Stanley College

# STUDENT HANDBOOK

## LOCAL STUDENTS

Learning for life

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# Introduction

## Welcome to Stanley College

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

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

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

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

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

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

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

We wish you every success in your studies.

**DISCOVER, LEARN** and **ENJOY!**

Chien Vu
**Chief Executive Officer**

## About your Student Handbook

Stanley College provides four (4) Student Handbooks to support students enrolled across different education sectors:

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

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

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

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

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

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

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

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

Stanley College is responsible for:

- The quality of training and assessment delivered

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

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

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

## Definitions

| | |
|---|---|
| ITECA: | Independent Tertiary Education Council Australia |
| AQF: | Australian Qualifications Framework |
| ASQA: | Australian Skills Quality Authority |
| CRICOS: | Commonwealth Register of Institutions and Courses for Overseas Students |
| DTWD: | Department of Training and Workforce Development |
| VSL: | VET Student Loans |

# General Information

## Stanley College Administration and Contact Numbers

| West Perth Campus - Hay Street | West Perth Campus - Outram Street | Mirrabooka Campus |
|---|---|---|
| 1275 Hay Street<br>West Perth, WA 6005<br>Phone: +61 8 6371 9999 | 69 Outram Street<br>West Perth, WA 6005<br>Phone: +61 8 6371 9999 | 9 Chesterfield Road<br>Mirrabooka, WA 6061<br>Phone: +61 8 6371 9999 |
| Email: info@stanleycollege.edu.au<br>Web: www.stanleycollege.edu.au | | |
| **STANLEY COLLEGE 24 HOUR EMERGENCY CONTACT NUMBER: 0400 274 033** | | |

## Key Personnel

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

## Student Services Team

The Student Services Team welcomes you to Stanley College.

**Student Services Team Email Addresses**

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

### Student Services Team Office Hours

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

| | |
|---|---|
| Monday | 7.30am – 6.00pm (West Perth Campus – Outram Street) |
| | 8.00am – 4.00pm (Mirrabooka Campus) |
| Tuesday | 7.30am – 6.00pm (West Perth Campus – Outram Street) |
| | 8.00am – 4.00pm (Mirrabooka Campus) |
| Wednesday | 7.30am – 6.00pm (West Perth Campus – Outram Street) |
| | 8.00am – 4.00pm (Mirrabooka Campus) |
| Thursday | 7.30am – 6.00pm (West Perth Campus – Outram Street) |

| | |
|---|---|
| | 8.00am – 4.00pm (Mirrabooka Campus) |
| Friday | 7.30am – 6.00pm (West Perth Campus – Outram Street) |
| | 8.00am – 4.00pm (Mirrabooka Campus) |
| Saturday | 8:00am – 1:00pm (West Perth Campus – Outram Street) |
| Sunday | 8:00am – 1:00pm (West Perth Campus – Outram Street) |

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

**Contacting the Student Services Team - via email**

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

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

**Supporting Individual Learners (Access and Inclusion)**

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

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

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

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

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

## Student Support Services

Student Support Officers are available at all campuses and can assist with all matters relating to all academic and non-academic Student welfare issues. You may also request additional support from

your Trainer throughout your studies. The Student Support Officers (check consistent reference) can advise you in all aspects of student life. The Student Support Officers are available to discuss and support you with issues including, but not limited to:

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

**Support services available to assist you to adjust to study and life in Perth**

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

- **Earning an Income** – Support relating to your Tax File Number, Tax Return and Superannuation (page 24 in this handbook).
- **Personal Safety Tips** – Including advice on how to look out for scams (page 31 in this handbook).
- **Managing your Finances** – Including monthly expenses, cost of living, setting up a bank account, use of banks and ATM's/EFTPOS, safety when carrying money and paying your bills page **25** 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 local students when studying in Australia (page 31 in this handbook).
- **Stanley College Crèche** – The Stanley College Crèche service is available for students attending the Mirrabooka campus during office hours for $10 per day, per child. To book a space for your child please contact Student Services via telephone (08 6371 9999).
- **Social Activities** – Stanley College arranges regular social activities away from campus including but not limited to sports (i.e. rock climbing, cycling), day trips (i.e. Caversham wildlife park or Rottnest Island) and social gatherings. For further information contact our events coordinator by emailing events@stanleycollege.edu.au.

**Additional Student Services**

Stanley College provides additional services for students as listed below:

- **English Support -** At Stanley College we understand that it may be challenging to start a new course in Australia. However, there's no need to worry as plenty of help and support is available to help you adjust to your studies. Remember that you are not alone - there are many students in the same position.
    - **Conversation Club** - We hold regular Conversations Club Activities for students to join which are held at our West Perth Campus. Conversation clubs' facilitates friendships whilst giving you an opportunity to practice your conversational English.
    - **West Perth Campus Library** - We have a library available at our West Perth Campus, which includes English Language Support materials, including test preparation (IELTS) resources, easy readers and other English language skill development resources which you can access.
    - **Community Library** - Community Libraries are available in most suburbs across Perth, the following Libraries are located close to our Campuses. Each library has a range of resources and activities available to support English language skills development. Joining a Library is generally FREE.
        - City of Perth – 573 Hay Street, Perth
        - Mirrabooka Hub – 21 Sudbury Road, Mirrabooka
- **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 **45** 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, coping with homesickness, work load pressures, reducing stress, overcoming procrastination, relationship issues, or family problems. The Student Counselling Service aims to encourage academic success and to assist students to increase their enjoyment of study and college life, by helping to reduce the effects of stress and anxiety caused by study, personal or family pressures. Stanley College has a qualified counsellor available for online appointments only, to offer free and confidential assistance to all local students. Students can contact our free counselling service by either:

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




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

**For Appointments Please Telephone: (08) 6371 9924**

**Referring to a Service**

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

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

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

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

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

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

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

| | | |
|---|---|---|
| | | Local Police – Tel: 131 444<br>CCTV Surveillance – Tel: (08) 9461 6666 |
| | | City of Perth Parking<br>www.cityofperthparking.com.au/ |
| | | Visit Perth including see/do, eat/drink, stay, transport, maps/guides, events and business directory<br>www.visitperth.com.au/ |

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

**Student Requests**

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

- **Questions and Enquiries** – Student services are available during operating hours in any campus (face to face/email/telephone) to answer any questions or queries you may have. We can direct you to the right person any enquiry, this may include but is not limited to; course/visa (admissions officer), scheduling (administration officer), re-enrolment (student support officer) and fees/payment plan (finance officer).
- **Course Variation Application Form** – If you need to request changes to your course/ commencement date, cancel your enrolment or would like to move to another RTO.
- **Student Request Form** – If you need to request a holiday letter/ enrolment status letter/ family invitation letter/ WBT confirmation letter/ Clinical Work Placement confirmation letter release letter/ change in timetable/ request leave during a study period.
- **Application for Deferment** – If you would like to request a deferment to your course.
- **electronic Complaints and Appeals Form (eCAFO)** - If you are not satisfied with the outcome of any Stanley College decision, you may appeal, using the electronic Complaints and Appeals Form available via the Stanley College website at the following link www.stanleycollege.edu.au/cafo-form/. This can include but is not limited to complaint resolution, appeal of results, appeal for the issuance of a Notice of Intention to Report/Cancel or a notice of sick leave.
- **Finance Requests** – You can contact the finance officer directly in the West Perth Campus – Outram Street or via email (finance@stanleycollege.edu.au) or telephone (08 6371 9999) if you would like to arrange a payment plan. For other payments; cash payments (West Perth Campus only, EFTPOS (all campuses) or bank transfer (refer to page 25 of this handbook).
- **Application for Qualification or Statement of Attainment** – If you wish to apply for your Qualification or Statement (refer to page 46 of this handbook).
- **Recognition of Prior Learning (RPL) / Credit Transfer** – If you wish to apply for Recognition of Prior Learning (RPL) / Credit Transfer (refer to page 46 of this handbook).

