

# Student Handbook

## Professional Year Programs



<b>Document Name:</b> Student Handbook_PYP	<b>RTO :</b> 51973	<b>CRICOS Code :</b> 03047E
<b>Location:</b> NovaCore CMS\DMS\Student Services Drive\Orientation\		
<b>Version:</b> 2.1 © Stanley College	<b>Approved on:</b> 26-04-2024	<b>Review Date:</b> 26-04-2026
		Page 1 of 87

## Contents

<b>Introduction.....</b>	<b>5</b>
Welcome to Stanley College .....	6
About your Student Handbook.....	7
Definitions .....	8
<b>General Information .....</b>	<b>9</b>
Stanley College Administration and Contact Numbers .....	10
Key Personnel .....	10
Student Services Team .....	11
Contacting the Student Services Team - via email .....	11
Supporting Individual Learners.....	12
Student Support Services .....	12
Support services available to assist you to adjust to study and life in Australia .....	13
Additional Student Services.....	13
Student Counselling Service .....	13
Referring to a Service**.....	14
Student Requests.....	16
Location of training venues .....	16
Other Training Venues.....	17
Stanley College Intake Dates .....	17
Public Holidays (Western Australia) .....	17
Campus Resources.....	18
Computer Facilities and WIFI.....	19
Student ID.....	19
Student Portal.....	20
Student Email Account .....	20
Student Logon.....	22
Finding Work .....	23
Earning an Income .....	23
The Fair Work Ombudsman.....	23
Getting a Tax File Number .....	23
Tax Returns.....	23
Superannuation.....	24
Managing Your Finances.....	24
<b>Paying your Tuition Fees</b> .....	24
Additional Fees and Charges .....	26
Student Management Fees and Charges – ACS PYP** .....	26
Monthly Expenses .....	27
Cost of Living .....	27
Setting up a Bank Account.....	27
Bank and ATM Locations .....	28
ATMs (Automatic Telling Machines).....	28
Using an ATM .....	28
Safety When Carrying Money.....	29
EFTPOS .....	29
Paying Bills.....	29
Fair Work Ombudsman.....	30
Accounting Professional Year Program Manager (APYP Regulator).....	31
Australian Computer Society (ACS PYP Regulator) .....	31
Stanley College uses Education Agents .....	31
Consumer Protection.....	32
Personal Safety tips .....	32
Scams .....	32
Other useful information .....	33
Lost property .....	33
<b>Training and Assessment .....</b>	<b>34</b>
Accounting Professional Year Program (APYP).....	35

Overview of the Accounting Professional Year Program .....	35
Program Outcomes - Accounting Professional Year Program.....	35
Program Structure - Accounting Professional Year Program .....	36
<b>Australian Computer Society Professional Year Program (ACS PYP) .....</b>	<b>37</b>
Overview of the Australian Computer Society Professional Year Program.....	37
Program Outcomes - Australian Computer Society Professional Year Program .....	37
Program Structure - Australian Computer Society Professional Year Program.....	38
<b>Student Location Requirements - .....</b>	<b>39</b>
<b>PYP Commencement Orientation session .....</b>	<b>39</b>
<b>Program Outline .....</b>	<b>40</b>
<b>Class Attendance .....</b>	<b>48</b>
<b>Training Structure .....</b>	<b>48</b>
<b>Training Methods .....</b>	<b>49</b>
<b>Assessment Structure .....</b>	<b>49</b>
<b>Assessments Methods .....</b>	<b>49</b>
<b>Assessment Outcomes.....</b>	<b>50</b>
Principles of Assessment .....	51
Rules of Evidence .....	51
<b>Assessment Guidelines .....</b>	<b>52</b>
Retention of Assessment.....	52
Late submission of Assessments.....	52
Re-Assessment Fee.....	52
Re-Enrolment Fee.....	52
Submitting your assessment .....	52
References.....	52
Academic Dishonesty .....	53
Cheating .....	53
<b>Assessment Support Services .....</b>	<b>53</b>
Assessment Support Sessions.....	53
Student Workshops.....	53
Support Guidelines .....	54
Appeal .....	54
<b>Recognition (Exemptions).....</b>	<b>54</b>
Recognition of Prior Learning (RPL) .....	54
<b>Internships .....</b>	<b>54</b>
Internship with an Australian host company.....	54
Internship Placement Sourcing Methods .....	55
Host company minimum requirements - APYP .....	55
Host company minimum requirements – ACS PYP.....	55
<b>Work Arrangements (ACS PYP).....</b>	<b>56</b>
<b>Work Arrangements (APYP) .....</b>	<b>56</b>
<b>Internship Commencement Induction .....</b>	<b>56</b>
<b>Pre-Internship Briefing .....</b>	<b>56</b>
Support during your Internship .....	56
Progress review and Internship Portfolio .....	57
Submission of Internship Timesheets.....	57
Submission of Internship portfolio .....	57
<b>Results .....</b>	<b>57</b>
<b>Application for Award or Statement of Attainment .....</b>	<b>58</b>
Award collection method .....	58
<b>Graduation.....</b>	<b>58</b>
<b>PYP Frequently Asked Questions (FAQ).....</b>	<b>59</b>
Accounting Professional Year Program.....	59
Australian Computer Society Professional Year Program .....	59
<b>Stanley College Professional Year Program Reporting to External Governing Bodies .....</b>	<b>59</b>
Department of Home Affairs .....	59
<b>Policies .....</b>	<b>60</b>
Stanley College Code of Conduct.....	61
Breaches of Code of Conduct .....	64
Reporting Breaches .....	65
Process .....	65
Cancellation resulting from Breaches.....	65
Deferring, Transfer of Cohort (Suspend/Leave) or Withdrawal (Cancel) .....	65
Right of Appeal.....	66

Deferral of enrolment - Student initiated .....	67
Transfer of Cohort (Suspension) - Student initiated .....	67
Deferment of enrolment - Stanley College initiated .....	67
Transfer of Cohort (Suspension) - Stanley College initiated .....	68
Cancellation of enrolment - Stanley College initiated .....	68
<b>Complaint and Appeal Process .....</b>	<b>68</b>
Definitions .....	69
Complaint .....	69
Informal Procedure .....	69
Formal Procedure .....	69
Appeal .....	70
Appeal Procedure .....	71
<b>Student discipline .....</b>	<b>72</b>
Examples of serious breaches .....	73
<b>Non-payment of fees .....</b>	<b>73</b>
<b>Academic Dishonesty .....</b>	<b>73</b>
<b>Academic Course Attendance .....</b>	<b>74</b>
Professional Year Program Course Attendance Monitoring Policy .....	75
<b>Intervention Strategy .....</b>	<b>76</b>
Extending Course Duration .....	77
<b>Student Dress Code .....</b>	<b>77</b>
<b>Student Feedback .....</b>	<b>77</b>
<b>Students with Special Needs .....</b>	<b>78</b>
<b>Social Media Policy .....</b>	<b>78</b>
<b>Health and Safety on Campus .....</b>	<b>79</b>
Emergency Evacuation Procedure .....	80
First Aid on Campus .....	81
Personal Safety .....	81
<b>Critical Incidents .....</b>	<b>82</b>
Student Procedure .....	82
<b>Emergencies .....</b>	<b>83</b>
Police .....	83
Fire .....	83
Ambulance .....	83
Stanley College Emergency Line .....	83
State Emergency Service .....	83
Lifeline .....	83
Poisons Information Line .....	83
Translating and Interpreting Service (TIS) .....	84
<b>Privacy Notice – Accounting Professional Year Program .....</b>	<b>84</b>
<b>Concurrent Course Enrolment Guidelines .....</b>	<b>84</b>
<b>Refund and Cancellation Policy –Professional Year Programs .....</b>	<b>84</b>
Refund for fees paid in advance .....	84
Cancellation fees .....	84
Fees and Charges .....	84
Definitions .....	85
General Information .....	85
Table 1 -Refund and Cancellation Professional Year Programs .....	86
Student Default .....	86
Refunds after Stanley College Default .....	86

# Introduction



## Welcome to Stanley College

Thank you for choosing Stanley College to deliver your next learning experience. We hope your time with us is memorable and that it leads to a successful outcome.

We are a young and dynamic team of experts, providing you with face to face learning and internship that helps you to gain the skills and knowledge required by the relevant industry and to transfer your newly acquired skills and knowledge to a work place.

Of course, learning never stops, your graduation is but a chapter of your biography; that's why we will also show you how you can leverage your chances of success with lifelong learning.

As a student-centric training organisation, we are not only concerned with your academic progress but also with your wellbeing. We make an effort to ensure you have plenty of opportunities to participate in extracurricular activities and forge lasting friendships with fellow students.

As a dual sector provider, Stanley College is an Institute of Higher Education and a Registered Training Organisation. To our regulators and we must comply with numerous acts and regulations listed in this handbook, including the obligations we have under the Standards for RTOs 2015.

This Student Handbook contains very important information about our obligations as a Government Registered Training Organisation (RTO) and as a Professional Year Program provider, as well as our Student Support Services available to you. The Student Handbook also provides you with information about your rights and obligations as a Visa Holder and a Stanley College Student.

It is essential that you read and understand the Student Handbook in its entirety. If there are sections you do not understand or if you have questions about any aspect of the Student Handbook or your studies at Stanley College, please contact one of our Student Support Officers at 08 6371 9999.

We strongly encourage you to participate in our social activities and sporting events to ensure you find new friends and that you don't miss out on the best student life experiences.

If you have any concerns, difficulties or problems, whether it is academic or private; we are there to help you!

All staff members at Stanley College wish you good luck in your course and look forward to assisting you with any queries you may have.

**DISCOVER, LEARN and ENJOY!**

Alberto A. Tassone  
President

## About your Student Handbook

Stanley College has four (4) Student Handbooks:

- 1) **Student Handbook – Professional Year Programs (THIS VERSION)**: This is specifically designed for students undertaking our Professional Year Programs.
- 2) **Student Handbook – International**: This is specifically designed for student visa holders (International Students).
- 3) **Student Handbook – Local**: This is specifically designed for ‘Local’ students (non-student visa holders) including students completing a ‘funded’ course.
- 4) **Student Handbook – General English**: This is specifically designed for student visa holders (International students) participating in the Stanley College General English course.

A copy of the Student Handbook is provided as part of our Enrolment Process with your offer letter to ensure you have received sufficient information to make an informed decision. Another copy is emailed to you with your invitation to the compulsory Orientation program. It is important that you read and understand the contents of the Student Handbook before course commencement.

Once printed, the Student Handbook might be outdated. Please check the version control number on the left-hand corner and check whether an updated version is available. You can access the most up-to-date version of the Stanley College Student Handbooks at any time via our website ([www.stanleycollege.edu.au](http://www.stanleycollege.edu.au)) or simply request a soft copy or printed copy from the Student Services Team.

If you do not understand any part of the Student Handbook or you would like any sections explained to you, please contact our Student Support Officer on P: (618) 6371 9999 or E: [studentservices@stanleycollege.edu.au](mailto:studentservices@stanleycollege.edu.au) or in person at any of our Campuses.

This version of the Student Handbook is for Professional Year Program (PYP) Students. Stanley College is both an Institute of Higher Education and a Registered Training Organisation (RTO) and a CRICOS Registered Provider. We are also registered with the Australian Skills Quality Authority (ASQA). Stanley College is required to be compliant with the following Professional Year Program requirements:

- Accounting Professional Year Program Provider Manual 2019;
- ACS Professional Year Program Provider Manual 2020;
- ACS Professional Year Internship Framework 2020;
- ACS Professional Year QA and Compliance Framework 2020;
- ACS Professional Year Student Management and Admissions Framework 2020.

This handbook provides information about Stanley Colleges Professional Year Programs and the requirements of its governing bodies, the three professional Accounting bodies (CPA Australia, Chartered Accountants Australia and New Zealand and the Institute of Public Accountants) for APYP and the Australian Computer Society (ACS) for the ACS PYP. There is information about the Stanley College Professional Year policies and procedures, and about your responsibilities and rights and obligations as a Stanley College PYP student. For further information about the requirements, please access the links below:

- The Standards for Registered Training Organisations (RTOs) 2015
  - <https://www.legislation.gov.au/Details/F2017C00663>
- Australian Computer Society Professional Year Program
  - <https://www.acs.org.au/cpd-education/professional-year-program.html>
- CPA Australia

<b>Document Name:</b> Student Handbook_PYP	<b>RTO :</b> 51973	<b>CRICOS Code :</b> 03047E
<b>Location:</b> NovaCore CMS\DMS\Student Services Drive\Orientation\		
<b>Version:</b> 2.1 © Stanley College	<b>Approved on:</b> 26-04-2024	<b>Review Date:</b> 26-04-2026
<b>Page 7 of 87</b>		

- <https://www.cpaaustralia.com.au/become-a-cpa/migration-assessment/australia/accounting-professional-year-program>
- Chartered Accountants Australia and New Zealand
  - [www.charteredaccountantsanz.com/about-us/migration-assessment/australia-immigration/skilled-migration-internship-program-accounting](http://www.charteredaccountantsanz.com/about-us/migration-assessment/australia-immigration/skilled-migration-internship-program-accounting)
- Institute of Public Accountants
  - <https://www.publicaccountants.org.au/migration-assessments/accountingpyp>

To assist you with both Academic and Non-Academic matters, Stanley College employs Student Support Officers who are available to help and support students. Please contact the Student Services Team, available for face to face meetings in the West Perth Campus.

## Definitions

PYP:	Professional Year Program
ACS PYP:	Australian Computer Society Professional Year Program
APYP:	Accounting Professional Year Program
ITECA:	Independent Tertiary Education Council Australia
ASQA:	Australian Skills Quality Authority
DHA:	Department of Home Affairs
ACS:	Australian Computer Society
CPA:	CPA Australia
CA ANZ:	Chartered Accountants Australia & New Zealand
IPA:	Institute of Public Accountants



# General Information



<b>Document Name:</b> Student Handbook_PYP	<b>RTO :</b> 51973	<b>CRICOS Code :</b> 03047E
<b>Location:</b> NovaCore CMS\DMS\Student Services Drive\Orientation\		
<b>Version:</b> 2.1 © Stanley College	<b>Approved on:</b> 26-04-2024	<b>Review Date:</b> 26-04-2026
		Page 9 of 87

## Stanley College Administration and Contact Numbers

<b>Perth Campus</b>	
<b>West Perth Campus (WPC)</b>	
69 Outram Street WEST PERTH 6005 Phone: +61 8 6371 9999	
<b>Courses Available</b> – APYP / ACS PYP	
Email: <a href="mailto:info@stanleycollege.edu.au">info@stanleycollege.edu.au</a>	Web: <a href="http://www.stanleycollege.edu.au">www.stanleycollege.edu.au</a>
<b>STANLEY COLLEGE 24 HOUR EMERGENCY CONTACT NUMBER: 0400 274 033</b>	

## Key Personnel

President	Alberto Tassone	<a href="mailto:alberto@stanleycollege.edu.au">alberto@stanleycollege.edu.au</a>
Vice President, Business Development (VPBD)	Dhyan Singh	<a href="mailto:dhyan@stanleycollege.edu.au">dhyan@stanleycollege.edu.au</a>
Vice President, Wellbeing & Engagement (VPWE)	Vickie Powell	<a href="mailto:vickie@stanleycollege.edu.au">vickie@stanleycollege.edu.au</a>
Dean of Vocational Education & Training (DVET)	Karen Smith	<a href="mailto:karen.smith@stanleycollege.edu.au">karen.smith@stanleycollege.edu.au</a>
<b>Faculty Managers</b>		
Business and Management / Professional Year Programs	Jeanne Elliott	<a href="mailto:jeanne.elliott@stanleycollege.edu.au">jeanne.elliott@stanleycollege.edu.au</a>
Hospitality and Commercial Cookery	David Smith	<a href="mailto:david.smith@stanleycollege.edu.au">david.smith@stanleycollege.edu.au</a>
English	Alejandra Fernandez	<a href="mailto:alejandra.fernandez@stanleycollege.edu.au">alejandra.fernandez@stanleycollege.edu.au</a>
Early Childhood Education	Winky Yu	<a href="mailto:winky.yu@stanleycollege.edu.au">winky.yu@stanleycollege.edu.au</a>
Information and Communications Technology	Butrus Mbimbi	<a href="mailto:butrus.mbimbi@stanleycollege.edu.au">butrus.mbimbi@stanleycollege.edu.au</a>
Health	Faisal Fayyaz	<a href="mailto:faisal.fayyaz@stanleycollege.edu.au">faisal.fayyaz@stanleycollege.edu.au</a>
Community Services		
<b>Campus Managers</b>		
Adelaide City Campus (Vocational Education) Manager - South Australia	Bandana Bastani	<a href="mailto:bandana.bastani@stanleycollege.edu.au">bandana.bastani@stanleycollege.edu.au</a>

## Student Services Team

The Student Services Team welcomes you to Stanley College.

