placements
- Information for Visa holders and Migrants: https://www.fairwork.gov.au/find-help-for/visa-holders-migrants
- Pay and Conditions Tool: www.fairwork.gov.au/pact

Information for International Students (Accommodation/Work)

The Australian Government Department of Education has asked Stanley College to share the following information with our International Students.

Accommodation

The Australian Government warmly welcomes international students to study and live in Australia and to have a positive experience while accessing a world class education.

We know finding suitable accommodation can be a challenge for international students at this time of year. Austrade publishes a range of tools and resources on the Study Australia website on accommodation options within Australia including:

- Tips on creating a strong rental housing application
- Tips to find the right home and house mates for you.
- Know your rights as a tenant in Australia.

Costs of accommodation will vary depending on your chosen state, city, and type of accommodation. The cost of living calculator on the Study Australia website helps students calculate their expenses.

Getting a job and your work rights

Education providers have responsibilities to international students to support their health, wellbeing and adjustment to living in Australia including providing information about their work rights and how to seek support for workplace issues.

International students, have the same workplace rights as all other workers in Australia.

- You must be paid at least the minimum wage.
- You must pay tax on your income.
- You must receive a payslip.
- Casual work means you don't have a fixed number of hours every week.

The Australian Government Department of Education has a range of videos and resources for international students about workplace rights which have been translated into different languages.

International students can contact the Fair Work Ombudsman or phone 13 13 94 for help if they're having workplace issues, without fear of their visa being cancelled.

Study Australia's Employability Hub provides international students with resources to enhance their employability and job readiness and information on their work rights.

Temporary relaxation of working hours for student visa holders - ENDED

From 1 July 2023, work restrictions for student visa holders were re-introduced and capped at the increased rate of 48 hours per fortnight. Further information can be found on the Department of Home Affairs website.

For International Students, it is important that you manage your study / work commitments effectively. Your permission to study in Australia is closely linked to the Australian Government Student Visa Program, including the requirement to maintain satisfactory course progress. It is essential for you to comply with the conditions of your student visa at all times. For more information Satisfactory Course Progress refer to the section titled Academic Course Progress/Course Attendance within the Student Handbook.

Overseas Students Ombudsman

The Overseas Students Ombudsman (OSO) investigates complaints about problems that overseas students have with private education and training institutions in Australia. The Ombudsman's services are free, independent and impartial. You can find out more about this service on their website.

http://www.ombudsman.gov.au

Telephone: 1300 362 072

Enquiries: 10.00 am – 4.00pm Monday to Friday, Australian Eastern Standard time

Things you should know about external review process with the Overseas Students Ombudsman.

- In Australia, you have the right to complain and appeal.
- The Overseas Students Ombudsman's services are FREE.
- In some cases, the Ombudsman may decide not to investigate your complaint and appeal. This might happen where another organisation can help you, or you have not spoken to your provider about your complaint.
- If the Ombudsman decides not to investigate, they will tell you why and refer you to another organisation that can help.
- The Ombudsman is independent and impartial. If they do decide to investigate your complaint and appeal, they will contact Stanley College and ask us what happened.
- They will treat your information with privacy and respect, and collect, store, use and disclose your personal information only in accordance with Australian privacy laws.

If they find that your education provider has made a mistake or acted unfairly, they may ask Stanley College to:

- apologise to you
- change or reconsider a decision
- change their policies or procedures
- take some other action

If the internal or any external complaint handling or appeal process results in a decision that supports the student, Stanley College must immediately implement any decision and/or corrective and preventative action required and advise the students of the outcome. The final outcome of the external appeals process must be abided by both parties.

How to make a complaint with the Overseas Students Ombudsman

By telephone, 10.00 am – 4.00pm Monday to Friday, Australian Eastern Standard time.

In Australia, call: 1300 362 072 (calls from mobile phones at mobile phone rates).

61 8 9220 7555 Ombudsman WA

Outside Australia, call: +61 2 5117 3600.

By appointment only. To make an appointment, please call 1300 362 072 10.00 am – 4.00pm Monday to Friday, Australian Eastern Standard time
Level 2, Albert Facey House,
469 Wellington Street
Perth WA 6000

Email: mail@ombudsman.wa.gov.au

National Relay Service: TTY or modem users phone 133 677 and then ask for 1300 362 072

Speak and Listen users phone 1300 555 727 and then ask for 1300 362 072. Video Relay users connect to the National Relay Service (Instructions) and then ask for 1300 362 072.

Interpreter Service: Call the Translating and Interpreting Service (TIS) in Australia on 131 450, outside Australia call +613 9268 8332. They will pay for the interpreter.

Information booklets from the ombudsman are available at the Stanley College Reception Desk and in the Student Support offices.

Stanley College uses Education Agents

Once you've made the decision to study in Australia and you know where you want to study and which course you want to undertake, you can enrol directly with Stanley College. If, however, you need more help with the admission application process, or the Australia visa application process, you can choose to use an education agent to enroll with Stanley College.

An education agent can tell you about your options for studying and living in Australia and assist with your visa and institution applications. In many cases, agents have had experience studying in Australia and can share their experiences with you. In addition, because they are dealing every day with application and visa application requirements they will be able to give you guidance for your particular situation.

Stanley College currently holds Third Party Agreements with all education agents listed to recruit students on its behalf. All education agents associated with Stanley College are listed on our website. For further information please visit:

https://www.stanleycollege.edu.au/registered-agents/

Consumer Protection

Australia has a strong consumer protection framework to protect the rights of Australian consumers, including international students in Australia. The Australian Consumer Law includes a national law guaranteeing consumer rights when buying goods and services. You should contact the relevant government trade and consumer agency in your state or territory, if you:

- Would like information about your consumer rights.
- Have a problem with a consumer good or service that you have bought or are considering buying.
- Would like to know how a business should behave under the law.
- Would like to make a complaint about a business.

Visit www.australia.gov.au or www.consumerlaw.gov.au to find the relevant government agency for where you are living and studying.

Personal Safety tips

- Travel in groups or with a companion wherever possible.
- When walking alone, do not wear headphones. It is good to be able to hear what is happening around you.
- **Keep valuables such as mobile phones, laptops and iPods out of sight and stay aware of your surroundings when travelling on public transport.**
- Outside of peak times and at night, travel in the front carriage of the train nearest the driver. Where possible do not travel in empty carriages.

- Check Public Transport timetables in advance. Avoid long waits on platforms and around Public Transport hubs. If you do have a long wait, stay in well-lit areas or near open shops.
- Walk in well-lit areas even if it means your trip is longer, Avoid short cuts through dark isolated areas.
- If you feel threatened in any way while walking on the street go to a shop or a house with its lights on (if at night) and ask for police to be contacted.

For Further information, see the Study in Australia website:
https://www.studyaustralia.gov.au/en/life-in-australia/safety-in-australia/how-to-keep-safe

Scams

Scams take advantage of people's trust in authorities and fear of doing the wrong thing. Victims can feel an array of emotions such as; helplessness, humiliation, anger and guilt; but it's important to know you are not to blame and there is help at hand.

If you think someone is trying to scam you, or you've been scammed, the Australian Federal Police advises to cease all contact with the scammer and contact your local police or consulate immediately.

The Australian Federal Police (AFP) has the following tips on how to protect yourself:

- If you get cold called by someone making threats about arrest or deportation, it is a scam. Do not send them any money. Instead, hang up the phone immediately and report it to your local police.
- Never give your personal, credit card or online account details over the phone unless you made the call and the phone number came from a trusted source.
- If you think you have provided your bank account details to a scammer, contact your bank or financial institution immediately.
- When dealing with uninvited contacts from people or businesses, whether it's over the phone, by mail, fax, email, in person or on a social networking site, always consider the possibility that the approach may be a scam.
- You can contact IDCARE (Australia and New Zealand National Identity and Cyber Support Service) for support if you have concerns about your identity being compromised. Contact them via the online form or phone:1800 595 160 or 08 7078 7741 (WA).
- The 'Scamwatch' website has information about scams in multiple languages.

For more information, you can visit:

- AFP website https://www.afp.gov.au/
- Scam Watch website www.scamwatch.gov.au
- IDCARE website www.idcare.org

Or, come and see one of our Student support officers who are here to help you.

Other useful information

For more useful information relating to your stay in Australia, we recommend you visit the following websites:
www.studyaustralia.gov.au
www.mscwa.com.au
www.studyperth.com.au

Lost property

Lost Property is held by the Student Services Team at each Campus. If you have lost any items please contact student services either in-person or via email (E: studentservices@stanleycollege.edu.au).

During normal hours any property found on campus should be handed in to the Student Services Team, at the Campus where the items were found.

All property handed to the Student Services team will be safely stored until it is collected by the owner.

Unclaimed items are held for a maximum of 3 months before being disposed of.

Stanley College takes no responsibility for replacing lost or stolen items.

Training and Assessment

Introduction to Vocational Education and Training (VET)

Vocational Education and Training (VET) provides students with the skills and knowledge required to gain employment. Whether you want to enter or re-enter the workforce, train for a new job, upgrade your skills or pursue further studies, VET courses will help you to meet your goals. Stanley College offers a wide range of VET courses in Business, Management, Hospitality, Health, Nursing, Information and Communications Technology, Early Childhood Education.

Training Delivery

Stanley College is a Registered Training Organisation (RTO), Stanley College is responsible for the quality of training and assessment and for the issuance of the AQF (Australian Qualifications Framework) certification documentation. This is according to Australian Government standards stipulated in the relevant training packages (www.training.gov.au) and in the Australian Qualifications Framework (AQF) (available at www.aqf.edu.au.) The requirements of all units of competence of all courses are stipulated on that website.

All Stanley College courses are delivered via a combination of the following modes of delivery:

- **Structured Training and Assessment –** Training/Learning and assessment for a minimum of 20 scheduled course contact hours per week, can include:
    - *Supervised Face to Face Training and Assessment** – Classroom Training and Assessment, including but not limited to; training delivery and practical training; engagement in group activities; class learning exercises; participation in simulated activities; roles plays; observations; attending guest lectures or excursions; completion of assessments (projects and work tasks).
    - *Supervised Distance Training and Assessment (Away from Campus)* – Online Training and Assessment (with Trainer Online - Zoom), including but not limited to; training delivery; engagement in group activities; class discussion; participation in simulated activities; roles plays; observations; attending guest lectures or excursions; completion of assessments (projects and work tasks).
    - *Unsupervised Distance Learning and Assessment (Away from Campus)* – Prescribed Learning and Assessment within the Learning Management System (Trainer available if necessary) including but not limited to; Completion of additional learning; assessment which could include projects, questions, reports, work tasks.
- **Unstructured Learning and Self Study –** Unstructured learning and assessment activities prescribed by your trainer, away from scheduled course contact hours, this can include:
    - *Unsupervised Prescribed Learning and Assessment* - Online research/forums; workshop activities; completion of assessments (projects, questions, reports and work tasks); structured prescribed reading and follow up activities.
    - *Unsupervised Learning (Self-Study)* - Private study; Self-initiated learning; Research.

Information regarding the study shifts and intakes for each qualification, please refer to the Stanley College website via www.stanleycollege.edu.au.

*Face to Face includes training in our simulated/real workplace environments i.e. CU29 Restaurant and Bar (1275 Hay Street, West Perth), Stanley College Creche, SC Residential Aged Care Facility and Perth Convention and Exhibition Centre (PCEC).

Work-Based Training/ Clinical Work Placement

Work-Based Training (WBT) or Clinical Work Placement (CWP) ensures Stanley College students achieve the skills needed to be career ready. Work-Based Training or Clinical Work Placement is a structured, assessable programme, which makes up an invaluable part of a student's qualification and their professional and personal development. Work-based training or Clinical Work Placement is considered as class time. The courses listed below include a COMPULSORY work-based training or clinical work placement. During scheduled WBT/ CWP students must complete a minimum of 20 scheduled course contact hours per week.

All work-based training or Clinical Work Placement is organised by Stanley College's Employment Liaison Team in consultation with students.

Stanley College Department	Course	Allocated Hours – Work-Based Training (WBT)/ Clinical Work Placement
Commercial Cookery	SIT30821 Certificate III in Commercial Cookery	10 weeks/200 hours WBT (48 service periods)
Hospitality	SIT30622 Certificate III in Hospitality	7 weeks/140 hours WBT (36 service periods)
	SIT50422 Diploma of Hospitality Management (Food and Beverage)	5 weeks WBT (108 hours) WBT (36 service periods)
Health & Community Services	CHC33021 Certificate III in Individual Support (Ageing)	*Standard Course - 4 weeks/152 hours WBT
	CHC33021 Certificate III in Individual Support (Disability)	*Standard Course - 4 weeks/152 hours WBT
	CHC52025 Diploma of Community Services	Standard Course – 6 weeks/228 hours WBT
Nursing	HLT54121 Diploma of Nursing	**Standard Course - 14 weeks/560 hours Clinical Work Placement
Early Childhood Education	CHC30125 Certificate III in Early Childhood Education and Care	Standard Course - 12 weeks/288 hours WBT
	CHC50125 Diploma of Early Childhood Education and Care	Standard Course - 12 weeks/288 hours WBT

*This course requires Work-Based Training placement to be completed full time (minimum 38 hours per week).
**This course requires Clinical Work Placement to be completed full time (minimum 40 hours per week).

Prescribed Hours for Work-Based Training/ Clinical Work Placement

All Stanley College courses that include a mandatory period of WBT or CWP contain a prescribed amount of hours and/or service periods that you must complete in order to achieve your chosen qualification. Further information concerning the minimum hours required is available at www.training.gov.au.

In some cases, to enhance your overall experience in industry, Stanley College provides additional time (above the minimum WBT/CWP requirement) to help you to successfully become part of the Australian workforce during your study. This additional time will assist you to integrate into the Australian workforce whilst on your WBT or CWP. This additional time will assist you in settling into Australian work culture including exposure to:

- Respect in the work place and appreciating everyone's contribution
- Be open and ask questions
- What is acceptable or not acceptable (language use, behaviour, socialising and relationships)
- Job roles/responsibilities

- Uniform/ grooming standards
- Working hours and expectations of timekeeping
- Wages, Superannuation and Taxes (including award pay rates)
- Skills and Development

Support during your Work-Based Training or Clinical Work Placement

Stanley College's friendly Employment Liaison Team are here to help you every step of the way. If you have any questions, concerns or queries during your Work-Based Training or Clinical Work Placement, students can seek support by emailing the dedicated Work-Based Training or Clinical Work Placement support email accounts that are listed below:

- Hospitality and Commercial Cookery Students: wbt.cookery@stanleycollege.edu.au
- Early Childhood Education Students: wbt.ece@stanleycollege.edu.au
- Health Students: wbt.health@stanleycollege.edu.au

Alternatively, you can contact the Employment Liaison Team by telephoning 08 6371 9999.