**Medical Certificate Requirements**

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

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

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

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

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

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

## Location of training venues

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

Courses in Commercial Cookery and Hospitality (Including Stanley College's own CU29 Restaurant, bar, alfresco and café):

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

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

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

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

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

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

**Mirrabooka Campus***
9 Chesterfield Road
MIRRABOOKA WA 6061
Telephone: 08 6371 9966
Emergency Line: 0400 274 033
Parking: Limited **free** student parking is available at the Mirrabooka Campus. Students **must** display a parking permit on their dashboard. The parking permits are issued by the Student Services Team during Orientation.
Please note that Stanley College is not responsible for theft or damage to any vehicle. Students are advised to be careful and to not leave valuables or other items on display within their vehicles.

(Approximate travel time via bus from Perth City is 30 minutes)
*Please note - This campus is not open for weekend classes.

## Stanley College Intake Dates

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

## Public Holidays (Western Australia)

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

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

## Campus Resources

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

**West Perth Campus – Hay Street**

- Air-conditioning, free WIFI, male/female/disabled toilets
- Student breakout areas and kitchenette
- Practical hospitality/cookery training facilities

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

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

**West Perth Campus – Outram Street**

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

- Office equipment

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

**Mirrabooka Campus**

- Student Support Team and Stanley College Admissions
- Employment Liaison desk
- Stanley College Crèche available for student use
- Printing Services
- Air-conditioning, free WIFI, male/female/disabled toilets
- Prayer Room
- 10 classrooms with projectors/LCD televisions, desks and chairs
- Ground floor indoor break-out areas, kitchenette and meeting space
- Bicycle parking facilities and free car parking spaces (car parking is first come/first serve basis – students are required to use a Stanley College parking permit available from reception)
- Assessment Support Sessions
- Learning materials and resources for all VET Courses* including but not limited to:
    - Learner guides, assessments and reference materials for each unit of study, materials are provided either in hard copy and/or electronic copy via a Learning Management System (LMS), depending on chosen course of study
    - The Stanley College operational Crèche for student training in Early Childhood Education, including relevant equipment for training prescribed by the applicable training package
    - The Simulated Age Care Ward and the Simulated Community Care Facility for student training in Health and Community Services, including relevant equipment for training prescribed by the applicable training package

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 or City of Stirling Library, for access to additional resources. Membership is generally free, and the libraries conveniently located close to campus.

## WIFI

Stanley College has free WIFI in all campuses.

**Bring Your Own Device (BYOD)**

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

- Operating System: Windows 11 Home/Pro or macOS
- Processor: Intel Core i5 or AMD Ryzen 5
- RAM: Minimum 8GB, recommended 16GB
- Hard Drive: 256GB SSD (Solid State Drive)
- Battery Life: 6–8 hours of actual runtime
- Wi-Fi: Must support 5GHz (802.11ac or Wi-Fi 6)
- Display: 13”- 14" with a built in webcam
- Browser: Google Chrome or Microsoft Edge

- Security: Active Antivirus and a password/PIN enabled
- Admin Access: The user must have Administrator rights to install school-required software and certificates

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

## Student ID

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

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

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

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

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

## Student Portal

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

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

Students can update their details in person at Stanley College using the Student Change of Details Form, or via the online Student Portal. This must include Emergency Contact details if a change has occurred.

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

## Student Email Account

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

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

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

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

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

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

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

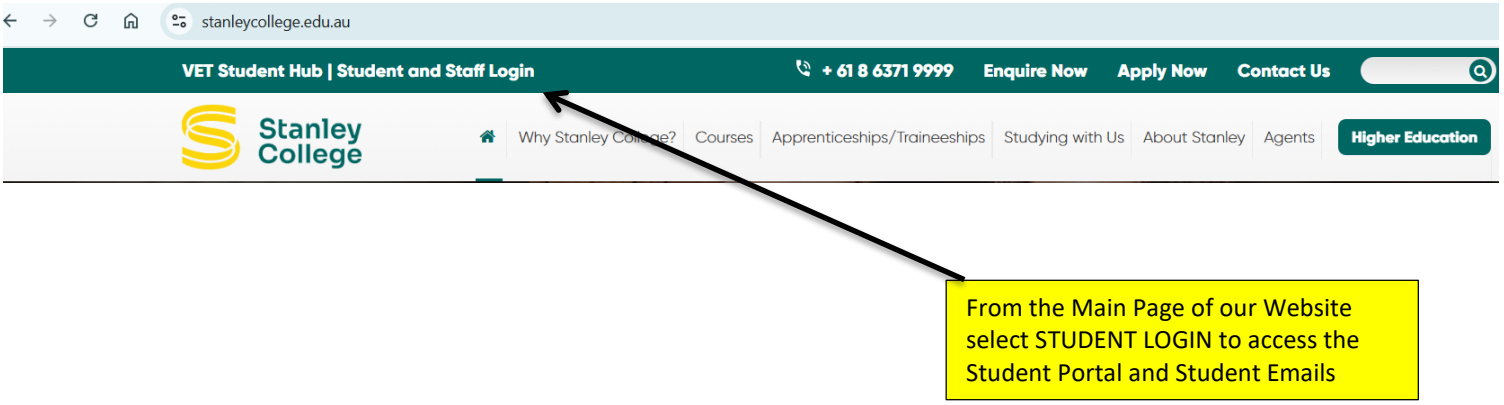
To protect Stanley College from the potential effects of the misuse and abuse of email, the following instructions are for all users.

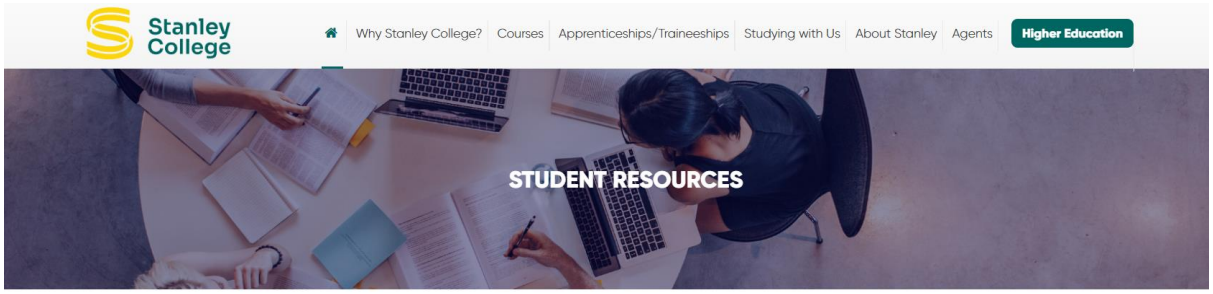
- No material is to be sent as email that is defamatory, in breach of copyright or business confidentiality, or prejudicial to the good standing of Stanley College.
- Emails must not contain material that amounts to gossip about students or that could be offensive, demeaning, persistently irritating,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

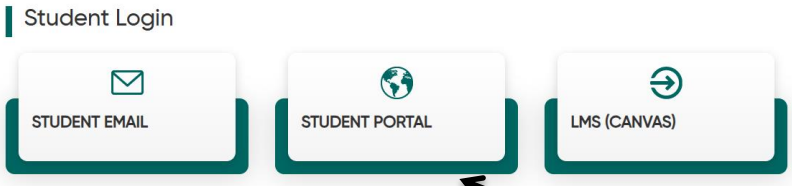
Stanley College may also send you a courtesy SMS text message to remind you to read urgent emails. Please do not ignore these text messages.
**Please note:** All assessments submitted electronically, must be submitted via your Stanley College Email account. Any assessments submitted via a personal email account will not be accepted. All assessment feedback is communicated using your Stanley College Email account. Students are able to link their Gmail account to smartphones via the Gmail app.