### Student Services Team Email Addresses

<b>Student Engagement Manager</b> (Official International Student Point of Contact)	Cahill McGuire		<a href="mailto:cahill.mcguire@stanleycollege.edu.au">cahill.mcguire@stanleycollege.edu.au</a>
<b>Student Support Officers</b>	Darshwini Poonen	Elisa Tong	<a href="mailto:studentservices@stanleycollege.edu.au">studentservices@stanleycollege.edu.au</a>
	Diego Barbosa	Jayantashree Pandeea	
	Jenisha Huluss	Jinal Patel	
	Sushmita Paryiar	Sujana Pokhrel	
	Preeti Gayak	Giulia Posillipo	
<b>Student Engagement Coordinator (Higher Education)</b>	Claire Shen		<a href="mailto:studentservices@stanleycollege.edu.au">studentservices@stanleycollege.edu.au</a>
<b>Event Organiser</b>	Kristyna Vavrova		
<b>VET Administration Coordinator</b>	Chisato Tanabe		
<b>VET Administrator</b>	Bhavisha Bhavsar	Minakshi Goormoorthy	<a href="mailto:studentservices@stanleycollege.edu.au">studentservices@stanleycollege.edu.au</a>
	Pratyush Kuinkel		
<b>Student Placement Officers</b>	Karan Thapa	Gulnaz Batool	<a href="mailto:employment@stanleycollege.edu.au">employment@stanleycollege.edu.au</a>
<b>Accountant</b>	Kunzang Wangdi		<a href="mailto:finance@stanleycollege.edu.au">finance@stanleycollege.edu.au</a>
<b>Graduate Accountant</b>	Samuel Ng Dorji Tshewang		
<b>Admissions Manager</b>	Sujan Basnet		<a href="mailto:admissions@stanleycollege.edu.au">admissions@stanleycollege.edu.au</a>

### Student Services Team Office Hours

The available times for the Student Services Team in the West Perth Campus are as follows:

Monday	8.00am – 7.30pm (West Perth Campus)
Tuesday	8.00am – 7.30pm (West Perth Campus)
Wednesday	8.00am – 7.30pm (West Perth Campus)
Thursday	8.00am – 7.30pm (West Perth Campus)
Friday	8.00am – 7.30pm (West Perth Campus)
Saturday	8:30am – 1:30pm (West Perth Campus)
Sunday	8:30am – 1:30pm (West Perth Campus)

### Contacting the Student Services Team - via email

All emails for the Student Services Team, should be sent to [studentservices@stanleycollege.edu.au](mailto:studentservices@stanleycollege.edu.au), and should be sent from your Stanley College email account. The Student Services team is available for face-to-face meetings in the West Perth Campus.

Please be aware that responses to email queries may take up to 72 hours, 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 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

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.

Students are encouraged to express their views about their learning needs at the enrolment stage. 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 and Numeracy 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 to 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;
- 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;
- 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:

<b>Document Name:</b> Student Handbook_PYP	<b>RTO :</b> 51973	<b>CRICOS Code :</b> 03047E
<b>Location:</b> NovaCore CMS\DMS\Student Services Drive\Orientation\		
<b>Version:</b> 2.1 © Stanley College	<b>Approved on:</b> 26-04-2024	<b>Review Date:</b> 26-04-2026
		<b>Page 12 of 87</b>

### 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:

- **Finding Work** – 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 25-26 in this handbook).
- **Personal Safety Tips** – Including advice on how to look out for scams (page 33 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 pages 26-30 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 30 of this handbook.
- **Consumer Protection** – The Australian Consumer Law protects students when studying in Australia page 33 in this handbook).
- **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](mailto: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/>.

### Additional Student Services

Stanley College provides additional services for students as listed below:

- **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 54 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

<b>Document Name:</b> Student Handbook_PYP	<b>RTO :</b> 51973	<b>CRICOS Code :</b> 03047E
<b>Location:</b> NovaCore CMS\DMS\Student Services Drive\Orientation\		
<b>Version:</b> 2.1 © Stanley College	<b>Approved on:</b> 26-04-2024	<b>Review Date:</b> 26-04-2026 <span style="float: right;">Page 13 of 87</span>

available for online appointments only, to offer free and confidential assistance to all PYP 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](mailto: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\*\*

The Stanley College Student Services team can provide you guidance/direction for any other service that you might need. This may include but is not limited to the following:

- **Legal Services** – If you require legal advice, Stanley College recommends the following providers of affordable legal services:
  - Tan & Tan Lawyers – Phone (08 9221 2888), Email ([ask@tanandtanlawyers.com](mailto:ask@tanandtanlawyers.com)), Address (Unit 6/78 Terrace Road, East Perth, WA 6004) or Website ([www.tanandtanlawyers.com.au](http://www.tanandtanlawyers.com.au))
  - Lex Legal – Phone (08 9221 6366), Address (Level 3, 231 Adelaide Terrace, Perth WA 6000) or Website (<https://lexlegal.com.au/en/>)
- **Visa Services** - Stanley College recommends that you contact your Education Agent directly for assistance with your Visa enquiries/needs. Alternatively, a list of registered Migration Agents is available via the 'Migration Agents Registration Authority' (MARA):
  - [www.mara.gov.au](http://www.mara.gov.au)
- **Driver's License Application or Enquiries** – For all drivers' license enquiries, we can assist you to find your local branch or you can contact the following directly:
  - Perth - Department of Transport – Driver and Vehicle licensing centres are available throughout Perth, for your local branch please visit the following Website ([www.transport.wa.gov.au/licensing/visit-a-licensing-centre-or-agent.asp](http://www.transport.wa.gov.au/licensing/visit-a-licensing-centre-or-agent.asp))
- **Tour Operators** – For when you want to get out and explore your surroundings, we can recommend and give you direction for the following Tour Operators:
  - Travel Forever – Phone (0862 670 700), Email ([info@travelforever.com.au](mailto:info@travelforever.com.au)), Address (135 Barrack Street, Perth, WA 6000) or Website ([www.travelforever.com.au](http://www.travelforever.com.au))
  - ADAMS Pinnacle Tours – Phone (08 6270 6060), Address (Shop 1, Barrack Street Jetty, Perth, WA 6000) or Website ([www.adamspinnacletraveltours.com.au](http://www.adamspinnacletraveltours.com.au))
  - Aussie Perth Tours – Phone (08 9221 2400), Email ([info@aussieperthtours.com.au](mailto:info@aussieperthtours.com.au)), Address (Ground Floor, 64/269 Hay Street, East Perth, WA 6004) or Website ([www.aussieperthtours.com.au](http://www.aussieperthtours.com.au))

<b>Document Name:</b> Student Handbook_PYP	<b>RTO :</b> 51973	<b>CRICOS Code :</b> 03047E
<b>Location:</b> NovaCore CMS\DMS\Student Services Drive\Orientation\		
<b>Version:</b> 2.1 © Stanley College	<b>Approved on:</b> 26-04-2024	<b>Review Date:</b> 26-04-2026 Page 14 of 87

- **Real Estate Agents** – We can recommend the following real estate agents to assist you in finding rental accommodation whilst studying in Australia:  
**Perth:**
  - Harcourts – Website (<https://harcourts.com.au/Property/Rentals>)
  - Realmark – Website ([www.realmark.com.au/](http://www.realmark.com.au/))
  - L.J. Hooker – Website ([www.ljhooker.com.au/rent](http://www.ljhooker.com.au/rent))
  - Peard – Website ([www.peard.com.au/real-estate/rent](http://www.peard.com.au/real-estate/rent))
- **Banking Services** – For all your banking needs we can give you direction to your local branch of the following four Australian banks:
  - Commonwealth Bank - [www.commbank.com.au](http://www.commbank.com.au)
  - National Australia Bank (NAB) – [www.nab.com.au](http://www.nab.com.au)
  - Westpac – [www.westpac.com.au](http://www.westpac.com.au)
  - ANZ – [www.anz.com.au](http://www.anz.com.au)
- **Community Services** – Each local shire (council) in Australia provides community services and facilities. Come and see our Student Services Team for assistance and direction to your local shire depending on where you live (see figure 1 below outlining relevant shire services near each of our campuses). Services can include but are not limited to:
  - Public Library’s
  - Noise Management
  - Health and Wellbeing
  - Childcare
  - Community Safety and Surveillance
  - Rangers
  - Arts, Culture and Heritage
  - Community Facilities (i.e. Sports and Recreation)
- **Emergency and Support Services** – The following support services are detailed in this handbook:
  - Emergency Services – Police, Fire and Ambulance services
  - Stanley College Emergency Line
  - State Emergency Service
  - Lifeline – Counselling service providing a 24-hour a day service
  - Poisonings Information Line
  - Translation and Interpreting Service

\*\*Please note, whilst all organisations listed above are recommended by Stanley College, further options are available in the Perth Metro area which may not be included on this list.

Stanley College Campus	Shire	Services
West Perth Campus	City of Perth <a href="http://www.perth.wa.gov.au">www.perth.wa.gov.au</a>	City of Perth Library (573 Hay Street, Perth, WA 6000) Tel: (08) 9461 3500 Email: <a href="mailto:perth.library@cityofperth.wa.gov.au">perth.library@cityofperth.wa.gov.au</a> Website: <a href="http://www.visitperth.com.au/see-and-do/libraries/Venues/city-of-perth-library">www.visitperth.com.au/see-and-do/libraries/Venues/city-of-perth-library</a>
		Emergencies: Local Police – Tel: 131 444 CCTV Surveillance – Tel: (08) 9461 6666
		City of Perth Parking <a href="http://www.cityofperthparking.com.au/">www.cityofperthparking.com.au/</a>
		Visit Perth including see/do, eat/drink, stay, transport, maps/guides, events and business directory <a href="http://www.visitperth.com.au/">www.visitperth.com.au/</a>

Figure 1 – Shire Information West Perth 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](mailto: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 transfer of cohort.
- **Student Request Form** – If you need to request a holiday letter/ enrolment status letter/ family invitation 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/](http://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 Cancel or a notice of sick leave.
- **Finance Requests** – You can contact the finance officer directly in the Perth City Campus or via email ([finance@stanleycollege.edu.au](mailto:finance@stanleycollege.edu.au)) or telephone (08 6371 9999) if you would like to arrange a payment plan. For other payments; cash payments (Perth City Campus only), EFTPOS (all campuses) or bank transfer (details on page 25-26 of this handbook).
- **Application for Award or Statement of Attainment** – If you wish to apply for your Award or Statement of Attainment, this process is detailed on page 58 of this handbook.

## 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](http://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.

### West Perth Campus

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)



## Other Training Venues

Stanley College has two (2) other campuses based in Perth:

### Perth City Campus

171 James Street  
Northbridge WA 6000

### Mirrabooka Campus

9 Chesterfield Road  
MIRRABOOKA WA 6061

## Stanley College Intake Dates

PYP – 2024	PYP-2025
8 January 2024	20 January 2025
5 February 2024	17 February 2025
4 March 2024	17 March 2025
1 April 2024	14 April 2025
29 April 2024	12 May 2025
27 May 2024	9 June 2025
24 June 2024	7 July 2025
22 July 2024	4 August 2025
19 August 2024	1 September 2025
16 September 2024	29 September 2025
14 October 2024	27 October 2025
11 November 2024	24 November 2025
9 December 2024	

Intake dates are subject to change, please visit [www.stanleycollege.edu.au](http://www.stanleycollege.edu.au) to confirm intake dates.

## Public Holidays (Western Australia)

Public Holiday	2024	2025
<b>New Year's Day</b>	Monday 1 January	Wednesday 1 January
<b>Australia Day</b>	Friday 26 January	Monday 27 January
<b>Labour Day</b>	Monday 4 March	Monday 3 March
<b>Good Friday</b>	Friday 29 March	Friday 18 April
<b>Easter Sunday</b>	Sunday 31 March	Sunday 20 April
<b>Easter Monday</b>	Monday 1 April	Monday 21 April
<b>Anzac Day</b>	Thursday 25 April	Friday 25 April
<b>Western Australia Day</b>	Monday 3 June	Monday 2 June
<b>Queen's Birthday King's Birthday</b>	Monday 23 September	Monday 29 September
<b>Christmas Day</b>	Wednesday 25 December	Thursday 25 December
<b>Boxing Day</b>	Thursday 26 December	Friday 26 December

Source: [www.commerce.wa.gov.au/labour-relations/public-holidays-western-australia](http://www.commerce.wa.gov.au/labour-relations/public-holidays-western-australia)

## Campus Resources

The campus you will undertake the majority of your studies in is as detailed in your Professional Year Program Offer Letter. Stanley Colleges PYP campus is listed below including the resources available at the location:

### West Perth Campus

- 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
- First floor computer lab
- 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

<b>Document Name:</b> Student Handbook_PYP	<b>RTO :</b> 51973	<b>CRICOS Code :</b> 03047E
<b>Location:</b> NovaCore CMS\DMS\Student Services Drive\Orientation\		
<b>Version:</b> 2.1 © Stanley College	<b>Approved on:</b> 26-04-2024	<b>Review Date:</b> 26-04-2026
		<b>Page 18 of 87</b>

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.