Submission of Work-Based Training or Clinical Work Placement Time-sheets

Your Work-Based Training or Clinical Work Placement time-sheets must be posted, or scanned and emailed to Stanley College **EVERY Monday**. When we don't receive fully completed and signed Timesheets, the students will be marked as non-participating for the entire week = 20 hours. Details for your submission are provided below:

Email: wbt.timesheets@stanleycollege.edu.au
Post: Student Services, 69 Outram Street WEST PERTH WA 6005

State Government COVID Vaccine Mandate for Work-Based Training and Clinical Work Placement

Based on the latest health advice:
"Western Australia (WA) mandatory vaccination policy no longer applies, however individual employers, workplaces, and certain professions may require their employees and visitors to be vaccinated against COVID-19. Check with your employer to confirm if this applies to you."

The majority of employers in the following courses still require students to be Fully Vaccinated for COVID-19 to be able to complete work-based training or Clinical Work Placement. Fully Vaccinated, means you have received at least two doses of a COVID-19 Vaccination AND a mandatory third dose when it is due (currently 3 months after 2nd dose).

Course	State of Delivery
CHC33021 Certificate III in Individual Support (Ageing)	WA
CHC33021 Certificate III in Individual Support (Disability)	WA
CHC52025 Diploma of Community Services	WA
HLT54121 Diploma of Nursing	WA

Students studying the above courses, who remain unvaccinated, or do not provide evidence of vaccination may not be able to complete the Work-Based Training or Clinical Work Placement component of the course, and therefore may not be able to meet the full requirements of the qualification, in these cases Stanley College will issue a Statement of Attainment for any unit where competency is achieved.

Vaccination Certificates must be emailed to vaccinecertificate@stanleycollege.edu.au, please note that you should block-out your Individual Healthcare Identifier (IHI), before submitting the certificate to Stanley College.

When they are submitted with this information included, it will be blocked-out by Stanley College, before being saved and provided to our external stakeholders.

Additional Requirements to Participate in Work-Based Training or Clinical Work Placement

Students must supply course specific evidence before they can commence OR continue the work-based training or clinical work placement component of their course. Evidence listed below must be submitted by email to employment@stanleycollege.edu.au at least six (6) weeks prior to the commencement of work-based training or clinical work placement. All fees/charges associated with the additional documentation listed below are not included in course tuition fees and payment is the responsibility of the student.

CHC33021 Certificate III in Individual Support (Ageing)
CHC33021 Certificate III in Individual Support (Disability)

- Students must provide:
  - National Police Certificate (WA)^, must be less than 6 months' old
  - National Disability Insurance Scheme (NDIS) screening certificate
  - Medical Clearance may also be required
  - Evidence of Flu Vaccination
  - Evidence of COVID-19 Vaccination
  - Driver's Licence#

^A National Police Certificate (NPC) contains a list of a person's disclosable court outcomes and pending charges from all Australian police jurisdictions. This includes traffic and non-police prosecuted matters. Where a student has 'disclosable outcomes or pending charges' then this may impact Stanley College being able to successfully place them with a Work-Based Training Host Employer, which may impact students being able to successfully complete their studies.
#Note – Working in the Community Care or Aged Care sectors, including for Work Based Training, may require you to be able to drive to be able to meet the needs of the clients. Therefore, it is recommended you have a valid driver's licence for these courses.

CHC52025 Diploma of Community Services

- Students must provide:
  - National Police Certificate^, must be less than 6 months' old
  - National Disability Insurance Scheme (NDIS) screening certificate
  - Medical Clearance may also be required
  - Evidence of Flu Vaccination
  - Current Working with Children Check (WWCC)
  - Evidence of COVID-19 Vaccination
  - Driver's Licence#

^A National Police Certificate (NPC) contains a list of a person's disclosable court outcomes and pending charges from all Australian police jurisdictions. This includes traffic and non-police prosecuted matters. Where a student has 'disclosable outcomes or pending charges' then this may impact Stanley College being able to successfully place them with a Work-Based Training Host Employer, which may impact students being able to successfully complete their studies.
#Note – Working in the Community Care or Aged Care sectors, including for Work Based Training, may require you to be able to drive to be able to meet the needs of the clients. Therefore, it is recommended you have a valid driver's licence for these courses.

HLT54121 Diploma of Nursing**

- Students must provide:
  - National Police Certificate^, must be less than 6 months' old
  - WA Department of Health Criminal History Record Check
  - Evidence of Current Vaccinations#
  - Evidence of COVID-19 Vaccination
  - Medical Clearance may also be required

ˆ National Police Certificate (NPC) contains a list of a person's disclosable court outcomes and pending charges from all Australian police jurisdictions. This includes traffic and non-police prosecuted matters. Where a student has 'disclosable outcomes or pending charges' then this may impact Stanley College being able to successfully place them with a Clinical Work Placement Host Employer, which may impact students being able to successfully complete their studies.
The Department of Health WA mandates that all health students be vaccinated against a variety of diseases, including but not limited to; Influenza, Hepatitis B, Measles Mumps and Rubella (MMR), Pertussis, Varicella, Tuberculosis and MRSA screening if indicated. Students are required to submit immunisation evidence verified by a registered doctor (General Practitioner – GP), using the 'Sonia Online' Clinical Placement System.
** Please note – To be employed as a Nurse, a Current Working with Children Check (WWCC) is not required. However, where Clinical Work Placement takes place in a children's hospital or ward, Clinical Work Placement employers will require that you obtain one prior to commencing your Clinical Work Placement.

CHC30125 Certificate III in Early Childhood Education and Care
CHC50125 Diploma of Early Childhood Education and Care

- Students must provide:
    - Current Working with Children Check
    - National Police Clearance (WA)*
    - National Child Safety Training Completion Certificate**

*Please note – To be employed in the Early Childhood Education industry, a National Police Clearance is not required. However, some WBT employers may require that you obtain one prior to commencing your WBT placement. A National Police Certificate (NPC) contains a list of a person's disclosable court outcomes and pending charges from all Australian police jurisdictions. This includes traffic and non-police prosecuted matters. Where a student has 'disclosable outcomes or pending charges' then this may impact Stanley College being able to successfully place them with a Work-Based Training Host Employer, which may impact students being able to successfully complete their studies.
**The National Child Safety Training (Foundation Training Courses 1 and 2) must be completed, and proof must be provided, prior to undertaking any work placement hours in a regulated children's education and care service. This training is mandated under Section 162B of the Education and Care Services National Law and is separate from the units of competency within this qualification. Further information and access to the training can be found here: National child safety training

Accident Procedure

If you are involved in an accident whilst on Work-Based Training or Clinical Work Placement, there are procedures to be followed:

- Normal arrangements for medical assistance must be made.
- Notify your next of kin.
- A medical certificate must be issued by the attending doctor.
- **Stanley College must also be notified as soon as possible** – please forward a message to your trainer or our Employment Liaison Officer
- A notification of accident form from Stanley College is required to be completed by you, in addition the workplace may also have a separate form for you to complete.

Placement Safety - Rules

To ensure you gain practical experience as part of your training; you acknowledge the following rules:

- You follow proper techniques and processes; if you are unsure, you must call your lecturer/supervisor or other staff member;
- Have a person monitoring you as you perform a task for the first time, or you feel uncertain about your ability to complete the task;
- Only use safe and well-maintained equipment that is appropriate for the task;
- Follow safety guides as provided by your host employer during your Workplace Health and Safety induction;
- Wear appropriate clothing, safety, and health equipment;
- Maintain correct posture and body positioning to reduce the risk of injury;
- If an injury occurs, ensure you advise your workplace supervisor and complete a workplace incident report record as soon as possible;
- Contact the Stanley College emergency telephone number (0400 274 033) OR Student Services (08 6371 9999) and see a doctor as soon as possible.

Unpaid Voluntary Workers Insurance

Stanley College holds an appropriate Insurance policy for students attending Work-Based Training or Clinical Work Placement. This insurance is valid only when the student is on unpaid, scheduled Work-Based Training or Clinical Work Placement.

If you are injured or hurt during your work-based training or Clinical Work placement you need to ensure that you report it to Stanley College as soon as possible (Email: employment@stanleycollege.edu.au T: 0400 274 033). You should use your Medicare or Private Health Insurance including OSHC to claim your medical expenses. Please note that Work-Based Training or Clinical Work placement is NOT covered by WorkCover / Workers Compensation Insurance as you are UNPAID.

To make a claim on the Voluntary Workers Insurance with Stanley College please Email employment@stanleycollege.edu.au, and we will forward you the Insurance Claim form.
Please note that you will be required to provide evidence to support your claim, therefore you should retain copies of:

- Medical Certificates
- Receipts / Invoices for medical appointments and tests

Assessments and Assessment Outcomes

You will receive an Assessment Cover Sheet at the commencement of each Unit of Competence/Class. The Assessment Cover Sheet informs you of the requirements of the unit, including the number of assessments required to complete satisfactorily to be deemed competent and the assessment completion due dates. It then refers to the Assessment Submission Guidelines (located on page 42-43 of this document).

As a Registered Training Organisation, Stanley College must ensure that ALL Assessments conducted follow the Principles of Assessment and Rules of Evidence.

Principles of Assessment

Fairness	Assessment accommodates the needs of the VET student, including implementing reasonable adjustments where appropriate and enabling reassessment where necessary
Flexibility	Assessment is appropriate to the context, training product and VET student, and assesses the VET student's skills and knowledge that are relevant to the training product, regardless of how or where the VET student has acquired those skills or that knowledge
Validity	Assessment includes practical application components that enable the VET student to demonstrate the relevant skills and knowledge in a practical setting
Reliability	Assessment evidence is interpreted consistently by assessors and the outcomes of assessment are comparable irrespective of which assessor is conducting the assessment.

Rules of Evidence

Whilst each of the rules are important factors in their own right, assessment activities should reflect all rules and not elevate the importance of one at the expense of others.

Validity	**Assessment evidence is adequate, such that the assessor can be reasonably assured that the VET student possesses the skills and knowledge described in the training product**
Sufficiency	**The quality, quantity and relevance of the assessment evidence enables the assessor to make an informed judgement of the VET student's competency in the skills and knowledge described in the training product**
Authenticity	**the assessor is assured that a VET student's assessment evidence is the original and genuine work of that VET student**

Currency	**The assessment evidence presented to the assessor documents and demonstrates the VET student's current skills and knowledge.**

As Outlined in the Standards for RTOs 2025

Assessments Methods

Assessment Methods at Stanley College include the following:

Method	Examples of Methods
A = OBSERVATION	Real work/real-time activities at the workplace, Work activities in a simulated workplace
B = STRUCTURED ACTIVITY	Simulations, Role-plays, Projects, Presentations, Activity sheets
C = QUESTIONING	Written questions, Interviews, Self-evaluation, Verbal questioning, Case studies, Scenarios
D = STUDENT EVIDENCE	Portfolios, Collections of work samples/research, Products with supporting documentation, Historical evidence, Journals/logbooks, Information about life experience
E = PRODUCT REVIEW	Products as a result of a project, Work samples/products
F = THIRD PARTY	Testimonials/reports from employers/supervisors, Evidence of training, Authenticated prior achievements Interviews with employers, supervisors or peers

The outcome of each assessment is either **S** = Satisfactory or **NS** = Not Satisfactory. In order to be deemed competent in a unit of competency, you must complete every assessment satisfactorily. If you do NOT submit assessments, the result will show as DID NOT SUBMIT, which is the same as a Not Satisfactory result.

If your performance in any one assessment is NOT Satisfactory (NS) you cannot be deemed competent for that unit of competency. To be awarded with a Qualification (Certificate or Diploma) you must have achieved competency in all units of competence of the course (which may include core and elective units).

If you are unable to achieve competency in all units of the course, a Statement of Attainment (not a qualification), listing the units for which you achieved competency will be issued.

Assessment Submission Guidelines

This Assessment Submission Guidelines outlines the rules that govern all assessments at Stanley College. Within each assessment document, an **'Assessment Cover Sheet'** must be signed to state you agree with the contents of this document. No assessments will be accepted for marking without a completed and signed Assessment Cover Sheet, this is included in each assessment you will complete at Stanley College.

Retention of Assessment

It is your responsibility to keep a second copy of your assessments. Stanley College does not take responsibility for lost or stolen assessments. Stanley College reserves the right to request a copy of your original assessment at any time after you have submitted your assessment. This includes WBT (Work-Based Training) or Clinical Work Placement documentation submitted.

Late submission of Assessments

The Assessment Cover Sheet prescribes when each assessment is due for each Unit of Competence. If you submit your assessments later than the due date (set by your trainer and highlighted on your Assessment Cover Sheet) you will be required to pay the late assessment fee at the Front Office. You will receive a receipt which you must attach to the assessment before it will be marked. Please be aware that following payment and submission of late assessments, student's work will be marked within 4 weeks. Fee as follows:

- $50 per assessment

Re-Assessment Fee

Where an assessment you submitted has been marked as *Not Satisfactory (NS),* you will have up to two (2) weeks to re-submit required assessment corrections. Any assessments re-submitted after this time may not be accepted and a re-assessment fee may apply.

Where a re-assessment fee is applied, fees are as follows:

- $50 per assessment (theory)
- $120 per assessment (practical)

Re-Enrolment Fee

For each student to prove competency, this requires demonstration of current performance; therefore assessments must be submitted within five (5) weeks of the unit being completed. If you have not submitted your assessments (first submission) you will be deemed Not Yet Competent (NYC) for that unit and will be required to re-enrol in the unit. The fee for this is as follows:

- $150 per unit (for units of one week or less)
- $150 per unit, per week (for units of more than one week)

Submitting your assessment

All submitted assessments file names must include the following details (If electronically submitted):

FILE NAME:
Class_Full name_Student ID_Unit of Competence_Assessment Number_Trainer_Date submitted
Example:
C4CC01A_Elvis PRESLEY_12000634_BSBDIV501A_Rami_DDMMYYYY

Assessments must be submitted to the following locations depending on which discipline they are studying:

English (CSWE) - Submitted in person to trainer, handwritten. (Some assessments are specifically submitted electronically)
Health (Aged Care) - All assessments to be submitted electronically via LMS. Work Based Training portfolio submitted in person to your trainer (paper).
Health (Diploma in Community Services) - All assessments to be submitted electronically via LMS.
Commercial Cookery (Certificate III) - All assessments and Portfolio submitted electronically via LMS. Work Based Training portfolio submitted in person to West Perth Campus - Outram Street (Paper), Student Services will then send an electronic copy of the scanned portfolio back to you to submit via L to your trainer for marking.
Commercial Cookery AND Kitchen Management (Certificate IV) - All assessments to be submitted electronically via LMS.
Hospitality (Certificate III and Diploma) - All assessments to be submitted electronically via LMS. Work Based Training portfolio submitted in person to West Perth Campus - Outram Street (Paper), Student Services will then send an electronic copy of the scanned portfolio back to you to submit via LMS to your trainer for marking.
Business and Management - All assessments to be submitted electronically via LMS.