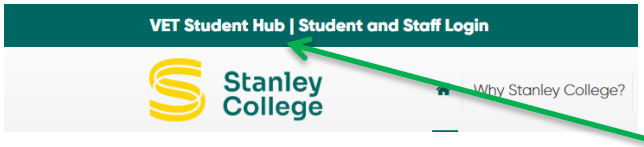
## Student Login

Diagram 1: Main Page of Stanley College website




From the Student Login select either

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

## Finding Work

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

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

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

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

## Earning an Income

### The Fair Work Ombudsman

The Fair Work Ombudsman has advice and assistance to all workers to help them understand their rights.

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

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

### Getting a Tax File Number

You must obtain a Tax File Number to be able to work in Australia. A tax file number (TFN) is your unique reference number to our tax system. When you start work, your employer will ask you to complete a tax file number declaration form. If you do not provide a TFN your employment will be taxed at the highest personal income tax rate, which will mean less money in your wages each week.

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

### Tax Returns

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

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

**Superannuation**

If your monthly wage is more than AU$450 (before tax), your employer **must** contribute an additional sum equal to 12% of your before tax wage into a nominated superannuation (pension) account for you.

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

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

## Managing Your Finances

**Paying your Tuition Fees**

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

By using our online payment gateway:




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

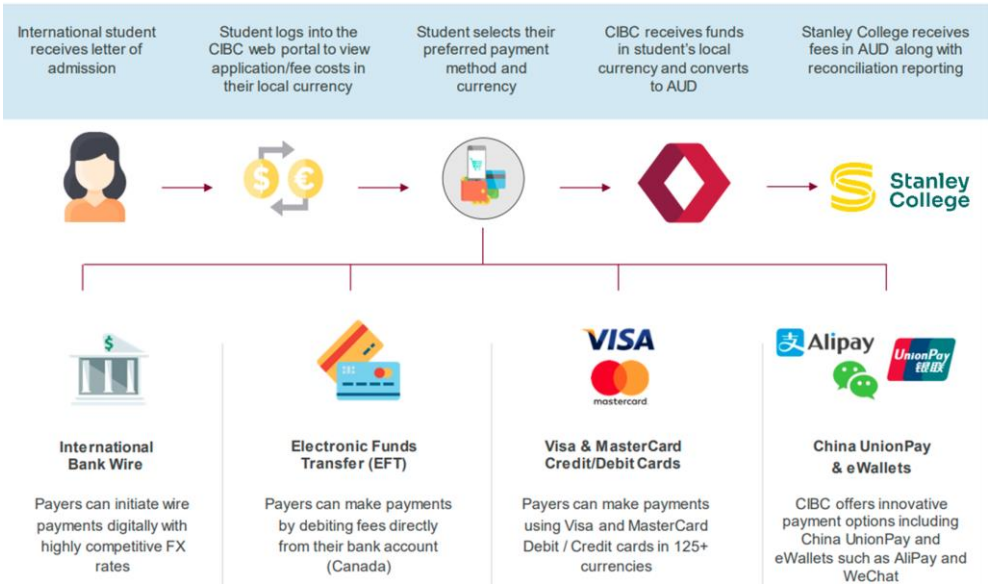
1) By Electronic Funds Transfer (EFT) to:

| | |
|---|---|
| Bank: | Commonwealth Bank of Australia |
| Address: | Murray Street Branch |
| | Perth CBD, Western Australia, Australia |
| Account Name: | Stanley College |
| BSB: | 066001 |

Account Number: 10961450
SWIFT Code: CTBAAU2S
Please note - You must quote your **student number** when transferring funds by EFT

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

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




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

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

## Additional Fees and Charges

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

| **Administration:** | |
|---|---|
| Cancellation fee | Refer to Refund and Cancellation Fee Policy (included herein) |
| Late Payment Fee (charged immediately and subsequently each calendar month) | $100 |
| Enrolment Reinstatement Fee | $250 |
| Lost or Stolen ID Card (without police report) | $15 |
| Re-print of any testamur | $50 |
| Lost course material | Printed booklets $15 (At cost price) |
| Photocopies black and white | $0.20 per A4 page / single sided<br>$0.30 per A4 page / double sided |
| Photocopies colour | $2 per A4 page / single sided |
| Paper (per 500 pages) | $5 Or 10c per page |
| **Academic:** | |
| Academic Dishonesty Administration Fee | $50 per assessment (Charged per assessment, where there has been a confirmed case of Academic Dishonesty) |
| Late Submission of Assessments | $50 per assessment |
| Re-Assessments | $50 per assessment (Theory re-assessments) |
| Re-Assessments | $120 depending on cost to Stanley College (Practical re-assessments) |
| Re-enrolments | $150 (Per unit, for units of one week or less) |
| | $150 per week (Per week, for units of more than one week) |
| **Chefs Uniforms* (only applicable where items are required in addition to the standard Toolkit)** | |
| Jacket | $59 each |
| Hat | $24 each |
| Apron | $30 each |
| Chef Pants | $59 each |
| Necktie | $18 each |
| **Nursing Uniform** | |
| Nursing Uniform Set (1 x pant + 1 x top) | $80 |
| Stethoscope | $70 |

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

Please note that not all fees listed in the above table are applicable to students enrolled in government funded courses. Students are advised to consult the VET Fees and Charges Policy for the relevant year of study to obtain detailed information regarding any additional fees that may apply.

**Monthly Expenses**

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

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

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

**Setting up a Bank Account**

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

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

**To open a bank account you will need:**

1. at least one valid, government issued ID such as an Australian driver's license, Medicare card, birth certificate or passport
2. your current residential address
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. 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

You also require the student ID card from your institution to prove you are a student and should have access to the benefits offered by a student bank account.

For a comparison of accounts in banks throughout Australia see:

https://www.finder.com.au/bank-accounts

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

**Bank and ATM Locations**

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

**Banking Hours**

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

**ATMs (Automatic Telling Machines)**

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

**Using an ATM**

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

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

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

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

**Safety When Carrying Money**

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

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

**EFTPOS**

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

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

**Paying Bills**

Most bank accounts offer lots of easy options for paying bills. Transaction accounts with cheque book facilities allow you to pay bills by cheque, and most transaction accounts and savings accounts allow you to pay bills electronically (e.g., using facilities such as telephone banking, Internet banking) and using direct debits.
A note of caution on direct debits – they are a convenient way to pay every day bills, but always make sure you've got enough money in your account to cover the cost of the debit. If your pay or allowance goes into your account on a certain date, make sure your direct debit payments are scheduled to come out of your account after your pay goes in, or you might end up with an overdrawn account or a dishonoured payment – both can cost you money.

## Fair Work Ombudsman

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

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

**Will I be paid?**

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

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

**What about my hours of work?**

Students must complete:

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

You must attend your WBT or CWP at the venue for the **duration you have been scheduled to attend training** and are not allowed to finish earlier than the scheduled finish date. The days and times of your shifts are as agreed with the Stanley College Trainer/Employment Liaison Officer and outlined in your placement Portfolio during the final WBT or CWP induction session.

**When should I contact the fair work ombudsman?**

If you believe you are not receiving your minimum rights and conditions at work, whilst on your WBT or CWP placement or in your own employment, contact the Fair Work Ombudsman for FREE information and advice.

**I need more information**

For further assistance or information, please find the below links from the Fair Work Ombudsman:

- Fair Work Infoline – Tel: 131394
- Student placements: https://www.fairwork.gov.au/pay/unpaid-work/student-placements
- Unpaid Work Vocational Placements: https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/unpaid-work/unpaid-work#vocational_placements
- Information for non-student Visa holders and Migrants: https://www.fairwork.gov.au/find-help-for/visa-holders-migrants
- Pay and Conditions Tool: www.fairwork.gov.au/pact

## Consumer Protection

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

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

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

## Personal Safety tips

- Travel in groups or with a companion wherever possible.