## Computer Facilities and WIFI

Stanley College has free WIFI and computer facilities available during the hours of operation in all campuses. Computer availability for the Perth campus is detailed below:

Monday	8.00am – 5.30pm (West Perth Campus)
Tuesday	8.00am – 5.30pm (West Perth Campus)
Wednesday	8.00am – 5.30pm (West Perth Campus)
Thursday	8.00am – 5.30pm (West Perth Campus)
Friday	8.00am – 4.30pm (West Perth Campus)
Saturday	8.00am – 4.30pm (West Perth Campus)

We have a Computer Lab available at each of our campuses. The Computer Lab may be used for classes, including assessments, and self-study. Therefore, please ensure you are respectful of other students and limit the noise when using the facilities for personal use. Conversations, including mobile phone calls **MUST** be taken outside the room.

### 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 8 Home Edition or later
- Processor: Intel Core i3 / AMD 2.0 Ghz or better
- RAM: Minimum 4 GB, recommended 8GB
- Hard Drive: 128GB SSD (256GB SSD recommended if not using Cloud storage)
- Display: 13 inch full HD (1920 x 1080) with a built-in webcam
- WiFi: 802.1x compliant
- USB Headsets with microphone
- Device must be fully charged
- Microsoft Office 2010 or equivalent
- Adobe Flash player 10 or higher

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

For students attending the Perth Campus, as part of our Orientation Program we will take your photograph for use on your Student Identification Card (ID). This card will be available for collection from the Student Services Team.

All students 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 writing, from your Trainer.**

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](http://www.stanleycollege.edu.au).

- Your email account username is: Your Student [ID@stanleycollege.edu.au](mailto:ID@stanleycollege.edu.au)
- Your email account password is: STC01000

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.

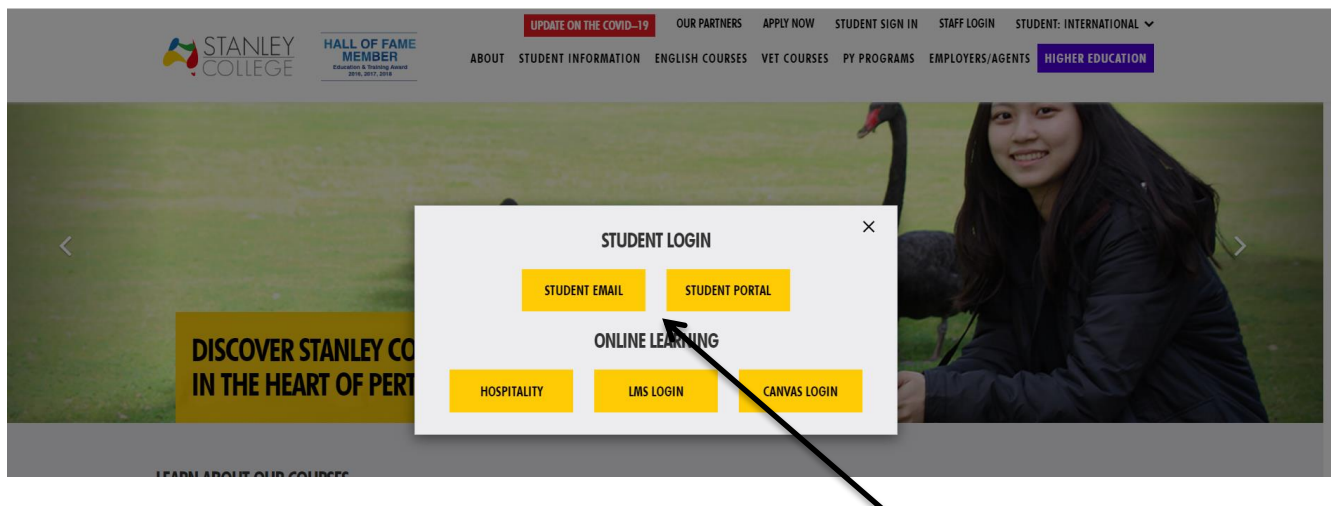
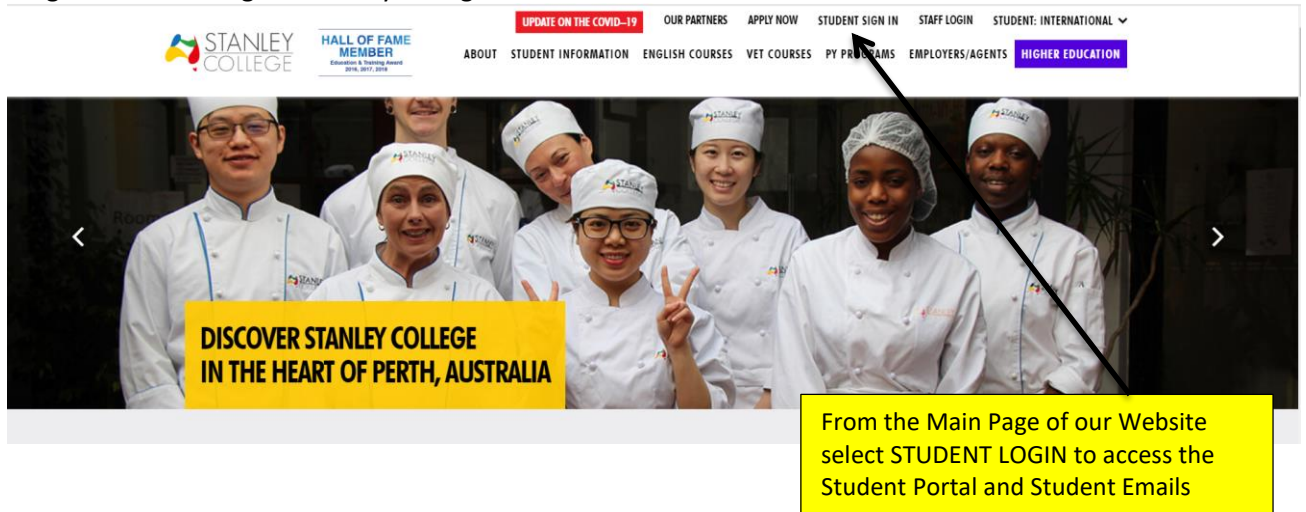
- No material is to be sent as email that is defamatory, in breach of copyright or business confidentiality, or prejudicial to the good standing of Stanley College.
- Emails must not contain material that amounts to gossip about students or that could be offensive, demeaning, persistently irritating, 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.

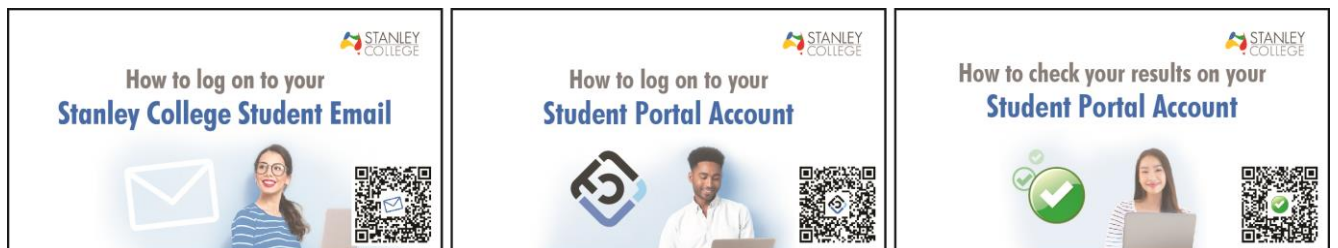
**Please note:** All assessments submitted electronically, must be submitted via your Stanley College Email account. Any assessments submitted via a personal email account will not be accepted. All assessment feedback is communicated using your Stanley College Email account. Students are able to link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

## Student Logon

Diagram 1: Main Page of Stanley College website



For further information, why not watch one of our Stanley College Email or Portal Videos below:





## 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](http://www.seek.com.au)

[www.careerone.com.au](http://www.careerone.com.au)

## Earning an Income

### The Fair Work Ombudsman

Migrant workers and visa holders, 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](http://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](http://www.ato.gov.au)
- For a registered tax agent visit [www.tpb.gov.au](http://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 31<sup>st</sup> of October.

## Superannuation

If your monthly wage is more than AU\$450 (before tax), your employer **must** contribute an additional sum equal to 10% 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.

You 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](http://www.ing.com.au/superannuation.html)
- Virgin Money Superannuation - [www.virginmoney.com.au/products/superannuation/joint/](http://www.virginmoney.com.au/products/superannuation/joint/)
- Hostplus – [www.hostplus.com.au](http://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/Super/In-detail/Withdrawing-and-paying-tax/Super-information-for-temporary-residents-departing-Australia/> 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 the option 'online' and click on 'make payment' to access our online payment gateway.

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

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

### 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):

<b>Administration:</b>	
Cancellation fee	Refer to Refund and Cancellation Fee Policy (included herein)
Late Payment Fee	\$100
Course Reinstatement Fee	\$250
Credit Card Surcharge	1%
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
<b>Academic:</b>	
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 assessments)
	\$120 per assessment (Practical assessments - depending on cost to Stanley College)
Re-enrolments	\$150 per unit (for units of one week or less)
	\$150 per unit, per week (for units of more than one week)

### Student Management Fees and Charges – ACS PYP\*\*

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):

<b>ACS PYP Student Fees</b>	
<b>Student Transfer Fees</b> - Students will be charged a processing fee to cover the costs associated with re-assigning them into another cohort and/or Professional Environments (PE) Online Course when requested by their PYP. <u>This fee is incurred by the student and is based on notice period.</u>	<ul style="list-style-type: none"> <li>Request submitted <b>no later than 14 days prior</b> to PE online course commencement = \$115</li> <li>Request submitted <b>within 14 days of/after</b> PE online course commencement = \$900</li> </ul>
<b>Student Re-enrolment Fees</b> - Payable at the time of student re-enrolment into the ACS PYP following a previous program withdrawal and program fee credit. This may also be paid in order to repeat the PE Online Course following a student's unsuccessful attempt. <u>This fee is incurred by the student.</u>	<ul style="list-style-type: none"> <li>Full Fee Re-enrolment - \$3, 630.00</li> <li>Partial Fee Re-enrolment – \$1,210.00</li> <li>PE Online Course Repeat - \$900.00</li> </ul>

\*\*these fees do not apply to students studying APYP

## 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 - \$250 per week
Shared rental accommodation	\$95 - \$215 per week
Homestay accommodation	\$235 - \$385 per week
Rental accommodation	\$185 - \$540 per week
Groceries and eating out	\$140 - \$300 per week
Gas and electricity	\$30 - \$50 per week
Phone and internet access (WIFI)	\$15 - \$50 per week
Public Transport	\$30 - \$60 per week
Car (after purchase)	\$150 - \$260 per week
Entertainment	\$80 - \$150 per week

Source as at February 2024: 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

On 23 October 2019, 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):

<b>Annual living costs/expenses for a primary applicant</b>	an increase from AUD20,292 to AUD21,041
<b>Annual living costs/expenses for a spouse or de facto partner of the primary applicant</b>	an increase from AUD7,100 to AUD7,362
<b>Annual living costs/expenses for a dependent child</b>	an increase from AUD3,040 to AUD3,152
<b>Annual school costs</b>	an increase from AUD8,000 to AUD8,296
<b>Personal annual income if there is no secondary applicant</b>	an increase from AUD60,000 to AUD62,222
<b>Personal annual income where there is a secondary applicant</b>	an increase from AUD 70,000 to AUD72,592

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](http://www.commbank.com.au)
- National Australia Bank (NAB) – [www.nab.com.au](http://www.nab.com.au)
- Westpac – [www.westpac.com.au](http://www.westpac.com.au)
- ANZ – [www.anz.com.au](http://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:

<http://www.banks.com.au/personal/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:

Perth: [www.lookatwa.com.au/AboutPerth/banks.html](http://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;

<b>Document Name:</b> Student Handbook_PYP	<b>RTO :</b> 51973	<b>CRICOS Code :</b> 03047E
<b>Location:</b> NovaCore CMS\DMS\Student Services Drive\Orientation\		
<b>Version:</b> 2.1 © Stanley College	<b>Approved on:</b> 26-04-2024	<b>Review Date:</b> 26-04-2026
		<b>Page 28 of 87</b>

- 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

Internships are referred to by the Fair Work Ombudsman ([www.fairwork.gov.au](http://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.

Internships are a required component of specific courses at Stanley College. Internships 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 Internship. 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 Internships, 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:

- Internship - A **MINIMUM of 252 hours or approximately 21 hours per week over 12 weeks.**

You must attend your Internship 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 Approval Checklist (Internship PYP).

### **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 Internship placement or in your own employment. You can also ask the FWO to help resolve issues about pay and other entitlements 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)
- 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](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-and-migrants>
- Pay and Conditions Tool: [www.fairwork.gov.au/pact](http://www.fairwork.gov.au/pact)

## Accounting Professional Year Program Manager (APYP Regulator)

The Accounting Professional Year Program Manager (APYP Manager) investigates complaints about problems that APYP students have with private education and training institutions in Australia. All participants shall have access to processes that allow for grievances, disputes, problems, and complaints to be resolved.

In the event that a grievance or issue cannot be resolved between a participant and their Provider they shall be given the opportunity to put forward a formal grievance to the Accounting PYP Manager. The Accounting PYP Manager can be contacted via the following email address:

- [info@accountingpyp.org.au](mailto:info@accountingpyp.org.au)

Things you should know about external review process with the Accounting PYP Manager:

- In Australia, you have the right to complain and appeal;
- The Accounting PYP Manager and/or PYP team cannot guarantee that they will intervene or assist in resolving any issues;
- All grievances and issues shall be dealt with in a fair and supportive environment without intimidation or victimisation of anyone connected with the grievance either during or subsequent to the grievance resolution procedure;
- Confidentiality will be respected and maintained at all times within the constraints of being able to fully investigate the grievance;
- This is subject to any legal requirements for disclosure and consistent with the principles of natural justice.

## Australian Computer Society (ACS PYP Regulator)

The Australian Computer Society investigates complaints about problems that ACS PYP students have with private education and training institutions in Australia. All participants shall have access to processes that allow for grievances, disputes, problems, and complaints to be resolved.

In the event that a grievance or issue cannot be resolved between a participant and their Provider they shall be given the opportunity to put forward a formal grievance to the Australian Computer Society (ACS). The Australian Computer Society can be contacted via the following details:

- Phone: 1800 671 003
- Email: [professionalyear@acs.org.au](mailto:professionalyear@acs.org.au)

For further information, please refer to the ACS Professional Year Complaints and Appeals Policy available on ACS website:

<https://www.acs.org.au/cpd-education/professional-year-program.html>

## 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.

<b>Document Name:</b> Student Handbook_PYP	<b>RTO :</b> 51973	<b>CRICOS Code :</b> 03047E
<b>Location:</b> NovaCore CMS\DMS\Student Services Drive\Orientation\		
<b>Version:</b> 2.1 © Stanley College	<b>Approved on:</b> 26-04-2024	<b>Review Date:</b> 26-04-2026
		<b>Page 31 of 87</b>



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](http://www.australia.gov.au) or [www.consumerlaw.gov.au](http://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:

<b>Document Name:</b> Student Handbook_PYP	<b>RTO :</b> 51973	<b>CRICOS Code :</b> 03047E
<b>Location:</b> NovaCore CMS\DMS\Student Services Drive\Orientation\		
<b>Version:</b> 2.1 © Stanley College	<b>Approved on:</b> 26-04-2024	<b>Review Date:</b> 26-04-2026
		<b>Page 32 of 87</b>



- 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: 1300 432 273.
- The 'Scamwatch' website has information about scams in multiple languages.