Early Childhood Education (Certificate III and Diploma) - All assessments to be submitted electronically via LMS. Work Based Training portfolio submitted in person to your trainer (paper).
Information and Communications Technology - All assessments to be submitted electronically via LMS.
Nursing - All assessments, including Lab assessments to be submitted electronically via LMS. Clinical Placement portfolio to be submitted in person to your trainer (paper).

Assessment Readiness

Students participating in more than 60% of scheduled classes will be deemed assessment ready, unless instructed otherwise by the Trainer. All other students are required to complete a verbal or written test to prove they are ready for the assessment. Trainers cannot accept completed assessments from students who are not assessment ready.

Assessment Readiness (Commercial Cookery/Hospitality)

For students studying the following the course listed below:

- SIT30821 Certificate III in Commercial Cookery
- SIT40521 Certificate IV in Kitchen Management
- SIT50422 Diploma of Hospitality Management (Food and Beverage)
- SIT50422 Diploma of Hospitality Management (Commercial Cookery)

In addition to participating in 60% of scheduled classes to be deemed assessment ready, you MUST attend Day 1 of every unit. Units in these courses run for between 1 – 2 weeks, with CORE content being delivered on Day 1. Therefore, where you are absent for this session you will be required to re-enrol for the unit, re-enrolment fees may be incurred.

Assessment Retention Requirements

Stanley College is required to securely retain all completed student assessment items for each student, for a period of six months from the date on which the judgement of competence for the student was made.

Written Assessments Guide

All written assessments must be submitted in the following format:

- Text - Font Type- Arial or Times New Roman, Font Size: 12, Spacing: 1.5
- Titles - Font Type- Arial or Times New Roman, Font Size: 12
- Header - Font Type: Arial, Font Size: 9,
- Header Content: Stanley College and Unit Title
- Footer: Font: Arial, Font Size: 9
- Footer Content: First Name/ Family Name / Student ID / Date: dd/mm/yy
- Margins (As follows)

LEFT: 4cm	**TOP:** 4cm	**BOTTOM:** 4cm	**RIGHT:** 4cm

To ensure that our students are ready for industry, Stanley College focuses on ensuring student assessments reflect the industry requirement. Work ready documentation in terms of format, presentation and consistency is a key part of our assessment process. All students are expected to adhere to the required standard depending on the course level/type they are enrolled in.

References

References must include the following information:

- From a book: Book title, author, year published and Page No.
- From a newspaper: Newspaper Name, Issue No. Date and Page No.
- From the internet: Website address, Author (if available), Date downloaded

Academic Dishonesty

You must ensure that the evidence you submit for assessment is your own work, and/or that you acknowledge the work of others appropriately (see reference guide below). In an educational environment cheating means, to act dishonestly in an attempt to mislead the Trainer to accept the work of others as your own work.

Cheating

Stanley College will not tolerate cheating. Cheating is defined as*:*

- handing in someone else's work as your own (with or without that person's permission)
- using any part of someone else's work without the proper acknowledgement, including breaches of copyright
- handing in a completely duplicated assessment
- allowing someone else to hand in your work as their own
- copying sentences or paragraphs from one or more sources
- presenting substantial extracts from books, articles, theses, unpublished work such as working papers, seminar and conference papers, internal reports, computer software, websites, lecture notes or tapes, without clearly indicating their origin
- using notes or other resources without permission during formal testing
- having several people complete the assessment and hand up multiple copies, all represented (implicitly or explicitly) as individual work
- stealing an examination or solution from a Trainer

Results

Your Assessment Results (Assessment Outcomes) and Unit/Module Results (Training Outcomes) will be made available via the Student Portal. The following are the guide times for these results:

Certificate I - IV level courses	Three (3) weeks, after unit end date or assessment due date, whichever is the later.
Diploma, Advanced Diploma	Four (4) weeks, after unit end date or assessment due date, whichever is the later.

* Where your assessment has been marked Not Satisfactory, you must re-submit your assessment with the required corrections within two (2) weeks of the Not Satisfactory result. The Assessment Results timeframes for any resubmitted assessment is **Three (3) weeks** after the re-submission date.

For units that include work-based training or clinical work placement, the assessment due date is the last day of your work-based training or clinical work placement. As such, results will be made available following the guide time outlined in the table.

Your results will be provided to you either in person or via your Stanley College email address and will include specific feedback, including details on any gaps identified. Where required, this communication will also include re-submission details. The Assessment Results timeframe for any resubmitted assessment is Three (3) weeks after the re-submission date.

Where Assessments are submitted late (after the due date), please allow four (4) weeks from receipt for these assessment results to be made available. It is your responsibility to check your results on a regular basis. You may logon to the Student Portal (access via Stanley College website) to check your results.

Where we are unable to meet these guide times, for any reason, we will send you an email to inform you of the delay. If you have any specific questions or concerns, please contact our Student Services Team or the Faculty Manager.

Assessment decisions can be appealed. Please refer to the information on complaints and appeals, available on our website.

Assessment Support Services

Assessment Support Sessions

Undertaking course/study can be an exciting and challenging time. At Stanley College we offer FREE Assessment Support classes every week. Designated trainers/teachers will be available from each Faculty listed below during the scheduled times, for students to seek support and guidance with assessment/test completion, for any unit/course level being undertaken. For every other Faculty not listed, assessment support sessions take place during scheduled class times.

Faculty	DAY	CAMPUS	TIME
Health	Thursday	West Perth Campus – Outram Street	9:00am to 12:00pm
	Thursday	Mirrabooka Campus	9:00am to 12:00pm
Early Childhood Education	Tuesday	West Perth Campus – Outram Street	9:00am to 12:00pm
	Thursday	Mirrabooka Campus	9:00am to 12:00pm
Nursing	Monday	Mirrabooka Campus	8:00am to 12:00pm
Hospitality and Cookery	Friday	West Perth Campus – Hay Street	9:00am to 13:00pm

Student Workshops

Stanley College offers FREE workshops every month to our students. We currently have 4 workshops available; **Job Search Techniques, Accessing & using Stanley College Email and Student Portal**, **Study Skills and Computing Skills (Basic & Intermediate)**.

The workshops will run on FRIDAYs from 1:00 pm to 2:30pm. You will need to REGISTER to attend the workshops.

Please come and see our *Student Support Team* regarding details on what will be covered in the workshops and please feel free to come and see us if you have any questions.

Support Guidelines

Please find the following guidelines:

- Student counselling for all matters regarding students' welfare and academic progress is always free!
- No reassessment fees apply where students participate in class regularly (no less than 80%) and where students have shown a genuine effort to perform satisfactorily.
- No reassessment fees apply where students present a valid medical certificate for the day of the assessment.
- Payable reassessments must be settled in advance and a receipt must be shown to the trainer to be admitted. Payment must be made in the Front Office.

Appeal

If you are dissatisfied with the way you have been assessed or with your result, you can communicate this to your Trainer or contact the Student Support Officer within 30 working days of receiving your result. The Trainer and/or Student Support Officer will inform you about your rights to appeal and your entitlements in the appeal process.

Recognition (Exemptions)

Recognition of Prior Learning (RPL)

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

If you are applying for recognition of existing skills and knowledge, then you will need to generate evidence to support your claim in order to be assessed. Examples of evidence might include; documentation such as certificates issued by other training organisations, support letters from employers, job description, resume or outlines of previous training and development.

To apply for RPL, contact Stanley College to discuss your skills recognition and assessment options. You will receive a copy of the Application for Recognition Form, which you will need to complete and return. An appointment will be made for you to discuss your application.

Please note: Credit for course fees are only calculated where an Application for Recognition is submitted prior to commencement of studies.

As a Registered Training Organisation Stanley College will recognise AQF Qualifications and Statement of Attainments issued by another RTO, refer to Credit Transfer.

Note: Recognition of Prior Learning may reduce your overall study time; any changes will be updated in PRISMS and therefore reported to The Department of Home Affairs (DHA)**, which may affect your student visa.**

Credit Transfer

Credit transfer is where you have completed units of competence from a current or previous training package that are comparable (through a mapping process) to those you are about to be or are currently enrolled in.

To apply for Credit Transfer, complete the Application for Recognition Form (available via Student Services) and attach copies of the evidence you have (e.g. Statement of Attainment or Qualification) to show you have completed the unit.

Where possible the assessment should occur before you commence your studies.

Stanley College's Recognition Policy recognizes that learning takes place not only through formal studies at recognized training organizations but also through activities such as employer based training and development and relevant life experience and if you are granted Credit Transfer by Stanley College you do not need to complete that unit of study again.

The policy supports the granting of credit to students with recognized Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by any other registered education provider.

Applications for RPL/Credit Transfer which require no further information will be assessed and you will be informed of the outcome of the assessment in writing within 10 working days of the application being received with all necessary supporting documentation. You will be notified in writing if any further information is required in support of your application.

For International Students: It is a condition of your visa that you are enrolled in full-time study. Full time study for VET courses is defined as 20 scheduled course contact hours per week, according to the National Code 2018 (standard 11). If RPL or Credit Transfer is granted, you will be required to enroll in alternative approved studies to make up for your full-time study load. Stanley College must report any change of course duration to The Department of Home Affairs (DHA) via PRISMS under the National Code 2018 (standard 2).

Note: If course credit is granted by Stanley College **before** your Student Visa is granted it will be indicated on your Confirmation of Enrolment with Stanley College. If course credit is granted by Stanley College **after** the Student Visa is approved, you will receive a report indicating any reduction of your course duration. Stanley College will adjust your course duration on PRISMS, which may have an effect on your visa.

Stanley College will provide a record of the RPL or Credit Transfer to you within 15 working days and in exceptional cases as soon as possible. You must acknowledge your acceptance of the RECOGNITION/CREDIT TRANSFER in writing **before** the recognition/credit transfer can take effect. A record of your acceptance will be kept in your personal file.

Application for Awards and Academic Progress Documents

Qualifications and Academic Transcripts can only be issued to students who have been deemed competent in all required units of their course, including both core and elective units. Students who have not been deemed Competent in all units will receive a Statement of Attainment, listing the units in which they have been deemed Competent. Statements of Attainment may be issued when the student has finished their course but has not successfully completed all units, or when a student has cancelled their enrolment after completing one or more units.

From 2 June 2025, Stanley College will only be issuing a digital copy of Qualifications and Academic Transcripts. Physical copies can be requested; however, they will incur an additional charge of $50.

Statements of Attainments are provided as a physical copy only.

Academic Progress Documents (Interim Record of Results and Record of Results) may be requested during the course of study. These documents confirm the unit outcomes achieved to date.

Students may request an Interim Record of Results at no cost. This document lists only the units in which the student has been assessed as Competent (CO) at Stanley College at the time of issuance. A Record of Results may be requested if a full record of all units commenced and/or completed is required, including outcomes recorded as Competent (CO), Not Yet Competent (NYC), In Progress (IP), or Recognition of Prior Learning (RPL). This document is issued upon application and incurs the $25 fee.

Academic Progress Documents are issued as digital copies (PDF). Printed copies may be provided only upon request.

Students will need to complete the **Application for Qualification or Statement of Attainment (Award)** form, available by scanning the below QR Code:



- Preparation of the Award documentation may take up to 10 working days. Stanley College will send you an SMS when it is ready for collection.
- The Award documentation will not be prepared if there are outstanding fees, therefore students should ensure outstanding fees are paid PRIOR to applying for an Award.
- Stanley College will not provide your Award documentation to a third party, including parents, spouse etc.; unless you have nominated them on the form or provided formal written advice.
- Students who have undertaken any studies from January 2015, are required to provide their USI (Unique Student Identifier) BEFORE a qualification/statement of attainment (award) can/will be issued. In some cases you may be entitled to apply for an exemption, if you receive an exemption, please provide Stanley College with the Exemption Notice Letter. For more information about applying for a USI please refer to www.usi.gov.au.

Award collection method

- Via post for $15 for local and $30 for international
- Collect from Stanley College
- Nominate a person to collect the award, with their details completed on the form

Stanley College will take every effort to ensure that the Award is packaged appropriately to avoid damage; however Stanley College will take no responsibility for any damage caused during postal delivery.

Policies

Stanley College Code of Conduct

All Colleges want to offer a harmonious learning environment in which each member respects the beliefs, feelings, person and property of others without condition.

By enrolling at Stanley College, you have agreed to adhere to the Stanley College Code of Conduct.

The Stanley College Code of Conduct is as outlined below. It was also included in your pre-enrolment documentation and is available at www.stanleycollege.edu.au.

Breaches of Stanley College's Code of Conduct and breaches of your student visa requirements may lead to cancellation of your enrolment, which may affect your student visa.

All students enrolled at Stanley College must uphold the following standards at all times. Students will:

1. behave honestly and with integrity
2. respect other people's rights to hold different positions and views;
3. respect other people's beliefs, nationality, religion, age, associations and gender;
4. not use offensive language;
5. maintain an environment suitable for study and work free of interruption;
6. act with care and diligence on campus and at work-based training or clinical work placement organisations;
7. Meet course progress and/or course attendance requirements;
8. not cheat or plagiarise;
9. allow trainers to deliver their course material without being unnecessarily interrupted or disturbed;
10. adhere to Stanley College Uniform policies where required;
11. respect Stanley College's No Smoking, No Alcohol, No Drugs policy;
12. uphold the reputation of Stanley College,
13. provide accurate and timely notification of information required by Stanley College to make appropriate decisions about their continuing enrolment at the college;
14. comply with Stanley College policies and procedures as stipulated in this student handbook;
15. comply with your Student Visa requirements
16. Students are required to apply a high level of professionalism when communicating, socialising or networking using any social media or facility.

The Stanley College Code of Conduct and the contents of the Student Handbook are reviewed each year. Stanley College students are invited to contribute to improvement of our Code of Conduct, policies and procedures. Please contact the Student Support Office to provide Stanley College with your recommendations or complete a feedback form.

