



International Student Handbook

International College of Australia Pty Ltd

T/A Western Sydney College (WSC)

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03690M



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Welcome to Western Sydney College

Thank you for choosing Western Sydney College to expand your academic goals. WSC offers quality, progressive and innovative qualifications to enable you to strive for excellence.

Western Sydney College offers courses in Information Technology, Leadership and Management, Kitchen Management and Hospitality Management, Business, Management learning, Banking and Accounting, Community Services, and Civil Construction Design which range from Certificate IV to Graduate Diploma level. The courses have been designed to offer students with industry skills and expertise to meet their academic and professional goals.

Our aim is to empower you with education and training that will equip you with the required skills and knowledge to join the workforce or pursue further education. Our teams of academic and friendly staff are here to assist you in making your study experience an outstanding one.

The International Student Handbook provides important information on the specific requirements and expectations of enrolling and studying with our college. The Handbook contains information about your right and responsibilities, policies, procedures, resources available and the terms used in relation to studying vocational qualifications in Australia and their meanings.

We hope you enjoy a learning in a supportive and safe environment and wish you the very best for your future.

PEO

Western Sydney College



About Western Sydney College

Western Sydney College is an Australian Registered Training Organisation (RTO) operating under the National Vocational Education and Training (VET) Quality Framework. This is a regulated framework which is administered by the Australian Skills Quality Authority ([ASQA](#)). Our registration details will be located on the [National Register for VET](#).

We are required to maintain registration with the Commonwealth Register of Institutions and Courses for Overseas Students ([CRICOS](#)) to offer services to international student visa holders. All CRICOS registered training providers are regulated by ASQA under The Education Services for Overseas Students (ESOS) Act 2000 ([ESOS Act 2000](#)) and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (the National Code).

We deliver Australian Qualifications Framework ([AQF](#)) qualifications which are drawn from Australian National Training Packages and recognised within Australia and internationally. National training Package qualifications are developed by Industry Skills Councils in consultation with industry bodies, regulators, training providers and other stakeholders.

WSC specialise in Information Technology, Commercial Cookery and Hospitality, Leadership and Management, Business, Banking and Accounting courses and maintains close professional links to industry within Australia to ensure our training is at the leading edge of industry developments.

Our Mission

Our mission is to deliver quality education that shall equip our students with the required skill set, to join the workforce or pursue further education. Our core business is supporting our students on the path to achieving their goals and aspirations by developing practical and academic skills, knowledge and capability.

Our expectation of you

At WSC, we expect you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules and regulations of WSC.
- To be honest and respectful. Do not plagiarise work or information and not conducting yourself in any way that may cause injury or offence to others.
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed.



- To utilise facilities and WSC publications with respect.
- To respect other students and WSC staff members and their right to privacy and confidentiality.
- To follow your trainer's instructions and attend all classes and be punctual.
- To complete all of the assigned workbooks and assignments.
- Work safely and promote a safe training environment.
- To be familiar and comply with Australian laws
- To be free from (not under the influence of) prohibited drugs and/or substances including alcohol during attendance at the Institute
- To not trespass or knowingly entering any place within the premises of the institute that is out of bounds to students.

Location

International College of Australia Pty Ltd T/A Western Sydney College

Parramatta Campus	City Campus
55 High St Parramatta NSW 2150 Email: info@wsc.nsw.edu.au Phone: 02 86287973 www.wsc.nsw.edu.au	Level 2/39 Dixon Street, Sydney, NSW 2000 Email: info@wsc.nsw.edu.au Phone: 02 86287973 www.wsc.nsw.edu.au

Department of Home Affairs
Information line: 131881
26 Lee St Sydney NSW 2000

Emergency Numbers
Police, Fire Brigade, Ambulance: 000

Transport

Parramatta Campus
Harris Park Station / Parramatta Train Station, Parramatta Transport Interchange

Sydney City Campus
Central Station / Town hall Station



Staff Contact Person

Contact Person	Roles and responsibility	e-mail
Suraj Regmi	Principal Executive Officer	ceo@wsc.nsw.edu.au
Habib Yousuf	Academic Manager	habib@wsc.nsw.edu.au
Priya Shrestha	Intervention Officer	priya@wsc.nsw.edu.au
Sujan Lama	Accounts Officer	accounts@wsc.nsw.edu.au
Mazaharul ISLAM	Student Placement Coordinator	mazahar@wsc.nsw.edu.au
Binod Karki	Marketing Manager	marketing@wsc.nsw.edu.au
Bishakha Manandhar	Admission Officer	bishakha@wsc.msw.edu.au
Jaira Bregon	Marketing Officer	olga@wsc.nsw.edu.au
Suruchi Gurung	Student Support Officer	suruchi@wsc.nsw.edu.au
Ram Kaucha	Student Support/Placement Support	ram@wsc.nsw.edu.au
Michael Delton	Language, Literacy & Numeracy (LLN) Support	Blue.dalton@gmail.com

After hours Emergency contact Suraj Regmi 0452234090 or suraj.regmi@wsc.nsw.edu.au

Course Information

Course	Course Duration	Delivery Mode (Per Week)	CRICOS Course Code
BSB40120-Certificate IV in Business	52 weeks (36 weeks of study and 16 weeks holidays)	13.5 hours face-to-face in campus and 6.5 hours online.	106156K
BSB50215-Diploma of Business	78 weeks (54 weeks of study and 24 weeks holidays)	13.5 hours face-to-face in campus and 6.5 hours online.	106157J
BSB50420-Diploma of Leadership and Management	52 weeks (36 weeks of study and 16 weeks holidays)	13.5 hours face-to-face in campus and 6.5 hours online.	104371H
BSB60420 – Advanced Diploma of Leadership and Management	65 weeks (45 weeks of study and 20 weeks holidays)	13.5 hours face-to-face in campus and 6.5 hours online.	106161B
ICT40120 – Certificate IV in Information Technology Networking	78 weeks (45 weeks of study and 16 weeks holidays)	13.5 hours face-to-face in campus and 6.5 hours online.	103030D
ICT50220 – Diploma of Information Technology	78 weeks (54 weeks of study and 24 weeks holidays)	13.5 hours face-to-face in campus and 6.5 hours online.	106159G
ICT60220 – Advanced Diploma of Information Technology	78 weeks (54 weeks of study and 16 weeks holidays)	13.5 hours face-to-face in campus and 6.5 hours online.	106160C
FNS50922- Diploma of Banking Services Management	78 weeks (54 weeks of study and 24 weeks holidays)	13.5 hours face-to-face in campus and 6.5 hours online.	111701C
FNS60622- Advanced Diploma of Banking Services Management	78 weeks (54 weeks of study and 24 weeks holidays)	13.5 hours face-to-face in campus and 6.5 hours online.	109944B
FNS40222-Certificate IV in Accounting and Bookkeeping	78 weeks (54 weeks of study and 24 weeks holidays)	13.5 hours face-to-face in campus and 6.5 hours online.	110013B
FNS50222-Diploma of Accounting	65 weeks (45 weeks of study and 17 weeks holidays)	13.5 hours face-to-face in campus and 6.5 hours online.	111699C



FNS60222-Advanced Diploma of Accounting	78 weeks (54 weeks of study and 24 weeks holidays)	13.5 hours face-to-face in campus and 6.5 hours online.	111700D
SIT30821 Certificate III in Commercial Cookery	52 weeks (40 weeks study and 12 weeks holidays)	13.5 hours face-to-face in campus and 6.5 hours online.	109878G
SIT40521 - Certificate IV in Kitchen Management	78 weeks (60 weeks study and 18 weeks holidays)	13.5 hours face-to-face in campus and 6.5 hours online.	109556C
SIT50422-Diploma of Hospitality Management	78 weeks (60 weeks study and 18 weeks holidays)	13.5 hours face-to-face in campus and 6.5 hours online.	111702B
SIT60322 Advanced Diploma of Hospitality Management	78 weeks (60 weeks study and 18 weeks holidays)	13.5 hours face-to-face in campus and 6.5 hours online.	111703A
BSB80120 – Graduate Diploma of Management (Learning)	104 weeks (72 weeks study and 32 weeks holidays)	13.5 hours face-to-face in campus and 6.5 hours online.	106162A
R1160520 Advanced Diploma of Civil Construction Design	101 weeks (80 weeks study and 21 weeks holidays)	13.5 hours face-to-face in campus and 6.5 hours online	114409E
CHC52021 Diploma of Community Services	101 weeks (80 weeks study and 21 weeks holidays)	13.5 hours face-to-face in campus and 6.5 hours online	114410A

*For more information, please visit www.wsc.nsw.edu.au

Admission and Enrolment Process

Step 1 (Course Selection). Select from our range of courses listed on the website or on the International Prospectus. Before selecting the course, please read the Student Handbook and all the information on our website.

Step 2 (Enrolment Application). If the student is interested to apply for a course with WSC, the agent or a representative from WSC or Student support officer shall provide [Enrolment Application form](#) and an invoice for \$250 (non-refundable). Once the payment has been made, student shall submit the receipt, completed enrolment application form along with the evidence of IELTS proficiency (Average Score of 5.5 in Academic test) or equivalent, copies of High School Certificate (For Diploma and Advanced Diploma Year 12 or equivalent and for Certificate IV year 11 or equivalent) outcome, qualifications/work experience and other relevant documents either to the agent, or WSC representative.

If the student is on shore, the documents must be provided to the Student support officer via email or post:

Student Support Officer
Western Sydney College
55 High St, Parramatta NSW 2150
Email: admissions@wsc.nsw.edu.au

Step 3 (Student Offer). WSC will respond on the application for enrolment, and if found suitable, the applicant will be sent a Letter of Offer and Student Agreement to ensure the position for the student in



the next intake. Letter of Offer is valid for 28 days only. After this date, the position will be offered to another applicant. It is important to note that the offer made by WSC is conditional based on the student meeting the minimum requirements for the course. The offer letter/agreement will

- Identify the course or courses in which the student is to be enrolled and any conditions on his or her enrolment
- Provide an itemized list of course money payable by the student (Summary of Fees)
- Provide information in relation to refunds of course money
- Set out the circumstances in which personal information about the student may be shared between the registered provider and the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition
- Advise the student of his or her obligation to notify the registered provider of a change of address within 5 working days while enrolled in the course
- The course content and duration and qualification offered if applicable
- Details of any arrangements with another registered provider, person or business to provide the course or part of the course
- Indicative course-related fees including advice on the potential for fees to change the student's course and applicable refund policies
- Information about the grounds by which the student's enrolment may be deferred, suspended, withdrawn or cancelled
- A brief description of the ESOS framework made available electronically by DOE

[ESOS Legislative Framework](#)

Step 4 (Confirmation of Enrolment). To accept the offer, the student must complete the offer letter and Student Agreement and return it to the WSC. The signed agreement must be received before the student offer expires. The student is also required to pay the amount indicated in offer letter from the total tuition fees for successful admission to a program. These documents must be submitted to an agent or WSC representative. If the student is applying from within Australia, they are also required to supply a copy of their personal details and student visa page(s) from their passport and a copy of their OSHC card.

Agent or WSC representative or onshore overseas students should submit the Student Agreement and support documents by mail, or email with full invoiced payment to:

Student support officer
Western Sydney College
55 High St, Parramatta NSW 2150
WSC-ISB-V2.1- 2024



Email: admissions@wsc.nsw.edu.au

Once all required documentation and payment have been received, WSC will send the student the following items:

- a Confirmation of Enrolment form (CoE)
- confirmation of course commencement details
- a tax invoice for the payment of tuition fees
- Overseas Student Health Cover (OSHC) information
- Student Visa / Travel / Accommodation Confirmation Form

These documents shall be sent to the student's nominated postal address. The student may also nominate to have these document sent to the agent.