For more information, you can visit:

- AFP website [www.afp.gov.au](http://www.afp.gov.au)
- Scam Watch website [www.scamwatch.gov.au](http://www.scamwatch.gov.au)
- IDCARE website [www.idcare.org](http://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.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au)

[www.mscwa.com.au](http://www.mscwa.com.au)

[www.studypertth.com.au](http://www.studypertth.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](mailto: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



<b>Document Name:</b> Student Handbook_PYP	<b>RTO :</b> 51973	<b>CRICOS Code :</b> 03047E
<b>Location:</b> NovaCore CMS\DMS\Student Services Drive\Orientation\		
<b>Version:</b> 2.1 © Stanley College	<b>Approved on:</b> 26-04-2024	<b>Review Date:</b> 26-04-2026
		<b>Page 34 of 87</b>

## Accounting Professional Year Program (APYP)

### Overview of the Accounting Professional Year Program

The Stanley College Accounting Professional Year Program is intended to equip international accounting graduates with practical skills and training to enhance their future employment opportunities in Australia. As a result, a significant part of the learning that takes place in this program is practically-focused to ensure a smooth transition into a first professional accounting position in an Australian corporate workplace.

Stanley College is an approved Accounting PYP provider by CPA Australia, the Institute of Public Accountants and Chartered Accountants Australia & New Zealand. This is a recognition pathway for 485 graduate visa holders seeking permanent residency under general skilled migration (GSM) and may attract additional points under the general skilled migration points test.\*\*

Accounting PYP is an option for overseas students who have obtained an Australian accounting degree qualification as a result of at least two years study in Australia and hold a 485 graduate or post study stream visa.

Graduates of Australian accounting degree programs have the opportunity to complete Accounting PYP and obtain a skills assessment that can be used to apply for GSM. The Program also provides an opportunity to independently increase your English language proficiency

Potential students wishing to enrol into Accounting PYP must fulfill the following entry requirements#:

- a) Undertake a face-to-face pre-enrolment interview with the authorised Provider to ensure course suitability and viability
- b) Completed one or more Accounting related degrees as a result of at least two years\* full time study in Australia
  - a. The degree/s must be on the approved list of courses for international students (CRICOS)
- c) Have a current Academic or General IELTS score of 6.0 in each band, or the equivalent score from Pearsons, TOEFL iBIT or Cambridge Advanced English  
*(from the 1st of September 2020, evidence of English Language Test results must be provided at enrolment)*
- d) Hold a 485 visa (or other appropriate visa) with a validity of at least 12 months

#From the 1st of June 2022, a positive skills assessment from one of the Professional Accounting Bodies is NOT Required for any applicants wishing to enrol into Accounting PYP. A positive skills assessment will be necessary on completion of the Program in order to apply for Permanent Residency.

\*Two Academic Years is defined as being at least 92 weeks according to the CRICOS registration of full-time study

\*\* Department of Home Affairs Migration Regulations 1994 (Volume 3, Schedule 6D, Part 6D.6) require that the Professional Year to have been a period of at least 12 months in the 48 months (four years) immediately before the time that the migration applicant is issued an invitation to apply for the visa. Furthermore, only one Professional Year can be used to apply for 5 points.

### Program Outcomes - Accounting Professional Year Program

In accordance with Accounting PYP guidelines, the Accounting Professional Year Program aims to achieve the following learning outcomes

- Learning Outcome 1: Intellectual
- Learning Outcome 2: Interpersonal and Communication
- Learning Outcome 4: Organisational
- Learning Outcome 5: Policy and Legislation

These learning outcomes are incorporated in the Modules as indicated below in the Program Outline.

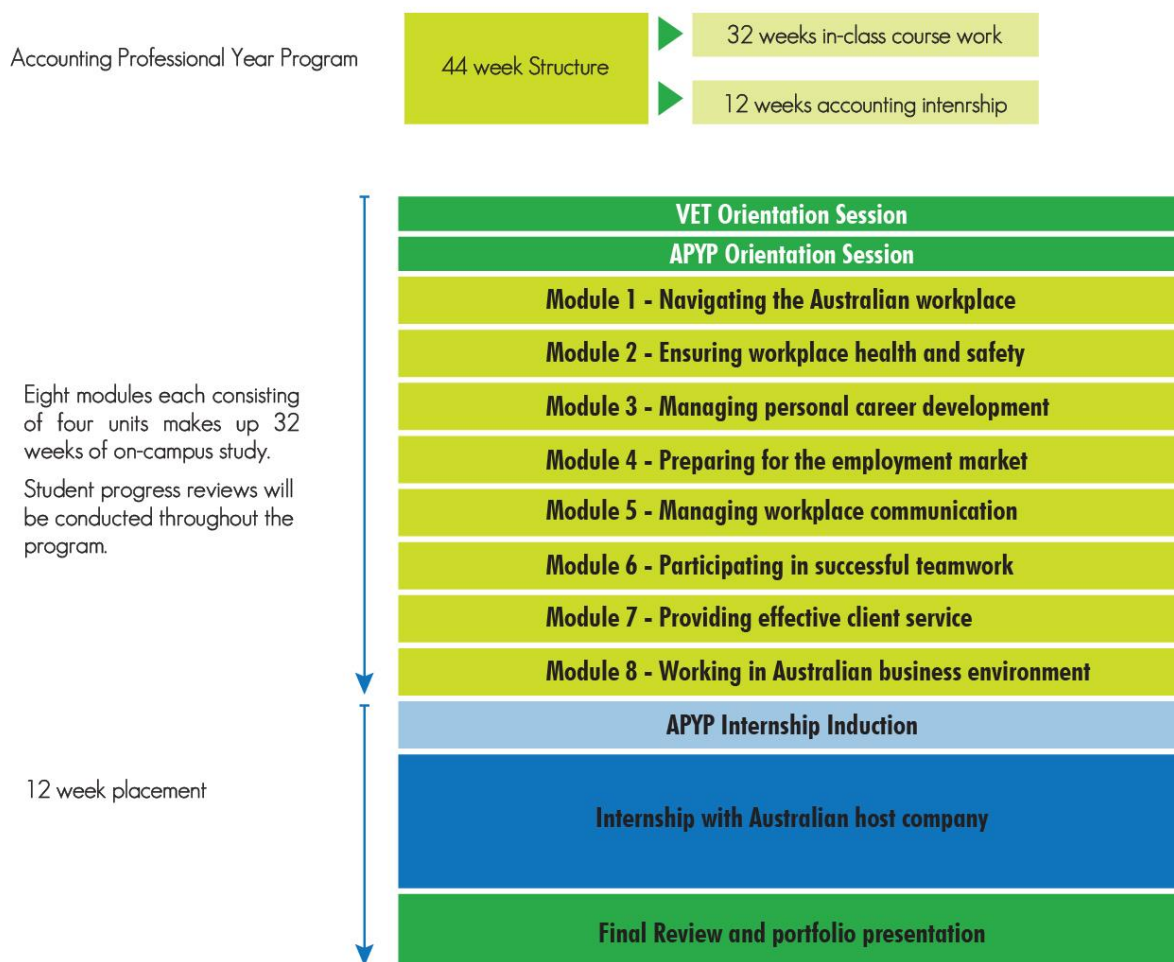
<b>Document Name:</b> Student Handbook_PYP	<b>RTO :</b> 51973	<b>CRICOS Code :</b> 03047E
<b>Location:</b> NovaCore CMS\DMS\Student Services Drive\Orientation\		
<b>Version:</b> 2.1 © Stanley College	<b>Approved on:</b> 26-04-2024	<b>Review Date:</b> 26-04-2026
		<b>Page 35 of 87</b>

- Module 1 - Navigating the Australian workplace
- Module 2 - Ensuring workplace health and safety
- Module 3 - Managing personal career development
- Module 4 - Preparing for the employment market
- Module 5 - Managing workplace communication
- Module 6 - Participating in successful teamwork
- Module 7 - Providing effective client service
- Module 8 - Working in Australian business environment

Please note, due to rolling intakes, the sequence of module delivery will differ depending on the date of your chosen intake.

### Program Structure - Accounting Professional Year Program

The Accounting Professional Year Program involves a minimum of 44 weeks of training. This is comprised of 32 weeks on campus training, followed by a 12-week practical hands-on internship with an Australian host company. The program structure is as follows:



## Australian Computer Society Professional Year Program (ACS PYP)

### Overview of the Australian Computer Society Professional Year Program

Developed by the [Australian Computer Society \(ACS\)](#), the Australian Computer Society Professional Year Program (ACS PYP) is delivered at our West Perth Campus, conveniently located in the heart of the CBD. This program combines formal learning and internship to equip international information and communications technology (ICT) graduates, from Australian universities, the skills and training they need to enhance their career prospects.

Stanley Colleges Australian Computer Society Professional Year Program is designed to equip you with practical skills and training to enhance your future employment opportunities. Upon successful completion of the Australian Computer Society Professional Year Program, qualifying graduates may be eligible to receive points, as specified by the Department of Home Affairs (DHA)#. Stanley College is an approved Australian Computer Society Professional Year Program provider.

Note - The awarding of points is entirely at the discretion of the DHA and successful completion of the ACS PYP does not guarantee the awarding of Permanent Residency points.

ACS PYP is an option for overseas students who have obtained an Australian ICT-related degree qualification as a result of at least two years study in Australia and hold a 485 graduate or post study stream visa.

Graduates of Australian ICT degree programs have the opportunity to complete ACS PYP and obtain a skills assessment that can be used to apply for GSM. The Program also provides an opportunity to independently increase your English language proficiency

Potential students wishing to enrol into ACS PYP must fulfill the following entry requirements:

- a) Undertake an individual, documented pre-enrolment interview with Stanley College to ensure program suitability, shared internship expectations, and completion viability.
- b) Have completed a Bachelor or higher degree in an IT Major from an Australian tertiary institution and meet the applicable Australian Study Requirement (ASR) prior to commencement. Qualifications must be relevant to the applicants anticipated ANZCO Code;
- c) Hold a valid passport and visa that allows full work and study rights whilst undertaking the ACS PYP. Prospective applicants who already hold a valid visa are required to hold a minimum of 12 months' validity (365 days) on their visa from the date of ACS PYP commencement;
- d) Hold a current English Language Test result undertaken within the three years immediately prior to the date of ACS PYP commencement and demonstrate an IELTS score of 6.0 (Academic or General) or higher, with no bands below a 6.0, or the equivalent score from Pearson, TOEFL iBT, Cambridge Advanced English or Occupational English Test\*\*

*\*\*at-home or online tests such as TOEFL's Special Home Edition or IELTS Indicator are not currently accepted*

Note - ACS Skills Assessment is not an entry requirement for the course, however, should concerns be raised regarding the applicant's ICT qualification and suitability, ACS recommends that applicants undertake a Temporary Graduate Skills Assessment prior to enrolling in the ACS PYP for future skills consideration. Participants will need to apply for ACS Skills Assessment upon completion of the ACS PYP to apply for permanent residency.

#Department of Home Affairs Migration Regulations 1994 (Volume 3, Schedule 6D, Part 6D.6) require that the Professional Year to have been a period of at least 12 months in the 48 months (four years) immediately before the time that the migration applicant is issued an invitation to apply for the visa. Furthermore, only one Professional Year can be used to apply for 5 points.

### Program Outcomes - Australian Computer Society Professional Year Program

In accordance with ACS PYP guidelines, the Australian Computer Society Professional Year Program aims to achieve the following learning outcomes:

<b>Document Name:</b> Student Handbook_PYP	<b>RTO :</b> 51973	<b>CRICOS Code :</b> 03047E
<b>Location:</b> NovaCore CMS\DMS\Student Services Drive\Orientation\		
<b>Version:</b> 2.1 © Stanley College	<b>Approved on:</b> 26-04-2024	<b>Review Date:</b> 26-04-2026
		<b>Page 37 of 87</b>

- Learning Outcome 1 - Work within Australian legislative requirements applicable to workplaces and operations.
- Learning Outcome 2 - Work safely and participate in safety, health and environment (SHE) processes.
- Learning Outcome 3 - Work effectively within the organisation’s requirements, including those for Equal Employment Opportunity (EEO) and diversity.
- Learning Outcome 4 - Communicate effectively in the workplace.
- Learning Outcome 5 - Provide effective service to internal and (as appropriate) external clients.
- Learning Outcome 6 - Participate in a team.
- Learning Outcome 7 - Apply occupation specific knowledge and skills to complex professional work situations.
- Learning Outcome 8 - Implement strategies to manage their personal career development.

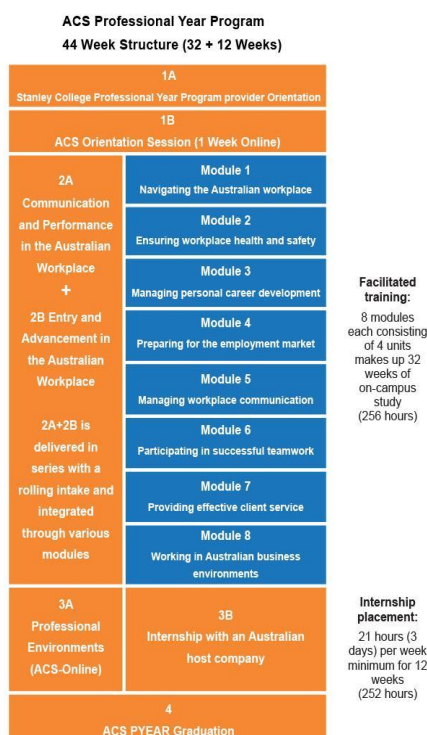
These learning outcomes are incorporated in the Modules as indicated below in the Program Outline.

- Module 1 - Navigating the Australian workplace.
- Module 2 - Ensuring workplace health and safety.
- Module 3 - Managing personal career development.
- Module 4 - Preparing for the employment market.
- Module 5 - Managing workplace communication.
- Module 6 - Participating in successful teamwork.
- Module 7 - Providing effective client service.
- Module 8 - Working in Australian business environment.

Please note, due to rolling intakes, the sequence of module delivery will differ depending on the date of your chosen intake.

### Program Structure - Australian Computer Society Professional Year Program

The ACS Professional Year Program is delivered over a 44–52 week study period, which involves a minimum of 44 weeks of training. This is comprised of 32 weeks on campus training, followed by a 12-week practical hands-on internship with an Australian host company. The program structure is as follows:



## Student Location Requirements -

- Not adhering to location requirements can in some cases delay Graduation date or even prevent Professional Year Internship or overall program completion.
- It is expected that students remain in the state in which they enrolled for the duration of their Professional Year Program.
- Students may not relocate to a state, territory, or region where Stanley College does not deliver the applicable Professional Year Program.
- Students may only relocate to an existing delivery campus upon application to and approval from Stanley College.

## PYP Commencement Orientation session

Over and above the student services orientation, professional year students are required to complete the PYP commencement orientation. This session aims to provide participants with:

- An overview of the Professional Year Program; timelines, objectives/outcomes and expectations.
- Communication during enrolment.
- Attendance and participation requirements.
- Assessment overview for each module and submission of assessments.
- Overview of the work placement (Internships) including but not limited to logistics, legalities, roles and responsibilities.
- Important contact information for professional year students.