Sexual Assault, Sexual Harassment – ZERO TOLERANCE

Stanley College welcomes and supports its diverse student base and is committed to their safety.

Students are advised that Stanley College has zero tolerance for discrimination and harassment by, or towards, students or staff members, on or off campus.

In Australia it is a criminal offence to harass another person. Students need to be aware that if you break these laws you could end up having your enrolment cancelled, as well as being arrested and going to Court and having a criminal record. For international students, it may result in cancellation of your visa.

There are two main forms of harassment that can lead to legal trouble for a person in Australia. Sexual harassment and other forms of harassment – including stalking. These are explained below:

Sexual harassment includes any unwelcome sexual advance, or request for sexual favours, or unwelcome conduct of a sexual nature towards another person.

Sexual harassment does not need to be repeated or continuous, it can involve a single incident.

Sexual harassment can take many forms including, but not limited to:

- Unwelcome physical touching, hugging or kissing
- Staring or leering at someone or at parts of their body
- Suggestive comments or jokes
- Insults or taunts based on sex
- Sexually explicit pictures, e-mails or text messages
- Intrusive questions about a person's private life or body.

Sexual Consent

It is NEVER OK for anyone to force you to have sex, or for you to have sex without the other person's permission – doing so is a criminal offence.

People have the right to say NO at any time. If a person says **no**, or withdraws their consent at any stage, you must stop and respect their wishes.

You must ask for permission and consent to proceed with any sexual activity with your partner.

Silence is not consent, an uncertain response is not consent, so if they are not agreeing, or seem unsure, stop straight away.

If you proceed without consent, you are committing sexual assault and that is a serious crime that may lead to imprisonment.

Consent cannot be given by people who are underage, intoxicated or incapacitated by drugs or alcohol, or asleep, or unconscious. If someone agrees to an activity because they are feeling intimidated or threatened, this isn't considered consent because it was not given freely.
Consent is about good communication. When engaging in sexual activity:

- Communication about consent must be clear and involve words as well as gestures, to make sure there is no doubt, that should be a definite YES. The absence of 'no' is not consent;
- Don't assume Consent;
- Consent needs to happen every time. If a person has agreed to sex in the past, it does not mean automatic consent is given to sex in the future. This includes if you are married or in a relationship;
- Consent is specific, so agreeing to one kind of sexual activity does not mean agreeing to other kinds of sexual activity;

- Consent is an ongoing conversation and can be withdrawn at any point.

Consent is NOT:

- Refusing to acknowledge “no”
- A partner who is disengaged, nonresponsive, or visibly upset
- Assuming that wearing certain clothes, flirting, or kissing is an invitation for anything more
- Someone being under the legal age of consent, as defined by the state of Western Australia
- Someone being incapacitated because of drugs or alcohol and unable to say no, or think clearly enough to make a decision
- Pressuring someone into sexual activity by using fear or intimidation

Other forms of harassment
Other forms of harassment that are unlawful in Australia include:

Threats including those to hurt or kill another person, or to hurt or destroy their property, or to do something that will cause a loss of any kind to another person.

Stalking is an illegal form of harassment that can include: repeatedly watching another person's home, their place of work, or where they regularly hang out, especially if you are trying to make them feel scared in any way because they don’t want you around.

Harassing another person on social media, emails, and other technology can be classed as a form of stalking. If you continue to send unwelcomed communication, either by text, phone calls, etc., especially when the person feels intimidated or is fearful, you can end up in trouble.

While you can end up being arrested and going to Court, you also risk your enrolment at the College being cancelled and a report made to the Department of Home Affairs about the cancellation.

If you are being harassed in any way in your workplace or at Stanley College, please speak to the Student Services Team or contact the Student Counsellor at counselling@stanleycollege.edu.au for support and advice on your options.

If another student or staff member tries to cause you harm in any way or is harassing you on or off campus, and you need help or wish to report it, please speak immediately to the Student Services Team or contact the Student Counsellor at counselling@stanleycollege.edu.au for support and advice on your options.

If you have been, or think you may have been, sexually assaulted and you don't feel safe, call triple zero (000).
1800RESPECT is the national domestic, family and sexual violence counselling, information and support service. Call 1800 737 732

If you or someone you know has suffered sexual trauma or rape, you can seek free, confidential counselling at the Sexual Assault Resource Centre (SARC). The SARC Crisis Line is open 24 hours/day, 7 days/week – just call 1800 199 888. For more information, including the free care Sexual Assault Resource Centre [Perth].

Discrimination

In Australia, it is unlawful to discriminate because of a number of different attributes including age, disability, race, sex, intersex status, gender identity and sexual orientation. This covers certain areas of public life, including education and employment.

If you are subjected to any form of discrimination please speak immediately to the Student Services Team or contact the Student Counsellor at counselling@stanleycollege.edu.au for support and advice on your options.

Key Contacts at Stanley College

Our Team is available in-person, on campus. Email and telephone contact details as listed below:

Student Services Team	E: studentservices@stanelycollege.edu.au T: 6371 9999 or 0424 282 171
Manager, Student Services Team	Jayantashree Pandeea E: studentservices@stanelycollege.edu.au T: 6371 9999 or 6371 9986
Student Counsellor	Thalia O'Sullivan E: counselling@stanleycollege.edu.au T: 6371 9924
Vice President, Wellbeing & Engagement (VPWE)	Vickie Powell E: vickie@stanelycollege.edu.au T: 6371 9999

Breaches of Code of Conduct

Students found breaching the Stanley College Code of Conduct or their visa requirements will be dealt with as stipulated under the 'Student Discipline' section of this handbook.

Students affected by a breach of the Stanley College Code of Conduct are encouraged to contact the Student Support Officer immediately to discuss the issues concerned.

Stanley College may initiate a suspension or cancellation of your studies on the grounds of misbehaviour or a breach of the college's Code of Conduct.

Reporting Breaches

Stanley College staff and students are responsible for maintaining a harmonious learning environment. Therefore, students are encouraged to report any undue pressure, disturbance, or harassment by any member of staff or by any other student as stipulated in the Stanley College Code of Conduct.

Reports of breaches can be submitted in writing or verbally clearly outlining the details to the Student Support Officer, their Trainer or the Vice President, Wellbeing & Engagement. Any reports will be viewed by Stanley College's Executive Management Team (EMT).

If you are uncertain about your rights and responsibilities, please contact the Student Support Services Team for clarification.

Your rights as a student will always be respected and you are in turn, expected to respect the rights of others.

Process

Breaches to the Stanley College Code of Conduct will be processed as soon as possible. Involved parties will be informed in writing. Breaches are dealt with, by a committee formed to deal with the breach and include the Vice President, Wellbeing & Engagement, Student Support Officer and where necessary selected students and staff.

Note: Stanley College will review its decisions based on documented compassionate/compelling circumstances.

If you are not satisfied with the outcome of any Stanley College decision, you may appeal, using the electronic Complaints and Appeals Form (eCAFO) available via the Stanley College Website, at the following link www.stanleycollege.edu.au/cafo-form/

Alternatively, you can contact the Overseas Students Ombudsman 1300 362 072 (http://www.ombudsman.gov.au/making-a-complaint/overseas-students) to lodge a complaint. Pamphlets are available via the Student Services Team.

Cancellation resulting from Breaches

In cases where we intend to cancel your enrolment because of a breach of the College's Code of Conduct you will be issued with a "Notice of Intention to Cancel" which will be sent to you **via email to your Stanley College email account,** as a courtesy a COPY may be mailed to your last known postal address.

The Notification of our Intention to cancel will advise you of your breach and inform you that you may be cancelled from Stanley College and as a result reported to the Department of Home Affairs (DHA) and the Department of Education and Training (DET) which may affect your Student Visa.

Deferring, Suspending or Cancelling your Enrolment

Deferrals, Suspensions and Cancellations can only be applied for in writing, using the Course Variation Application Form (available from www.stanleycollege.edu.au and at the reception desk). **VERBAL notifications to Stanley College staff or agents ARE NOT VALID.**

Definitions

- Deferral – postponing the commencement of your course prior to course commencement.
- Suspension – postponing your enrolment during your course.
- Cancellation – cessation of enrolment in the course.

For International Students: It is important to understand that deferrals, suspensions and cancellations may affect your student visa status.

Cancelling your enrolment will attract **cancellation fees**. Where applicable, cancellation may also affect your refund. Please read the Refund and Cancellation Policy carefully to make an informed decision. A copy of our Refund and Cancellation Policy was included in your Letter of Offer.

A deferral, suspension or cancellation of your enrolment can be initiated by yourself or by Stanley College. All applications for deferment, suspensions and cancellations must be lodged no less than 14 days in advance and will be considered within 10 working days.

For International Students: Standard 9 of the National Code 2018 states:

"A registered provider may defer or suspend the enrolment of a student if it believes there are compassionate or compelling circumstances."

Deferment or suspension of study can be requested by you for compassionate and compelling circumstances. These can include but are not limited to:

- serious illness or injury, where a medical certificate states that the you are unable to attend classes;
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on your studies;
- a traumatic experience, which could include:
    - involvement in, or witnessing of a serious accident; or
    - witnessing or being the victim of a serious crime, and this has impacted on you (these cases should be supported by police or psychologists' reports)
- where the registered provider was unable to offer a pre-requisite unit, or the you have failed a prerequisite unit and therefore face a shortage of relevant units for which you are eligible to enrol.

Right of Appeal

You have the right to appeal any decision by Stanley College to defer, suspend or cancel your studies. Stanley College will maintain the student's enrolment until the internal and external complaints and appeals process are completed.

Deferral of enrolment - Student initiated

You may request a deferral of your course commencement by completing an Application for Deferment as follows:

Complete an Application for Deferment Form and submit to the Student Support Officer, with evidence to support your application, who will:

1. Discuss your application for deferment with the Executive Management Team;
2. Discuss the changes to your training plan with you
3. Confirm the outcome of the meeting in writing, and, if granted, provide you with a copy of the new schedule/intervention strategy
4. Inform you whether your application for deferment affects your visa;
5. Update your student file accordingly;
6. Send you a letter outlining the deferment details, and
7. Notify the Department of Home Affairs (DHA) via PRISMS that the enrolment has been deferred.

Note: Deferring your enrolment may cause your refund for the current and subsequent semester to be forfeited. Please read the Refund and Cancellation Policy carefully to make an informed decision. A copy of our Refund and Cancellation Policy was included in your letter of offer.

In the event of a student-initiated deferral for compassionate or compelling circumstances, there are two possible outcomes. Stanley College will notify the Department of Education and Training through PRISMS that it is either going to:

- Defer your enrolment without any effect on the end date of your CoE. A notice of deferment will be recorded in PRISMS; or
- Defer your enrolment for a period which **will affect** the end date of your CoE. PRISMS will automatically cancel your original CoE and Stanley College will create a new CoE based on your intended date of return.

A deferment of your studies **will not affect** your course attendance. However, reporting a deferment to your studies **may affect your student visa**. You are advised to contact the Department of Home

Affairs (DHA) via either www.homeaffairs.gov.au or via telephone 131 881, to seek advice on any potential impacts on your visa.

Suspension of enrolment - Student initiated

The Executive Management Team must approve your application for suspension in writing before you can leave. You must lodge your request for suspension with a Course Variation Application Form, at least 10 working days prior to the requested suspension date (unless in an emergency – see 'compassionate or compelling reasons'). The maximum accepted duration for suspensions is two study terms (20 weeks). **Note: Suspending your enrolment may cause your refund for the current and subsequent semester to be forfeited.** Please read the Refund and Cancellation Policy carefully to make an informed decision. A copy of our Refund and Cancellation Policy was included in your letter of offer.

Complete a Course Variation Application Form and submit to the Student Support Officer, who will:

1. Discuss your application for suspension with the Executive Management Team;
2. Discuss the changes to your training plan with you
3. Confirm the outcome of the meeting in writing, and, if granted, provide you with a copy of the new training plan
4. Inform you whether your application for suspension affects your visa;
5. Update your student file accordingly;
6. Send you a letter outlining the details of your suspension, and
7. Notify the Secretary via PRISMS that the enrolment has been suspended.

In the event of a student-initiated suspension for compassionate or compelling circumstances, there are two possible outcomes. Stanley College will notify the Department of Education and Training through PRISMS that it is either going to:

- Suspend your enrolment without any effect on the end date of your CoE. A notice of suspension will be recorded in PRISMS; or
- Suspend your enrolment for a period which **will affect** the end date of your CoE. PRISMS will automatically cancel your original CoE and Stanley College will create a new CoE based on your intended date of return.

A suspension of your studies **will not affect** your course attendance. However, reporting a suspension to your studies **may affect your student visa**. You are advised to contact the Department of Home Affairs (DHA) via either www.homeaffairs.gov.au or via telephone 131 881, to seek advice on any potential impacts on your visa.

Deferment of enrolment - Stanley College initiated

Stanley College may defer your enrolment of a course if the course does not commence as agreed in the Student Agreement.

You will be informed about the changes to the course details and receive an option to either agree to the changes or to receive a refund, where applicable, as stipulated in the refund and cancellation policy outlined in this student handbook and available on our website.

Suspension of enrolment - Stanley College initiated

Stanley College may suspend your enrolment for a course if the course ceases to be provided at any time after it starts but before it is completed.

You will be informed about the changes to the course details and receive a refund, where applicable, as stipulated in the refund and cancellation policy outlined in this student handbook and available on our website.

Cancellation of enrolment - Stanley College initiated

Stanley College may choose to defer, temporarily suspend or cancel your enrolment under the following circumstances:

- Breach of the Stanley College Code of Conduct
- Failure to meet attendance requirements*
- Assault of another student or staff member
- Non-participation of class and/or not contacting Stanley College for a period of 10 working days or longer
- Misbehaviour by the student;
- Failure to pay course fees;
- Any behaviour or serious breach of the College Code of Conduct, identified as grounds for possible expulsion.

*For attendance requirements, this is identified because your overall attendance has dropped below 65% of the scheduled contact hours

Where Suspension and Cancellation is not initiated by the student, you have the right to access the Stanley College Complaints and Appeals Process as listed below.

The suspension or cancellation of the overseas student's enrolment under Standard 9.3 (National Code 2018) cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk. Deferment and suspensions will be recorded on the Provider Registration Information Management System (PRISMS).

If Stanley College decides to defer, temporarily suspend or cancel your enrolment, then Stanley College will let you know about their decision in writing, via a Notice of Intention to Cancel/Suspend/Defer. Stanley College will remind you, that the change in enrolment status may affect your visa, and that you have 20 working days to use Stanley College's complaints and appeals process as outlined in this Student Handbook. A copy of all correspondence will be kept in your student file.