- When walking alone, do not wear headphones. It is good to be able to hear what is happening around you.
- **Keep valuables such as mobile phones, laptops and iPods out of sight and stay aware of your surroundings when travelling on public transport.**
- Outside of peak times and at night, travel in the front carriage of the train nearest the driver. Where possible do not travel in empty carriages.
- Check Public Transport timetables in advance. Avoid long waits on platforms and around Public Transport hubs. If you do have a long wait, stay in well-lit areas or near open shops.
- Walk in well-lit areas even if it means your trip is longer, Avoid short cuts through dark isolated areas.
- If you feel threatened in any way while walking on the street go to a shop or a house with its lights on (if at night) and ask for police to be contacted.

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

**Scams**

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

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

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

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

For more information, you can visit:

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

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

## Other useful information

For more useful information relating to your stay in Australia, we recommend you visit the following websites:

www.studyaustralia.gov.au
www.mscwa.com.au
www.studyperth.com.au

## Lost property

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

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

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

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

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

# Training and Assessment

## Introduction to Vocational Education and Training (VET)

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

## Training Delivery

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

All Stanley College courses are delivered by:

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

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

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

## Work-Based Training / Clinical Work placements

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

All work-based training or clinical work placement are organised by Stanley College's Employment Liaison Team in consultation with students.

| Stanley College Department | Course | Mandatory Work-Based Training (WBT) / Clinical Work Placement |
|---|---|---|
| Commercial Cookery | SIT30821 Certificate III in Commercial Cookery | 10 weeks/200 hours WBT (48 service periods) |
| | SIT40521 Certificate IV in Kitchen Management | 10 weeks/200 hours WBT (48 service periods) |
| Hospitality | SIT30622 Certificate III in Hospitality | 7 weeks/140 hours WBT (36 service periods) |
| | SIT50422 Diploma of Hospitality Management (Food and Beverage) | 5 weeks WBT (108 hours) WBT (36 service periods) |
| Health & Community Services | CHC33021 Certificate III in Individual Support (Ageing) | Intensive Course – 4 weeks/152 hours WBT |
| | CHC33021 Certificate III in Individual Support (Disability) | Intensive Course – 4 weeks/152 hours WBT |
| | CHC52025 Diploma of Community Services | Intensive Course - 6 weeks/228 hours WBT |
| Nursing | HLT54121 Diploma of Nursing | 14 weeks/560 hours Clinical Work Placement |
| | CHC30125 Certificate III in Early Childhood Education and Care | Intensive Course - 5 weeks/190 hours WBT |
| | CHC50125 Diploma of Early Childhood Education and Care | Intensive Course - 8 weeks/304 hours WBT |

### Prescribed Hours for Work-Based Training/ Clinical Work Placement

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

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

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

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

**Support during your Work-Based Training or Clinical Work placement**

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

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

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

**Submission of Work-Based Training or Clinical Work placement Time-sheets**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**CHC52025 Diploma of Community Services**

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

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

**HLT54121 Diploma of Nursing****

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

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

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

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

## Accident Procedure

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

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

## Placement Safety - Rules

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

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

## Unpaid Voluntary Workers Insurance

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

If you are injured or hurt during your work-based training or clinical work placement you need to ensure that you report it to Stanley College as soon as possible (E: employment@stanleycollege.edu.au T: 0400 274 033). You should use your Medicare or Private Health Insurance including OSHC to claim your medical expenses. Please note that Work-Based

Training or clinical work placement is NOT covered by WorkCover / Workers Compensation Insurance as you are UNPAID.

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

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

## Assessments and Assessment Outcomes

You will receive an Assessment Cover Sheet at the commencement of each Unit of Competence/Class. The Assessment Cover Sheet informs you of the requirements of the unit, including the number of assessments required to complete satisfactorily to be deemed competent and the assessment completion due dates. It then refers to the Assessment Submission Guidelines (located on page 39-41 of this document). As a Registered Training Organisation, Stanley College must ensure that ALL Assessments conducted follow the Principles of Assessment and Rules of Evidence.

**Principles of Assessment**

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

**Rules of Evidence**

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

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

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

As Outlined in the Standards for RTOs 2025

## Assessments Methods

Assessment Methods at Stanley College include the following:

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

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

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

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

## Assessment Submission Guidelines

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

### Retention of Assessment

It is your responsibility to keep a second copy of your assessments. Stanley College does not take responsibility for lost or stolen assessments. Stanley College reserves the right to request a copy of

your original assessment at any time after you have submitted your assessment. This includes WBT (Work-Based Training or Clinical Work Placement) documentation submitted.

**Late submission of Assessments**

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

- $50 per assessment

**Re-Assessment Fee**

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

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

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

**Re-Enrolment Fee**

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

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

**Submitting your assessment**

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

**FILE NAME:**

**Class_Full name_Student ID_Unit of Competence_Assessment Number_Trainer_Date submitted**

Example:

**C4CC01A_Elvis PRESLEY_12000634_BSBDIV501A_Rami_DDMMYYYY**

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

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

then send an electronic copy of the scanned portfolio back to you to submit via LMS to your trainer for marking.
**Business and Management** - All assessments to be submitted electronically via LMS.
**Early Childhood Education (Certificate III and Diploma) -** All assessments to be submitted electronically via LMS. Work Based Training portfolio submitted in person to your trainer (paper).
**Information and Communications Technology -** All assessments to be submitted electronically via LMS.
**Nursing** - All assessments, including Lab assessments to be submitted electronically via LMS. Clinical Placement portfolio to be submitted in person to your trainer (paper).

**Assessment Readiness**

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

**Assessment Readiness (Commercial Cookery/Hospitality)**

For students studying the following the course listed below:

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

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

**Assessment Retention Requirements**

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

**Written Assessments Guide**

All written assessments must be submitted in the following format:

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

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

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

**References**

References must include the following information:

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

**Academic Dishonesty**

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

**Cheating**

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

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

## Results

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

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

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

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

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

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

Where we are unable to meet these guide times, for any reason, we will send you an email to inform you of the delay. If you have any specific questions or concerns, please contact our Student Services Team or the Faculty Manager.
Assessment decisions can be appealed. Please refer to the information on complaints and appeals, available on our website.

## Assessment Support Services

### Assessment Support Sessions

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

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

### Student Workshops

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

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

Please come and see our *Student Services 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.

### Appeal

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

## Recognition (Exemptions)

**Recognition of Prior Learning (RPL)**

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

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

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

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

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

**Credit Transfer**

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

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

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

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

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

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

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

## Application for Awards and Academic Progress Documents

Qualifications and Academic Transcripts can only be issued to students who have been deemed competent in all required units of their course, including both core and elective units. Students who have not been deemed Competent in all units will receive a Statement of Attainment, listing the units in which they have been deemed Competent. Statements of Attainment may be issued when the

student has finished their course but has not successfully completed all units, or when a student has cancelled their enrolment after completing one or more units.

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

Statements of Attainments are provided as a physical copy only.

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

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

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

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

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

**Award collection method**

- Via post for $15 for local and $30 for international
- Collect from Stanley College

- Nominate a person to collect the award, with their details completed on the form

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

# Policies

## Stanley College Code of Conduct

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

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

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

Breaches of Stanley College's Code of Conduct 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 or clinical work placement organisations;
7. maintain satisfactory course progress (Participation);
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.

**Sexual Assault, Sexual Harassment – ZERO TOLERANCE**

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

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

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

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

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

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

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

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

**Sexual Consent**

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

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

You must ask for permission and consent to proceed with any sexual activity with your partner. Silence is not consent, an uncertain response is not consent, so if they are not agreeing, or seem unsure, stop straight away.

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

**Consent cannot be given by people who are underage, intoxicated or incapacitated by drugs or alcohol, or asleep, or unconscious. If someone agrees to an activity because they are feeling intimidated or threatened, this isn't considered consent because it was not given freely.**

**Consent is about good communication. When engaging in sexual activity:**

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

Consent is NOT:

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

**Other forms of harassment**

Other forms of harassment that are unlawful in Australia include:

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

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

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

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

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

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

**If you have been, or think you may have been, sexually assaulted and you don't feel safe, call triple zero (000).**

1800RESPECT is the national domestic, family and sexual violence counselling, information and support service. Call 1800 737 732

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

**Discrimination**

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

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

**Key Contacts at Stanley College**

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

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

## Breaches of Code of Conduct

Students found breaching the Stanley College Code of Conduct 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; by 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 Management.