## Program Outline

This section outlines the components of the professional year program structure, including the units to be covered in each of the eight modules. This Program Outline applies to both the APYP and ACS PYP students.

<b>Module 1. Navigating the Australian workplace</b>	
<b>UNIT</b>	<b>Assessment</b>
<b>PYPM1WORU1 Recognise Australian workplace culture and customs</b>	<b>Group digital story (Integrated assessment)</b>
» Identify Australian values and their relationship to work practices and customs	
» Explore issues migrants face when adapting to the Australian workplace	
» Develop ways to adapt to a changing cultural workplace as a new professional	
» Recognise the qualities and requirements of being a “professional”	
<b>PYPM1WORU2 Undertake ethical decision-making and professionalism</b>	<b>Group digital story (Integrated assessment)</b>
» Describe reporting lines and the “chain of command” in an organisation	
» Analyse ethical frameworks for decision-making in organisations	
» Apply ethical decision-making to the organisation, community and profession	
<b>PYPM1WORU3 Explore the workplace role within broader organisational functions</b>	<b>Group digital story (Integrated assessment)</b>
» Describe how own role contributes to most organisations	
» Identify the viewpoints from non-technical users of own role information	
» Explain how different types of responsibilities of own role add value to an organisation	
» Examine the future of own industry profession in the Australian workplace	
<b>PYPM1WORU4 Identify Australian management, concepts and practice</b>	<b>Group digital story (Integrated assessment)</b>
» Understand the difference between administration, management and leadership	
» Explore principles of management and functions of Australian management (e.g. planning, organising, leading and controlling) in strategic and operational contexts	
» Understand the skills of a professional manager and leader	
» Apply management and leadership skills to the workplace	



**Module 2. Ensuring workplace health and safety**

UNIT	Assessment
<b>PYPM2WHSU1 Explore Workplace Health and Safety (WHS) legislation in Australia</b>	<b>Knowledge test</b>
» Describe basic elements of occupational health and safety	
» Recognise the importance of WHS legislation to the workplace	
» Define the role of management in ensuring a safe workplace	
» Explain the role of a WHS management system	
<b>PYPM2WHSU2 Identify workplace hazards and assess risk</b>	<b>Integrated risk management report (with practical) group work</b>
» Recognise and identify workplace hazards with hazard identification form	
» Rate the likelihood and consequence of identified risks of a workplace	
» Assess specific and overall risks of a workplace	
» Create a risk assessment matrix	<b>Integrated risk management report (with practical) group work</b>
<b>PYPM2WHSU3 Develop risk mitigation and control strategies</b>	
» Describe the types and importance of risk control strategies	
» Develop a risk control plan	<b>Integrated risk management report (Final) group work</b>
» Identify resources needed to implement a risk control plan	
<b>PYPM2WHSU4 Apply WHS policy in the workplace</b>	<b>Integrated risk management report (Final) group work</b>
» Explore methods of WHS consultation in policy development	
» Identify WHS experts for advice	
» Suggest recommendations to improve a WHS management system	

**Module 3. Managing personal career development**

UNIT	Assessment
<b>PYPM3PDU1 Create an effective curriculum vitae (CV) and covering letter</b>	<b>Curriculum vitae and covering letter</b>
» Analyse the form and content in an effective curriculum vitae	
» Develop a curriculum vitae	
» Analyse and develop various covering letters	
» Proofread and edit CV and letters	<b>Creation of a LinkedIn profile, elevator pitch role play and reflection</b>
<b>PYPM3PDU2 Develop an effective career network</b>	
» Analyse personal and online career networking as career planning tools	
» Develop and apply personal networking skills across various situations	
» Develop and apply online networking skills using LinkedIn and other social media tools	<b>Personality reflection and application</b>
» Manage a career network	
<b>PYPM3PDU3 Understand oneself and career planning</b>	
» Identify own team member and leadership personality through various tool	
» Reflect on strengths and weaknesses of personality styles	<b>Creation of a career plan</b>
» Apply and manage personality styles to work situations	
» Apply motivation techniques to improve self-performance	
<b>PYPM3PDU4 Create career plan including goal-setting</b>	
» Explore the importance of goal-setting in career planning	» Analyse and apply the career planning process to career
» Develop a career plan	» Develop a career plan

<b>Module 4. Preparing for the employment market</b>	
<b>UNIT</b>	<b>Assessment</b>
<b>PYPM4EMPU1 Identify trends and opportunities in the job market</b>	<b>Short 1-page Employment Strategy</b>
» Understand the employer demands of graduates	
» Analyse various sources of employment opportunities e.g. industry bodies, networking events etc	
» Identify future employment opportunities using market intelligence	<b>Job application (including letter addressing criteria, and CV)</b>
<b>PYPM4EMPU2 Interpret and apply for job advertisements</b>	
» Interpret keywords and essential requirements in job advertisements	
» Address essential and desirable selection criteria in applications	<b>Short answer and reflection</b>
» Communicate skills and abilities in job applications including referees	
<b>PYPM4EMPU3 Prepare for selection interviews</b>	
» Describe various stages of various selection interviews (with HR)	<b>Employment interview simulation</b>
» Outline a pre-selection checklist for the interview	
» Explore what employers are looking for in interviews (Employer Q & A)	
» Use appropriate dress and grooming in an interview	
<b>PYPM4EMPU4 Use verbal and non-verbal language in role-play interview situations</b>	<b>Employment interview simulation</b>
» Identify appropriate verbal and non-verbal cues and language for effective interviews	
» Participate in a live role-play interview scenario	
» Review effectiveness of interview	

**Module 5. Managing workplace communication**

UNIT	Assessment
<b>PYPM5COMU1 Develop clear verbal and non-verbal communication</b>	<b>Role play</b>
» Converse confidently in formal and informal work environments	
» Demonstrate effective speaking and pronunciation skills	
» Identify and use common colloquial expressions and their meaning	
» Demonstrate effective telephone techniques in a range of settings	<b>Portfolio of documents (letter, e-mail and proofreading etc)</b>
<b>PYPM5COMU2 Write effective correspondence</b>	
» Create appropriate e-mails with correct protocols and netiquette	
» Develop effective business letters across various scenarios	<b>Written formal report (group work)</b>
» Proofread and edit business documents	
<b>PYPM5COMU3 Create a formal report</b>	
» Identify the audience and writing requirement in report	
» Plan and draft a report using appropriate structure, graphics and grammar	<b>Class presentation - TEDx Talk simulation</b>
» Produce a formal report appropriate for a professional setting	
» Apply a document review process for reports	
<b>PYPM5COMU4 Deliver presentations</b>	
» Develop a presentation structure	» Incorporate facts, figures, graphs and tables in a presentation
» Incorporate facts, figures, graphs and tables in a presentation	» Demonstrate formal and informal / impromptu styles of presentation
» Demonstrate formal and informal / impromptu styles of presentation	» Present to a group (inclusive of facts and figures)
» Present to a group (inclusive of facts and figures)	

**Module 6. Participating in successful teamwork**

UNIT	Assessment
<b>PYPM6TEAMU1 Participate and communicate effectively as a team member</b>	<b>Role play on facilitation and feedback</b>
» Work effectively and efficiently in teams	
» Engage in theme-based topic discussions	
» Develop rapport and communicate appropriately with colleagues, clients, managers and other external and internal stakeholders	
» Provide tactful negative and positive feedback to all stakeholders	<b>Knowledge test</b>
<b>PYPM6TEAMU2 Develop cultural awareness and sensitivity</b>	
» Explore different cultural norms and expectations	
» Recognise cultural differences and when / how to adapt behaviour accordingly	
» Develop increased level of cultural sensitivity in the workplace	<b>Group exercise and individual reflection (structured)</b>
» Participate in a climate of cultural awareness and sensitivity	
<b>PYPM6TEAMU3 Demonstrate conflict resolution and negotiation skills</b>	
» Recognise conflict in the workplace	
» Analyse and apply different conflict resolution and styles negotiation techniques in the workplace	<b>Practical leadership activity and reflection</b>
» Create solutions through understanding root causes of conflict	
» Foster a communicative and collaborative workplace	
<b>PYPM6TEAMU4 Lead a team</b>	
» Identify various situational leadership styles including participant's own	» Explore leadership building blocks such as influence, empowerment and delegation
» Apply leadership styles to different work scenarios	

<b>Module 7. Providing effective client service</b>	
<b>UNIT</b>	<b>Assessment</b>
<b>PYPM7CUSU1 Understand client requirements</b>	<b>Client meeting (simulation)</b>
» Develop listening (including non-verbal cues) and note-taking skills	
» Identify barriers to effective listening	
» Confirm and articulate client requirements and issues and propose solutions	
» Respond effectively to feedback	
<b>PYPM7CUSU2 Communicate effectively with clients</b>	<b>Networking Event (practical)</b>
» Apply formal and informal conversational styles with clients	
» Demonstrate politeness and protocols to build client rapport	
» Develop client rapport with small talk and social conversation	
<b>PYPM7CUSU3 Manage meetings I</b>	<b>Integrated Assessment</b>
» Recognise the importance of meetings as a communication resource	<b>Agenda, handouts and resource list</b>
» Organise resources for meetings	
» Set a meeting agenda	
» Prepare for a meeting	
<b>PYPM7CUSU4 Manage meetings II</b>	<b>Integrated Assessment</b>
» Chair, facilitate and participate effectively in a meeting	<b>Chairing, facilitating and controlling meeting observation (practical) and meeting minutes</b>
» Take minutes from a meeting and distribute to stakeholders	

<b>Module 8. Working in Australian business environments</b>	
<b>UNIT</b>	<b>Assessment</b>
<b>PYPM8ENVU1 Identify common organisational structures used in business</b>	<b>Short answer test</b>
» Analyse work structure configurations in Australian business (e.g. hierarchical, matrix and others)	
» Apply effective work management skills to differing organisational structures	
<b>PYPM8ENVU2 Apply business protocols and etiquette used in Australian workplaces</b>	<b>Role play and reflection</b>
» Differentiate manners, politeness, protocols and etiquette as applied to Australian workplaces	
» Review netiquette and other social media protocols in business	
» Apply etiquette and protocols to various work situations e.g. meetings, social events, networking and others	
<b>PYPM8ENVU3 Demonstrate effective reporting in Australian business</b>	<b>Short paper on reporting</b>
» Identify the importance and type of reporting (personal, departmental and organisational)	
» Report effectively to management	
<b>PYPM8ENVU4 Develop networks with internal and external customers</b>	<b>Customer network reflection</b>
» Differentiate between internal and external customer networks and their requirements	
» Develop strategies to build and manage internal customers	
» Develop strategies to build and manage external customers	



## Class Attendance

Students need to attend 8 hours per week over 32 weeks (excluding public holidays). As part of the PYP requirements, all students in this course need to attend all sessions (100% attendance). Stanley College offers classes on the following days and students:

*Perth Campus (Australian Western Standard Time):*

- Saturday 9am to 5.30pm (8 hours)
- Sunday 9am to 5.30pm (8 hours)

Stanley College monitors attendance of all students in a systematic way. We like to ensure that students have maximum exposure to learning. Students arriving late will interrupt the class and disturb students. Stanley College therefore adheres to the following rules:

- Students need to attend 8 hours per week over 32 weeks (excluding public holidays).
- Classes start on time.
- Students who attend full day sessions will have a lunch break in the middle, each day.
- Students who do NOT show up for the entire session will be marked absent) for the entire two hours.
- Students who do not attend for one full day will be marked non-participating (absent) for both sessions.
- Students leaving early will be marked non-participating (absent) for the entire class (half day or full day based on the session)

Trainers record student attendance live on the student management system, using the teacher portal.

Students will be required to attend make-up classes to ensure they meet the required attendance requirements. Stanley College will monitor, record and assess your course attendance for each unit of the course for which you are enrolled to help you achieve full attendance and will intervene if you are at risk of failing to achieve 100%. This will require you to meet with Stanley College Student Services to arrange an Intervention strategy. 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 sessions you are required to attend. Failure to maintain 100% attendance, could result in your course being extended or cancelled.

## Training Structure

All modules have been developed and structured to provide students with clear and current information, individual and group exercises, and quizzes.

Each module is delivered over a 4-week period with a new unit and assessment being completed each week. The training modules are delivered through the online LMS platform, which allows student access to material for the duration of their enrolment of the program.

## Training Methods

A range of methods are used by our qualified trainers to ensure that students benefit from their experiences. Some of the training methods used include:

- Guided Facilitation
- Coaching on an individual and class basis
- Role play and simulation
- Group discussions
- Case studies

## Assessment Structure

All units have an assessment that must be completed and evaluated by the trainer. In most cases, this will be a practical assessment (e.g. a role play or a simulated work assessment where possible). All assessments are conducted in class and submitted through the online LMS platform.

In order to be deemed as satisfactory in all 32 units students, need to submit all assessable work, and achieve a satisfactory performance overall. Students who are deemed as not satisfactory in any unit assessment are required to provide any additional evidence for the assessment before completing the Program. A re-assessment fee may be applied subject to the trainer's discretion.

## Assessments Methods

A range of assessment methods are used to assess students completing the Professional Year Program Assessment:

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

## Assessment Outcomes

The outcome of each unit assessment is either **S** = Satisfactory or **NS** = Not Satisfactory. In order to be deemed competent in a module, you must achieve a satisfactory outcome for every unit 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-unit assessment is NOT Satisfactory (NS) you cannot be deemed competent for that module. To be awarded with your Professional Year Program Certificate you must have achieved competency in all modules of the course.

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

Outcome	Descriptor
Satisfactory	The student has met all the requirements of the assessment showing clear application of knowledge and skills as prescribed by the unit learning outcomes
Competent	The student has met all the requirements of each unit within the module
Not Satisfactory	The student has not met all of the requirements of the unit assessment and is required to provide additional evidence as indicated by the trainer
Not Yet Competent	The student has not met all of the requirements of each of the units within the module and will be required to provide additional evidence as directed by the trainer.
Did not submit (DNS)	The student failed to participate in assessment components
Ungraded pass (internship ONLY)	Satisfactory performance indicating all elements completed in the internship portfolio component.
DNA (did not attend)	Students will be required to attend the full unit hours in a pre-arranged session with one of the PYP trainers.

As a Registered Training Organisation, Stanley College must ensure that ALL Assessments conducted follow the Principles of Assessment and Rules of Evidence. Stanley College also applies the same requirements to our Professional Year Programs to ensure that its students are assessed in a clear and fair manner.