If you decide not access the complaints and appeals process, then Stanley College is required under Section 19 of the ESOS Act 2000, to advise the Department of Home Affairs (DHA) https://www.homeaffairs.gov.au/ about changes to your enrolment and breaches of your visa conditions relating to academic performance and attendance.

If you do use the complaints and appeals process, the deferment/suspension/cancellation will not take effect until the process is completed.

Complaint and Appeal Process

Stanley College provides a complaints and appeals process that is transparent, fair and equitable. Subject to the complaint and/or appeal being heard and investigated within Stanley College in the first instance, further complaints or appeals may be referred to an independent external body if requested by the complainant/appellant at no or low cost to the student.

As per the requirements of National Code 2018 (Standard 10) and ESOS Act, Stanley College complaint and appeal processes are:

- Available to all students
- Confidential
- FREE of cost
- The Complaints and Appeals process must commence within **Five (5) working days** of receipt of the **complaint and/or appeal**

The processes set out hereinafter do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in these procedures limits the rights of individuals to take action under any applicable Australian law such as Australia's Consumer Protection law. Also, these procedures do not circumscribe an individual's rights to pursue other legal remedies.

Definitions

Complaint

A complaint is the process of informing your dissatisfaction to Stanley College's services, team members, facilities or any other area you are dissatisfied with.

A complaint can be lodged either informally or formally.

Informal Complaint Procedure

a) An informal complaint can be raised directly with the individual responsible for delivering the services in order to seek a resolution.
b) If the situation cannot be resolved, students may lodge a formal complaint by recording their issues in writing through the electronic Complaints and Appeals Form (eCAFO).

Appeal

An appeal is the process of informing Stanley College about your dissatisfaction with a decision made by Stanley College. For the details regarding the grounds for Complaint or Appeal, please refer to the Student Complaint and Appeals Policy available on Stanley College's website.

Appeals relating to an assessment and/or exam outcome must be lodged within **two weeks** of the date the original outcome was provided to the student. Appeals relating to other matters should be lodged as soon as practical.

You may appeal on the following grounds:

- Stanley College's failure to record the outcome of your assessment accurately
- compassionate or compelling circumstances, or
- Stanley College has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to you.
- new evidence and facts have emerged that could change the decision;
- the penalty imposed or decision reached could be considered unreasonable.

Compassionate or compelling circumstances may include, but are not limited to:

- medical illness, injury or condition to a student or a student's immediate family member that requires hospitalisation and/or impairs a student's ability to engage with their studies. This includes physical injury, illness, pregnancy, and episodes of mental illness or cognitive function impairment;
- bereavement of a close family member (parents or grandparents) that is documented by a death certificate (to be provided);
- a major political upheaval or disaster in your home country requiring emergency travel;

- traumatic experience – such as being involved in or witnessing an accident;
- committing a crime or being impacted by a crime (a police report is required).

Note: The following reasons do not constitute compassionate or compelling grounds:

- attending (or being part of) a wedding party (in Australia or abroad);
- helping a friend or family member;
- employer requirements;
- Non-serious illnesses or medical conditions, for example, stress related to normal study requirements;
- tiredness.

Formal Complaint and Appeal Procedure

a) A formal complaint or appeal can be lodged using the 'electronic Complaints and Appeals Form (eCAFO)' via the Stanley College Website, at the following link https://highereducation.formstack.com/workflows/cafo
b) The Complaints and Appeals process will commence within Five (5) working days of receiving the complaint and/or appeal.
c) The relevant Delegated Officer will conduct internal investigations. You may be invited to attend a meeting where:
    - You will be given an opportunity to present your case
    - You may be accompanied by a support person
    - You may provide additional evidence to support your appeal
d) The outcome will be finalised as soon as possible; however, as a standard practice, cases are generally resolved within 20 working days of lodgment. If more than 20 working days are required, you will receive a formal extension notification explaining the reason for the additional time needed.
e) Once a decision has been reached, you will receive a written statement via email outlining the outcome of the complaint or appeal, details of the internal review process and the reasons for the decision and information about external appeal option, including that you have 10 working days to submit an external appeal with the Overseas Student Ombudsman (see section 'Overseas Students Ombudsman' in this handbook). However, it does not restrict you from contacting the Overseas Student Ombudsman after ten working days.
f) If you are not satisfied with the outcome, you have the right to access the Overseas Students Ombudsman for an external review:
    Overseas Students Ombudsman
    www.ombudsman.gov.au
    Telephone: 1300 362 072
    10.am to 4.00 pm Monday to Friday, Australian Eastern Time

Notes: If the assessment outcome appeal is successful, the student record will be updated accordingly.

If you appeal relates to a Notice of Intention to Cancel and/or Notice of Intention to Report, and the Appeal is unsuccessful, you will receive a notice of the outcome, and your enrolment at Stanley College may be cancelled and The Department of Home Affairs (DHA) informed via PRISMS. You will also be informed of your rights to access the Overseas Student Ombudsman Western Australia at (Free call) 1800 117 000 to lodge a complaint. Please ensure that you inform Stanley College of your intention to lodge a complaint/appeal with the overseas student ombudsmen.

Please note that during the appeals process you are allowed to continue with your studies.

For complaints or appeals specifically related to the Standards for Registered Training Organisations, where you are not satisfied with the outcome, you can also submit a complaint to the Australian Skills Quality Authority (ASQA), further information is available here – https://www.asqa.gov.au/students/complaints

Student discipline

Stanley College treats all breaches of Stanley College's Code of Conduct seriously.

Students are expected to report any breaches of the Code of Conduct to the Student Support Officer. Stanley College Staff member MUST report breaches to the Vice President, Wellbeing & Engagement.

All breaches are automatically substantiated and will be investigated. The repercussion of breaches can be as follows:

- Written Warning
- Suspension from Class
- Request for apology
- Counselling
- Student monitoring
- Mediation
- Supervised withdrawal from class
- Cancellation of enrolment

Depending on the severity of the breach, the College **may decide at its discretion** to investigate a matter either by itself, or involving students and staff to make informed decisions.

Where the breach is perceived as being an immediate risk to the wellbeing of students, staff or the general public, Stanley College will report the breach to relevant authorities, including the Police.

In cases where we intend to cancel your enrolment because of a breach of the College's Code of Conduct (including unsatisfactory course progress and/or unsatisfactory course attendance) you will be issued with a 'Notice of Intention to Cancel' which will be sent to you **via email to your Stanley College email account,** as a courtesy a COPY may be mailed to your last known postal address.

The Notification of our Intention to Cancel will advise you of your breach and inform you that you are subject to cancellation which may be reported to The Department of Home Affairs (DHA) which may affect your student visa.

Examples of serious breaches

1. Low attendance/participation
2. Non-Payment of Fees
3. Plagiarism
4. Academic Dishonesty

Non-payment of fees

Tuition fees must be paid in advance and prior to the commencement of a study period, due dates are as outlined in your Offer Letter (Payment Agreement). Tuition fees do not cover charges for accommodation, living expenses, textbooks, uniforms, stationery, equipment, and external examinations. If fees are not paid by the due date, an administration fee of $250 will be charged.

If you do not pay your fees prior to the commencement of the course study period, you will be issued a NOTIFICATION OF OUR INTENTION TO CANCEL your enrolment. The Notice will be sent to you via email only.

You will have 20 working days to pay any outstanding fees in full or to appeal our decision to cancel your enrolment. If Stanley College has not received your payment 20 working days after the Notification of our Intention to Cancel has been emailed to you, your enrolment MAY be cancelled.

If you are experiencing difficulties paying your fees by the due date, you must speak to the Finance Officer or Student Support Officer at Stanley College BEFORE THE FEE BECOMES OVERDUE.

Stanley College reserves the right to refuse access to training and assessments, if fees have not been paid and/or where no payment plan has been signed.

Academic Dishonesty

Definition: Academic Dishonesty is defined as intentionally using or attempting to use unauthorised materials from the Trainer or others. Using information, or study aids (such as mobile phones, hand written notes) in any assessment; copying another student's work; submitting work for an in-class examination that has been prepared in advance; representing assessments that were prepared by another person as one's own work; violating the rules governing the assessment process.

At Stanley College, Academic Dishonesty is a serious breach of Stanley College's Code of Conduct. Examples of Academic Dishonesty include:

- Word for word copying of sentences or whole paragraphs from one or more sources
- Close imitation of a text or idea with or without referencing
- Another person assisting in the production of an assessment submission without the express requirement, consent or knowledge of the assessor
- Asking another person to prepare and or submit an assignment on your behalf
- Downloading of content from the internet and submitting on an 'as is' basis

Assessments completed dishonestly or by improper means are considered plagiarised.

You must not submit assessments that are not entirely your own work. You must not assist others or accept assistance from others for individual work.

Important Note

If your trainer/assessor believes that your assessment/text or any form of assessment has been plagiarised, then he/she must collect all evidence and refer the matter to the Faculty Manager, Compliance Team, Vice President, Wellbeing & Engagement and Student Support Officer.

Where plagiarism has occurred, the student will be penalised as follows:

1st offence: Written warning, $50 administration fee, entry into student database, Re-assessment at own cost;

2nd offence: Second written warning, $50 administration fee, entry into student database, Re-assessment at own cost;

3rd offence: Cancellation of enrolment under Standard 9 of National Code 2018

How to avoid Plagiarism

To avoid Plagiarism, you need to follow the Assessment Agreement handed out by your trainer. Stanley College requires that you reference the source of other people's ideas, thoughts and expressions in all assessments.

Contact your Trainer if you require help.

Academic Course Progress/Course Attendance

For International Students - Your permission to study in Australia is closely linked to the Australian Government Student Visa Program. It is essential for you to comply with the regulations of your student visa at all times.

Under the ESOS Act, Stanley College is required to notify you AND the Department of Home Affairs (DHA) if you have breached your student visa conditions as a result of having failed to maintain satisfactory course progress **or** if applicable, course attendance requirements.

Hours of Attendance

For VET students it is a condition of your visa that you are enrolled in full-time study. National Code Standard (Standard 11.2) defines full time study for VET courses as a minimum of 20 scheduled course contact hours per week.

An attendance is taken for each VET class. This includes the date, time, location, trainer, and names of students in the class. Lateness and absences will be recorded. If a student is absent from a class due to medical reasons, the student must provide a medical certificate from a registered health provider to the Student Services team. The letter provided must cover the entire period of absence. It must be submitted within three days of the absence occurring.

Course Progress Policy and Procedure

As an International Student you are required to maintain satisfactory course progress as a condition of your student visa. Stanley College must monitor, assess and record your course progress, and must intervene if you are at risk of unsatisfactory course progress. This requirement is as per the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Standard 8).

Stanley College will review your progress at the end of each Study Period (10 weeks). Your results and attendance for the units scheduled during that study period will be reviewed.

Your course progress will be deemed SATISFACTORY if:

● You have successfully completed[#] or demonstrated competency in at least 50% of the units scheduled during that study period (study period = 10 weeks)

[#]Successfully completing a unit (where competency is not yet determined), is where you have achieved a satisfactory result, for each unit, for all assessments that were due to be submitted, in the study period, and have attended more than **65%** of the scheduled contact hours for each unit during the study period.

Your course progress will be deemed UNSATISFACTORY if:

● You have not successfully completed[##] or demonstrated competency in at least 50% of the units scheduled in two (2) consecutive study periods (study period = 10 weeks) and/or you have not attended more that 65% of the scheduled contact hours (per unit)

[##]Not successfully completing a unit (where competency is not yet determined), is where you have achieved a Not Satisfactory Result (including did not submit/did not attend) for one or more assessments due to be submitted, in the period.

Where you are assessed as having unsatisfactory course progress, Stanley College must issue you with a Notice of our Intention to Report – Unsatisfactory Course Progress, to the Department of Education and Training, via PRISMS. The Department of Home Affairs is notified of a student whose course has been deferred suspended or cancelled through PRISMS, which may affect your student visa.

Factors that could affect your course progress:

- Submitting plagiarised/copied work which has resulted in a Not Yet Competent outcome.
- Not completing pre-requisite unit required to progress to the next unit of study.
- Having too many outstanding assessments.
- Being absent for too long to be able to achieve competency within the duration of your eCOE.

Your trainer identifies you as being at risk of making unsatisfactory course progress before the end of each study period.

Please note: *Stanley College may permit you to re-enrol in units you have been deemed not yet competent; however any associated costs, such as additional course fees, visa extension fees and other fees are your responsibility.*

Intervention Strategy

For International Students Stanley College's intervention strategy will apply to you if it comes to our attention that you **are at risk** of not maintaining satisfactory course progress and/or participation (attendance).

- **VET Courses** – Unsatisfactory Course Progress applies.

For Course Progress, this is identified because you have not successfully completed or demonstrated competency in at least 50% of the units scheduled in one (1) study period (study period = 10 weeks) and/or you have not attended more that 65% of the scheduled contact hours (per unit)

At the end of each study term, you will be assessed against the Course Progress policy. If you are identified for the first time as not maintaining satisfactory course progress, the Stanley College intervention strategy is implemented within four (4) weeks.

Intervention

An Intervention Strategy is an agreement between you and Stanley College in which you agree to adhere to a strict plan which may involve additional extracurricular work (homework) and extracurricular coaching sessions with a trainer (See note below). An intervention strategy is necessary where you have been deemed at risk of not meeting satisfactory course progress and/or satisfactory course attendance requirements.

Stanley College's intervention strategy includes:

- procedures for contacting and counselling students;
- strategies to assist identified students to achieve satisfactory course progress/attendance; and
- the process by which the intervention strategy is activated.

Stanley College's intervention strategy includes provision for:

- advising you on the suitability of the course in which you are enrolled;
- advising you that unsatisfactory course progress and/or unsatisfactory course attendance in for your course could lead to you being reported to the Department of Home Affairs (DHA), which may result in the cancellation of your student visa, depending upon the outcome of any appeals process.

A copy of the intervention strategy will be submitted to your Trainer/s and the Faculty Manager, delivering and assessing the relevant units of competencies. Trainer/s will be instructed to monitor your adherence with the intervention strategy and to report any short comings (such as tardiness, non- attendance and/or unsatisfactory performance).

If you fail to fulfil the requirements of the agreed intervention strategy a warning letter will be issued to your Stanley College email account. You must respond to the warning letter, clearly indicating the reasons for not adhering to the intervention strategy.

Reporting:

Stanley College must notify you of its intention to report to The Department of Home Affairs (DHA) and The Department of Education and Training (DET), via PRISMS for the following reasons:

- VET Courses (unsatisfactory course progress **only**):

If you are identified as not maintaining satisfactory course progress in a second consecutive study term in a course.