Step 5 (Visa Application). Once the student receives the Confirmation of Enrolment, they may apply for a Student Visa (subclass 500). More information on applying for a visa can be found at:

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>

Students must allow enough time between lodging the application and the start date of the course, as it can be a lengthy process.

If the student visa is refused, they must notify the WSC as soon as possible to access a full refund of their tuition fees. The student will not be refunded the application fee of \$250.

Visa Conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. These conditions include (but are not limited to):

- Complete the course within the duration-specific in the CoE
- Maintain satisfactory academic progress
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with the principal education provider for 6 calendar months, unless issued a letter of release from the provider to attend another institution
- Notify your training provider of your Australian address and any subsequent changes of address within seven calendar days.

For a full list of **mandatory** and **discretionary** student visa conditions please visit the [DHA](#)

Step 7 (Induction / Course Commencement). The student shall be notified of the course commencement details at the point of confirmation of enrolment. On arrival at WSC (usually 10:00am on the first day of the course), the student will participate in an induction program. It is critical that the student's personal details are confirmed including the following:

- Accommodation details
- Contact details – mobile phone number and email address



- Next of kin details
- Overseas Student Health Cover (OSHC)
- Individual needs
- USI requirements

WSC does not guarantee automatic success in the study for any student, automatic entry into another course, any employment/visa outcome or anything which is outside the control of the college.

Entry requirements

- Must be 17 years of age or older at course commencement.
- For Diploma and Advanced Diploma level: Students must have completed Australian Year 12 or equivalent; have completed AQF Certificate IV or relevant qualification.
- For Certificate IV, Students must have completed Australian Year 11 or equivalent or have completed AQF Certificate III in Business or relevant qualification.
- An overall valid academic IELTS score of at least 5.5 or equivalent unless exempted (please refer to the DHA website for [Acceptable English Evidence](#) and Exemptions); an English proficiency of intermediate level or above from an approved ELICOS provider; have successfully completed at least an Australian Certificate IV qualification within the last 2 years; or have successfully passed Western Sydney College's English Placement Test.
*Note that other English language tests such as PTE and TOEFL can be accepted. Students are required to provide their results so that it can be confirmed they are equivalent to IELTS 5.5.
- For Packaged courses, the student cannot progress to the higher qualification unless the student has (successfully) completed the lower qualification.
- Different courses may have prerequisite requirements, please visit our [website](#) for more details on individual course requirements.



Unique Student Identifier

Unique Student Identifier (USI) is a unique student reference number which creates a secure and online record of all the qualifications and training gained in Australia. If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). It's free and easy to [create your own USI](#) and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as

- name, including first or given name(s), middle name(s) and surname or family name
- date of birth
- city or town of birth
- country of birth
- gender
- contact details, so the Student Identifiers Registrar can provide individuals with their USI and explain how to activate their USI account.

Fact sheets available to download <https://www.usi.gov.au/documents/students-and-usi-factsheet-students>

Overseas Student Health Cover

All international students must have health insurance known as Overseas Student Health Cover (OSHC) to cover them and their family members during they stay in Australia. Department of Immigration requires international student to buy an OSHC before they arrive in Australia.

You can obtain OSHC online by visiting the OSHC providers' websites. You have the right to choose your own OSHC provider even where WSC makes a specific recommendation.

Visit the below websites for detailed information on different OSHC offered:

<https://www.ahmoshc.com.au/>

<https://www.oshcallianzassistance.com.au/>

<https://www.bupa.com.au/health-insurance/oshc>

<https://www.nib.com.au/overseas-students>

Medical treatment in Australia is expensive and many of the unforeseen accident or sickness, your insurance may cover most of expenses. OSHC can assist you to meet the costs of medical and hospital care if needed when in Australia. OSHC will also pay limited benefits for pharmaceuticals and ambulance services. OSHC does not cover dental, optical and physiotherapy. If you or your family members would like to be covered with additional items you will need to buy extra covers. Please contact your OSHC provider for any additional cover.



For more information about OSHC:

<https://www.health.gov.au/>

International English Language Testing System (IELTS)

IELTS is the world's most recognised English language testing system. Students applying for a student visa will need to provide evidence that they meet the English language requirements set by the Australian Government and education provider. WSC course entry requirement is a minimum IELTS General Score of 5.5. A general score of 5.5 indicates that the person will have a partial command of the language, coping with overall meaning in most situations, though is likely to make many mistakes. The person should be able to handle basic communication in their own field.

WSC may require you to submit evidence of your IELTS proficiency (General Score of 5.5) with your enrolment form. This will depend on the results of the Document Checklist Tool provided with the Student Visa (subclass 500) requirements page [Click Here](#).

Applications for enrolment that are not accompanied by this evidence will not be accepted. To locate an IELTS testing centre in your area, please visit the IELTS website for further information:

[IELTS Testing Centre online search](#)

Verification of IELTS and Education Level

WSC reserves the right to validate the IELTS proficiency assessment and the submitted evidence of School Certificate equivalence. Verification may be undertaken by:

- **IELTS proficiency.** WSC may utilise the [IELTS Results Verification Service](#) to assess the validity of all evidence submitted of IELTS proficiency.
- **School Certificate equivalence.** Where evidence submitted by a student does not clearly demonstrate the equivalence to the Australian School Certificate, the student will be required to obtain a confirmation from the Board of Studies, Teaching & Educational Standards NSW.

Electronic Confirmation of Enrolment

Upon approval of your application and payment of tuition fees indicated in the Letter of Offer and Agreement, an electronic confirmation of enrolment (Coe) will be generated and forwarded to Department of Home Affairs and yourself at the address provided on your application. It is the student's responsibility to apply for a student visa. If your application is not complete, our Student support officer will contact you. When you receive your Coe, it should be taken to the visa section of your nearest Australian Diplomatic Mission (i.e. Consulate, High Commission or Embassy) where



you can make application for a student visa. (For information, go to www.dfat.gov.au/missions). You will be unable to apply for a student visa without the Coe.

Successful Student Visa

If your student visa application is approved, you should contact WSC and provide evidence of approval. WSC will contact you to confirm your timetable, start date and all other arrangements for your study with WSC.

Unsuccessful Student Visa

If your student visa application is NOT approved, you must contact WSC and advise us and apply in writing for a refund of student fees in accordance with our Fee Refund Policy.

Student Orientation

Orientation session is arranged for all students. At this time, information will be given to allow your stay to be as fruitful and successful as possible. Most of your questions will be answered at orientation, however always feel free to ask about anything you are unsure about.

At the orientation, you will be provided with details of how to access the current version of the WSC International Student Handbook (WSC Website). You will also be provided with information on your timetable, mode of delivery, student learning system, student management system and college facilities.

All students are required to complete a declaration of understanding. This will happen as part of your orientation. This declaration is a statement that:

- You have understood and accept student requirements while at the WSC.
- You understand and accept all the details provided in this handbook.
- You have been offered the opportunity to request learning support.

Orientation/Induction usually takes place one week before the class starts.

Travel Arrangements

Students must make their own travel arrangements and arrive at least one week before the start of International Student Orientation to allow enough time for settling-in and adjusting to a new environment. If you are travelling with family, you can bring their original or certified copies. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you

Entry to Australia

When you first arrive in Australia, you will need to make your way through Immigration and customs officer and show your passport and incoming passenger card. The Immigration Officer will check your



documents and may ask you a few questions about your stay in Australia.

Once you have pass through the immigration checks you will move to baggage claim (follow the signs) and collect your luggage. Check that nothing is missing or damaged and if something is missing or damaged go to the Baggage Counter and advise them of your problem. Staff at the Baggage Counter will help you to find your belongings or lodge a claim for damage.

After luggage collection, you will pass through customs and your baggage may be checked further. Be careful about what you bring to Australia as there are strict quarantine laws. Some items you might bring from overseas can carry pests and diseases that Australia doesn't have. You must declare all food, meat, fruit, plants, seeds, wooden souvenirs, animal or plant materials or their derivatives.

Getting from the Airport

There are many options for you to get to your accommodation, please follow the links:

<https://www.taxiscombined.com.au/>

<http://www.sydneytrains.info/>

<https://transportnsw.info/>

<https://www.opal.com.au/>

Accommodation

The student is also required to arrange temporary accommodation for their initial period in Australia (until permanent accommodation can be established). Temporary accommodation can be a hotel or a hostel. Students can find temporary accommodation through:

<https://www.gumtree.com.au/s-short-term/sydney/c18295l3003435?sort=rank>

<https://www.airbnb.com.au>

<https://www.bedssi.com/>

<https://urbanest.com.au/>

If you know someone in Australia, this is a great way to settle into life here. Your friends or family can provide advice, support and encouragement during your first days in Australia. However, if you are under the age of 18 you must obtain approval from your education provider first.

Once these arrangements have been made, the student is requested to notify the WSC of the following:

- Confirmation of temporary accommodation including address, Confirmation of travel booking and the planned arrival time, carrier, airport, etc.
- phone number
- Contact details on arrival in Australia (must include a mobile phone where possible)



This information is to be provided in the WSC Student Visa/ Travel/ Accommodation Confirmation Form and submitted to agent or WSC representative or Student support officer directly by mail or email to:

Email: admissions@wsc.nsw.edu.au

International Students Under 18 Years of Age

Purpose:

International students under 18 years must have appropriate accommodation and welfare arrangements in place before obtaining a student visa and commencing Western Sydney College studies. These procedures provide the steps an international student's parents/guardian and the College to take to protect the student's safety and social wellbeing. The College accepts responsibility for the student's accommodation and welfare while they are under 18 years. The procedures have been developed to comply with National Code Standard 5 Younger Overseas Students. The procedures apply to international students who will be under 18 years of age at the date they commence their course at the College and who intend to study on a student visa.

Scope:

Under the Admission policy, the College may admit an international student who will be under the age of 18 years when they commence their course and who intends to study on a student visa, where the student:

- a. meets other admission requirements;
- b. is of at least 17 years of age; and
- c. will live in Australia until they turn 18 either:
 - I. With their parent or legal custodian;
 - II. With a suitable relative whom the parent or legal custodian nominates; or
 - III. Under an accommodation and welfare arrangement, the College approves

Western Sydney College will only approve accommodation and welfare arrangements that comply with the requirements for protecting the personal safety and social wellbeing of students specified in Standard 5 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.

Welfare Arrangements:

WSC will offer welfare support to students studying at our College who are under 18 years of age. The student will meet very regularly with his/her support contact person and can rely on the support person for guidance, advice, and support on a range of issues, including academic progress, coaching, personal welfare, social and emotional issues, financial guidance, and general guidance safety and security.

There is a regular meeting and communication until the student turns 18. This may include:

Accommodation:

- We visit and independently inspect the student's accommodation, giving parents and accommodation companies a totally independent opinion.



- We will liaise with the student and homestay if required concerning any grievances of the student in relation to the student's accommodation facility.

Living in Sydney and entertainment, health, and wellbeing:

- We offer orientation that includes full security and safety orientation of the city and suburbs, including topics such as transport, entertainment venues, how to call for emergency assistance, police, ambulance, and medical emergencies.
- We provide twenty-four (24) hour, seven days a week telephone advice and emergency assistance if required.
- Referral and assistance on personal problems.
- We assist the students in opening bank accounts and organising their finances if requested.
- We explain local laws and visa regulations to the students to ensure compliance.
- Assist students in purchasing a mobile phone or sim cards if required. Show the students where to buy phone cards, where the good student shops and restaurants are.
- Assist students in making appointments and using medical services if required.
- Provide regular social events arranged with other students.
- Notify students of sports and recreational events that may interest them.