## Principles of Assessment

<b>Fairness</b>	<p>The individual learner's needs are considered in the assessment process.</p> <p>Where appropriate, reasonable adjustments are applied by the RTO (Stanley College) to take into account the individual learner's needs.</p> <p>The RTO (Stanley College) informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.</p>
<b>Flexibility</b>	<p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none"> <li>• Reflecting the learner's needs;</li> <li>• Assessing competencies held by the learner no matter how or where they have been acquired; and</li> <li>• Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.</li> </ul>
<b>Validity</b>	<p>Any assessment decision of the RTO (Stanley College) is justified, based on the evidence of performance of the individual learner.</p> <p>Validity requires:</p> <ul style="list-style-type: none"> <li>* assessment against the unit(s) of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;</li> <li>*assessment of knowledge and skills is integrated with their practical application; assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and</li> <li>*judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.</li> </ul>
<b>Reliability</b>	<p>Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.</p>

## 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.

<b>Validity</b>	<b>The Assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements</b>
<b>Sufficiency</b>	<b>The Assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.</b>
<b>Authenticity</b>	<b>The Assessor is assured that the evidence presented for assessment is the learner's own work.</b>
<b>Currency</b>	<b>The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.</b>

As taken from the User's Guide to the Standards for RTOs 2015

## Assessment 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 Professional Year Program Internship documentation submitted.

### Late submission of Assessments

The Assessment Cover Sheet prescribes when each assessment is due for each Unit/Module. 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 module and will be required to re-enrol in the module. The fee for this is as follows:

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

### Submitting your assessment

All assessments are submitted through the online LMS platform(Canvas) for each unit. The trainer will assess and provide feedback directly to the student on the outcomes of the assessment.

### References

As part of assessment submissions, students may be required to utilise outside sources of information. 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

Where a student has been found to have plagiarised or cheated on any assessment, they will be required to resubmit the assessment and potentially pay and additional assessment fee.

## Assessment Support Services

### Assessment Support Sessions

Undertaking course/study can be an exciting and challenging time. Trainers will provide support to students during allocated class times. Where a student requires additional support, they will make these arrangements directly with the trainer and may be conducted during the trainer allotted AAC (Assessment, Admin and Consultation) session.

Location	DAY	CAMPUS	TIME
APYP + ACSPYP (Perth)	Friday	West Perth Campus	8:00am-12:00pm

### Student Workshops

Stanley College offers FREE workshops every month to our students in the Perth Campuses. 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)

With reference to students studying the Professional Year Programs, recognition of Prior Learning (RPL) is not recognised by the Regulatory bodies and as such cannot be accepted.

## Internships

Internships ensure Stanley College students achieve the skills needed to be career ready. Internship makes up an invaluable part of a student's qualification and their professional and personal development. Internship is considered as class time. Stanley Colleges Professional Year Programs include a COMPULSORY Internship placement, as follows:

Stanley College Department	Course	Allocated Period –Internship
Professional Year Program	Accounting PYP	12-week accounting Internship
	Australian Computer Society PYP	12-week ICT Internship

All Internships are organised by Stanley College's Employment Liaison Team in consultation with students.

All PYP students are required to have completed all course work prior to be placed with a host company.

### Internship with an Australian host company

Stanley College will place each student in an internship agreement with an Australian host company\*. Part of this will include:

- Outlining State and federal legislative requirements that must be met
- Agreeing and documenting roles and responsibilities of each party
- Agreeing and documenting delineation of relevant work activities
- Ensuring necessary documentation is completed
- Reporting and monitoring the progress of participants

\*Please note, your host company must be located in your state of study.



### Internship Placement Sourcing Methods

Professional Year Program students may choose to source a Host Employer through any of the following sourcing methods:

- *Student Generated Leads* – This is defined as where Professional Year Program students may be given the opportunity to provide host company leads to Stanley College.
- *Provider Placement* – This is defined as an internship sourced internally by Stanley College or by an affiliated third party contracted by Stanley College to source and/or monitor placements on its behalf.
- *Own Placement* - This is defined as an internship sourced by a student which utilises their existing or future paid ICT employment.

### Host company minimum requirements - APYP

All host companies are checked to ensure they meet the following requirements

- a. be a registered company with an ABN/ACN
- b. be large enough to be able to provide the training required
- c. at least one senior staff member must be a member in good standing of one of the Professional Accounting Bodies
- d. have the capacity to nominate a suitably qualified accounting supervisor
- e. supervisors must not have more than two PYP interns reporting to them at any one time
- f. agree to the Terms and Conditions of a PYP internship agreement, understand the aim, purpose and outcomes and commit to the training process
- g. be a suitably located and accessible professional office (not a home office)
- h. does not necessarily need to be an accounting company, but must have an accounting infrastructure to support and provide relevant experience for the participant
- i. agree that the internship is a supernumerary position j. allow access to the workplace for inspection from time to time by the Provider or their nominated representative

### Host company minimum requirements – ACS PYP

All host companies are checked to ensure they meet the following requirements:

- a. Be a legally registered company or entity with an ABN/ACN; listed on all internship documentation;
- b. Have the appropriate resourcing and infrastructure to support a quality internship placement, including at least one paid ICT staff member with the appropriate level of qualification or experience to support an ICT intern. Considerations may include:
  - i. Organisations with 50+ permanent employees on-site, and a dedicated ICT Department of five or more paid ICT Staff, may have up to ten concurrent ICT placements from any PY Provider in a 12-week period ensuring all intern work meets Fair Work definitions and requirements;
  - ii. A minimum of 10 permanent employees, with at least one paid ICT staff member, may engage no more than five concurrent ICT placements from any PY Provider in a 12-week period ensuring all intern work meets Fair Work definitions and requirements;
  - iii. A small organisation with 3-9 permanent employees, which can provide the supervision and support requirements (see Section 3.4) may engage no more than three concurrent ICT placements per day from any PY Provider in a 12-week period ensuring all intern work meets Fair Work definitions and requirements;
  - iv. A start-up (e.g. sole trader or organisation with less than three permanent employees) which can provide the supervision and support requirements (see Section 3.4) may engage no more than one concurrent ICT placement from any PY Provider in a 12-week period ensuring all intern work meets Fair Work definitions and requirements.

- c. Support and provide the placement experience relevant to a student’s professional field of ICT expertise, though does not necessarily need to be an ICT-based company;
- d. Provide a workspace or office suitably located and accessible; professional office or shared workspace. Home offices are not permitted under any circumstances;
- e. Agree to the Terms & Conditions of the ACS Professional Year Internship placement.

### Work Arrangements (ACS PYP)

There is an expectation that students will be placed in a physical office (on-site), whenever possible. The Australian Computer Society supports the following work arrangements:

- a. On-site Work is strongly preferred and defined as a placement undertaken from a host company’s office location (e.g., headquarters, branch office, shared workspace, etc.). Students and host companies should always be encouraged to complete the internship in an office environment where interns can interact with other company staff and supervisors face-to-face.
- b. Work-From-Home (WFH) is defined as a placement undertaken virtually for the entirety of the placement. Students are expected to work from a location other than a designated company location (e.g., student’s residence, local library, PYP campus, etc). It is recommended that work-from-home arrangements be used ONLY in special circumstances. Students and host companies are encouraged to complete their internship in an office environment.
- c. Hybrid Work is defined as a placement undertaken in both a host company’s office location (see part A’s On-site) and a work-from-home arrangement (see part B’s WFH). It is recommended that hybrid work be used ONLY in special circumstances, primarily supporting existing own employment work arrangements.

### Work Arrangements (APYP)

There is an expectation that students will be placed in a physical office (on-site), whenever possible. The Accounting Professional Year Program supports the following work arrangements:

- a. On-site Work is strongly preferred and defined as a placement undertaken from a host company’s office location (e.g., headquarters, branch office, shared workspace, etc.). Students and host companies should always be encouraged to complete the internship in an office environment where interns can interact with other company staff and supervisors face-to-face.

Requests for Work-From-Home or Hybrid Work are considered on a case-by-case basis and must have approval from the regulator, the Accounting Professional Year Program.

### Internship Commencement Induction

Prior to commencement of the internship, all students are provided with an induction which provides them with information on their responsibilities, submission requirements, attendance requirements and reporting requirements.

### Pre-Internship Briefing

The Pre-Internship Briefing is scheduled between weeks 8-16 of a student’s course schedule. The session counts for two hours of formal delivery and attendance must be tracked.

### Support during your Internship

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 Internship, students can seek support by emailing the dedicated Internship support email accounts that are listed below:

- Perth PYP Students: [pyp@stanleycollege.edu.au](mailto:pyp@stanleycollege.edu.au)

Alternatively, you can contact the Employment Liaison Officer by telephoning 0451 599 171

<b>Document Name:</b> Student Handbook_PYP	<b>RTO :</b> 51973	<b>CRICOS Code :</b> 03047E
<b>Location:</b> NovaCore CMS\DMS\Student Services Drive\Orientation\		
<b>Version:</b> 2.1 © Stanley College	<b>Approved on:</b> 26-04-2024	<b>Review Date:</b> 26-04-2026
		<b>Page 56 of 87</b>

### Progress review and Internship Portfolio

During their internship, students will receive a visit from the Employment Liaison Officer or Faculty Manager to monitor their progress towards completion of their Internship Portfolio.

### Submission of Internship Timesheets

Your Internship timesheets 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 = 21 hours. Details for your submission are provided below:

**Email:** [wbt.timesheets@stanleycollege.edu.au](mailto:wbt.timesheets@stanleycollege.edu.au)

**Post:** Student Services, 171 James Street, NORTHBRIDGE WA 6003

### Submission of Internship portfolio

Throughout the internship all students will submit their internship portfolio integrating their learning and practical work experience with a view to helping them make the transition into professional life. The logbook is submitted and assessed through the online LMS (Canvas) throughout the time that the student is with the host company.

The students are required to complete and submit the following as part of their internship logbook:

- Confidentiality Agreement
- Intern/Student Goals Statement
- Proposed Training/Work Plan
- Week 1-12 Reflections and timesheets
- Intern Summative Report—Growth as a Professional
- Host Company Work Placement Evaluation / Reference

In addition, students may be required to meet with their trainer or the Faculty Manager about their experiences on their internship and how this benefited them as new professionals seeking employment in Australia.

## 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:

PYP	Three (3) weeks, after Module 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.

Your results will be provided to you either in person or through the LMS (Canvas) and will include specific feedback, including details on any gaps identified. Where required, this communication will also include re-submission details.

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 and in this handbook.

## Application for Award or Statement of Attainment

Awards can only be issued to students who have been deemed Competent in all modules within their course. Students who have not been deemed Competent in all units/modules will receive a Statement of Attainment listing all units/modules in which they have been deemed competent.

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.

### 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.

## Graduation

Students who have met all the requirements for each of the modules the on-campus component as well as internship placement, inclusive of the progress review and presentation of their portfolio, will be issued a Certificate of Completion of the Professional Year Program, Students also have the option of attending a PYP Alumni graduation. Scheduled graduation dates where Professional Year Program students can attend are detailed below:

<b>Document Name:</b> Student Handbook_PYP	<b>RTO :</b> 51973	<b>CRICOS Code :</b> 03047E
<b>Location:</b> NovaCore CMS\DMS\Student Services Drive\Orientation\		
<b>Version:</b> 2.1 © Stanley College	<b>Approved on:</b> 26-04-2024	<b>Review Date:</b> 26-04-2026 Page 58 of 87

- Thursday 20 June 2024
- Thursday 22 August 2024
- Thursday 21 November 2024

## PYP Frequently Asked Questions (FAQ)

‘Frequently Asked Questions’ have been provided by relevant Professional Bodies, via the following links:

### Accounting Professional Year Program

Institute of Public Accountants

<https://www.publicaccountants.org.au/migration-assessments/accountingpyp>

CPA Australia

<https://www.cpaaustralia.com.au/become-a-cpa/migration-assessment/australia/accounting-professional-year-program>

Chartered Accountants Australia and New Zealand

<https://www.charteredaccountantsanz.com/about-us/migration-assessment/australia-immigration/resources-faqs>

### Australian Computer Society Professional Year Program

Australian Computer Society

<https://www.acs.org.au/cpd-education/professional-year-program.html>

## Stanley College Professional Year Program Reporting to External Governing Bodies

Stanley College is required to report information on all participants of the Professional Year Programs at key parts of their enrolment:

- APYP Quarterly Provider Reporting - Stanley College is required to provide quarterly reports, to the regulator, ‘Accounting Professional Year Program’, which contain participant information at the following stages of enrolment:
  - Enrolment;
  - Internship;
  - Graduation.
- ACS PYP Provider Reporting – Stanley College is required to provide reporting to the regulator, ‘Australian Computer Society’, including but not limited to:
  - ACS Checkpoint Reporting;
  - Notification of Student Movements;
  - Monthly Graduation Details by State;
  - Graduate Destination Data and Program Feedback.

### Department of Home Affairs

Stanley College is required to notify the Department of Home Affairs (DHA) of the outcome of all participants enrolled a Professional Year Program. Stanley College must report all graduate outcomes within two weeks of graduation.

<b>Document Name:</b> Student Handbook_PYP	<b>RTO :</b> 51973	<b>CRICOS Code :</b> 03047E
<b>Location:</b> NovaCore CMS\DMS\Student Services Drive\Orientation\		
<b>Version:</b> 2.1 © Stanley College	<b>Approved on:</b> 26-04-2024	<b>Review Date:</b> 26-04-2026
		<b>Page 59 of 87</b>

# Policies



<b>Document Name:</b> Student Handbook_PYP	<b>RTO :</b> 51973	<b>CRICOS Code :</b> 03047E
<b>Location:</b> NovaCore CMS\DMS\Student Services Drive\Orientation\		
<b>Version:</b> 2.1 © Stanley College	<b>Approved on:</b> 26-04-2024	<b>Review Date:</b> 26-04-2026
		<b>Page 60 of 87</b>

## 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](http://www.stanleycollege.edu.au).

Breaches of Stanley College's Code of Conduct may lead to cancellation of your enrolment.

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 organisations;
7. Meet the Professional Year Program 100% 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. 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.

<b>Document Name:</b> Student Handbook_PYP	<b>RTO :</b> 51973	<b>CRICOS Code :</b> 03047E
<b>Location:</b> NovaCore CMS\DMS\Student Services Drive\Orientation\		
<b>Version:</b> 2.1 © Stanley College	<b>Approved on:</b> 26-04-2024	<b>Review Date:</b> 26-04-2026
		<b>Page 61 of 87</b>



## 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](mailto: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](mailto: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](tel:1800737732)

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](mailto: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: <a href="mailto:studentservices@stanelycollege.edu.au">studentservices@stanelycollege.edu.au</a> T: 6371 9999 or 0424 282 171
Student Engagement Manager	Cahill McGuire E: <a href="mailto:studentservices@stanelycollege.edu.au">studentservices@stanelycollege.edu.au</a> T: 6371 9999 or 6371 9986
Student Counsellor	Thalia O’Sullivan E: <a href="mailto:counselling@stanleycollege.edu.au">counselling@stanleycollege.edu.au</a> T: 6371 9924
Vice President, Wellbeing & Engagement (VPWE)	Vickie Powell E: <a href="mailto:vickie@stanelycollege.edu.au">vickie@stanelycollege.edu.au</a> 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/](http://www.stanleycollege.edu.au/cafo-form/)

Alternatively, in the event that a Complaint or Appeal cannot be resolved between a student and Stanley College using the Complaints and Appeals process, students have the opportunity to put forward a formal grievance to:

- APYP - The Accounting PYP Manager. This can be done by emailing [info@accountingpyp.org.au](mailto:info@accountingpyp.org.au).
- ACS PYP – The Australian Computer Society. This can be done by emailing [professionalyear@acs.org.au](mailto:professionalyear@acs.org.au).