The Notice of our Intention to Report (NOR) officially advises you that you are in breach of your student visa requirements and that you will be reported to the Department of Home Affairs (DHA) which may affect your student visa.

If your progress has been deemed unsatisfactory for 2 consecutive study terms, a Notice of our Intention to Report will be sent to you **via email to your Stanley College email account** and a COPY mailed to your last known postal address. The Notification of our Intention to Report will advise you of your breach and inform you that you will be reported to DHA.

You may access the Complaints and Appeals Process within 20 working days from the date stated in the Notification of our Intention to Report. To access the Complaints and Appeals process you must complete an electronic Complaints and Appeals form (eCAFO) available on the Stanley College web site via www.stanleycollege.edu.au/cafo-form/. You may contact the Student Support Officer to assist you with this process. Read more about the Complaints and Appeals process in this student handbook.

Stanley College must maintain your enrolment by only reporting a breach of course progress or attendance in Provider Registration and International Student Management System (PRISMS) if:

- A breach has been upheld in the complaints and appeals process;
- You have chosen not to access the internal complaints and appeals process within the 20
- You have chosen not to access the external complaints and appeals process or you have not accessed it within 20 days; or
- You have withdrawn from the complaints and appeals process.

Extending Course Duration

Stanley College may choose to extend a student's course duration in the following situations:

- It is assessed that compassionate or compelling circumstances exist. Evidence must exist to support this decision;
- If Stanley College has implemented or is in the process of implementing an Intervention Strategy for an overseas student who is at risk of not meeting satisfactory course progress;
- An overseas student has an approved deferral/suspension of their enrolment.
- If Stanley College extends the duration of an overseas student's enrolment, students are advised they need to visit the Department of Home Affairs website to seek advice on any potential impacts on their visa.

Student Dress Code

To maintain the good image of the College, students are reminded to be appropriately attired in a manner befitting the status of Stanley College students as well as the occasion, when you are on campus.
You should dress appropriately in rooms / kitchen/ offices. For example,

- **Clothing**
  - you must not expose your midriff, chest, upper thigh or show visible cleavage or undergarments
  - you must not wear clothes that are transparent (see-through)
  - your clothes must not bear any vulgar, offensive or obscene prints or language
- **Footwear**
  - you must not wear flip-flops or slippers (thong sandals are allowed unless proscribed)

For security purposes, students must be readily identifiable at all times with their faces uncovered. Students shall not wear anything that prevents ready identification such as full-face motorcycle helmets, masks or veils.

Student Feedback

At Stanley College our goal is for all our students to Discover, Learn and Enjoy. We are always keen to hear your views about where we are and more importantly aren't meeting this goal. Student feedback is a valuable source of information for Stanley College (us) to improve the quality of training as well as the overall student experience. As such, we provide multiple avenues for both structured and unstructured feedback. We also welcome you to provide feedback on our services at any time.

There are eight (8) ways for you to provide feedback to Stanley College. The feedback is monitored each month and survey results are sent to both the Faculty Managers and the Executive Management Team to review and identify areas for continuous improvement. They are:

- Orientation Survey – This survey is presented to you at the end of your orientation via a QR Code. This survey focuses on your orientation experience at Stanley College.
- End of Unit Survey - At the end of each unit of study, a feedback survey is available to you via the Learning Management System (LMS) and will remain available throughout your enrolment. This survey focuses on your experience over the recently completed unit.
- End of Work-Based Training or Clinical Work Placement Survey – Where your course contains Work-Based Training or Clinical Work Placement, the survey will be made available to you via the LMS. This survey focuses on your experience during work placement.
- End of Course Survey - This survey is presented to you at the end of your course of study via a QR Code when you have picked up your testamur. This survey focuses on your overall experience whilst studying at Stanley College.
- Destination Survey – This survey is presented to you via email between 3-6 months following the completion of your course. This survey focuses on your life following completion of your study at Stanley College.
- AQTF Learner Questionnaire – Registered Training Organisations (RTOs) registered with the Australian Skills Quality Authority (ASQA), are required to ask their students for feedback. This survey is concerning your overall experience with Stanley College and is administered quarterly, sent to you via email when your course is in study.
- Sending Emails - All students are encouraged to send us feedback at any time using the designated email account feedback@stanleycollege.edu.au. This email account is monitored daily by the Stanley College Compliance Team.
- Student Services Team - Our Student Services Team is here to help and support you with Academic and Non-Academic issues. You are welcome to come and discuss feedback about Stanley College with them in person or via telephone on 08 6371 9999.

Stanley College reviews all the above methods of feedback with Continuous Improvement in mind. Where an improvement can be made to the services and courses offered to Stanley College Students, a Continuous Improvement Request form is completed and changes are implemented by the Executive Management Team. Where changes and/or improvements are a direct result of your feedback, information is published in the monthly Student Newsletter so that you can understand the value of the feedback process and see that your satisfaction is of the utmost importance to Stanley College.

Students with Special Needs

In line with our Access and Equity practices, students with special needs are offered the same opportunities as any other candidate. Our training and assessment programs will take special needs

into consideration. Flexible learning and assessment methods will be adapted according to your specific requirements if necessary.

To ensure that we are able to assist you with these needs, please ensure that you advise us either at the time of your enrolment or via our student support Officers.

Social Media Policy

Social media refers to any facility for online publication and or commentary including blogs, Facebook, Twitter, YouTube, Instagram, virtual words, text messaging and many more. This policy provides guidance as to our expectations when your activity on social media refers to or relates to Stanley College, its stakeholders (example: Students, Staff, Employers, Government) or any subsidiary business including The Culinary Workshop.

This policy applies to all students and to any other person who uses social media either in an authorised capacity, as part of their job, or in a personal capacity, where social media activity concerns Stanley College, its products and services, its people, clients, vendors, competitors and or other business related individuals or organisations.

All students are required to apply a high level of professionalism when communicating, socialising, or networking using any media or facility. None of the material published concerning Stanley College and its stakeholders shall, in all circumstances, be perceived as being menacing, harassing or offensive in any way.

Failure to comply with the Stanley College Social Media Policy may result in disciplinary action, including cancellation of studies.

Health and Safety on Campus

Stanley College has adopted the SAFE risk management model. It is a simple and easy to remember process for undertaking risk management. The SAFE risk management model enhances health and safety in the workplace and incorporates a simple four step process. The steps are:

S Spot the hazard

A Assess the risk

F Fix the problem

E Evaluate the results

The Occupational Safety and Health Act 1984 prescribes the employers duty of care to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others in the work place. This includes the provision of:

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

Each Stanley College campus has a Health and Safety Officer, who regularly checks the campus and reports issues.

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

- Do not smoke on campus and at work-based training or clinical work placement venues
- Do not consume alcohol on campus and at work-based training or clinical work placement venues

- Do not consume illicit drugs on campus and at work-based training or clinical work placement venues
- Maintain a safe, clean and efficient, working environment
- Store and dispose of waste according to health regulations
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage
- Check all equipment for maintenance requirements, refer equipment for repair as required
- Store equipment safely
- Safe lifting and carrying techniques used
- Identify fire hazards and take precautions to prevent fire
- Ensure student safety at all times
- Ensure procedures for operator safety are followed at all times
- All unsafe situations recognized and reported
- Implement regular fire drills and provide first aid courses to all staff and students
- Display first aid and safety procedures for all staff and students to see
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required
- Implement procedures and practices, in accordance with State and Local Government Health regulations.

All Stanley College students are required to REPORT any HAZARD immediately to a Stanley College Staff Member.

Sharps Containers



E-Scooters

International guidelines around lithium-ion batteries tend to be even more strict than Stanley College Guidelines. E-Scooter Batteries are made using Lithium batteries which at Stanley College represent a hazard for everyone. Due to the rare possibility of Li-ion batteries becoming overheated and exploding, they are classified as a Dangerous Good.

Under different conditions, lithium batteries might react, causing flames and fire. As you might have seen there have been some incidents with E-Scooters where flames and fires have been fast and widely spread. There are some reasons for this to happen: battery failure, poor quality construction, physical damage, overcharge or discharge, exposure to high or low temperatures.

Safety recommendations:

- Make sure you read the Health AND safety Manual of your Scooter
- Make sure you follow the Health and safety terms and conditions.
- Make sure you do not overcharge your scooter and do not leave it in areas with extreme temperatures.

Stanley College Policy:
As we are concerned about your health and safety, we have implemented the following e-scooter guidelines:

- E-Scooters cannot be charged whilst on campus
- E-Scooters must not be stored inside the campus
- E-Scooters placed outside campuses are not the responsibility of Stanley College.

Emergency Evacuation Procedure

Emergency Evacuation plans (maps) are located in every classroom and throughout each Stanley College campus. Please ensure you are familiar with emergency evacuation procedures and location of exits, fire extinguishers, fire alarm sounds and emergency assembly points in case an emergency happens while you on campus. The evacuation plans will be reviewed with you at Orientation, and again at commencement of each new unit/course.

In the case of an emergency or a practice evacuation, please pay attention to **Stanley College staff**, who will lead you from the building to the emergency evacuation assembly area. Fire Wardens are assigned to each campus and are responsible for coordinating emergency evacuation procedures. Please ensure that you pay close attention to the Fire Wardens direction in case of an emergency evacuation. Fire Wardens will be wearing yellow, red, or white hats during an evacuation. See below a sample evacuation plan for our West Perth Campus – Outram Street:

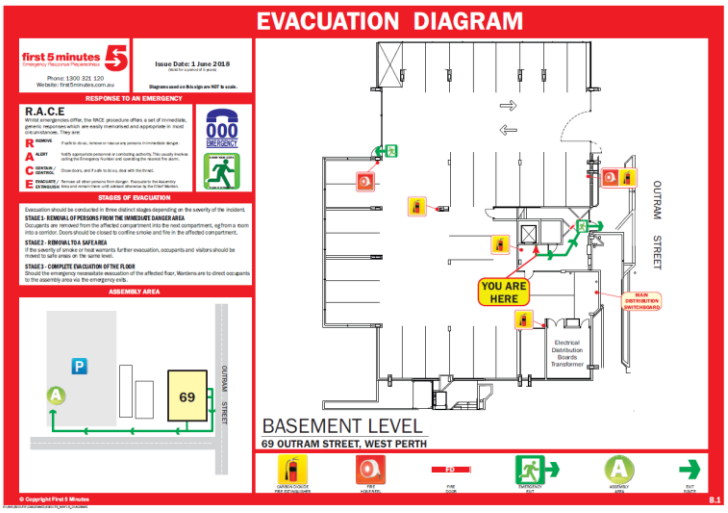


*Diagram 2: Sample Evacuation Plan

Our emergency procedure is as follows;

- If you witness a fire or other emergency situation; immediately notify the closest Stanley College staff member and if directed to do so, evacuate the building going directly to the emergency assembly point.
- An alarm or voice alert will sound to advise of an emergency and may be followed by a continual siren or voice alert message advising that an evacuation is required.
- Follow the instructions of Stanley College staff and campus Fire Wardens to evacuate the campus, and go to the designated meeting point. Please remain at the meeting point until you receive further instructions.

First Aid on Campus

Each Campus has a trained First Aid Officer on hand, in the event of a student accident or emergency on campus, students should:

- Seek assistance from the Stanley College team to locate a trained First Aider.
- In an emergency situation, ring 000.
- First Aid assistance/advice is available via Student Services or a designated Health and Safety Officer in each campus from 9.00am-17.30pm.

Each campus has emergency evacuation diagrams (see 'Diagram 2' above). These are located within each campus building and identify the location of First Aid kits provided for student/staff to use. Please note that no staff members/students, including those that have gained the appropriate First Aid training, are expected to carry out any First Aid procedure if they are not comfortable with it.

All Stanley College students are required to REPORT any STUDENT OR STAFF Emergency immediately to a Stanley College Staff Member.

Personal Safety

When you are out and about it is important to be alert and aware of your personal safety.
Below are some helpful tips to remember when you are going out:

- Be alert and aware of your surroundings and notice the people around you, especially if you are alone or when it is dark. Whenever possible, travel with a friend or in a group.
- Do not respond to conversations from strangers on the street or in a car - continue walking
- Be discrete with your cash or mobile phones.
- Try not to carry your wallet in your back trouser pocket where it is vulnerable and in clear view.
- If you do not have a mobile phone, that you have sufficient money (coins) to make a phone call. Emergency 000 calls are free of charge.
- Make sure you have enough money to get home .
- Never hitch-hike or accept lifts from people that you do not know.
- Keep away from trouble - if you see any trouble or suspect that it might be about to start - move away from the scene if you can. The best thing you can do is to alert the police and keep away.
- Be wary of casual requests from strangers, like someone asking for a cigarette or change - they could have ulterior motives.

(Source: Australian Federal Police)

Critical Incidents

A Critical Incident is any traumatic event or threat of an event within or outside Australia, which causes extreme stress, fear or injury but not necessarily causing death. Critical incidents may include events such as:

- missing students;
- severe verbal or psychological aggression;
- death, serious injury or any threat of these;
- natural disaster; and
- issues such as domestic violence, sexual assault, drug or alcohol abuse.

Note: *Non-life threatening events could still qualify as critical incidents.*

Student Procedure

If you as a student are involved in or witness a Critical Incident, see the below procedure:

- Please contact the Vice President Business Development, Dhyan Singh, if you experience, witness or perceive a critical incident. The emergency telephone number available 24 hours a day 7 days per week is 0400 274 033, or alternatively you can email dhyan@stanleycollege.edu.au
- An appropriate staff member may ask you to provide more details whilst they complete a 'critical incident report'.
- The report and all information you have provided will be completed/verified by the Vice Business Development and given to the Chief Executive Officer of Stanley College.
- The 'critical incident report' is to contain as much information as possible and indicate the people directly involved in the incident (form 199 Critical Incident Report).
- Stanley College will notify the Department of Home Affairs (DHA) on your behalf as soon as practical after the incident. Stanley College will also report via the Provider Registration and International Student Management System (PRISMS).
- If necessary, following the incident, you may be required to attend a follow up meeting to assess any further risks or follow up actions.

Students and their families can access Stanley College's Student Support Officer at all times. During a critical incident, Stanley College's Emergency Telephone Number becomes a Hot Line, where information can be received.
Where appropriate, Stanley College's website will be updated to keep students and families informed. Student's privacy will be upheld at all times.

Emergencies

In Emergencies – Dial 000 or 112 mobile (to override key locks)

The Triple Zero **(000)** service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in **life threatening or emergency situations only.** Emergency 000 lines should not be used for general medical assistance.