Study commitment:

- We guide the student on academic progress and attendance matters and support the student in liaising with the Academic Manager or trainers around their study load and study expectations. Tutorial support is offered.

Contact with legal custodian or guardian:

- We will provide reports on study progress and student welfare to the guardian upon request.
- We ensure the details of parents and guardians are kept up to date in our records

Emergency Contact Guide for Under 18 Students

Service	Email Address	Contact Number	Opening Hours
Australian Home Stay Network	cris@homestaynetwork.org	+61 (03) 9458 9000	9:00 AM – 5 :00 PM
Australian Home Stay Network	cris@homestaynetwork.org	0407704184	After Business Hours
ISA Student Advocates	info@studentguardians.com	03 96632887	9:00 Am – 5:00 PM
Western Sydney College	admissions@wsc.nsw.edu.au	+61 (02) 86287973	9:00 AM – 5 :00 PM
Western Sydney College	admissions@wsc.nsw.edu.au	0452234090	After Business Hours



Keeping in Contact

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. It is important to always let someone know where you are and how to contact you.

On your arrival please contact the College on 02 86287973

Bringing Your Family

If you intend to bring your family members with you, they will need to have a valid visa and health insurance. Family members include your spouse or de-factor partner and your children under 18 years of age. Before bringing your spouse or children to Australia, you must prove that you can support them financially. For more information, <https://www.homeaffairs.gov.au/>

Issues to Consider

Rather than bringing your family together with you to Australia, some students may find it useful to arrive first, settle into studies, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them.

If you have children who need to attend childcare or school, you will need to be aware of the following costs:

- Long day care or Centre-based care approx. AUD \$90-\$200 per day
- Family day care approx. \$ 10-\$25 per hour
- In-home care approx. \$32-\$40 per hour
- Outside school hours care approx. \$25 -\$30 per hour

For more information, visit <https://www.mychild.gov.au/childcare-information/options>

If you have school-age children, you will need to make arrangements for your children to enter school in Australia. Current annual school fees for primary public school is approx. \$5200. To assist you to locate a school suitable for your child, the following web-links will provide a wealth of information about schooling options:

- <https://education.nsw.gov.au/public-schools/going-to-a-public-school/finding-a-public-school>
- <https://www.deinternational.nsw.edu.au/study-options/study-programs/temporary-residents>

Further information about living in Australia is available at the Department of Home Affairs: [Life in Australia](#)



Cost of Living

International students are required to demonstrate and/or declare that they have genuine access to sufficient funds to be granted a Student visa. This includes funds to cover tuition, living and travel expenses. Students may have to demonstrate sufficient funds to cover these expenses for themselves and their accompanying family members while staying in Australia.

Student visa students and their family members must have access to the following funds to meet the living costs requirements:

- The Student - \$24,505/year
- Partner or Spouse - \$8,574/year
- Each Child - \$3,670/year

A general guide to costs of living (*accommodation, groceries, eating out, gas, electricity, phone and internet, car (after purchase) and entertainment*) per week can be found in the below links

- [Expatistan](#)
- [Department of Home Affairs website](#)

International students are able to supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of the students in their studies by ensuring that they don't have to depend on such work to meet their expenses.

For more information, visit <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#HowTo>

Working in Australia

If you have been granted your student visa, you will receive permission to work with your visa grant. This will also apply to any family member travelling with you on your student visa. You are not allowed to work until your course has started and you can work up to 40 hours a fortnight while your course is in session (not counting any work undertaken as a registered component of your course of study). However, you can work more than 40 hours per fortnight during holiday. Your family members are not allowed to work until you begin the scheduled course. Family members are allowed to work up to 40 hours per fortnight at all times after your course has commenced.

Further information about student visa conditions, visit

<https://www.homeaffairs.gov.au/trav/stud/more/visa-conditions/visa-conditions-students>

Tax file number

You must obtain a Tax File Number to be able to work in Australia. This is available from the Australian Tax Office <https://www.ato.gov.au/Individuals/Tax-file-number/>.

Accessing Money



You will need to make sure you have enough funds to support you when you first arrive. It is recommended that you have approximately \$2000 to \$5000 available for the first two to three weeks to pay for temporary accommodation, transportation and miscellaneous expenses. You should bring most of this money as either Traveler's Cheque or on an international credit card. Traveler's cheques can be cashed at any bank or currency exchange in Australia. Please note that it is not safe to bring large sums of money with you!

You can transfer money into Australia by electronic telegraph or telegraphic transfer at any time. This is a fast option and will take approximately 48 hours, but the bank will charge a fee for every transaction. Automatic Teller Machines are located everywhere (including at the airport) and you can immediately withdraw cash from your overseas bank account at ATMs displaying the Cirrus Logo.

Clothing

While in Australia you will need mostly summer clothes. If you arrive in June or July, the coldest months of the year, you may need to bring or buy winter clothing and blankets. You may also need to purchase a heating appliance once you arrive.

On most campuses, students usually dress informally, or in smart casual. Jeans or trousers with t-shirts, blouses, sneakers or anything that is comfortable. Shorts are often worn during the summer months and sandals are the most common footwear.

Shopping

Most Australian cities and towns have shopping centers and malls which open 7 days a week from 9am till 6 pm. Supermarkets such as Woolworths, Coles, Aldi, IGA are present in most suburbs and malls for everyday grocery and food items. Department stores such as Target, Big W, and Kmart, Myer, David Jones sell clothing, home ware and electrical etc.

For a detailed list of shopping malls and supermarket

<https://www.westfield.com.au/sydney>

<https://www.woolworths.com.au/>

Education Agents

Education agents promote various Australian education programs and institutions internationally and are a good way for students to apply to study in Australia. Most agents speak both English and the local language so this makes the application process a lot simpler and generally hassle-free for students and parents. Most do not charge for their service as they collect a commission from the institution you choose to attend. However, some agents do charge small amounts or offer additional services for which they charge. You can check with your Australian education provider for contact details of agents they recommend.



Please Note: Education Agents are NOT licensed to provide migration advice. Please check the WSC website for a full list of agents.

Introduction to Australian Vocational Education and Training

What is VET?

Australia's Vocational Education and Training (VET) system are based on nationally endorsed industry training packages which identify specific skills and knowledge applied in the workplace. Students' undertaking a VET qualification must demonstrate the skills and knowledge identified in a training package and be assessed as 'competent' in the selected units of competency to be eligible for the award of the qualification.

Credit transfer

Credit transfer is the recognition of learning achieved through formal education and training. Under the VET Quality Framework, qualifications and statements of attainment issued by any RTO are to be accepted and recognized by all other RTOs. Credit transfer allows a student to be awarded a unit of competency based on successful completion of the unit, which has been previously awarded.

What is competency based training?

Competency-based training is training that develops the required knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments. Competency is achieved by being assessed against requirements of the unit of competency. Your assessor will make a judgment of your competency after reviewing all the different types of assessment evidence you provide.

Training Packages

Training Packages represent the national industry benchmarks for Vocational Education and Training. Training packages set out the competency to be achieved but do not state how the training should be delivered. This means that students may complete their qualification in different ways between various training organizations. The training package also specifies the relevant qualification rules including the compulsory core units and be included in a course and the elective units which are available.

Delivery of Training

Students will receive all the training for which they have enrolled. To be awarded a qualification, all assessments must be completed to a satisfactory level and submitted in accordance with instructions and within timeframes prescribed. Students are advised of the specific requirements to receive a qualification in their area of study as part of enrolment and when training delivery commences.

WSC takes responsibility for the quality of the training and assessment being provided to students, and



for the issuance of AQF certificates.

Results and certificates

On completing the training program with WSC, you will receive a nationally recognised qualification. The qualification is recognised within the Australian Qualifications Framework. Qualifications are formatted to a uniform standard to ensure they are valid documents and will be instantly recognised throughout Australia. A qualification issued by WSC will be accompanied by a transcript which will detail the units of competence issued within the qualification.

Where a student does not complete the entire course requirements, they may be entitled to receive a Statement of Attainment. A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units. A Statement of Attainment can be used as a basis for recognition of your current competence with other Registered Training Organisations within Australia.

A statement of results will be available to you upon request throughout your training. This will provide you information of your progress.

National Vocational Education and Training Regulator Act 2011

This legislation provides that basis for the regulation of Registered Training Organisations in Australia. The legislation provides the basis for the establishment of the National VET Regulator who is the registration authority for RTOs. A core component of this legislation is that it defines the condition for the registration of an RTO which include:

- compliance with the VET Quality Framework
- satisfy Fit and Proper Person Requirements
- satisfy the Financial Viability Risk Assessment Requirements
- notify National VET Regulator of important changes
- cooperate with National VET Regulator
- compliance with directions given by the National VET Regulator

Standards of Registered Training Organisation 2015

The Council of Australian Governments' (COAG) Industry and Skills Council is responsible for endorsing vocational education and training (VET) standards. The Council consists of the Australian, state and territory ministers with responsibility for industry and/or skills within their jurisdiction. All registered training organisations (RTOs) in Australia are responsible for ensuring they fully comply with the Standards at all times as a condition of their registration. The Standards are enabled by the [National Vocational Education and Training Regulator Act 2011](#) (NVR Act), which aims to:



- provide national consistency in the regulation of the VET sector, using a standards-based quality framework and a risk-based approach
- promote quality, flexibility and innovation in VET
- promote Australia's reputation for VET locally and overseas
- promote a VET system that meets Australia's social and economic needs
- protect students undertaking or proposing to undertake VET in Australia, and
- ensure access to accurate information regarding the quality of VET.

National Code 2018

The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 is a set of nationally consistent standard that governs the protection of overseas students and delivery of courses to those students by providers registered on CRICOS - the Commonwealth Register of Institutions and Courses for Overseas Students. Only CRICOS courses can be offered to international students studying in Australia on a student visa. The National Code is established under the *Education Services for Overseas Students (ESOS) Act 2000*. To become CRICOS-registered a provider must demonstrate that it complies with the requirements of the National Code.

The objectives of the National Code are:

- support the ESOS framework, including supporting the effective administration of the framework by the Australian Government and state and territory governments
- establish and safeguard Australia's international reputation as a provider of high-quality education and training by:
 - ensuring that education and training for overseas students meet nationally consistent standards, and
 - ensuring the integrity of registered providers
- protect the interests of overseas students by:
 - ensuring that appropriate consumer protection mechanisms exist
 - ensuring that student welfare and support services for overseas students meet nationally consistent standards, and
 - providing nationally consistent standards for dealing with student complaints and appeals
- Support registered providers in monitoring student compliance with student visa conditions and in reporting any student breaches to the Australian Government.

The ESOS Framework

The WSC is committed to providing quality education and protecting your rights.

The Australian Government requires overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the [Education](#)



[Services for Overseas \(ESOS\) Act 2000 and the National Code 2018.](#)

CRICOS

The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) is a database of Australian education institutions. Any education institution that recruits, enroll or teach overseas students, must be registered on CRICOS.

Education institutions must also register each course they offer to overseas students.

Each institution and course registered on CRICOS has an identifying CRICOS number. The institution number must be shown on all promotional material offered to overseas students. If there is no number, then the institution may not be registered to teach overseas students.