Further information is available from the PYP Faculty Manager or 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 your enrolment may be cancelled at Stanley College.

## Deferring, Transfer of Cohort (Suspend/Leave) or Withdrawal (Cancel)

Deferrals, Transfer of Cohort (Suspension/leave) or Withdrawal (Cancellations) can only be applied for in writing, using the Course Variation Application Form (CVAF) (available from [www.stanleycollege.edu.au](http://www.stanleycollege.edu.au) and at the reception desk). **VERBAL notifications to Stanley College staff or agents ARE NOT VALID.**

**Please note – Where requesting a Deferment of Studies OR Transfer of Cohort, Students must ensure that they have sufficient time on their visa to complete their studies. Students who have enrolled with the minimum visa eligibility (365 days), should not take leave nor request a formal transfer.**

<b>Document Name:</b> Student Handbook_PYP	<b>RTO :</b> 51973	<b>CRICOS Code :</b> 03047E
<b>Location:</b> NovaCore CMS\DMS\Student Services Drive\Orientation\		
<b>Version:</b> 2.1 © Stanley College	<b>Approved on:</b> 26-04-2024	<b>Review Date:</b> 26-04-2026 Page 65 of 87

Students studying the ACS PYP are required to complete the ACS Transfer Application Form in addition to the Stanley College CVAF. Once completed, this must be returned to Stanley College who will forward on to the Australian Computer Society on the participants behalf. Details of associated ACS fees are provided in the 'Student Management Fees and Charges – ACS PYP' section of this handbook.

### Definitions

- Deferral – postponing the commencement of your course prior to course commencement.
- Transfer of Cohort – postponing your enrolment during your course will result in transfer of your enrolment to a later cohort.
- Withdrawal – cessation of enrolment in the course.

Withdrawing from 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 Professional Year Program Letter of Offer.

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

Students may apply for a Transfer of Cohort/Deferral Request for a specified period, or on occasion indefinite deferral, if they experience compassionate and/or compelling circumstances which make it impossible for them to attend regular classes and/or attend their internship placement.

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.

Students whose programs are extended by deferral and cohort transfer, at the discretion of Stanley College, may be reassigned to a new class to ensure that all units of study are undertaken. Where a student goes offshore for more than a two-week period outside of scheduled breaks (for any reason), Stanley College is required to delay the student's internship commencement date to ensure at least 32 weeks are demonstrated on shore during in-class delivery.

### Right of Appeal

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

<b>Document Name:</b> Student Handbook_PYP	<b>RTO :</b> 51973	<b>CRICOS Code :</b> 03047E
<b>Location:</b> NovaCore CMS\DMS\Student Services Drive\Orientation\		
<b>Version:</b> 2.1 © Stanley College	<b>Approved on:</b> 26-04-2024	<b>Review Date:</b> 26-04-2026
		<b>Page 66 of 87</b>

### 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.

**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.

**Note:** If extended leave is required, the Stanley College may discuss with you whether it is best that you withdraw from the Program and commence at a later date when the Program can be completed uninterrupted.

### Transfer of Cohort (Suspension) - Student initiated

The Executive Management Team must approve your application for Transfer of Cohort (suspension) in writing before you can leave. You must lodge your request to transfer your cohort with a Course Variation Application Form, at least 10 working days prior to the requested leave date (unless in an emergency – see ‘compassionate or compelling reasons’). The maximum accepted duration for leave is two study terms (20 weeks).

**Note: Requesting a Transfer of Cohort in 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 Transfer of Cohort 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. Update your student file accordingly;
5. Send you a letter outlining the details of your Transfer of Cohort.

### 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.

### Transfer of Cohort (Suspension) - 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 deferment and Cancellation is not initiated by the student, you have the right to access the Stanley College Complaints and Appeals Process as listed below.

If Stanley College decides to defer or cancel your enrolment, then Stanley College will let you know about their decision in writing, via a Notice of Intention to Cancel/Defer. Stanley College will remind you 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 do use the complaints and appeals process, the deferment/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 and refers student to an independent external body if necessary.

Stanley College complaint and appeal processes are:

- Available to all students
- Confidential
- FREE of cost
- The Complaints and Appeals process must commence within **ten (10) 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 Australia's Consumer Protection laws. 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 Procedure

- a) You can lodge an informal complaint and appeal verbally, face-to-face, over the telephone or through a third party (friend, family member etc.) to any staff member at Stanley College.
- b) Staff members will promptly attempt to resolve your complaint and appeal if the matter lies within their range of responsibilities and authorities. In all other cases, the staff member receiving your complaint and appeal will refer you to the Student Services Team.

### Formal Procedure

- a) A formal complaint can be lodged using the '**electronic Complaints and Appeals Form (eCAFO)**' via the Stanley College Website, at the following link [www.stanleycollege.edu.au/cafo-form/](http://www.stanleycollege.edu.au/cafo-form/)
- b) The Student Services team are here to assist you to complete the eCAFO if required.
- c) The Student Support Officer will inform you about Stanley College's complaint and appeal process, including:
  1. Assuring you of your right to complain without fear of being disadvantaged or punished in any way;
  2. Assuring you that the matter remains confidential and students have the right to view their submissions, reports and outcomes of a formal complaint with the Student Support Officer during Stanley College normal operating hours;
  3. Asking you whether a translator is required;
  4. Allowing you to present your case **FREE of cost**;
  5. Informing you about your right to access the external avenue of appeal as listed below
    - d) APYP - The Accounting PYP Manager. This can be done by emailing [info@accountingpyp.org.au](mailto:info@accountingpyp.org.au).
    - e) ACS PYP – The Australian Computer Society. This can be done by emailing [professionalyear@acs.org.au](mailto:professionalyear@acs.org.au).
  6. Informing you about your right to be accompanied and assisted by a support person of your choice at any relevant meetings;
  7. Inform you that Stanley College will commence the complaints and appeals process within 10 days of the lodgement date of the complaint or appeal;
  8. Once a decision has been reached you will be informed about the outcome of your complaint/appeal, in a written statement which will include details of the reasons for the outcome.
  9. Inform you about your right to lodge a complaint and appeal for external review, if you are not satisfied with the outcome;
  10. Inform you that Stanley College maintains your enrolment throughout the complaints and appeals process, including the external review process with the applicable regulatory body;
  11. Informs you about the following process after your complaint or appeal has been received.
    - f) The Student Support Officer or in the absence of the Student Support Officer, the Vice President, Wellbeing & Engagement will hear you and will make notes of it in the complaint and appeal form and in the Student Database (BECAS).

- g) The Student Support Officer investigates and liaises with relevant staff (also the Vice President, Wellbeing & Engagement if staff conduct involved) to gather information about your complaint. The Student Support Officer prepares a case file for presentation to the Executive Management Team.
- h) The Executive Management Team makes a decision about your complaint.
- i) Once a resolution is reached, the Student Support Officer prepares a draft letter and submits it to the Vice President, Wellbeing & Engagement for approval;
- j) Once a decision has been reached and approved, you will be provided with a written statement which will detail the reasons for the outcome. Within this you are invited to acknowledge your satisfaction with the outcome or otherwise your intention to access Stanley college's external appeals process.
- k) If you are satisfied with the outcome, the relevant files will be updated and the case is closed.
- l) If you are not satisfied with the outcome, then you have the right to access Stanley College's external review process with the applicable regulatory body.

### Appeal

An appeal is the process of informing Stanley College about your dissatisfaction with a decision made by Stanley College. The decision may be about an assessment outcome, a complaint outcome, a decision not to defer your course or any other decision made by the College. Appeals relating to an assessment outcome must be lodged within **two weeks** of the date the original assessment outcome was given to you. 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.

A reasonable cause for non-compliance is compassionate or compelling circumstances, which may include:

- Serious illness or injury (requires a medical certificate stating that the student was unable to attend class)
- Bereavement of close family members – parents or grandparents (death certificate to be provided)
- 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 impacted by a crime (police report 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
- Stress and depression (unless certified by a medical certificate)
- Tiredness

Appeals relating to other matters should be lodged as soon as practical.

<b>Document Name:</b> Student Handbook_PYP	<b>RTO :</b> 51973	<b>CRICOS Code :</b> 03047E
<b>Location:</b> NovaCore CMS\DMS\Student Services Drive\Orientation\		
<b>Version:</b> 2.1 © Stanley College	<b>Approved on:</b> 26-04-2024	<b>Review Date:</b> 26-04-2026
		<b>Page 70 of 87</b>

## Appeal Procedure

- a) A formal appeal can be lodged using the 'electronic Complaints and Appeals Form (eCAFO)' via the Stanley College Website, at the following link [www.stanleycollege.edu.au/cafo-form/](http://www.stanleycollege.edu.au/cafo-form/)
- b) The Student Services team are here to assist you to complete the eCAFO if required.
- c) The Student Support Officer will invite you to a meeting to inform you about Stanley College's appeal process, including:
  1. Informing you of your right to appeal without fear of being disadvantaged or punished in any way
  2. Assuring you that the matter remains confidential
  3. Asking you whether a translator is required
  4. Allowing you to present your case at no cost
  5. Informing you about your right to be accompanied and assisted by a support person of your choice at any relevant meetings
  6. Informing you that Stanley College will commence the appeal process within 10 working days of the lodgement date of the complaint or appeal
  7. Once a decision has been reached you will be informed about the outcome of your appeal, in a written statement which will include details of the reasons for the outcome. Informing you about your right to lodge the complaint or appeal externally with the applicable regulatory body (see section in this handbook)
  8. Inform you that Stanley College maintains your enrolment throughout the appeal process, including the external process with the applicable regulatory body
  9. Informs you about the following process after your complaint has been received:
    - The Student Support Officer, or in the absence of the Student Support Officer, a Director, will accept your appeals form and make a note of the complaint in the Student Database.
    - The Student Support Officer investigates and liaises with relevant staff (and the Human Resources Manager if staff conduct is involved) to gather information about your complaint.
    - Student Support Officer prepares a case file for presentation to the Executive Management Team.
    - The Executive Management Team determines an outcome of your complaint.
    - Student Support drafts a letter with the outcome/resolution and submits it to the Vice President, Wellbeing & Engagement for approval.
    - If you are satisfied with the outcome the relevant files will be updated and the case is closed.

The procedures set out here 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 Australian Consumer Protection Laws. Also, these procedures do not circumscribe any individual's rights to pursue other legal remedies.

Appeals relating to an assessment outcome must be lodged within two weeks of the date the original assessment outcome is provided to you.

To appeal an assessment outcome first discuss your assessment outcome with your trainer. If you cannot resolve the matter, or choose not to discuss the matter with your trainer, you can lodge an appeal in writing using the electronic Complaints and Appeals form (eCAFO).

<b>Document Name:</b> Student Handbook_PYP	<b>RTO :</b> 51973	<b>CRICOS Code :</b> 03047E
<b>Location:</b> NovaCore CMS\DMS\Student Services Drive\Orientation\		
<b>Version:</b> 2.1 © Stanley College	<b>Approved on:</b> 26-04-2024	<b>Review Date:</b> 26-04-2026
		<b>Page 71 of 87</b>

Where your appeal is successful, the outcomes may vary according to the findings of the appeals process:

- If the appeal shows that there was an error in recording the outcome of your assessments, Stanley College does not report the student and there is no requirement for an intervention

Where:

- The student has chosen not to access the complaints and appeals process within 20 working days
- The student withdraws from the process, or
- The process is completed and results in a decision supporting Stanley College (i.e. your appeal is unsuccessful)

If your appeal relates to a Notice of Intention to Cancel, and the Appeal is unsuccessful you will receive a notice of the outcome, and your enrolment at Stanley College may be cancelled.

You will also be informed of your rights to access the applicable regulatory body externally to lodge a complaint/appeal. Please ensure that you inform Stanley College of your intention to lodge a complaint/appeal with the applicable regulatory body.

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

## 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 (VPWE).

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 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.

### 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:

- 1<sup>st</sup> offence: Written warning, \$50 administration fee, entry into student database, Re-assessment at own cost;
- 2<sup>nd</sup> offence: Second written warning, \$50 administration fee, entry into student database, Re-assessment at own cost;
- 3<sup>rd</sup> offence: Cancellation of enrolment

### 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 Attendance

### Attendance Expectations

Each workshop, activity and learning opportunity in the Professional Year Program is designed around consistent student participation and interaction in groups or in teams. Students who do not consistently attend and receive a 100% attendance rate may not pass the Professional Year Program. While studying in the Stanley College Professional Year Program, course participants are expected to assume the following responsibilities:

- to be punctual and attend all classes;
- to be punctual and attend each day of your scheduled Internship;
- to adhere to Attendance and Leave policies;
- to inform Trainers and the PYP Faculty Manager of and discuss unavoidable absence(s) from class or lateness (in advance where possible);
- to be well informed about the course schedule and attendance requirements and plan appropriately.

*Participants should be aware that failure to achieve 100% attendance or failure to comply with the Professional Year Program Attendance Policy requirements may constitute grounds for expulsion from/failure to pass the Professional Year Program.*

### Hours of Attendance

For Professional Year Program students, it is a condition of your enrolment, that you attend 100% of scheduled classes.

An attendance is taken for each PYP 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.



Late arrival for any class session will result in a student being recorded as absent for that class session, and class time missed will be incorporated in calculations of the number of days/hours absent.

### **Professional Year Program Course Attendance Monitoring Policy**

Students who are enrolled in a Professional Year Program at Stanley College are required to attend 100% of the scheduled contact hours. The Department of Home Affairs (DHA) has approved only courses with a duration of 44 weeks. Failure to maintain 100% attendance could impact your application for General Skills Migration (GSM) based on your completion of the Professional Year Program.

Stanley College strictly adheres to the attendance requirements for the Accounting Professional Year Program issued by CPA Australia, Chartered Accountants Australia and New Zealand and the Institute of Public Accountants **AND** for the Australian Computer Society Professional Year Program issued by the Australian Computer Society. This stipulates that you must attend 100% of your scheduled classes.

Stanley College monitors the following to determine if a student is at risk of not maintaining satisfactory course attendance:

- Consecutive unauthorised student absences of 16 hours or more;
- Student attendance is at least 100% of the scheduled course contact hours.

Unsatisfactory Course Attendance is identified where a student has failed to maintain the minimum attendance requirement of 100%.

If you are having attendance issues, Stanley College will send you formal warning letters to notify you that your attendance is of concern and needs improvement. During the Warning Letter process, our Student Services team, your Trainer and the Faculty Manager for Professional Year Programs will be available to assist you in maintaining your attendance requirement.

### **Catch-Up Sessions**

Where you have not met the attendance requirements, for a specific unit/module, you will be required to make arrangements with your trainer to attend make-up classes via either:

- Attending the same unit/module with another scheduled class, with a different trainer; or
- Arrange a suitable time to attend with your trainer to make up the missing time.

It is each student's responsibility to arrange a catch-up session with their trainer. The following must be adhered to:

- A student who misses any class will have to make up for the missed hours by attending catch up classes arranged with their trainer;
- A student cannot start their internship until they finish all scheduled catch-up sessions and have completed all assessment requirements;
- Students may be required to wait for catch-up sessions to be scheduled depending on the availability of a trainer or progress of their existing class.