If you are uncertain about your rights and responsibilities, please contact the Student 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 Services Team and where necessary, selected students and staff.

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

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

Alternatively, you can contact The National Training Complaints Hotline, available via www.dese.gov.au/national-training-complaints-hotline or phone 13 38 73

**Cancellation resulting from Breaches**

In cases where we intend to cancel your enrolment because of a breach of the College's Code of Conduct (including unsatisfactory course progress) 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, Suspending or Cancelling your Enrolment

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

**Definitions**

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

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

*Note – Cancellation Fees do not apply to VET Student Loans (VSL) students that have undertaken an approved course at Stanley College. Further information can be found in the next section of this handbook titled 'VET Student Loans - Withdrawal from Course and Provider Cancellation'.

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

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

- serious illness or injury, where a medical certificate states that the you are unable to attend classes;

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

**Right of Appeal**

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

**Deferral of enrolment - Student initiated**

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

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

1. Discuss your application for deferment with the Executive Management Team;
2. Discuss the changes to your training plan with you
3. Confirm the outcome of the meeting in writing, and, if granted, provide you with a copy of the new schedule/intervention strategy
4. Update your student file accordingly;
5. 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. A copy of our Refund and Cancellation Policy was included in your letter of offer.

**Suspension of enrolment - Student initiated**

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

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

1. Discuss your application for suspension with Stanley College Management;
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 suspension, and

**Deferment of enrolment - Stanley College initiated**

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

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

**Suspension of enrolment - Stanley College initiated**

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

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

**Cancellation of enrolment - Stanley College initiated**

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

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

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

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

If Stanley College decides to defer, temporarily suspend or cancel your enrolment, then Stanley College will let you know about their decision in writing, via a Notice of Intention to Cancel/Suspend/Defer. Stanley College will remind you that 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/suspension/cancellation will not take effect until the process is completed.

## VET Student Loans - Withdrawal from Course and Provider Cancellation

Stanley College understands that at times, circumstances may exist that requires a student to withdraw from their course of study. In such a situation, there is no fee involved in the withdrawal application or process.

**Withdrawal from a Course**

If you have to withdraw from your course, you will either:

- Withdraw on or Before the Census Date - In the event that you withdraw from your VET course of study or VET unit of study on or before the published census date, you will not incur a VET Student Loan debt for that or future census debts attached to the course of study from which you are withdrawing.
- Withdraw After the Census Date - In the event that you withdraw from your VET course of study or VET unit of study after the published census date, you will incur a VET Student Loan debt for the unit of study in which you are enrolled.

If you wish to withdraw, the process is as follows:

1. Indicate your intent to withdraw in writing from either VET course of study or VET unit of study via email to compliance@stanleycollege.edu.au prior to any applicable census days;
2. Complete a 'VET Student Loans Withdrawal Application form' (this will be provided by the compliance team within 48 hours of receipt of the initial student email).
3. You must submit the 'VET Student Loans Withdrawal Application form' via email to compliance@stanleycollege.edu.au or in person at any Stanley College campus as soon as possible to ensure the request is processed.
4. Once the withdrawal is confirmed, the Compliance team will process a confirmation within 10 working days to your email address. The confirmation will include:

    A. Confirmation to you of your withdrawal, including the date and time of your withdrawal, the unit of study, part of a course or whole course from which you withdrew and the relevant census day; and
    B. Confirmation as to whether you have incurred a debt for the unit, part of the course or whole course.

Where you withdraw your enrolment in an approved course on or before the census day, you will not incur tuition fees for the course or part of the course, to which the census day applies. This applies to all of the tuition fees for the course or part of the course to which the census day relates. Therefore it includes:

- VET Student Loans covered fees;
- any gap fees;
- upfront payment of tuition fees;
- gap fees or tuition fees paid through a loan from the provider.

Where you have paid tuition fees upfront to Stanley College or through your VSL, Stanley College must refund this amount to you.

**Provider Cancellation of a Students Enrolment**

If Stanley College initiates a cancellation of your enrolment from your course, you will either be:

- Cancelled on or Before the Census Date - In the event that you are cancelled from your VET course of study or VET unit of study on or before the published census date, you will not incur a VET Student Loan debt for that or future census debts attached to the course of study from which you are being cancelled.
- Cancelled After the Census Date - In the event that you are cancelled from your VET course of study or VET unit of study after the published census date, you will incur a VET Student Loan debt for the unit of study in which you are enrolled.

Where Stanley College initiates a cancellation of a student's enrolment in an approved course, **after** the census date, it will:

- inform the student concerned of a proposed cancellation in writing;
- provide the student with at least 28 days to initiate the Complaints and Appeals Procedures before the cancellation takes final effect;
- maintain the students enrolment during the period of appeal;
- only proceed with the cancellation after any Complaint and Appeal procedures initiated by the student have been completed.

Where you have paid tuition fees upfront to Stanley College or through your VSL, Stanley College must refund this amount to you.

Further information can be found 'VET Student Loans Enrolment Guidelines' available via the Stanley College website (www.stanleycollege.edu.au/vet-student-loans/).

**Re-Enrolling After Course Withdrawal**

If a student withdraws from an approved course or part of an approved course, Stanley College will not, after the withdrawal, enrol the student in an approved course or a part of an approved course without the written permission of the student (which must be given after the withdrawal).

Re-enrolling students are required to complete a new Local Student Application Form and VET Student Loan Application Form as part of the re-enrolment process. As part of the re-enrolment process, Stanley College will confirm at the time of processing the new application, the maximum amount of VET Student Loan that the student can access, taking in to account the amount already accessed on the course they withdrew from.

## Complaint and Appeal Process

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

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

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

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

**Definitions**

**Complaint**

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

A complaint can be lodged either informally or formally.

**Informal Complaint Procedure**

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

**Appeal**

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

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

You may appeal on the following grounds:

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

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

- medical illness, injury or condition to a student or a student's immediate family member that requires hospitalisation and/or impairs a student's ability to engage with their studies. This includes physical injury, illness, pregnancy, and episodes of mental illness or cognitive function impairment;
- bereavement of a close family member (parents or grandparents) that is documented by a death certificate (to be provided);
- a major political upheaval or disaster in your home country requiring emergency travel;
- traumatic experience – such as being involved in or witnessing an accident;
- committing a crime or being impacted by a crime (a police report is required).

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

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

**Formal Complaint and Appeal Procedure**

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

**National Training Complaints Hotline**
https://www.dewr.gov.au/national-training-complaints-hotline
Telephone: 13 38 73

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 National Training Complaints Hotline or the Australian Skills Quality Authority (ASQA) to lodge a complaint. Please ensure that you inform Stanley College of your intention to lodge a complaint/appeal externally.

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

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

## Student discipline

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

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

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

- Written Warning

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

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

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

In cases where we intend to cancel your enrolment because of a breach of the College's Code of Conduct (including unsatisfactory course progress) 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 CANCELLATION ADVICE LETTER – NON-PAYMENT OF TUITION FEES your enrolment. The Letter 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 cancellation advice letter has been emailed to you, your enrolment MAY be cancelled.

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

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

## Academic Dishonesty

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

another person as one's own work; violating the rules governing the assessment process.

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

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

Assessments completed dishonestly or by improper means are considered plagiarised.

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

**Important Note**

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

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

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

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

3rd offence: Cancellation of enrolment

**How to avoid Plagiarism**

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

Contact your Trainer if you require help.

## Academic Course Progress/Attendance

**Course Progress Policy and Procedure**

Stanley College will monitor, record and assess your course progress for each unit of the course for which you are enrolled to help you achieve satisfactory course progress and will intervene if you are at risk of failing to achieve satisfactory course progress. Course Progress is assessed by monitoring the following:

- At the end of each Study Period (10 weeks) your results for the units scheduled during that study period will be reviewed.