To determine if an institution or course is registered on CRICOS, please check the publicly available website at <http://cricos.education.gov.au/>

PRISMS

The Provider Registration and International Students Management System (PRISMS) is a secure computer system that is the information source for CRICOS.

Education institutions and their courses are listed on PRISMS, as is each student studying in Australia on a student visa. That is because of this system interfaces with the Department of Home Affairs (DHA) data.

Through PRISMS education institutions notify DHA of each student's enrolment in a course. This should occur before the student applies for a student visa to study in Australia. The enrolment information generates an electronic Confirmation of Enrolment (CoE) as evidence of enrolment in a registered, full-time course. This CoE is a key requirement for DHA to issue a student visa.

Education providers also use PRISMS to notify DHA of students who may have breached the terms of their student visa - for example when the student has not been attending classes.

PRISMS has reduced visa fraud and ensured education institutions keep track of the students in their care.

Protection for Overseas Students

Overseas students on a student visa, must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.education.gov.au/> CRICOS registration guarantees that the course and the education provider at which study is undertaken meets the high standards necessary for overseas students.

The ESOS framework protects student rights, including:



- The right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from a provider and the provider's agent
- The requirement to sign a written agreement with the provider before or as fees are paid, setting out the services to be provided, fees payable and information about refunds of course money. A copy of the written agreement will be kept by the student and the RTO
- The right to get the education paid for. The ESOS framework includes consumer protection that will allow students to be placed in another course if the provider is unable to teach the course.
- The right to know:
 - How to use the provider's student support services.
 - Who the contact officer is for overseas students.
 - How to apply for course credit.
 - How to apply for enrolment deferment, enrolment suspension or cancellation.
 - The provider's requirements for satisfactory progress in the courses of study.
 - How attendance will be monitored.
 - How to use the provider's complaints and appeals process.
- The student responsibilities include:
 - Satisfy the student visa condition.
 - Maintain Overseas Student Health Cover (OSHC) for the period of the stay.
 - Meet the terms of the written agreement with the provider.
 - Inform the provider of any change of address.
 - Maintain satisfactory course progress.
 - Follow the provider's attendance policy.

A full copy of the ESOS Framework is available at the following link: [Click Here](#)

Student support services

During your enrolment, WSC will deliberately engage with you on a number of occasions. We do this by requesting you to complete enrolment documentation, discussions over the phone, enrolment interview and finally during your orientation. One of the important objectives of these engagements is to understand what support services you may need to fully participate in your study. You will be asked various questions about your support needs or your "individual needs". This is simply the term we use to define what your needs are and this enables us to organise the appropriate support services. Make sure you take the most of this opportunity and let us know if you need support.

What support is available?

WSC will use a combination of our own services and the services of referral agencies to either provide



or refer you to the following support services:

- Language, Literacy and Numeracy Support
- Pre- Enrolment Support
- Studying and Learning Coaching
- Academic Support
- Counselling Support
- Disability Access
- Medical Services Referral
- Legal Services Referral
- USI Help
- Housing / Accommodation Services Referral

If you need support during your course, please approach and inform reception and you will be connected with the best person who can assist you. If the matter is sensitive and you do not feel comfortable discussing it with reception, simply inform reception that you would like to meet with the Academic Manager. It is our absolute priority to provide you with the support needed to enable you to progress in your study and complete your chosen course. WSC is committed to our student's welfare both during and after hours of study. Support and Referral services are free of cost.



Individual need	Support Service
For Overseas students	<p>Close student liaison is to be maintained by the Student support officer (SSM) who will act as a central point of contact. The SSM will provide advise and assist students with:</p> <ul style="list-style-type: none">• transition to life and study in a new environment_ https://www.service.nsw.gov.au/transaction/support-international-students• Accommodation options information:_ https://www.studyinaustralia.gov.au/english/live-in-australia/accommodation• legal services https://rlc.org.au/our-services/international-students http://www.ombudsman.gov.au/about/overseas-students• emergency and health services<ul style="list-style-type: none">○ Call: 000○ For other services http://www.health.nsw.gov.au/pages/emergency.aspx http://www.ambulance.nsw.gov.au/Calling-an-Ambulance/When-its-not-a-medical-emergency.html http://www.health.nsw.gov.au/pts/Pages/default.aspx• A student may also be referred to Counselling services:<ul style="list-style-type: none">○ Lifeline 13 11 14○ Beyond Blue 1300 22 4636○ Salvation Army Family Welfare Centres○ Catholic Care, Family Support Service• facilities and resources:<ul style="list-style-type: none">○ Library○ Free Wifi in Campus○ Computer Lab○ Online Resources• complaints and appeals processes; and any student visa condition relating to course progress and/or attendance as appropriate.



Individual need	Support Service
Language, literacy and numeracy skill levels	If a student's language, literacy, and numeracy skills are not at the required level the student will be referred to an ELICOS college or TAFE to achieve the required standard before being enrolled in WSC's programs. It will be reflected in new COE for International Student.
Pre-enrolment support to understand rights and obligations, fees and payment arrangements, and the services to be provided	Students requiring additional support to understand the pre-enrollment information requirements are to be engaged on additional one-on-one sessions to talk the student through the information contained within the student handbook, the applicable course flyer and prospectus and the summary of fees and charges. It is preferable that these sessions are conducted face-to-face with WSC agents/representatives.
Recognised difficulties in studying and	Where appropriate to the program students identified with recognising difficulties in studying and learning are to be scheduled with additional one-on-one support



Individual need	Support Service
learning	<p>sessions at regular intervals throughout the course program. These support sessions are to be used to review the learning content with the student and to engage the student in a discussion about the subject matter. These sessions should be structured in accordance with the planned learning applicable to the course program. The study sessions should direct student back to the course reference material in order to encourage their individual self-paced effort.</p> <p>The following online resources are also useful for providing student support to study:</p> <p><u>Effective Study skills</u> A useful quick overview of study skills www.adprima.com/studyout.htm</p> <p><u>How to Study</u> A large directory to study skills websites, including how to study in specific subject areas. www.howtostudy.org</p> <p><u>Study Guides and Strategies</u> A wide-ranging overview of the skills needed at all stages of student life. www.studygs.net</p> <p><u>Study Skills Self-Help</u> Covers important skills such as time management, note taking and exam preparation. www.ucc.vt.edu/stdysk/stdyhlp.html</p>
Academic Support	<p>To assist students with their assessments, there may be referencing workshops, formatting workshops, language workshops, and plagiarism workshops. Students are advised to contact their respective course trainer or course coordinator/s for any additional academic support.</p>
Student required counselling support and advice about their personal situation	<p>The student counselling service is designed to assist overseas students in dealing with a wide range of problems including homesickness, managing stress, handling conflicts, emotional issues, improving motivation, enhancing study skills, organizing study time and any other issue that may be upsetting the student.</p>



Individual need	Support Service
	<p>The Student support officer at WSC is not professional counsellor, however, can assist students as the first point of contact</p> <p>A student may be referred to:</p> <ul style="list-style-type: none">– Lifeline 13 11 14– Beyond Blue 1300 22 4636– Salvation Army Family Welfare Centers– Catholic Care, Family Support Service <p>The nearest mental counselling service is</p> <p>New View Psychology</p> <p>Room 136, Suite 3, 30 Cowper Street, Parramatta NSW 2150</p> <p>Phone: 1300 830 687</p> <p>http://newviewpsychology.com.au/contact-us/</p>
USI Help	<p>The USI system generates a unique student number which student can use throughout their studies in Australia. The USI allows access to a full range of study information fast and easy.</p> <p>WSC Administration staff will request consent from the student to generate a USI for them and record the students generated USI into WSC Student Management System.</p>
Students with a disability or medical condition	<p>All possible allowances may be provided to persons with disabilities.</p> <p>Assessors are to use their judgement in assessing the student's ability to perform tasks in a safe manner.</p>
Students who are Aboriginal and Torres Strait Islander	<p>Refer to ATSI Cultural Awareness Policy</p> <p>http://www.det.wa.edu.au/aboriginaleducation/detcms/navigation/teaching-and-learning-and-learning/aieo-guidelines/aieo-program-aieos/aieo-career/</p>



A Learning Management System is in a place where a student can get off-site access to class presentation slides and other learning materials (as considered relevant by trainers & Academic Manager). Students will be informed about major changes in WSC e.g. relocation of campus before 20 days of such changes.

Monitoring student attendance and progress

Under the National Code 2018 of the ESOS Act 2000, international students are required to maintain satisfactory course progress and attendance in order to successfully complete their program within the duration specified in the Confirmation of Enrolment (CoE) letter. An education provider can only extend the expected duration of study in limited circumstances, through issuing a new CoE letter.

Satisfactory course progress is defined as a student successfully completing all required subjects/units in every term of their program in order to achieve the qualification. Satisfactory course attendance is defined as a student attending at least 70% of scheduled course contact hours for each study period. WSC monitors and records the course progress and attendance of students on a regular basis. We do this by monitoring successful completion of assessment tasks and class attendance via an attendance record at the start and end of a training day. A student who is identified as falling behind in successful assignment completion or having unacceptable attendance to scheduled sessions will be managed via a range of intervention strategies. If a student didn't achieve competent at least 50% of the units he/she studied in two consecutive terms, WSC will report them to Department of Home Affairs after implementing intervention strategy which failed.

An intervention strategy is an individual student plan developed by the Intervention Officer and corresponding Trainer/Assessor aimed at improving the academic progress and attendance of a student. Intervention strategies may include additional learning support, counselling, training to develop study habits or adjustment to study program. WSC will do everything we can to assist students who want to learn and progress. If the intervention strategies do not result in any improvement, WSC will notify the student in writing of its intent to make a report to the Department of Education and of their right to access the complaints and appeals processes. This report may result in the cancellation of the student visa by the Department of Home Affairs.

Student deferral or suspension

Students, if unable to attend for a period of time, may lodge an Application to Defer Studies for approval by the Academic Manager. Deferment is usually granted once only and for a period no longer than two terms. The return date will be at the discretion of the institute. Students will be advised of such requirements at the deferment interview. An Application to recommence studies must be completed and approved by the Academic Manager.

A student's enrolment may only be deferred or suspended where compelling or compassionate circumstances exist.



WSC appreciates that students experiencing difficult circumstances may need to temporarily take leave from their studies. Student visa holders are entitled to request a temporary deferment or suspension from their education provider where they have compassionate or compelling reasons to do so.

Compassionate or compelling circumstances are generally those that are beyond the control of the student, and which may affect their well-being or their progress such as a serious injury, illness, traumatic experience or the death of a close family member. It may also include when a student does not receive their visa in time, major political upheaval or a natural disaster in the student's home country. In these situations, the student is generally allowed to remain on a student visa, provided they are still enrolled in their course of study and intend to resume their studies.

WSC may also cancel or suspend the enrolment of a student for inappropriate behaviour. Where this occurs, the student will be notified in writing and be informed of their right to access the complaints and appeals processes.

WSC will inform its decision on deferral or suspension in writing to the student and to Department of Education via PRISMS.

Change of education provider

Under the National Code 2018 of the ESOS Act 2000, international students are restricted from transferring between education providers prior to completing six months of their principal course of study, unless they are given a letter of release or can demonstrate exceptional circumstances. WSC will only consider issuing a letter of release to a student who has a valid enrolment offer from another registered education provider. Students must also complete an Application for Transfer between Registered Providers from and refer to the Fee Refunds Policy. If granted, a letter of release will be issued at no cost to the student. Where a letter of release is not granted, the student will be provided with written reasons for refusing the request, and be informed of their right to lodge an appeal.