**Please note – Attendance at make-up sessions is recorded on the Student Management System Teacher Portal (eBecas) and counts towards your overall attendance %.**



## Intervention Strategy

For Professional Year Program Student's Stanley College's intervention strategy will apply to you if it comes to our attention that you **are at risk** of not maintaining 100% participation (attendance).

For Course Attendance, this is identified when you have an unexplained absenteeism of more than 16 hours without approval. Where an unauthorised absenteeism is identified, Stanley College will issue you with an PYP Participation (Attendance) Warning letter in each instance.

Students are encouraged to arrange a meeting with designated PYP Trainer and/or Student Services Officer within seven (7) days to:

- discuss the reasons for their absence; and for
- counselling about the Course attendance and academic progress requirements;
- referral to their trainer or Faculty Manager for supplementary class work;
- to arrange attendance at a scheduled catch-up session; and, if required,
- referral for further professional counselling and advice.

During each study term, the student will be assessed against the course attendance policy. Where absenteeism continues and is highlighted during further absence reporting, the Stanley College Intervention Strategy should be implemented.

### 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 (catch-up sessions) with a trainer (See note below). An intervention strategy is necessary where you have been deemed at risk of not meeting 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 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 attendance in for your course, could impact your application for General Skills Migration (GSM) based you your completion of the Professional Year Program.

A copy of the intervention strategy will be submitted to your Trainer/s and the Faculty Manager, delivering and assessing the relevant units/modules. 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).

Where further absenteeism occurs following an Intervention Strategy (more than 4 classes/days (or 32+ class hours) without approved leave), your attendance will be classified as unsatisfactory. It will be impossible for you to attend the required minimum 100% of class time.

Where PYP students have unsatisfactory attendance (with or without valid reasons for absence), Stanley College reserves the right to refuse the student's continuation in the Program and you may not be able to commence your Internship. Students should be aware, failure to maintain 100% attendance could impact your application for General Skills Migration (GSM) based you your completion of the Professional Year Program.

<b>Document Name:</b> Student Handbook_PYP	<b>RTO :</b> 51973	<b>CRICOS Code :</b> 03047E
<b>Location:</b> NovaCore CMS\DMS\Student Services Drive\Orientation\		
<b>Version:</b> 2.1 © Stanley College	<b>Approved on:</b> 26-04-2024	<b>Review Date:</b> 26-04-2026
		<b>Page 76 of 87</b>

You may access the Complaints and Appeals Process within 20 working days from the date stated in the Changes to your Enrolment. 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/](http://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.

### 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 a PYP student who is at risk of not meeting satisfactory course attendance;
- A PYP student has an approved deferral/transfer of cohort of their enrolment.

### 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 prescribed)

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.

All feedback is monitored each month and survey results are sent to both the Faculty Manager for PYP and the Executive Management Team to review and identify areas for continuous improvement. Where you identify that you would like to discuss your feedback with a Stanley College team member, a meeting is arranged. There are seven (7) 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 Module Survey - At the end of each Module 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 Module.
- End of Internship Survey – Where your course contains Internship, the survey will be made available to you via the LMS. This survey focuses on your experience during work placement.

<b>Document Name:</b> Student Handbook_PYP	<b>RTO :</b> 51973	<b>CRICOS Code :</b> 03047E
<b>Location:</b> NovaCore CMS\DMS\Student Services Drive\Orientation\		
<b>Version:</b> 2.1 © Stanley College	<b>Approved on:</b> 26-04-2024	<b>Review Date:</b> 26-04-2026 Page 77 of 87

- 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.
- Sending Emails - All students are encouraged to send us feedback at any time using the designated email account [feedback@stanleycollege.edu.au](mailto: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 venues
- Do not consume alcohol on campus and at work-based training venues
- Do not consume illicit drugs on campus and at work-based training 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.**

<b>Document Name:</b> Student Handbook_PYP	<b>RTO :</b> 51973	<b>CRICOS Code :</b> 03047E
<b>Location:</b> NovaCore CMS\DMS\Student Services Drive\Orientation\		
<b>Version:</b> 2.1 © Stanley College	<b>Approved on:</b> 26-04-2024	<b>Review Date:</b> 26-04-2026
		<b>Page 79 of 87</b>

## 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:

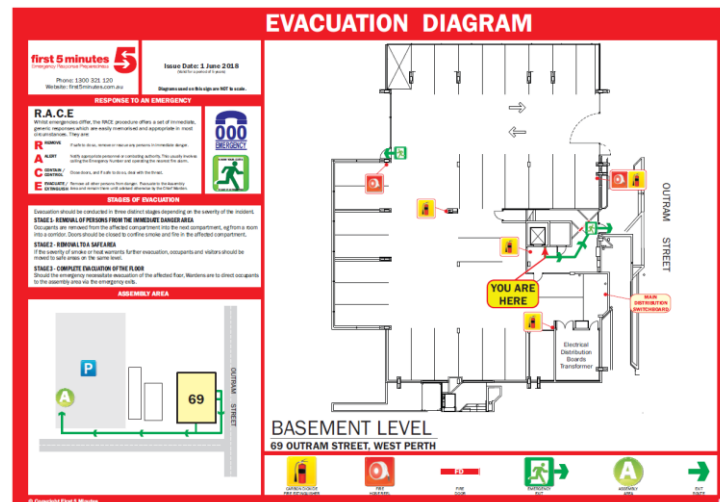
- E-Scooters cannot be charged whilst on campus
- E-Scooters must not be stored inside the campus
- E-Scooters placed outside campuses are not the responsibility of Stanley College.

## 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 each Stanley College campus where the Professional Year Program is delivered:

<b>Document Name:</b> Student Handbook_PYP	<b>RTO :</b> 51973	<b>CRICOS Code :</b> 03047E
<b>Location:</b> NovaCore CMS\DMS\Student Services Drive\Orientation\		
<b>Version:</b> 2.1 © Stanley College	<b>Approved on:</b> 26-04-2024	<b>Review Date:</b> 26-04-2026
		<b>Page 80 of 87</b>



\*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 'Diagrams 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](mailto: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 President Business Development and given to the President 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).
- 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**.

<b>Document Name:</b> Student Handbook_PYP	<b>RTO :</b> 51973	<b>CRICOS Code :</b> 03047E
<b>Location:</b> NovaCore CMS\DMS\Student Services Drive\Orientation\		
<b>Version:</b> 2.1 © Stanley College	<b>Approved on:</b> 26-04-2024	<b>Review Date:</b> 26-04-2026
		<b>Page 83 of 87</b>

## 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.

## Privacy Notice – Accounting Professional Year Program

Data will be collected about the Stanley College, its participants and host companies. Permission for the use of this data will be given to the Professional Accounting Bodies in accordance with the Accounting PYP Provider Agreement. Stanley College is required to gain permission from Accounting Professional Year Program participants at the time of enrolment to use their personal information for the purposes of:

- reporting on the Program and its outcomes to relevant parties including but not limited to the Professional Accounting Bodies and the Minister for Home Affairs; and
- promoting the Program to other potential participants and industry.

Use of an individual participant’s personal information for promotional purposes must be negotiated with and agreed to by each individual prior to use at the stage of enrolment.

## Concurrent Course Enrolment Guidelines

Students should be aware that PYP is considered a full-time course and completing two courses of study simultaneously can devalue one or both courses. Students wishing to enquire about the possibility of concurrent study are required to meet with the Faculty Manager for Professional Year Programs.

## Refund and Cancellation Policy –Professional Year Programs

The Stanley College Refund and Cancellation Policy covers how REFUND and CANCELLATION Fees are calculated in the event of cancellation of enrolment before course completion, either at the request of Stanley College, or as a result of a breach of Stanley College’s code of conduct.

### Refund for fees paid in advance

The calculation applied for fees paid in advance is listed in table, Table 1, Professional Year Programs.

### Cancellation fees

Where a course of study is cancelled before the agreed Completion Date, Stanley College will calculate the Cancellation Fee in accordance with Table 1.

### Fees and Charges

Fees payable may include the following:

- **Tuition Fees:** Tuition Fees are the fees payable to Stanley College for undertaking a course. The Refund and Cancellation Policy specifications detailed below cover **TUITION FEES** only.
- **Tuition Fee Structured Payment Schedule:** Stanley College only accepts tuition fees for Professional Year Program students through a structured payment schedule of set instalments. See below the payment plan structure for each pathway:
  - **Accounting Professional Year Program** – Tuition fee is paid through four (4) equal instalments distributed across the course duration.
  - **Australian Computer Society Professional Year Program** - Tuition fee is paid through eight (8) equal instalments distributed across the course duration.

<b>Document Name:</b> Student Handbook_PYP	<b>RTO :</b> 51973	<b>CRICOS Code :</b> 03047E
<b>Location:</b> NovaCore CMS\DMS\Student Services Drive\Orientation\		
<b>Version:</b> 2.1 © Stanley College	<b>Approved on:</b> 26-04-2024	<b>Review Date:</b> 26-04-2026 <span style="float: right;">Page 84 of 87</span>

- **Other Fees:** Any other fees are as specified in your agreement with Stanley College. Fees may change and students will be notified about changes of other fees. **Other Fees are not refundable.**

### Definitions

- **Course:** Means the Course you are enrolled in as outlined in the signed Letter of Offer and Written Agreement.
- **Course Commencement Date:** Means the agreed starting date of a course, as stipulated in the signed Letter of Offer and Written Agreement.
- **Course Completion Date:** Means the agreed completion date of a course, as stipulated in the signed Letter of Offer and Written Agreement.
- **Study Period** means your Study Period is as outlined in your Offer Letter with Stanley College. See below:
  - **ACS PYP:**  
Study Period = 44-52 weeks' study period (32 weeks' study + 12 weeks internship), this course includes no scheduled holidays. The course duration may include any unscheduled holiday breaks (Christmas break or public holidays).
  - **APYP:**  
Study Period = 44-52 weeks' study period (32 weeks' study + 12 weeks internship), this course includes no scheduled holidays. The course duration may include any unscheduled holiday breaks (Christmas break or public holidays).
- **Course Duration** means the total duration of your course of study including holidays.

### General Information

- ACS PYP **AND** APYP – All students are required to pay via instalment plan only, full payment is not accepted.
- All Refund Requests and *Cancellation Notifications* must be submitted using the **Course Variation Form and the Refund Application Form, both of which** are available at the Reception Desk or via the Stanley College website [www.stanleycollege.edu.au](http://www.stanleycollege.edu.au). VERBAL notifications to Stanley College staff or agents **ARE NOT VALID**.
- The date the written notice is received by Stanley College is the DEFAULT DATE, and is the date used for the calculation of any refund and/or cancellation fee.
- In 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 will be charged to the student
- Unpaid fees will be recorded as a debt and recovered by action in a court of competent jurisdiction.
- Stanley College will not release any testamurs/awards to students until outstanding course fees have been paid in full.
- All amounts are in Australian Dollars (AUD).
- Where a refund is approved by the PRESIDENT, and is not due to the College defaulting, 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, where this is not possible refunds will be paid in United States dollars.
- 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 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.

<b>Document Name:</b> Student Handbook_PYP	<b>RTO :</b> 51973	<b>CRICOS Code :</b> 03047E
<b>Location:</b> NovaCore CMS\DMS\Student Services Drive\Orientation\		
<b>Version:</b> 2.1 © Stanley College	<b>Approved on:</b> 26-04-2024	<b>Review Date:</b> 26-04-2026
		Page 85 of 87

- Students will receive a clear Statement of Refunds explaining how the refund was calculated, where a cancellation fee has been applied, students will receive a Statement of Cancellation clearly outlined how our Cancellation Policy has been applied.
- Students using the instalment plan option for payment of tuition fees that choose to withdraw from the course after it has begun are liable for full tuition fees. Finalisation of the account must be by the date stipulated on the agreed instalment plan. Failure to do so will result in legal action and outstanding fees will be referred to an external collection agency.
- If you have documented compelling / compassionate grounds which requires you to cancel your enrolment you may be entitled to a refund of pre-paid course fees. This is at the discretion of Stanley College.
- This agreement, and the availability of the complaints and appeals processes, does not remove the right of the student to take further action under Australia’s consumer protection laws.
- The Refund and Cancellation Fee Policy is subject to review from time to time.

**Table 1 -Refund and Cancellation Professional Year Programs**

Reason for Refund/Cancellation	Notification Period	Refund	Cancellation Fee
Student Default	More than 4 weeks before course commences	Full refund less <b>cancellation Fee</b>	\$230
	4 weeks or less before course commencement	40% of a course fee	60% of course fee
	After course commencement	No Refund	100% of course fee
<p><b>Student Default</b> occurs when:</p> <ul style="list-style-type: none"> <li>• The course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or</li> <li>• The student withdraws from the course at the location (either before or after the agreed starting day); or</li> <li>• Stanley College refuses to provide, or continue providing, the course to the student because of one or more of the following events: <ul style="list-style-type: none"> <li>➤ The student failed to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course;</li> <li>➤ Breach of Stanley College Code of Conduct as outlined in the Student Handbook.</li> </ul> </li> </ul>			
<p><b>Refunds after Stanley College Default</b></p> <p>In the unlikely event of Stanley College default, <b>within 14 days of the default</b>, Stanley College will:</p> <ul style="list-style-type: none"> <li>• Either offer you an alternative place at Stanley College’s expense, that is accepted by you in writing; or</li> <li>• Refund you the unused portion of the prepaid fees.</li> </ul>			


**HEAD OFFICE**

Stanley International College Pty Ltd  
 Trading as Stanley College  
 CRICOS PROVIDER CODE: 03047E  
 RTO Code: 51973  
 TEQSA Provider No: PRV14050  
 ABN: 16 130 977 221

ADDRESS: 69 Outram Street, West Perth WA 6005  
 PHONE: +61 8 6371 9999  
 EMAIL: [info@stanleycollege.edu.au](mailto:info@stanleycollege.edu.au)  
 WEBSITE: [www.stanleycollege.edu.au](http://www.stanleycollege.edu.au)

For more information, visit [www.stanleycollege.edu.au](http://www.stanleycollege.edu.au)

 Find us on Facebook  
[facebook.com/St StanleyInternationalCollege](https://facebook.com/St StanleyInternationalCollege)

 Follow us on Instagram  
[instagram.com/stanley\\_college](https://instagram.com/stanley_college)

 Follow us on WeChat  
 WeChat ID: 斯坦利学院 Stanley College

 Follow us on YouTube  
[youtube.com/c/St StanleyCollegeRTO51973](https://youtube.com/c/St StanleyCollegeRTO51973)

 Call us on Skype  
 Perth, Western Australia, Skype: stanley.college

Philippines Skype: stanley.college.philippines  
 Latin America Skype: stanley.college.brasil

<b>Document Name:</b> Student Handbook_PYP	<b>RTO :</b> 51973	<b>CRICOS Code :</b> 03047E
<b>Location:</b> NovaCore CMS\DMS\Student Services Drive\Orientation\		
<b>Version:</b> 2.1 © Stanley College	<b>Approved on:</b> 26-04-2024	<b>Review Date:</b> 26-04-2026
		<b>Page 87 of 87</b>