Police

In Australia, the police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics in any way and are there to help you feel safe in threatening situations. In a **non-emergency situation** you can contact the local police station directly on: **131 444** - Nearest Police Station or **08-9222 1111** - Police Central

Fire

The Fire Brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call **000** no matter how small or large the fire may be.

Ambulance

Ambulances provide immediate medical attention and **emergency transportation to hospital**. Dial 000.

Stanley College Emergency Line

Call Stanley College's Emergency Line, **0400 274 033** if you observe a risk to property or people on campus or if you want to communicate to the college an emergency or situation, after the public emergency services have been contacted.

State Emergency Service

The **State Emergency Service (SES)** is an emergency and rescue service dedicated to providing assistance in natural disasters, rescues, road crashes and extreme weather conditions. It is made up almost entirely of volunteers and operates in all States and Territories in Australia. For emergency assistance in a **Flood** or **Storm** dial **132 500**.

Lifeline

Lifeline's 13 11 14 service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hour a day, any day of the week from anywhere in Australia. These volunteers operate from Lifeline Centres in every State and Territory around Australia. Anyone can call Lifeline. The service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. Lifeline telephone counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.

Poisons Information Line

The Poisons Information Line provides the public and health professionals with prompt, up-to-date and appropriate information, and advice to assist in the management of poisonings and suspected poisonings. The seriousness of a poisoning situation is assessed after a detailed history is obtained from the caller. Members of the public may be then given first aid instructions, information on possible symptoms, and advised on the need for assessment by a doctor or referral to hospital.

The Australia-wide **Poisons Information Centers** have a common telephone number: **131 126**.

Translating and Interpreting Service (TIS)

Tel: 13 14 50

The Australian Government, through the Department of Home Affairs, provides a Translating and Interpreting Service (TIS) for people who do not speak English and for English speakers needing to communicate with them. TIS is a national service, and is available to any person or organisation in Australia requiring interpreting assistance. TIS is available 24 hours a day, 7 days a week, and is accessible from anywhere in Australia for the cost of a local call.

Stanley College Privacy Notice

Stanley College handles your personal information in accordance with our Privacy Policy (which you can view here: https://www.stanleycollege.edu.au/studying-with-us/policies-and-procedures/. By enrolling with Stanley College, you are acknowledging that you have read and agree to the collection,

use and disclosure of your information in accordance with the policy. The Privacy Notice in this form is supplementary to the Stanley College Privacy Policy.

Why we collect your personal information
As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

How we use your personal information
We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information
We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.
We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information
The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf. The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.
If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at https://www.dewr.gov.au/national-vet-data/vet-privacy-notice.

Surveys
You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information
At any time, you may contact Stanley College to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Overseas access and handling of personal information
Stanley College operates an office in the Philippines that handles various administrative support tasks, such as student administration, enrolment processing, compliance, finance, reporting, IT support, and student services. For this reason, Stanley College staff at office locations in Australia and the Philippines may handle your personal information as part of their official responsibilities, for internal purposes and to fulfill the purpose for which the personal information was collected (or a related or ancillary purpose).

The College undertakes appropriate measures to ensure that personal information that may be transferred, stored or managed overseas is handled in compliance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

If the College discloses personal information to an overseas recipient without your consent, the College will take reasonable steps to ensure that this recipient does not breach the Australian Privacy Principles or a similar applicable law with respect to that information.

USI Privacy Notice
The Office of the Student Identifiers Registrar's privacy obligations require **Stanley College** to:

- be open and transparent about how we hold, use and disclose personal information
- have a privacy policy in place that is reasonably available to the public
- take reasonable steps to ensure the security of personal information and protect it against intentional or unintentional misuse, loss, interference, unauthorised access, modification or disclosure
- take reasonable steps to ensure the personal information that is held, used or disclosed is accurate, up to date, complete and relevant.

Stanley College is committed to ensuring the proper handling of your personal information in accordance with the Privacy Act 1988 ('Privacy Act'). **Stanley College** is an 'APP entity' that must comply with the Australian Privacy Principles (APPs) which are set out in Schedule 1 of the Privacy Act. The Privacy Act and APPs regulates how **Stanley College** must collect, use, disclose and hold personal information, and how people may access and correct their personal information.

The information you provide through the USI application process is collected by the Student Identifiers Registrar for the purposes of:

- processing your application for a USI
- verifying and providing a USI

- resolving problems with a USI and creating authenticated Vocational Education & Training (VET) transcripts.

The information may be disclosed to:

- a number of organisations, departments, regulators and other persons where it is reasonably necessary for the purposes of performing functions or exercising powers the Oversight Authority in instances pertaining to digital identity to enable them to perform their functions
- current and former registered education and training providers to:
    - enable them to deliver VET and Higher Education courses
    - meet their reporting obligations under the VET and Higher Education standards and government contracts
    - assist in determining eligibility for training subsidies and higher education funding
- schools for the purposes of delivering VET courses to you and reporting on these courses
- the National Centre for Vocational Education Research (NCVER) for the purpose of:
    - creating authenticated VET transcripts
    - resolving problems with USIs
    - collecting, preparing and auditing national VET statistics
- researchers for education and training related research purposes
- any other person or agency that may be authorised or required by law to access the information
- any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system and will not otherwise be disclosed without their consent unless authorised or required by or under law.

Detailed information on the use of your information can be found in Division 5 - Collection, use or disclosure of student identifiers of the Student Identifiers Act 2014, and in the USI's Privacy Policy.

Your personal information and the USI application process

The USI application process requires personal information, including your:

- name
- date and place of birth
- gender
- contact details
- identification documents.

This information is used to confirm your identity and ensure your USI is unique. The USI Registry System only keeps information about your name, date and place of birth, gender, contact details and the type of identification provided. The USI Registry System doesn't retain details from the ID used to create your USI. If you've authorised Stanley College to create a USI on your behalf, Stanley College is required by law to destroy your personal information as soon as possible after making the USI application.

USI VET transcripts

For USI account holders who are undertaking VET studies, the National Centre for Vocational Education and Research (NCVER) holds your training information, which is used to electronically create authenticated VET transcripts.

The Office of the Student Identifiers Registrar does not hold or store the information received from NCVER for this purpose. NCVER is authorised to disclose information to the:

- Australian Government Department of Employment and Workplace Relations (DEWR)

- Commonwealth authorities and State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulator

for the purposes of:

- the administration of VET, including program administration, regulation, monitoring and evaluation
- the facilitation of research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf. NCVER does not intend to disclose your personal information to any overseas recipients. For more information about how NCVER will handle your personal information please refer to NCVER's Privacy Policy.

International Students Personal Information – Recorded in PRISMS

International Students Personal information is recorded on PRISMS:

- Stanley College is required under the ESOS Act to provide the department with certain personal information about you including your name, date of birth, gender, residential address, email address, phone number, country of birth, nationality, passport number, and course details;
- Your personal information will be recorded in PRISMS;
- Your personal information is made available to the department, Department of Home Affairs and other State/Territory government agencies in relation to administering the ESOS Act and the *Migration Act 1958* (Migration Act);
- Your personal information may be used for any directly related purpose or any other purpose required or authorised by law;
- If your personal information is not collected, you will not be able to be enrolled in a Stanley College course
- You can obtain further information about the department's privacy policy at Department of education, Skills and Employment Complete Privacy Policy; and
- by enrolling in an Australian course, you consent to all the above.

Concurrent Course Enrolment Guidelines and Disclaimer

Concurrent Course Enrolment means that you are enrolling simultaneously in more than one award course. Stanley College permits concurrent enrolment for its International Students based on the information outlined in these guidelines.

Stanley College permits concurrent enrolments provided that the:

- Course is listed on Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS);
- Student must have completed at least six (6) months of their Principal Course; *
- Student provides details of the concurrent enrolment including name of other Education Provider, name of Principal Course, commencement date and expected completion date;
- Student provides a copy of their current timetable to demonstrate that their attendance at Stanley College will not interfere with their existing studies;
- Student commits to maintaining satisfactory academic progress, including attendance/participation in all scheduled classes of both the Principal Provider and Stanley College;
- Student completes the Concurrent Course Enrolment Disclaimer.

*Where Stanley College is unable to issue a CoE due to a Standard 7 'Transfer Restriction' issue, it is an indication that the student HAS NOT completed six (6) months of the principal course and therefore does not meet the requirements for concurrent enrolment.

If you as a student have a separate enrolment with another provider, please contact student services to discuss this and if required sign the disclaimer.

Transfer to another College

If you wish to be released from your studies at Stanley College to transfer to another registered training provider within the first 6 months of commencing your principal course of study, you must inform the Student Support Officer via an Application for Transfer Form, of your intention to transfer at least 14 days prior to the transfer and submit together with a valid enrolment offer from another registered provider.

Stanley College will only grant the transfer request if it is in the student's best interests including, but not limited to where Stanley College has assessed that:

- The student will be reported because they are unable to achieve satisfactory course progress at the level which they are studying (in order to consider these circumstances, the student must have engaged with Stanley Colleges' Intervention Strategy);
- evidence has been provided of compassionate or compelling circumstances;
- Stanley College is unable to deliver the course, as agreed in the Offer Letter/ Written Agreement;
- evidence has been provided that the student's reasonable expectations of their current course are not being met;
- The student is not coping in the program, and has sought academic assistance from Stanley College. The student has not improved their academic performance;
- evidence has been provided that the student was misled by Stanley College or an education or migration agent regarding Stanley College or its course and the course is therefore unsuitable to their needs and/or study objectives;
- an appeal (either internal or external) on another matter results in a decision or recommendation to release the student.

Compassionate or compelling circumstances include general or personal circumstances that are adversely affecting a students' enrolment at Stanley College, and must:

- be beyond the control of the student; and
- occur subsequent to the student accepting an offer to study at Stanley College; and
- have an impact on the student's general well-being or their capacity and/or ability to progress through their course.

It will normally be expected that such circumstances were unexpected and beyond the control of the student. In order for a request for a Letter of Release to be considered, the student must provide relevant supporting documentary evidence.

A student transfer request will always be refused unless a student has a valid enrolment offer from the receiving provider.

Circumstances where Stanley College will refuse the request include, but are not limited to:

- The student does not have a valid Offer Letter from another registered provider;
- If the student is under 18 years old and has not provided to Stanley College written evidence that their parent or legal guardian supports the transfer (and, if appropriate, the student has

not confirmed alternative welfare arrangements approved by another registered provider, as per the National Code 2018 (Standard 5.12 – 5.13);

- The student is transferring to a non-AQF degree; or
- Stanley College believes the transfer will be detrimental to the student. This could include, but is not limited to, the following circumstances:
    - The transfer will not aid their progress through a set package of courses;
    - The student has not highlighted to Stanley College the actual benefits they will attain from making the transfer;
    - The student has recently had an intervention strategy put in place and there has been insufficient time to assess whether or not this will be an effective solution for the student.

The Student Support Officer and the Vice President, Wellbeing and Engagement will then meet to assess your request for transfer from Stanley College to another registered provider where the first six months of the principal course have not elapsed.

If your request for transfer is approved:

If the transfer request has been approved, Stanley College will:

- issue **a letter of release*** at no cost, but subject to the constraints of the refund policy; and
- Record the details of your release against your CoE via PRISMS; and
- Inform you that it is your responsibility to contact The Department of Home Affairs (DHA) to ascertain whether a new student visa is required.

****A release letter will only be issued when we have a valid Letter of Offer from your new provider (college), and that it is in your best interests.***

If the request for transfer is not approved:

If the transfer request is not approved, Stanley College will:

- Issue a written response including the reasons for the refusal;
- Place a copy of all relevant documentation into your student file;
- Inform you of your right to access the Stanley Colleges complaints and appeals process, in accordance with the National Code 2018 (Standard 10), within 20 working days.

Note: A release letter will only be issued when we have a valid Letter of Offer from your new provider (college), and that it is in your best interests.

Transferring from another College

Stanley College will not enrol students transferring from another college prior to the student completing six months of their principal course of study.

Students wishing to transfer from another college prior to the completion of the first six months of their principal course must present Stanley College with a **LETTER OF RELEASE** from their training provider.

Exceptions to the above are where:

- The releasing registered provider, or the course in which the overseas student is enrolled in, 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 his or her course at that registered provider;
- The releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS;

- 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.

Transferring Students Under 18 Years of Age:

For students wishing to transfer in to Stanley College from another provider that are under 18 years of age, Stanley College must ensure that:

- It has written confirmation the overseas student's parent or legal guardian supports the transfer;
- Where the overseas student is not being cared for in Australia by a parent or suitable nominated relative, the receiving provider (Stanley College) must confirm it accepts responsibility for approving the student's accommodation, support and general welfare arrangements in accordance with the National Code 2018 (Standard 5).

If Stanley College enrols a student less than 18 years of age who has welfare arrangements approved by another registered provider, it must ensure that it:

- Negotiates the transfer date for welfare arrangements with the releasing registered provider to ensure there is no gap;
- Informs the student of their visa obligation to maintain their current welfare arrangements until the transfer date, or have alternate welfare arrangements approved or return to their home country until the new approved welfare arrangements take effect.

Refund and Cancellation Policy

Refund and Cancellation Policy Overview

The Stanley College Refund and Cancellation Policy covers how REFUND and CANCELLATION Fees are calculated in the event of Student Default or Stanley College Default. The calculations are in accordance with federal legislation and regulations including the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2018.

Students who are unsure, please refer to their offer letter or speak with one of the Student Support Officers for assistance.

Refund for fees paid in advance

Refunds are calculated according to the table provided in this policy

Cancellation fees

Where a course of study is cancelled before the agreed Completion Date, Stanley College will calculate the Cancellation Fee in accordance with the Table provided in this policy

Fees and Charges

Fees payable may include the following:

- **Application Fee**: The Application Fee is the fee charged to all applicants to review their application and supporting documentation to enrol in a course of study. ***The Application Fee is NON-REFUNDABLE.***
- **Tuition Fees:** Tuition fees are the fees payable to Stanley College for undertaking a course. They cover the costs of the delivery of education, training and assessment. The Refund and Cancellation Policy applies to tuition fees only.
- **Short Course/Workshops Tuition Fees:** Short Course/Workshop Fees are the fees payable to Stanley College for undertaking a short course, courses include:
    - Basic Barista Course;
    - SITHFAB021 Provide responsible service of alcohol;
    - HLTAID011 Provide first aid.