Student amenities

WSC has extensive amenities available for students' including:

- close public transport
- toilet facilities
- tea and coffee area
- disabled access
- photocopying facilities
- telephones
- quiet study areas



- computer rooms
- library
- counselling and referral facilities

Student resources

WSC provides students with access to a comprehensive range of writing, and online resources. These materials may be accessed for study use. There is also a wide range of textbooks for the student to access on request in the library. Students are reminded to return the borrowed material by due dates and observe copyright laws when using resources. Students will be required to pay for loss or damage to resources. An online portal is provided where students can access to reading materials relevant to course they are studying. Students can also use on-campus Wi-Fi free of cost. They can avail facilities from the public library as well. The nearest public library, Parramatta City Library (1-3 Fitzwilliam St, Parramatta NSW 2150) is a seven minute walk from the campus.

Student counselling

It is important that students have access to a range of support mechanisms during their study. If students require assistance or counselling related to study or personal difficulties, they should speak initially with their trainer or the Student support officer.

The Student support officer can suggest access to specialised support for those who may need further external help or may direct the student to Academic Manager/PEO may refer the student to professional counsellors. All discussions regarding this are in the strictest of confidence.

Continuous improvement

WSC is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

The primary method of reporting opportunities for improvement by students is via the continuous improvement reporting procedure. This procedure allows any person to raise a Continuous Improvement Report for consideration by the Continuous Improvement Committee. Often these reports will be generated after an opportunity for improvement has been identified by a staff member or student. The Continuous Improvement Report template is available at reception. You are encouraged to provide feedback to WSC so we can improve our services in the future.



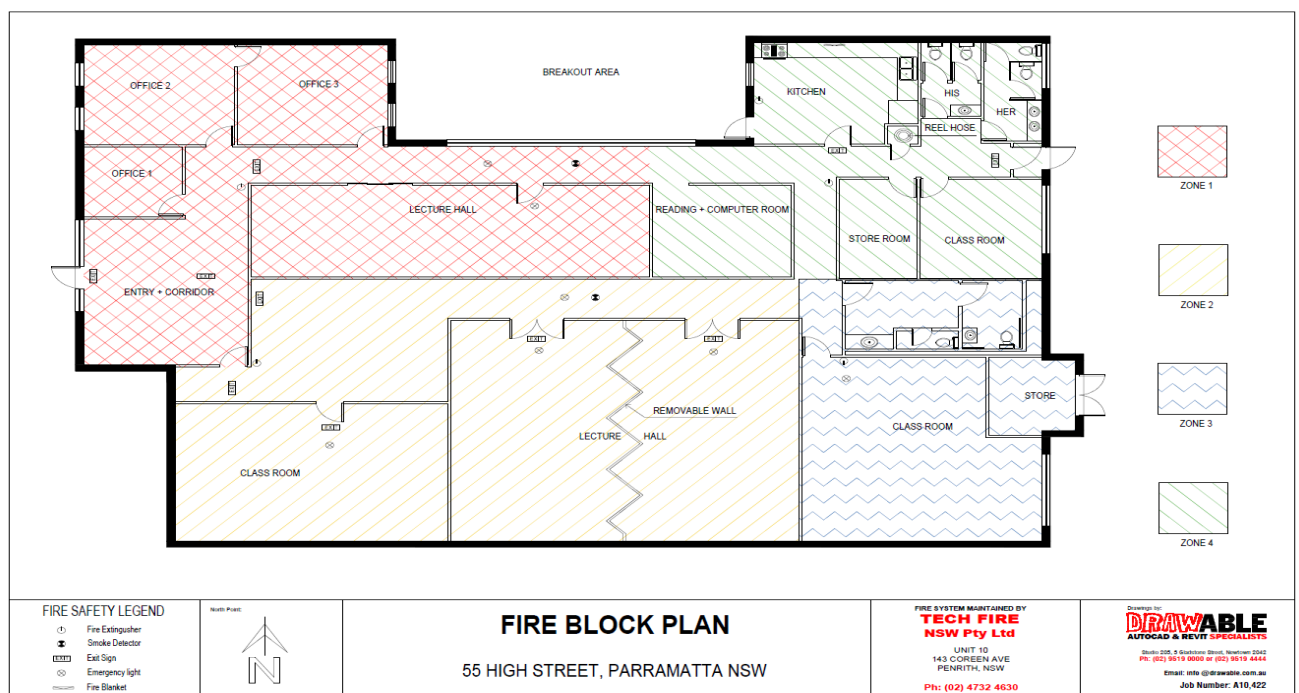
Language, literacy and numeracy skills

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach WSC will:

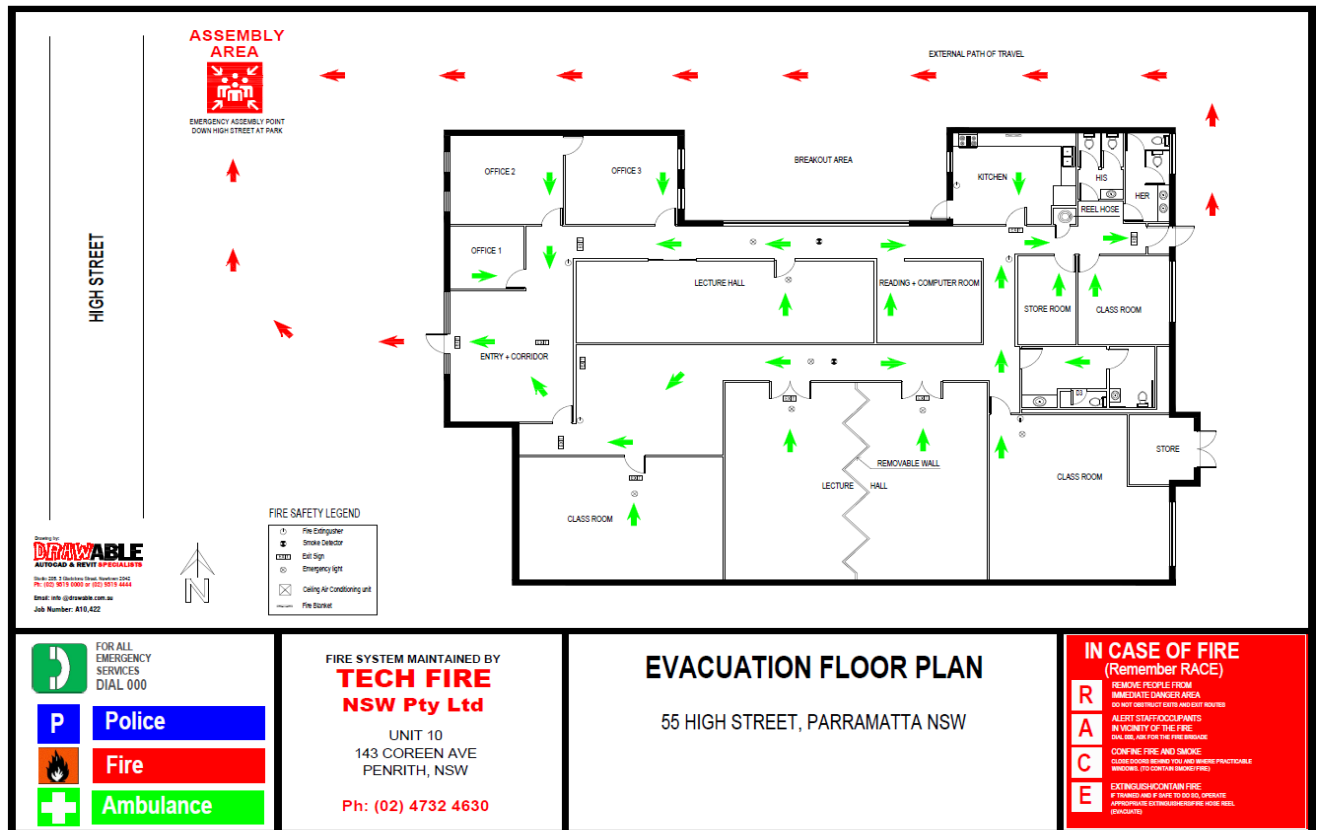
- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered
- Provide clear information to students about the detail of the language, literacy and numeracy assistance available
- If needed, refer you to TAFE short courses

Fire Block Plan- Parramatta Campus

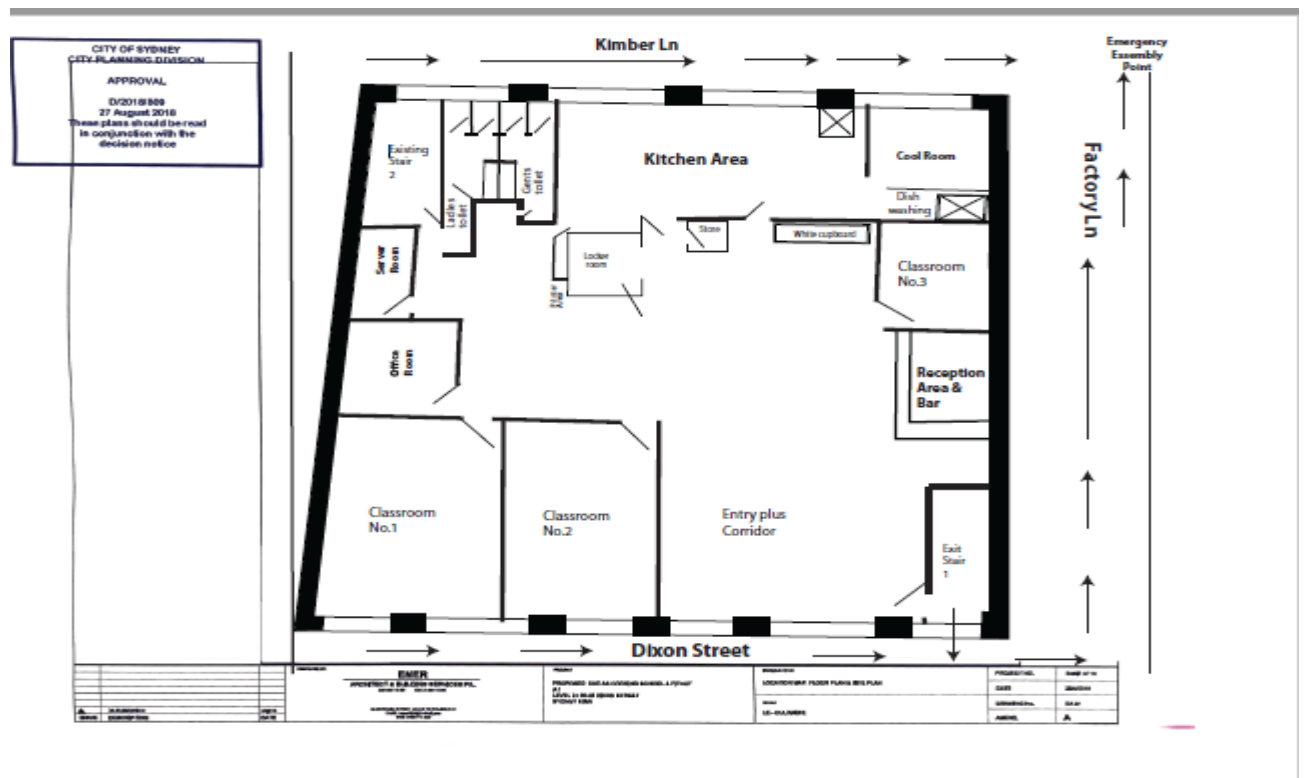




Evacuation Floor Plan- Parramatta Campus



Evacuation Floor Plan- Sydney City Campus





Your safety

WSC has a responsibility to meet its duty of care to staff, students and visitors by providing facilities and a safe and healthy learning environment in accordance with the *Work Health and Safety Act 2011*.