**Your course progress will be deemed satisfactory if:**

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

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

**Your course progress will be deemed not yet satisfactory if:**

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

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

**Factors that could affect your course progress:**

- Submitting plagiarised/copied work which has resulted in a Not Yet Competent outcome.
- Not completing pre-requisite unit required to progress to the next unit of study.
- Having too many outstanding assessments.
- Your trainer identifies you as being at risk of making unsatisfactory course progress before the end of each study period.

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

## Intervention Strategy

For Local Students Stanley College's intervention strategy, will apply to you if it comes to our attention that you **are at risk** of not maintaining satisfactory course progress.

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

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

**Intervention**

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

Stanley College's intervention strategy includes:

- procedures for contacting and counselling students;
- strategies to assist identified students to achieve satisfactory course progress; 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.

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

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

**Note:** Extracurricular coaching sessions may attract a fee of up to $30 per 30 minutes if the student is available during Stanley College's normal operating hours. Extracurricular coaching cannot be offered outside of Stanley College's normal operating hours. Extra assessments are charged at the rates listed for reassessments.

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

**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 student who is at risk of not meeting satisfactory course progress;
- A student has an approved deferral/suspension 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 proscribed)

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

## Student Feedback

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

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

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

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

## Students with Special Needs

In line with our Access and Equity practices, students with special needs are offered the same opportunities as any other candidate. Our training and assessment programs will take special needs into consideration. Flexible learning and assessment methods will be adapted according to your specific requirements if necessary.

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

## Social Media Policy

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

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

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

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

## Health and Safety on Campus

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

**S** Spot the hazard

**A** Assess the risk

**F** Fix the problem

**E** Evaluate the results

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

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

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

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

- Do not smoke on campus and at work-based training or clinical work placement venues
- Do not consume alcohol on campus and at work-based training or clinical work placement venues
- Do not consume illicit drugs on campus and at work-based training or clinical work placement venues
- Maintain a safe, clean and efficient, working environment
- Store and dispose of waste according to health regulations
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage
- Check all equipment for maintenance requirements, refer equipment for repair as required
- Store equipment safely
- Safe lifting and carrying techniques used
- Identify fire hazards and take precautions to prevent fire
- Ensure student safety at all times

- Ensure procedures for operator safety are followed at all times
- All unsafe situations recognized and reported
- Implement regular fire drills and provide first aid courses to all staff and students
- Display first aid and safety procedures for all staff and students to see
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required
- Implement procedures and practices, in accordance with State and Local Government Health regulations.

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

**Sharps Containers**




**The Sharps Containers are located in the disabled toilets.**

**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 Warden's directions in case of an emergency evacuation. Fire Wardens will be wearing yellow, red, or white hats during an evacuation. See below a sample evacuation plan for our West Perth Campus – Outram Street:

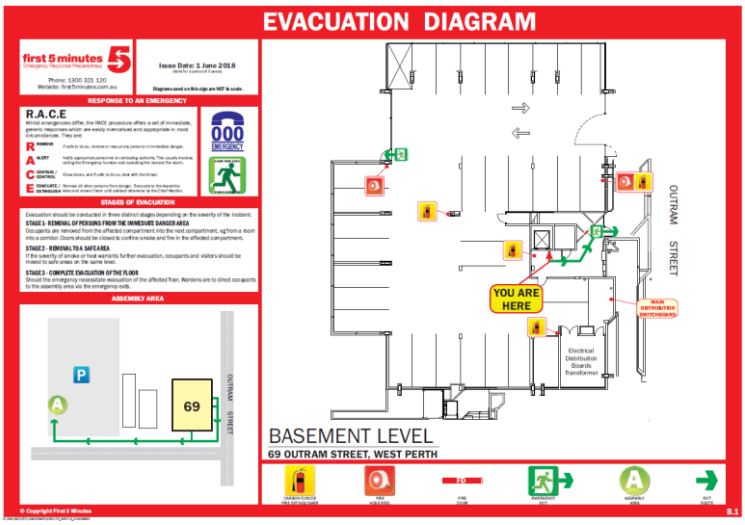



*Diagram 2: Sample Evacuation Plan

Our emergency procedure is as follows;

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

**First Aid on Campus**

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

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

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

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

**Personal Safety**

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

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

(Source: Australian Federal Police)

## Critical Incidents

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

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

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

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

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

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

## Emergencies

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

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

### Police

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

### Fire

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

### Ambulance

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

### Stanley College Emergency Line

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

**State Emergency Service**

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

**Lifeline**

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

**Poisons Information Line**

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

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

**Translating and Interpreting Service (TIS)**

**Tel: 13 14 50**

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

## Stanley College Privacy Notice

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

**Why we collect your personal information**

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

**How we use your personal information**

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

**How we disclose your personal information**

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data

Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

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

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

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

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

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

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

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

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

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

**Overseas access and handling of personal information**

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

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

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

**USI Privacy Notice**

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

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

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

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

- processing your application for a USI
- verifying and providing a USI
- resolving problems with a USI and creating authenticated Vocational Education & Training (VET) transcripts.

The information may be disclosed to:

- a number of organisations, departments, regulators and other persons where it is reasonably necessary for the purposes of performing functions or exercising powers the Oversight Authority in instances pertaining to digital identity to enable them to perform their functions
- current and former registered education and training providers to:
    - enable them to deliver VET and Higher Education courses
    - meet their reporting obligations under the VET and Higher Education standards and government contracts
    - assist in determining eligibility for training subsidies and higher education funding
- schools for the purposes of delivering VET courses to you and reporting on these courses
- the National Centre for Vocational Education Research (NCVER) for the purpose of:

- creating authenticated VET transcripts
- resolving problems with USIs
- collecting, preparing and auditing national VET statistics

- researchers for education and training related research purposes
- any other person or agency that may be authorised or required by law to access the information
- any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system and will not otherwise be disclosed without their consent unless authorised or required by or under law.

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

**Your personal information and the USI application process**

The USI application process requires personal information, including your:

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

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

**USI VET transcripts**

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

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

- Australian Government Department of Employment and Workplace Relations (DEWR)
- Commonwealth authorities and State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulator

for the purposes of:

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

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

## Government Funded Courses (for Local Students)

Stanley College has been appointed to the preferred provider panel for courses funded under the Jobs and Skills WA program. We offer a wide range of funded courses ~~in Spoken and Written English,~~ Health and Community Services, Information and Communications Technology, Hospitality, Commercial Cookery and Early Childhood Education.

**Further Information**

For further information on the courses offered and eligibility requirements, please see the following page on our website:
https://stanleycollege.edu.au/government-funded-courses-for-local-students/

Student fees may be waived for applicants with severe financial hardship. For more information, call Stanley College at 08 6371 9999. Additional information on Jobs and Skills WA is available from www.dtwd.wa.gov.au/jswa. The Student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as student service and resource fees.

**Students please note: To ensure authenticity of reports we submit to claim funding for your enrolment, you will be required to sign documentation to confirm commencement and completion for each unit during your course. For more information, or where you have questions, please see our Student Services Team.**

## VET Student Loans (for Local Students)

The VET Student Loans program is an income contingent Australian Government loan program that helps eligible students enrolled in approved courses at diploma level or above, pay their tuition fees. The loan has income-contingent repayment arrangements, which means you only need to make repayments if you are earning above the minimum repayment threshold. You can make voluntary repayments at any time.