- **Materials Fee:** Material Fees cover the costs of materials used by a student during their study, including access to the LMS (Canvas), Student Portal, e-resources, internet etc. ***This fee is non-refundable after course commencement*.**
- **Overseas Student Health Cover (OSHC):** All students visa holding international students are required to have adequate OSHC while they study in Australia. It is the responsibility of the student to ensure to maintain valid OSHC whilst in Australia. International students can purchase OSHC directly from a registered health provider, approved by the Australian Government, or via Stanley College at time of enrolment.
- **Additional Fees and Charges:** Any Additional Fees and Charges incurred during the student's studies are outlined in the Letter of Offer and Written Agreement with Stanley College. Where there is any change to the published Additional Fees and Charges, students will be informed via email, prior to implementation of the change.

Definitions

- **Course:** Means the Course in which the student is enrolled as outlined in the signed Letter of Offer and Written Agreement.
- **Course Commencement Date:** The date the student commenced the course for the first time, as stated within the student's offer letter.
- **Course Completion Date:** The date the student completed the course requirements, which may conclude at the end of classes, work-based training and/or examinations.
- **Course Duration**: means the total duration of the course of study, including holidays.

General Information

- **Fee Protection:** Stanley College protects the fees that are paid in advance. Further details are provided in the Student Fee Policy (VET), available on Stanley College website:
    - All course fees will be held in a separate protected monies account, that are own accessed as students commence their studies, in accordance with the ESOS Act. Stanley College pays into the Tuition Protection Service, provided by the Australian Government. The levies are paid by CRICOS providers to the Overseas Students Tuition Fund (OSTF) to protect students if their provider defaults.
    - Stanley College does not require international students to pay more than 50% of the course fee, up-front.
- All requests to cancel an enrolment or request a refund must be made in writing. All refund and cancellation request should be submitted using the Stanley College **Course Variation Application Form (CVAF)**, available from the Stanley College website. VERBAL notifications to Stanley College staff or Education Agents **ARE NOT VALID.**
- The CANCELLATION DATE is defined as the date Stanley College receives the written notice, which includes the student-signed Course Variation Application Form (CVAF). This date will be used to calculate any applicable refunds or cancellation fees.
- Refund and Cancellations will be calculated in accordance with this policy. Stanley College may review the amount refundable or cancellation fees, where students have demonstrated compelling and compassionate grounds, the outcome of this review will be communicated to students, as detailed in the Complaints and Appeals Policy. The review of refund and cancellation fees will not result in students receiving less than their entitlements under this policy.
- In the case of a cancellation by the student or Stanley College, any outstanding fees to Stanley College become due within 7 (seven) days.
- Any costs incurred by Stanley College to recuperate outstanding fees, including debt collection charges will be charged to the student.
- Stanley College will not release any testamurs/awards to students until outstanding course fees have been paid in full.
- Where a refund is approved by the Chief Financial Officer, Stanley College will make payment of refund within 28 days of receipt of the application. The refund will be deposited into the student's bank account only, as nominated on the Refund Application Form
- All refunds will be paid in Australian Dollars (AUD), via an Australian Bank Account, as nominated by the student.

- No refunds will be paid to a third party (a person other than the student), unless directed by the student on the Refund Application Form.
- Refund and Cancellation applications WILL NOT be processed where the signature on the Course Variation Application Form and/or Refund Application Form **DOES NOT** match the student's signature as shown on other documents provided by the student for admission to Stanley College.
- Students will receive a Confirmation of Cancellation letter, which will clearly outline how the Refund and Cancellation Fee were determined Students will receive a clear overview of the refund explaining how the refund was calculated, where a cancellation fee has been applied, students will receive a Confirmation of Cancellation Letter clearly outlined how our Refund and Cancellation Policy has been applied.
- The conditions outlined in this policy, and the availability of the complaints and appeals processes, do not override any of the student's rights under applicable consumer protection legislation, including but not limited to any statutory cooling-off period.
- The Refund and Cancellation Policy is subject to review from time to time.
- The information provided here is an extract from Stanley College's Refund and Cancellation Policy (VET). To read the full policy, please visit: Refund and Cancellation Policy (VET)

Table – Refund and Cancellation – International Students

Stanley College calculates refunds of fees based on a SEMESTER Fee (20 weeks study period plus 6 weeks holidays = 26 weeks). For courses shorter than a Semester, refunds will be calculated on the Course Fees.

Reason for Refund / Cancellation	Notification Period	Refund	Cancellation Fee
Application for visa is unsuccessful	Before Semester/Course Commences	Full refund less **cancellation administration fee** of $250	$250 cancellation administration fee
Application for visa is unsuccessful	After Semester/Course Commences	Full refund less **Cancellation Fee**	$250 cancellation administration fee + Pro-rata of tuition fee used calculated on a weekly basis
Student Default Student does not start the course on the agreed starting day (and does not withdraw) Or Student with a student visa withdraws Or Student is cancelled for non-payment of fees or breach of College's rules or breach of student visa rules	More than 10 weeks before semester/course commences	Full refund less **cancellation fee**	10% of a semester fee
	More than 4 weeks and up to 10 weeks before semester / course commences	70% of a semester fee	30% of a semester fee
	4 weeks or less before semester/course commences	40% of a semester fee	60% of a semester fee
	After semester/course commences	No Refund	100% of a semester fee

Note: A student who has **paid** fees for more than two semesters in advance and withdraws during a semester and more than four weeks before the commencement of the following semester, would receive no refund of fees for the current semester, at least 70% of the following semester's fees and a full refund of fees paid for any subsequent semester; less cancellation fees.

Short Course/Workshop Tuition Fees

Short Course/Workshops Fees are the tuition fees payable to Stanley College for undertaking a short course, courses include:

- Basic Barista Course;
- SITHFAB021 Provide responsible service of alcohol;
- HLTAID011 Provide First Aid;

In the case of a cancellation by the student, Stanley College requires at least four working days' notice of cancellation prior to the start date of the course. Refunds may take up to 15 working days to process. No refunds, transfers or credit notes will be issued for withdrawals when less than four working days' notice is given.

Non-Payment of Fees

An overseas student who fails to pay their fees by the due date, will be issued with a Notice of Intention to Cancel, advising students that they have 20 working days to pay the full overdue amount and/or lodge an appeal with Stanley College.

Stanley College will cancel the student's enrolment, and CoE and notify the Department of Home Affairs via PRISMS if:

- The student fails to pay the overdue balance due; and
- The student chooses not to access the complaints an appeals process within the 20 working days; or
- The student's appeals process is unsuccessful

Overseas Student Health Cover (OSHC)

For International Students: Overseas Student Health Cover (OSHC) is **COMPULSORY** insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa holders. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs. At Stanley College our preferred providers for OSHC are BUPA and NIB.

How do I get OSHC?

You can elect for Stanley College to include OSHC as part of your Application for Enrolment. Alternatively you may elect to organise your own Overseas Student Health Cover. Please note that only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. You may choose to change your health fund at any time, but will need to abide by the conditions of change of the health fund provider you are leaving.

Further information on OSHC can be found at: https://oshcaustralia.com.au/en

If you come to Australia on a Visa other than a student Visa and undertake **a short course of study of three months duration or less** you will not be eligible for OSHC. It is wise to purchase travel or private medical insurance in this case.

What am I covered for?

OSHC provides a safety net for medical expenses for international students, similar to that provided to Australians through Medicare. Additionally, OSHC includes access to some private hospitals and day surgeries, ambulance cover and benefits for pharmaceuticals.

For more information on your OSHC please refer to the Policy Information Booklet available directly from the OSHC provider.

How do I use my OSHC card?

If you need to visit a doctor or medical centre, show your card at the end of the visit. There are two components to the medical bill, those payable to the doctor and those which are covered by the government. The medical centre may process the government fee for you, and charge only the doctor's fee. If the medical centre is not able to process the government fee, pay the total amount, keep the receipt and you can claim the government fee back from your OSHC provider.

Medibank Online Doctor Service

When international students come to Australia, they are often unaware of how the health system works here and where/how to seek health advice and treatment. With Medibank's new Online Doctor feature ahm OSHC Policy holders can consult with a doctor anytime, anywhere in Australia through the ahm OSHC app. Benefits include:

- Direct access via the ahm OSHC App
- Access to 800+ healthcare providers just a click away
- Access prescriptions for medicines and arrange pick up at a local pharmacy
- View medical certificates
- View referrals to specialists, pathologists and radiologists
- Billed directly to Medibank for audio and video consultations

All students need to do is download the ahm OSHC App, login and click on the Online Doctor tab on the home screen. After answering some quick questions about their symptoms, they will be able to talk with an available GP via audio or video! Unless it's an emergency, it's always recommended to contact their regular GP first, however if that's not possible, then our Online Doctor is able to assist. In an emergency, always call triple zero (000).

For further information, contact the dedicated customer service team on 1800 081 875.

Unique Student Identifier (USI)

Recent changes to legislation in Australia will require every student studying at a registered training organisation, like Stanley College, to have a Unique Student Identifier, or USI. This change will only apply to students studying from the 1st of January 2015.
A USI gives you access to your 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 your nationally recognised training records and results from the 1st of January 2015 onwards. Your results are available as follows:

Results for units studies in 2015, available after March 2016
Results for units studies in 2016, available after March 2017
Results for units studies in 2017, available after March 2018
Results for units studies in 2018, available after March 2019
Results for units studies in 2019, available after March 2020
Results for units studies in 2020, available after March 2021
Results for units studies in 2021, available after March 2022
Results for units studies in 2022, available after March 2023
Results for units studies in 2023, available after March 2024
Results for units studies in 2024, available after March 2025
Results for units studies in 2025, available after March 2026
Results for units studies in 2026, available after March 2027

By having a USI you will be able to access your training records and results (or transcript) whenever you need them. For example, for a new employer or when you enrol to study at a new training organisation. Your USI can be accessed online from your computer, tablet or smart phone and gives you access to your training records and results at your fingertips.

You will need to have at least one valid form of ID from the list below:

- Medicare Card (this includes a current family Medicare card where your name is included)
- Driver's Licence
- Australian Passport
- Non-Australian Passport (with Australian Visa) for international students
- Birth Certificate (Australian) *please note a Birth Certificate extract is not sufficient
- Certificate Of Registration By Descent
- Citizenship Certificate
- ImmiCard

What Happens When Stanley College Verifies your USI

Each time Stanley College verifies your USI, you will receive a notification. This includes when Stanley College accesses the USI system to locate your USI. Students need to be aware that when this search is being done to locate your USI, the following will occur:

- You will receive a notice regarding the use of this function to confirm your USI;
- The RTO name included on the notice will appear as follows:
    - Legal Name – Stanley International College Pty Ltd;
    - Trading Name – Stanley College.

For more information, including direction on how you can give Stanley College permission to access your USI for enrolment purposes, credit transfers and entitlement assessments, please speak to a member of our Student Services Team or go to www.stanleycollege.edu.au/student-resources/

Please note - If you are having difficulty creating a USI using the online self-service option, you can submit a Help Request via the USI website. The USI Office can then assist you to process your application.

Accessing your visa information

For International Students: Your visa information is held electronically and you can access it at any time using the **Visa Entitlement Verification Online (VEVO)** system.
Note: Employers, banks and government services can also check details about your visa entitlements on VEVO once they have your consent to do so. For information on how to access VEVO see: http://www.homeaffairs.gov.au/Busi/visas-and-migration/visa-entitlement-verification-online-(vevo)

Your Responsibilities under the Student Visa

Your permission to study in Australia is closely linked to the Australian Government Student Visa Program.

It is essential for you to comply with the regulations of your student visa at all times. Below is an excerpt of DHA regulations relating to your work rights as published at: http://www.homeaffairs.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students.

Your Study Visa Conditions are:
You **cannot** work more than 48 hours per fortnight* when your course is in session (other than work which has been registered as a part of the course) **Note:** No work limits apply during recognised periods of vacation offered by your education provider. You **cannot** undertake work until you have commenced your course in Australia. *A fortnight means any period of 14 days commencing on a Monday and ending at the end of the second following Sunday.
You must satisfy the requirements of course enrolment, course progress and course attendance. You must maintain a minimum of 20 scheduled course contact hours per week.
You **must** remain enrolled in a registered course (unless you are an AusAID/Defence student or secondary exchange student in which case you must maintain full-time enrolment in your course of study or training). **Note:** A registered course is one that is on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). **See:** http://cricos.education.gov.au You **must** maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.
You **must** maintain adequate arrangements for health insurance during your stay in Australia. **Note:** Under policy, this means that you must maintain Overseas Student Health Cover (OSHC).
You **must** continue to satisfy the requirements for grant of your student visa. This means, for example, that your main course of study must continue to be a course in the education sector that matches your student visa, and that you must continue to have sufficient financial capacity to support your study and stay in Australia.
You **must** maintain adequate schooling arrangements for your school-age dependents who joined you in Australia for more than 3 months as part of your student visa application. Additional fees may be payable *(source: Department of Home Affairs DHA).* **For more information on schooling options, please refer to:** StudyWest: www.studywest.des.wa.gov.au/studyinwa/Schooling/Pages/default.aspx **For the private schools in Western Australia information can be obtained directly from:** Catholic Education Office of Western Australia: www.ceo.wa.edu.au Anglican Schools of Western Australia: www.asc.wa.edu.au Private Schools Directory: http://www.privateschoolsdirectory.com.au/perth-schools.php Association of Independent Schools Western Australia: www.ais.wa.edu.au **For more information, contact Stanley College at** info@stanleycollege.edu.au
If you have not turned 18 you must maintain adequate arrangements for your accommodation, support and general welfare for the duration of your stay in Australia. To maintain adequate arrangements for welfare you must stay in Australia with: • your parent or legal custodian or • a relative who has been nominated by your parents or custodians who is aged over 21 and is of good character or

- accommodation, support and general welfare arrangements that have been approved by your education provider.

Note: You **must** not change those arrangements without the written approval of your education provider.

If your welfare arrangements are approved by your education provider you must not travel to Australia until your welfare arrangements are due to commence.

You **must** notify your education provider of your residential address in Australia within 7 days of arriving in Australia.

You **must** notify your education provider of any change in your residential address within 7 days of the change.

You **must** notify your education provider of a change of education provider within 7 days of receiving the electronic Confirmation of Enrolment certificate or evidence of enrolment.

Source: http://www.homeaffairs.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students. January 2018

To inform Stanley College of changes to the contact details of you or your next of kin, log in to the Student Portal, or visit our Student Services Team.

The Australian Government, via the Department of Home Affairs (DHA), may request Confirmation of Enrolment and details of your performance from Stanley College during your studies. Stanley College will provide the DHA with a true and accurate record of your participation (attendance) and course progress when requested.

Stanley College

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