Living away from home in Australia and in a different environment can sometimes cause problems that may affect your personal safety and wellbeing.

The following are some of those situations that may cause problems and some advice on how to avoid them.

Unsafe locations

Worldwide, every city has some areas that may not be so safe. In your home city, you probably know of these areas and know how to avoid them. Sydney is the same. If you are not familiar with which areas to be careful of you can check with a trainer or Academic Manager.

Drugs and alcohol

In Australia, alcohol is readily available and legal for those over 18 years of age. Other substances such as marijuana, ecstasy, cocaine, etc are not allowed by Australian law and you run the risk of legal and visa problems as well as health issues if you become involved in their use/dealing.

If you have any questions or concerns about these things, please check with your Academic Manager.

WSC is committed to providing you with a safe environment in which to participate in training and assessment. The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans. Evacuation procedures are covered during student orientation.
- No smoking within WSC buildings.
- Report all potential hazards, accidents and near misses to the WSC staff;
- No consumption of alcohol on WSC premises or during contact hours;
- Keep training and assessment areas neat and tidy at all times;
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.
- Report safety concerns to a WSC staff member immediately.

Electrical equipment

Within the training automotive environment, you will be using a wide range of electrical equipment.



The following guidelines are to be applied:

- Electrical equipment that is not working should be reported to WSC staff immediately.
- Electrical work should only be performed by licensed electrician. Students are not to undertake any task related to fixing electrical equipment such as lighting or electrical training aids.
- All personal equipment used at the college must have a valid 'testing tag' to confirm that the equipment has been assessed for safety.

Fire safety

WSC will communicate the procedures involved in evacuation and the location of fire equipment to students during student orientation.

Students are to be familiar with the location of all EXITS and fire extinguishers.

It is the user's responsibility to understand fire drill procedures displayed around the premises.

Students are to attend and participate in annual fire safety sessions on fire safety procedures and the use of fire safety devices.

First aid

Provision for first aid facilities is available at campus. It is located to the right hand side of the reception and in kitchen area. All accidents must be reported to WSC staff. The accident and any first aid provided must be recorded by staff involved.

Lifting

Students, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by WSC unless they do so voluntarily and taking all responsibility for any injury caused.

Never attempt to lift anything that is beyond your capacity.

When lifting, always bend the knees and keep the back straight when picking up items.

If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

Work and study areas

Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.

Place all rubbish in the bins provided.

Ensure that tearoom bench spaces are left clean and tidy and that all dishes are washed.



Do not sit or climb on any desks or tables.

Legislative and Regulatory Responsibilities

WSC is required to operate in accordance with the laws of Australia. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that WSC has recognised it has compliance responsibilities.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation (Acts of Parliament) that may impact on you. While WSC has an obligation to meet certain requirements of these Acts, you also should make yourself fully aware of the legislation that affects you.

Copies of State and Federal legislation can be found on the Internet at www.legislation.nsw.gov.au/ (State) and www.comlaw.gov.au (Federal).

Following is a summary of the legislation that will generally apply to your day-to-day work and training.

Work Health and Safety (WHS) Act 2011

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces by protecting workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plant.

The WHS Act covers most workers in Australia are protected by nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience students, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Duties of other persons at the workplace (section 29). Any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions. They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

Privacy Act 1988

Personal information collected by Western Sydney College is used to carry out the daily business operation. An organisation must not collect personal information unless the information is necessary for one or more of its functions or activities.

An organisation must not use or disclose personal information about an individual for a purpose (the secondary purpose) other than the primary purpose of collection unless:

- both of the following apply:



- the secondary purpose is related to the primary purpose of collection and if the personal information is sensitive information, directly related to the primary purpose of collection.
- the individual would reasonably expect the organisation to use or disclose the information for the secondary purpose. or
- the individual has consented to the use or disclosure.

Anti-Discrimination Act 1991

Sect 6 -Act's anti-discrimination purpose and how it is to be achieved.

The main purpose of the Act is to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including work, education and accommodation. Anti-Discrimination applies to a person's race, religion, colour, sex, physical and/or mental capacity.

Disability Discrimination Act 1992

Sect 5 - Disability Discrimination

(1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

Sex Discrimination Act 1984

Sect 3 – Objects The objects of this Act are:

- to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and
- to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and
- to eliminate, so far as possible, discrimination involving the dismissal of employees on the ground of family responsibilities; and
- to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
- to promote recognition and acceptance within the community of the principle of the equality of men and women.



Copyright Act 1968

Copyright is a type of property that is founded on a person's creative skill and labor. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or another copyright subject-matter. These rights include the right to copy, publish, communicate (e.g. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred.

However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

Industrial Relations Act 1999

The main objectives of this Act are to provide a framework for industrial relations that supports economic prosperity and social justice by:

- Providing for rights and responsibilities that ensure economic advancement and social justice for all employees and employers;
- Ensuring equal remuneration for men and women employees for work of equal or comparable value;
- Ensuring wages and employment conditions provide fair standards in relation to living standards prevailing in the community;
- Promoting and facilitating job growth, skills acquisition and vocational training through apprenticeships, traineeships and labor market programs.

Fair Work Act 2009

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promotes national economic prosperity and social inclusion for all Australians by:

Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labor obligations;

Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions



through the National Employment Standards, modern awards and national minimum wage orders;

Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

Fairness and equity

WSC is committed to providing a fair and equitable environment for its students and visitors. Any discrimination or harassment of staff, students or visitors because of their sex, pregnancy, race, colour, nationality, ethnic or ethno-religious background, marital status, physical or intellectual or psychiatric disability, homosexuality or age will not be tolerated and is illegal under the requirements of the Anti-Discrimination Act 1977.

You are responsible for:

- Ensure non-discriminatory or harassing behavior at all times to other students, staff or visitors to the school.
- Report any discriminatory behavior or harassment to your trainer.

All WSC staff members (including contractors) will be informed that discrimination and harassment will not be tolerated under any circumstances.

In the event that discrimination and harassment are found to have occurred, disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behavior will be reported to police authorities immediately. Students should expect fair and friendly behavior from WSC staff members and we apply complaint handling procedures that adopt the principles of natural justice and procedural fairness at every stage of the process.

Students who feel that they have been discriminated against or harassed should report this information to a staff member of WSC that they feel they can trust. This will initiate a complaints handling procedure which will be fair and transparent and will protect your rights as a complainant. A student may also make an enquiry directly to the Anti-Discrimination Board of NSW [Click Here](#).

Access to your student file and record

You have the right to access your student file at any time. You may want to review previous assessment results to monitor your progress and confirm areas identified for improvement.

You can access your student file just by making a request to the WSC reception area. You will be asked to complete a register of access. You will be provided with the record to view. WSC can arrange to provide a copy of your records if required. You will not be permitted to take the original student file away as this is our record of your training and assessment which we are required to retain. WSC can also



provide you with a record of results which details the units of competency you have completed at that time and the units of competency you are yet to complete. A record of results can be requested at the WSC reception area.

Your privacy

WSC takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles (effective from 12th March 2014).

Here's what you need to know:

- WSC will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity and individual needs, your education background. We will also retain records of your training activity and are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.
- Your personal information is retained within our hard copy filing system and our computer systems. Your information is collected via the enrolment form and through your completion of administrative related forms and based on your training outcomes. Hard copy files are secured in lockable filing cabinets which are monitored throughout the day and secured in the evening. Electronic data retained on our computer systems are protected via virus protection software and firewall protection. Our data is backed up continuously to our server which is secure.
- WSC is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.
- In some cases, we are required by law to make student information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases, WSC will seek the written permission of the student for such disclosure. WSC will not disclose your information to any person or organisation unless we have written instructions for you to do so. If you require your records to be accessed by persons such as your parents, you need to authorise this access otherwise this access will be denied.
- You have the right to access information that WSC is retaining that relates to you. Further instructions are provided on how to access records within the section titled "Access to your records".
- If you have concerns about how WSC is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook. Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at [OAIC-](#)



[Privacy Complaints.](#)

Course Fees

Students are required to pay an application Fee of \$250(non-refundable) and the first installment as outlined in the Letter of offer and agreement to be issued a COE. The balance of fees payable for the course must be paid at least 7 calendar days prior to the start dates as detailed in payment plan unless prior arrangements have been made and confirmed in writing. Fees must be paid as per WSC requirements, in full within 14 calendar days of receiving an invoice from WSC. WSC may discontinue training if fees are not paid as required.

WSC does not require international students to pay more than 50% of the tuition fees before the course commencement. However, WSC provides opportunity to students to pay more than 50% of the tuition fees before commencement. Where a student chooses not to pay more than 50% of the fees upfront, each subsequent installment must be paid in full, on scheduled dates in order to maintain a valid enrolment.

These fees are subject to variation from time to time in regard to Consumer Price Index (CPI) changes within Australia. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student, then any fee increases will be required to be paid for the extended component of the course

Tuition Fee Protection

WSC is required to apply the Student Tuition Protection Service (TPS) for fees received from International Students. The Fund was established to protect the interests of overseas students on student visas or intending overseas students, who are studying or about to study in Australia (tps.gov.au). The TPS ensures that international students are able to either: (i) complete their studies in another course or with another education provider or (ii) receive a refund of their unspent tuition fees.

Information that explains your rights as a student studying in Australia under the Education Services for Overseas Students Act 2000 can be found on

<https://www.studyinaustralia.gov.au/english/australian-education/education-system/esos-act>

Student cancellation

Students who cancel their enrolment part way through a training program must notify WSC in writing at the soonest opportunity if consideration of fee reimbursement is required. Once WSC is notified a refund will be issued for the component of training not commenced. WSC is entitled to retain fees for any component of the course completed up until the point of notification by the student cancellation. For details see "Explanatory Guidance on the Education Services for Overseas Students (Calculation of Refund) Specification 2014".