If you are an eligible student, the Department of Education, Skills and Employment (the Department) may approve your VET Student Loan for an approved course. The Department will pay your loan directly to your approved course provider. You will be responsible for any gap amount in the tuition fees, which are not covered by the loan. You will owe a debt to the Australian Government for the loan, which will be managed by the Australian Taxation Office (ATO). Further Information

Additional information on Vet Student Loans is available at the following link:
https://www.dese.gov.au/vet-student-loans
The 'Department of Education, Skills and Employment' has developed a new Student Obligations Fact Sheet aimed helping you understand VSL obligations regarding engagement with the eCAF system and Progression Forms. This is available at the following link:
https://www.dese.gov.au/uncategorised/resources/student-obligations
For further information on the courses offered and eligibility requirements at Stanley College, please see the following page on our website:
https://stanleycollege.edu.au/vet-student-loans/

## VET Student Loans Ombudsman

https://vet.ombudsman.gov.au/Telephone: 1300 362 072 (toll free for country and interstate callers)

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

The VET Student Loans Ombudsman can help students who:

- have used the VET FEE-HELP or the VET Student Loans programs to cover the cost of their studies, in full or in part; or
- believe they may have a VET FEE-HELP or VET Student Loans debt they should not have; or
- feel that their VET FEE-HELP or VET Student Loan approved provider has treated them unfairly.

**Making a Complaint**
Where possible, you should first approach your provider with your complaint. You can contact the ombudsman if you are still dissatisfied at the end of the providers complaint process. As a condition of registration as a training organisation, providers are required to make their complaints and appeals process available on its website.

Things you should know about external review process with the VET Student Loans Ombudsman.

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

**How to make a complaint with the VET Student Loans Ombudsman:**

By telephone, Enquiries 8.30am to 5.00pm, Monday to Friday, Australian Eastern Standard time.

In Australia, call: 1300 362 072 (toll free for country and interstate callers)

Complete the Online Complaint Form:
https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=oco-complaint-form

Email: VET@Ombudsman.gov.au

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

Speak and Listen users phone 1300 555 727 and then ask for 1300 362 072. Internet Relay users connect to the National Relay Service internet-relay.nrscall.gov.au and then ask for 1300 362 072

**Interpreter Service:** Call the Translating and Interpreting Service (TIS) in Australia on 131 450, outside Australia call +61 3 9203 4027. They will pay for the interpreter.

## Refund and Cancellation Policy

This Refund and Cancellation Policy applies to Domestic Students only and includes the following sections:

- Section 1: Refund and Cancellation Policy – Fee for Service Students
- Section 2: Refund Policy – Funded Program Students

## Section 1: Refund and Cancellation Policy – Fee for Service Students

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**

Refunds are calculated according to the table provided in this policy.

### Cancellation fees

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

### Fees and Charges

Fees payable may include the following:

- **Tuition Fees:** Tuition Fees are the fees payable to Stanley College for undertaking a course. They cover the costs of the delivery of education, training and assessment. The Refund and Cancellation Policy applies to TUITION FEES only.
- **Material Fees:** Material Fees cover the costs of materials used by a student during their study, including access to the LMS (Canvas), Student Portal, e-resources, internet etc. This fee is non-refundable after course commencement.
- **Short Course/Workshops Fees:** Short Course/Workshop Fees are the fees payable to Stanley College for undertaking a short course, courses include:
    - Basic Barista Course;
    - SITHFAB021 Provide responsible service of alcohol;
    - HLTAID011 Provide First Aid.
- **Other Fees**: Any other fees are as specified in the student's Letter of Offer and Written Agreement with Stanley College. Fees may change and students will be notified about changes of other fees. ***Other Fees are not refundable.***
- **VET Student Loans:** course fees are based the Stanley College Fees and Intake for the relevant year and are set on a commercial basis and payable as a unit (subject) based fee.

### Definitions

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

### General Information

- **Fee Protection (Fee for Service):** Stanley College protects the fees that are paid in advance. Further details are provided in the Student Fee Policy (VET), available on Stanley College website. Stanley College does not require, or accept, payments for domestic students of more than $1500 in advance. Tuition fees for domestic students are charged monthly.
- **Fee Protection (VET Student Loans):** Stanley College pays into the Tuition Protection Service, provided by the Australian Government. The VET Student Loans (VSL) Tuition Protection Service (TPS) Levy in Australia is supported by the Department of Education. The levies are paid by VSL providers to protect students if their provider defaults. Students are only required to pay for units they commence and continue past the census date.
- All requests to cancel an enrolment or request a refund must be made in writing. All Refund and *Cancellation* Requests must be submitted using the Stanley College **Course Variation Application Form (CVAF),** available from the Stanley College website www.stanleycollege.edu.au. VERBAL notifications to Stanley College staff **ARE NOT VALID**.

- The CANCELLATION DATE is defined as the date Stanley College receives the written notice, which includes the student-signed Course Variation Application Form (CVAF). This date will be used to calculate any applicable refunds or cancellation fees.
- Refund and Cancellations will be calculated in accordance with this policy. Stanley College may review the amount refundable or cancellation fees, where students have demonstrated compelling and compassionate grounds, the outcome of this review will be communicated to students, as detailed in the Complaints and Appeals Policy. The review of refund and cancellation fees will not result in students receiving less than their entitlements under this policy.
- In the case of a cancellation by the student or Stanley College, any outstanding fees to Stanley College become due within 7 (seven) days.
- Any costs incurred by Stanley College to recuperate outstanding fees, including debt collection charges will be charged to the student.
- Stanley College will not release any testamurs/awards to students until outstanding course fees have been paid in full.
- Where a refund is approved by the Chief Financial Officer, Stanley College will make payment of refund within 28 days of receipt of the application. The refund will be deposited into the **student's bank account only**, as nominated on the Refund Application Form.
- All refunds will be paid in Australian Dollars (AUD), via an Australian Bank Account, as nominated by the student.
- No refunds will be paid to a third party (a person other than the student), unless directed by the student on the Refund Application Form.
- Refund and Cancellation applications WILL NOT be processed where the signature on the Course Variation Application Form and/or Refund Application Form **DOES NOT** match the student's signature as shown on other documents provided by the student for admission to Stanley College.
- Students will receive a Confirmation of Cancellation letter, which will clearly outline how the Refund and Cancellation Fee were determined Students will receive a clear overview of the refund explaining how the refund was calculated, where a cancellation fee has been applied, students will receive a Confirmation of Cancellation Letter clearly outlined how our Refund and Cancellation Policy has been applied.
- The conditions outlined in this policy, and the availability of the complaints and appeals processes, do not override any of the student's rights under applicable consumer protection legislation, including but not limited to any statutory cooling-off period.
- The Refund and Cancellation Policy is subject to review from time to time.
- The information provided here is an extract from Stanley College's Refund and Cancellation Policy (VET). To read the full policy, please visit: : Refund and Cancellation Policy (VET).

| **Table - Refund and Cancellation – Full Fee-Paying Domestic Students** | | | |
|---|---|---|---|
| Full Fee-Paying Domestic Students Fees are payable in monthly instalments (total course fee / course duration [months]. | | | |
| **Reason for Refund/Cancellation** | **Notification Period** | **Refund** | **Cancellation Fee** |
| Student Default | More than 4 weeks before course commences | Full refund less **Cancellation Fee** | $250 Administration Fee |
| | 2 weeks or less before course commences | Full refund less **cancellation fee** | First instalment (month) Fee, not exceeding $1500 |
| | Course commences, 1 month notice required | Pro-rata based on numbers of months studied. | Pro-rata based on numbers of months studied. |
| Note: Students who wish to cancel their enrolment must provide at least one (1) months' notice. If notice is not provided in advance, the cancellation fee will be calculated based on the number of months studied, plus and additional month to account for the required notice period. | | | |
| **Student Default** occurs when:<br>• 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<br>• The student withdraws from the course at the location (either before or after the agreed starting day); or<br>• Stanley College refuses to provide, or continue providing, the course to the student because of one or more of the following events: | | | |

- 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;
- Breach of Stanley College Code of Conduct as outlined in the Student Handbook.

**Provider Default occurs when Stanley College:**

- Fails to start/provide the course to the students at the location on the agreed starting date (as detailed in your Offer Letter and Written Agreement);
- The course ceases to be provided to the student at the location at the location at any time after it starts but before it is completed

In the unlikely event of a provider default by Stanley College default, **within 14 days of the default**, Stanley College will:

- Either offer an alternative place at Stanley College's, subject to the student's written acceptance; or
- Refund the unused portion of the prepaid fees.