Refunds

1	Notification of Cancellation - ITEMISED REFUND must be made in writing to Western Sydney College. Refunds will be refunded in Australian Dollars (AUD) within 28 working days of receipt of a written application. The student has to provide own bank account details or indicate in writing the specified person who is entitled to receive a refund on his/her behalf.	
2	Tuition Fee Refund Items	
2.1	Visa refused prior to course start date.	100% refund of tuition fees excluding the enrolment application fee of \$250.00.
2.2	Visa refused after course start date.	WSC will retain fees for any completed study terms the student has been offered, plus the enrolment application fee of \$250.00 (not applicable for offshore students).
2.3	Withdrawal notified in writing 28 days or more prior to course start date.	70% refund of tuition fees excluding the enrolment application fee.
2.4	Withdrawal notified in writing 28 days or less before the course start date.	50% refund of tuition fees excluding the enrolment application fee.
2.5	Withdrawals notified in writing after course start date.	No refund of current term tuition fees including the enrolment application fee.
2.6	WSC cancelling or ceasing to provide a course.	Refund of all unspent prepaid tuition fees.
3	<ol style="list-style-type: none"> Enrolment application fee is non-refundable. Refunds will normally be processed and finalized within 28 working days from the time the refund request is received. Delays may result if the refunds include OSHC fees due to extended processing times by your medical insurer. There are no refunds for public holidays or days you miss due to sickness or other reasons. There are no refunds for cancellation, withdrawal or a decision to change providers after the commencement of the course. There are no refunds for any student who breaches their visa conditions or fails to meet course requirements. In the unlikely event that Western Sydney College is unable to deliver your course in full, you will be offered a refund of all the unspent course money you have paid to date. The refund will be paid to you within 28 days of the day on which the course ceased being provided. If Western Sydney College is unable to provide a refund or place you in an alternative course our Tuition Protection Service (TPS) will place you in a suitable alternative course at no extra cost to you. Finally, if TPS cannot place you in a suitable alternative course or if there are no suitable alternative courses or offers, you may apply for a refund of the amount of any unspent pre-paid tuition fees you have paid to Western Sydney College. These are any tuition fees you have already paid that are directly related to the course which you haven't yet received. Education Services for Overseas Students (Calculation of Refund) Specification 2014 (https://www.legislation.gov.au/Details/F2014L00907) will be used to calculate the refund amount precisely. In the case of provider default there is no requirement for a student to lodge a refund application form. Tuition fees are not transferable to another student or another institution. Commencement of the course is defined as the course start date in the first enrolment application submitted by the student or agent and not subsequent changes to the starting date. Refunds must be applied for within 12 months of the course start date. Where a visa has not been received in time to start a course on the agreed date, the student must contact WSC in writing and they will be offered another starting date. Creation of new CoE/s will incur a cost of \$250 per enrolment. All refunds will be in Australian Dollars (AUD) or equivalent foreign exchange value at the time of the refund. The refunds referred to are net amounts only received by the College and do not include any service charge or commissions levied by your agent or intermediaries acting on your authority. Failure to attend and start classes without prior notice by the students on course commencement date and location determined by WSC will be treated as student default. Failure to pay tuition fee instalments as set in payment schedule in offer letter; serious misconduct; and breaching of any student visa condition will also constitute student default. WSC reserves the right of not offering 	



further training and assessment if student defaults and refund the unspent portion of tuition fee. However, a student does not default under this clause, unless WSC accords the student natural justice before refusing to provide, or continue providing, the course to the student at the location.

Additional Fees and Charges

Western Sydney College has the following additional charges as outlined in the Letter of Offer and Written Agreement

Application Fee (Non-Refundable)	\$250
Changes in CoE details	\$50
CoE re-issuance fee	\$250
Overdue tuition fee	\$200/ instance
Refund processing fee	\$250
Deferral fee	\$100
RPL fee per unit	\$250
Re-assessment fee	\$150
Interim academic transcript	\$20
Reference letter	\$10
Re-issuance of records (Certificate & Transcript)	\$100
Student card re-issuance	\$10
Airport pick up arrangement fee	Will be confirmed on request
Temporary accommodation arrangement fee	Will be confirmed on request
Loss of library books	Replacement cost
Loss of course materials issued before cost	Replacement cost
Failure to attend required number of class hours	\$20/hour (starts when student fails to attend more than 20% of class contact hours)



Applicable For Under Age Student (Under 18) From 2024:

When WSC is enrolling a student under 18 years of age, WSC must meet commonwealth and NSW regulations and Provide welfare service and protection to the student. A package is provided prior to accepting a student under 18 years of age.

Placement Fee - \$340 one off - non-refundable

Administration Fee - \$500 one-off - non refundable

Airport Pickup Fee - \$160 one off

Under18s Homestay Packages

Traditional Home Stay (2 meals-Monday – Friday and 3 meals – Weekends)

\$1520 - Payment needs to be done on 4 week cycle (\$380 per week)

Guardianship Fee - \$300 - Payment need to be done on 4 week cycle (\$75 per week)

Total Upfront Fee - \$2820.00

- Full homestay fees are only refundable if cancellation is received 48 hours prior to commencement of Homestay.
- Refund and Cancellation Service Fee \$100 applies to ALL refunds and cancellations.
- Students must give 14 days (two weeks) notice before leaving Homestay or pay two weeks in lieu of notice.
- Student and their guardian need to understand and sign the conditions and cancellation forms provided with the offer letter.



Payment methods

WSC accepts payment for fees using:

- Pay using BPOINT Payment System.
- Electronic Funds Transfer (account details available on our website).
- Cheque (made payable to WSC).
- International Money Transfer – must include funds to pay for the receipt of the money transfer.
- Payment in cash is not accepted.

Changes to terms and conditions

WSC reserves the right to amend the conditions of the student's enrolment at any time. If amendments are made that affect the student's enrolment the student will be informed seven calendar days prior to changes taking effect. No changes will apply retrospectively.

Making a complaint or appeal

WSC is committed to providing fair and transparent complaints and appeals process that includes access to an independent external body if required. To make a complaint or an appeal, you are requested to complete one of the following forms:

- Complaint Form
- Request for Appeal of a Decision

These forms are available via our website at the following address:

– www.wsc.nsw.edu.au

Once you have completed the required form you are requested to submit this to the Student support officer either in hard copy or electronically via the following contact details:

Student support officer
Western Sydney College
55 High St, Parramatta NSW 2150
Email: info@wsc.nsw.edu.au

If you are having any difficulty accessing the required form or submitting to us, please contact us at the following number: 02 86287973



What is a complaint?

A complaint is a negative feedback about services or staff which has not been resolved locally. A complaint may be received by WSC in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers.

What is an appeal?

An appeal is an application by a student for reconsideration of an unfavorable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to WSC within **seven calendar days** of the student is informed of the decision or finding.

Early resolution of complaints & appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time, as they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases, you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

Complaint and appeals handling procedure

All complaints must be dealt with in a constructive and timely manner. WSC will set out the process in “Plain English” on the website, in pre-enrolment information and we will emphasise this information at induction and orientation.

The procedures include complaints handling at an informal level and WSC expect most complaints that may start as a grievance can be resolved at this level with our focus on client and staff satisfaction.

Records of complaints that escalate to a formal complaint or written complaint will be recorded on our Complaints and Appeals Register.

Similar grievances from more than one staff member, employer or client will be further investigated as this would indicate an area for improvement of College operations or services.

Management will consider complaints as a matter of priority, within the guidelines of legislation and following our procedures. All internal avenues for resolution will be pursued from the initial grievance or complaint, through to a formal complaint and possible appeal of the decision.

We include complaints as an agenda item in our management meetings.

Procedure for a grievance, complaint and appeal:	
1. Discuss the issue with the member of staff or trainer involved or course participant	1 There might be a grievance or complaint about: <ul style="list-style-type: none">✓ WSC and administration staff✓ The course or assessment result✓ A Trainer or an Assessor✓ Another course participant or person at the College



	<p>The PEO encourage participants to talk directly with the person involved and see if the issues of concern can be sorted out.</p>
2. Discuss the issue with the Manager	<p>2 Where talking with the person is not appropriate, the complaint can be discussed with a member of staff –probably a manager by phone or through email such as:</p> <p>Student Services Manager or Academic Manager</p> <p>The PEO will seek an immediate resolution of the matter if possible within our roles. The PEO will communicate with the complainant, discuss the matter with other parties and seek resolution. The PEO must refer to our policies and procedures and point this out to the complainant and the process will be fair and transparent. It takes 10 working days to process.</p>
3. Fill in the written complaint form and it will be considered by the PEO	<p>3 If the complainant is not satisfied with the suggested resolution, the PEO will advise him/her to put the complaint in writing on our complaints form and submit. This form can be found in the Student Services area on level 4. Student Services will acknowledge receipt of the complaint and the date received. The complaint goes to the PEO who will consider the written complaint within 10 working days. Where the matter may involve the PEO/Academic Manager, will use an agreed third party to consider the complaint and the resolution proposed. This will make the process fair and transparent.</p>
4. How we advise of the complaint resolution and give written notification of the decision	<p>4 A meeting or phone conference may be offered to the complainant. A support person can be there with the complainant. Details of any meetings with the complainant will be recorded in writing. The written statement of WSC'S decision, including details of the reasons for the outcome will be provided to the complainant.</p> <p>The PEO must refer to our policies and procedures and point this out to you as the complainant, so the process will be fair and transparent. Internal decision making and resolution between the complainant and the College will be finalised as soon as practicable.</p>
5. If our internal process has not worked, you can seek a review or appeal the RTO decision. We move to mediation	<p>5. If agreement still cannot be reached, or the complainant is not satisfied with the College decision, then he/she can seek a review and appeal that decision. WSC offers mediation services through Resolution Institute. This is the final step in our internal complaints resolution process and we hope the complaint can be resolved to the satisfaction of all parties. Again, the decision of the mediation will be recorded and sent to all parties within 28 days of the final mediation meeting. This will be the final decision. We do expect this to be completed within 60 days. If more time is needed, the PEO will write to the complainant explain the delay and keep him/her up to date on the progress of the matter.</p>
6. Complaints are in registers and the quality assurance system	<p>6. Complaints and appeals are logged in the complaints and appeals register, reported to management meetings and retained in our compliance records. WSC treat complaints as feedback that can improve our client services and quality assurance in the college. The PEO are required to acknowledge formal complaints and rectification in reporting against the standards for Colleges.</p>
7. External appeal- Take the complaint to an external agency	<p>7. Once mediation has been provided and finished, the PEO will advise the complainant that all internal processes have been exhausted. There are external agencies who can deal with the complaint where the complainant wishes a review or appeal against WSC's decision.</p> <p>If a student is dissatisfied with the outcome of WSC's internal appeal procedure, student can access external appeal through the overseas student ombudsman.</p>



	<p>Student will be asked to visit the following website to access external appeal process. http://www.ombudsman.gov.au/making-a-complaint. Note: If the complainant decides to proceed with external appeal, they should notify WSC of this, so the time is allowed for this process. Student MUST provide (within 5 working days) the evidence of where a student has accessed an external appeal process. To apply for External Review a student must complete an application form (available on http://www.ombudsman.gov.au/making-a-complaint)</p> <p>WSC maintains the student's enrolment (i.e. not report the student for unsatisfactory progress or attendance) until the external complaints process is complete and has supported the WSC's decision to report. WSC will wait for the outcome of the external process in this case as reporting a student for unsatisfactory progress or attendance has serious consequences for the student's visa – it may result in automatic cancellation.</p> <p>If the appeal is against the WSC's decision to defer or suspend a student's enrolment due to misbehaviour or to cancel the student's enrolment as per Standard 9, WSC only await the outcome of the internal appeals process (supporting the provider) before notifying DET through PRISMS of the change to the student's enrolment. Once DET has been notified of a deferment, suspension or cancellation of a student's enrolment, the student must contact Department of Home Affairs (DHA) regarding their visa status.</p>
8. Other external agency	<p>8. The NSW Department of Fair Trading is the external agency that deals with consumer complaints such as fees, discrimination or other matters.</p> <p>The National Training Complaints Hotline gives advice and refers complainant to the correct training body: Phone: 13 38 73 Mon- Friday 8am – 6pm Written complaints can be emailed to skilling@education.gov.au.</p>
9. The role of ASQA in investigating complaints after internal processes are exhausted.	<p>9. WSC also provide a link on our website and information in the website FAQ's about WSC regulator's complaints handling process. The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector, it regulates courses and training providers to ensure nationally approved quality standards are met. It is not ASQA's role to arbitrate between aggrieved parties. ASQA receives and investigates complaints in order to manage the risk of training providers not complying with their legislative obligations. Participants will be informed of ASQA's role at induction.</p>



Record keeping & confidentiality

A written record of all complaints handled under this procedure and their outcomes shall be maintained for a period of at least 2 years to allow all parties to the complaint appropriate access to these records, upon written request to the Student support officer. These records will be maintained at WSC Office at Parramatta.

All records relating to complaints will be treated as confidential and will be covered by WSC's Privacy Policy.



Assessment Arrangements

‘Competent’ or ‘Not Yet Competent’?

There are two possible assessment outcomes of competency-based assessment either ‘*Competent*’ that is you have demonstrated sufficient skills and knowledge or ‘*Not Yet Competent*’. If you receive a not yet competent result – it is not something to get worried about. Sometimes there are simple but important things that you may have overlooked but need to be covered. You will be given specific feedback on which aspects of your performance and what needs to improve and additional training to support you to become competent.

Assessment attempts

You will be allowed to resubmit each task for each assessment two times, subject to course completion timeframes. If after two submissions (and additional training) you are unable to demonstrate that you are competent in the unit or units of competency, WSC may apply further charges for additional assessment.

The assessment environment

At WSC, there is a strong focus in undertaking assessment as though you are working in a real workshop. This approach is supported by our simulated work environment and local policy and procedure. At times the environment will be busy and specific items of equipment will be in high demand. This reflects the actual workplace environment. This requires that you plan your activities and work cooperatively with another student to complete your work.

Completion dates

These can vary and you will find a timetable provided to you which specifies assessment submission dates. You should work diligently to complete all assessment tasks on the due date.

Submitting authentic work

All work submitted must be your own work. WSC verifies this in the following ways:

- student confirmation and declaration
- additional verbal questions were given to students on a random basis
- Comparison of work style and quality for all work undertaken.

Graded assessment

WSC does not apply graded assessments. You will get either a Competent or Not Yet Competent



Assessment methods

You are required to demonstrate your skills and knowledge across the applicable assessment tasks. Your assessor will gather sufficient assessment evidence from a range of sources using a number of different assessment methods. Depending on your course, the following assessment methods are used:

A — Case Study	Based on real or fictional companies, these work-based scenarios require the student to analyze, interpret the case study and answer written question about the case study. These questions are designed to gather sufficient evidence to meet the performance criteria of the unit of competency.
B — Project	This assessment requires students to answer task-based questions and gather sufficient evidence over the teaching period for the unit of competency. A project may involve several tasks including research, completing work-based templates or scenario or simulated company tasks.
C — Written Report	This is a summary report that is submitted to the trainer/assessor following workplace field trips or classroom group-work.
D — Role play/Simulation/Practical demonstration	This is usually conducted in the classroom and this assessment can re-enact real work situations.
E — Written knowledge tests	Some subjects include a final written test that requires students to answer short answer questions, which test their knowledge and application of skills across the unit of competency. The questions are usually drawn from the workbook and formative tasks previously completed in the classroom.
F — Presentation	This assessment method requires the student to prepare a PowerPoint presentation and use communications skills giving the trainer an opportunity to observe and assess their knowledge and skills in a simulated business or marketing presentation. This simulates an Australian work environment. Some presentations are used to follow on from a project or written report to check for their understanding of what they have previously submitted for their written assessment or project.



Submitting Assessments

Completed written assessments are due to be submitted either (a) electronically or (b) in some cases handed into your Trainer (e.g. hard copy assignment, projects, portfolios etc.) by the specified time on the date advised by your Trainer.

You are entitled to two (2) attempts for each assessment, but only if each assessment is submitted by the due date and is complete. This means that when you submit your assessment (with all sections and questions complete) on time, but it is Not Yet Satisfactory (NYS), you will have another Two (2) attempts to demonstrate a Satisfactory (S) result.

If your first attempt is not submitted by its due date, or it is submitted but is incomplete, you will forfeit the first two attempts and only have One (1) final attempt to gain a satisfactory result.

If you are NYS on the first attempt, but fail to resubmit your assessment on the second attempt (resubmission) due date, you will forfeit your final attempt and will receive a Final Result of NYS for the assessment and a Final Result of Not Yet Competent (NYC) for the unit.

If your second attempt (the resubmission) is submitted on the due date, and a genuine attempt is made to rectify the gaps outlined by your trainer in Marking Guide feedback, but you are still NYS, you will have a final attempt to rectify the assessment. You have three working days from the day you receive assessment feedback from your trainer.

If you resubmit the assessment in its original state and no changes have been made, the assessment will receive a Final Result of NYS and no further attempts will be granted.

In order to gain your full qualification, you must demonstrate competency in each Unit of Competency in your course. If you fail to do so, you will be provided with only a Statement of Attainment for the units you have successfully completed.

Very Important

Please note: Students must submit completed work for all sections of the assessment, in order for the first attempt of the assessment to be accepted. Incomplete assessments will not be accepted, and the student will be advised that this is a Non Submission.

Training Arrangements

The courses are conducted 13.5 Hrs. face-to-face in campus and 6.5 Hrs. online via WSC Moodle per week. The training program is undertaken using a planned schedule. Training sessions include the demonstration, explanation and practice. There are simulation corners in the classroom where real-life work environment will be produced to introduce the students with actual work-place.

In addition to face-to-face learning, students will also complete self-paced study to assist them in building their professional knowledge and undertake work toward their assignments. Students will



typically attend formal training sessions two to three working days per week depending on the course. Each day has scheduled training 5 to 7.5 hours, depending on given timetable.

During COVID 19 Pandemic, 13.5 Hours face to face in campus classes are delivered virtually via Zoom. Even though classes are being delivered virtually, all students must meet the requirements to attend all virtual classes and make satisfactory course progression. However, qualifications that required Practical classes and work placement required face to face attendance. Details on delivery mode will be provided to students before the commencement of their courses.

Students from Certificate IV in Commercial Cookery and Diploma of Hospitality Management are encouraged to seek work placement by themselves during their course of study. If any student fails to arrange his/her own work placement, WSC will assist to arrange the work placement for that student.

Recognition of your existing skills and knowledge

In accordance with the requirements of the VET Quality Framework, WSC provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

What is recognition?

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

Recognition guidelines

The following guidelines are to be followed when an application for recognition is received:

- Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for recognition for units of competence or a qualification which are not included in WSC's scope of registration.
- Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- Students who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.



If you consider that you have existing skills that may be recognised please inform WSC when you submit your application.

Credit transfer for your current competence

WSC acknowledges the requirement as an RTO to recognise the awards issued by other RTOs. This is limited to outcomes that are drawn from the national skills framework being units of competence awarded and accurately identified in statements of attainment and qualifications.

What is Credit transfer?

Credit transfer is the recognition of learning achieved through formal education and training. Under the VET Quality Framework, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. Credit transfer allows a student to be awarded a unit of competency based on successful completion of the unit, which has been previously awarded.

Evidence requirements for Credit transfer

A student will be required to present his or her statement of attainment or qualification for examination by WSC. These documents will provide the detail of what units of competence the student has been previously issued. Students must provide satisfactory evidence that the statement of attainment or qualification is theirs and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework Implementation Handbook. The student is required to submit copies only which are certified as a true copy of the original by a Justice of the Peace (or equivalent).

Credit transfer guidelines

The following guidelines are to be followed in relation to Credit transfer:

- Students may not apply for Credit transfer for units of competence or qualification which are not included in WSC's scope of registration.
- Students are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for Credit transfer and WSC does not receive any funding when credit transfer is granted.
- Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and students will be advised to seek recognition. In Cookery and Hospitality program some units of competence are delivered as clustered. Students are advised to speak with admission and apply for credit transfer before commencement.
- Credit transfer is only applicable when the units of competency being claimed are issued by an



Australian RTO and they are nationally endorsed within the National Skills Framework.

Issuing Qualifications and Statements of Attainment

WSC will issue all Australian Qualification Framework certification documentation (Qualifications or Statements of Attainment) to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete. Please note however that WSC is not obliged to issue a certificate to a completed student if:

- All agreed fees the student owes to WSC have not been paid.
- The student has not provided a valid Unique Student Identifier.

Students should be aware that a:

- **Qualification** is the result of a student achieving the units of competency for a qualification outcome as specified in an endorsed training package or an accredited course. A qualification is a formal certification that a student has achieved learning outcomes as described in the AQF. Technically within the AQF, a qualification is comprised of a testamur and a record of results. A testamur is the actual official certification document that confirms that a qualification has been awarded to an individual.
- **Statement of Attainment** is issued when the student has achieved one or more units of competency as a result of completing a course which included units of competency only or where the student achieved one or more units of competency as part of an enrolment in a qualification based course but the student did not achieve all of the units of competency to receive the full qualification.

Academic Misconduct

Students are expected to conduct themselves in a quiet, courteous and orderly manner at all times during College hours. It is expected that all WSC teachers and staff will be treated with courtesy and respect at all times. For academic and behavioural misconducts, WSC can take action against the student ranging from fine to cancellation of studies to reporting to DHA.

Plagiarism

Plagiarism is the act of misrepresenting as one's own original work the ideas, interpretations, words or creative works of another. These include published and unpublished documents, designs, music, sounds, images, photographs, computer codes and ideas gained through working in a group. These ideas, interpretations, words or works may be found in print and/or electronic media.

Plagiarism includes the following:



- Copying from another student
- Handing in another person's work with or without the author's knowledge
- Copying an entire source and presenting it as your own
- Copying sections from a source without appropriate acknowledgement
- Paraphrasing material from a source without appropriate acknowledgement

Referencing and plagiarism

Where you are making significant reference to the work of others you must acknowledge this by providing the name of the author and the publication information. If you do not acknowledge other authors, you are incorrectly claiming work as your own. This is called plagiarism. In all Australian educational institutions, plagiarism is unacceptable.

Cheating

Cheating includes the following:

- Providing or receiving information from other students.
- Copying from another student
- Bringing in unauthorised material to the examination
- Using unauthorised material in the examination
- Failing to follow Trainers' instructions on conduct during examinations.
- Plagiarism or cheating may result in a NOT Competent result for the unit and/or suspension or cancellation of enrolment.

Non-Academic Misconduct

Non-academic misconduct includes but is not limited to the following:

- Behave in a manner that tarnishes the College's reputation and name
- Steal College or other students' property
- Damage College or other students' property
- Engage in unlawful activities on College premises
- Misuse College equipment
- Threaten, bully, harass, abuse, discriminate or vilify College staff members or students
- Disrupt classes and fail to follow Trainers' and other College staffs' reasonable directions
- Falsify Medical Certificates and other documents
- Physical fighting on College grounds, in class and anywhere else on College premises
- Provide College with false documents e.g. Qualifications, Statements of Attainment, References

Academic and non-academic misconduct offences may result in the termination of a student's enrolment.



Unlawful activity

WSC reserves the right to instantly terminate any student who participates in an unlawful activity and will report any such behaviour to the legal authorities.

Classroom Behaviour

Students should respect their trainers and fellow students at all times and not participate in any misconduct.

Students are requested not to speak in languages other than English in the classroom.

The use of inappropriate language/swearing is not permitted anywhere in the college and most species will not be tolerated in the classroom.

Students and staff should leave rooms neat and tidy. No food or drinks are permitted in the lecture room. Chewing gum is not permitted on College premises.

Students are not to enter the staff room or staff kitchen. Students who wish to leave their lunch or morning tea in the fridge or use heating facilities should ask their trainers or a College representative for assistance.

WSC Student Declaration

The above information is given by the Western Sydney College may be made available to the Commonwealth and State Agencies and the Tuition Protection Services.

Western Sydney College is required under section 19 of the ESOS Act to inform the Department of Home Affairs about certain changes to student enrolment and any breach of a student's Visa condition relating to attendance and academic performance.

All the above information has given by Western Sydney College on orientation day.

It is mandatory for the student to complete all the required information in Student Declaration form that student is agree and understand of the terms and conditions in addition to the policies in Western Sydney College. The Student Declaration form is provided during orientation day.