**Short Course/Workshop Tuition Fees**

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

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

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

**VET Student Loans**

Where a student has chosen to apply for a VET Student Loan (VSL) to pay for some/all of the tuition fees, the student is only required to pay for units they commence and continue past the census date.

Where a student withdraws from their course or is cancelled by Stanley College, the following applies:

- Cancelled/Withdrawn on or Before the Census Date – Students will not incur a VET Student Loan debt for that, or future census debts attached to the course of study.
- Cancelled/Withdrawn After the Census Date - Students will incur a VET Student Loan debt for the unit of study in which they are enrolled and all previous units of the enrolment where the census date has passed.

The VET Student Loans (VSL) Enrolment Guidelines provides further information on course withdrawal, provider cancellation and the re-crediting of FEE-HELP balances. It is available via the following link:

- www.stanleycollege.edu.au/studying-with-us/scholarships-and-financial-assistance/vet-student-loans/

**Non-Payment of Fees**

A student who fails to pay their fees by the due date, will be issued with a Cancellation Warning, advising students that they have 10 working days to pay the full overdue amount and/or lodge an appeal with Stanley College

Stanley College will cancel the student's enrolment if:

- The student fails to pay the overdue balance due; and
- The student chooses not to access the complaints an appeals process within the 10 working days; or

The student's appeals process is unsuccessful

## Section 2: Refund Policy – Funded Program Students

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

Funded Program Students are those enrolled in the Department of Training and Workforce Development (DTWD) Funded Programs including Jobs and Skills WA Training Courses.

### Refund for fees paid in advance

Refunds are calculated according to the tables provided in this policy.

### Fees and Charges

Fees payable may include the following:

- **Unit Fees:** Are calculated based on the Department of Training and Workforce Development, VET Fees and Charges Policy of the relevant year. Unit (or subject) based fees are due as the unit commences. Each unit has a 'withdrawal' date detailed in the Enrolment Statement of Fees.
- **Other Fees**: Any other fees are as specified in student's agreement with Stanley College. Fees may change and students will be notified about changes of other fees. For Funded Program students, other fees currently charged are as follows:
  - SIT30821 Certificate III in Commercial Cookery:
    - Resource Fee - $200 (Uniform and Consumables – Mandatory purchase from Stanley College)
    - Toolkit Fee - $400 (Chef's Toolkit – Optional purchase from Stanley College)
  - SIT40521 Certificate IV in Kitchen Management:
    - Resource Fee - $200 (Uniform and Consumables – Mandatory purchase from Stanley College)
    - Toolkit Fee - $400 (Chef's Toolkit – Optional purchase from Stanley College)
  - HLT54121 Diploma of Nursing:
    - Resource Fee - $1200 (Uniform and Consumables – Mandatory purchase from Stanley College)
- Note - Where you have commenced your course and been issued with your uniform and chef's toolkit (optional), Other Fees are not refundable.

### Definitions

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

### General Information

- **Fee Protection (Funded Students):** Stanley College protects the fees that are paid in advance. Further details are provided in the Student Fee Policy (VET), available on Stanley College website. Stanley College does not require, or accept, payments for domestic students of more than $1500 in advance.
- All requests to cancel an enrolment or request a refund must be made in writing. All Refund and *Cancellation* Requests must be submitted using the Stanley College **Course Variation Application Form (CVAF),** available from the Stanley College website www.stanleycollege.edu.au. VERBAL notifications to Stanley College staff **ARE NOT VALID**.
- The CANCELLATION DATE is defined as the date Stanley College receives the written notice, which includes the student-signed Course Variation Application Form (CVAF). This date will be used to calculate any applicable refunds or cancellation fees.
- Refund and Cancellations will be calculated in accordance with this policy. Stanley College may review the amount refundable or cancellation fees, where students have demonstrated compelling and compassionate grounds, the outcome of this review will be communicated to students, as detailed in the Complaints and Appeals Policy. The review of refund and cancellation fees will not result in students receiving less than their entitlements under this policy.

- The conditions outlined in this policy, and the availability of the complaints and appeals processes, do not override any of the student's rights under applicable consumer protection legislation, including but not limited to any statutory cooling-off period.
- **Enrolment Statement of Fees:** Students are issued an Enrolment Statement of Fees at the commencement of their course. Tax Invoices are generated on a unit-by-unit (per subject) basis as students COMMENCE each unit.
- **Recognition of Prior Learning/Credit:** There is no fee for units that are granted Credit. RPL units are charged on a unit-by-unit (per subject) basis (fee payable will vary depending on the type of evidence submitted).
- **Withdrawal Dates:** Students are only required to pay for the units that they complete. Students must notify Stanley College of their intention to cancel a unit by the individual unit withdrawal date, to avoid paying the Unit Fee or to receive a FULL Refund of unit fees pre-paid. Withdrawal dates detailed on the Enrolment Statement of Fees and are set for each unit at no less than 20% of the way through the period during which the unit is undertaken.
- **Student Portal:** Students can check their student portal to confirm when fees are due and see which fees have been paid.
- The information provided here is an extract from Stanley College's Refund and Cancellation Policy (VET). To read the full policy, please visit: Refund and Cancellation Policy (VET)

| **Table – Refund and Cancellation – Funded Program Students** |
|---|
| **Full Refund** |
| ➢ A student withdraws from a course prior to the Course Commencement Date, listed on the Offer Letter and Written Agreement<br>➢ A student is not given a place due to maximum number of places being reached. |
| **Partial Refund** of Unit Fees will be made when: |
| ➢ A student withdraws from the course / unit will be entitled to a refund of any unit fees paid, where the withdrawal is prior to the Withdrawal / Census Date.<br>➢ A student withdraws from the Diploma of Nursing course, the Resource Fee related to the Lab Consumables, will be refunded for any incomplete terms (the lab consumables are charged at $100 per term completed). |
| **A Full Refund Of Other Fees** will be made when: |
| ➢ Before course commencement the Commercial Cookery Uniform / Toolkit before course commencement, or when the uniform / toolkit is returned unused.<br>➢ Diploma of Nursing Resource Fee (including Uniform, Workbook & Lab consumables) before course commencement, or where the resources are returned unused. |

## Unique Student Identifier (USI)

Recent changes to legislation in Australia will require every student studying at a registered training organisation, like Stanley College, to have a Unique Student Identifier, or USI. This change will only apply to students studying from the 1st of January 2015.

A USI gives you access to your online USI account which is made up of ten numbers and letters. It will look something like this: **3AW88YH9U5**. A USI account will contain all your nationally recognised training records and results from the 1st of January 2015 onwards. Your results are available as follows:

Results for units studies in 2015, available after March 2016
Results for units studies in 2016, available after March 2017
Results for units studies in 2017, available after March 2018
Results for units studies in 2018, available after March 2019
Results for units studies in 2019, available after March 2020
Results for units studies in 2020, available after March 2021
Results for units studies in 2021, available after March 2022

Results for units studies in 2022, available after March 2023
Results for units studies in 2023, available after March 2024
Results for units studies in 2024, available after March 2025
Results for units studies in 2025, available after March 2026
Results for units studies in 2026, available after March 2027

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

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

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

**What Happens When Stanley College Verifies your USI**

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

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

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

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

## The National Training Complaints Hotline

**The National Training Complaints Hotline**
**https://www.dewr.gov.au/national-training-complaints-hotline**
Telephone: **13 38 73**

If you have a complaint relating to your experiences whilst undertaking training in the vocational education and training (VET) sector, the National Training Complaints Hotline can refer your complaint to the most appropriate authority to have your complaint considered.

The Hotline is unable to investigate complaints and will not advocate on your behalf. You can lodge a complaint with National Training Complaints Hotline by completing the complaints form or by calling the student enquiry line on 13 38 73

Stanley College

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