



INTERNATIONAL STUDENT HANDBOOK 2012



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Welcome to Stanley College

Thank you for choosing Stanley College to deliver your next learning experience.

We hope your time with us is memorable and that it leads to a successful outcome.

We are a young and dynamic team of experts providing you with classroom learning and work based training that enables you to gain the skills required to be employed in your chosen industry. Once you are job ready, our employment liaison team will assist you in finding suitable employment.

This Student Handbook contains very important information about your training, assessments and support services. The Student Handbook also provides you with information about your rights and obligations as a Student Visa Holder and a Stanley College Student.

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

Please participate in our social activities and sporting events to ensure you don't miss out on the best student life experiences.

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

DISCOVER, LEARN and ENJOY!

Alberto A. Tassone
Chief Executive Officer

About your Student Handbook

The Student Handbook is made available to all Students prior to enrolment, from the Stanley College website and on Orientation day. It is important that you read and understand the content of the Student Handbook before course commencement. You can download the Student Handbook from the Stanley College website. To ensure you have the current version, it is recommended that you download or view the Student Handbook from Stanley College's website. Alternatively, you can request a printed copy at the reception desk.

Please contact your Student Support Officer on 9227 1797 if you do not understand any part of the Student Handbook.

Stanley College employs Student Support Staff who are here to help you on both Academic and Non-Academic matters. If you need help or support at any time, please contact the International Student Support staff, or see anyone of our Staff Members, if they can't help you, they will refer to someone who can!

Definitions

ASQA	Australian Skills Quality Authority
DIAC	Department of Immigration and Citizenship
DEEWR	Department of Education, Employment and Workplace Relations
AQF	Australian Qualifications Framework

Stanley College Administration and Contact Numbers

Stanley College
171 James Street
Northbridge WA 6003

Phone: +61 8 9228 8001
Fax: +61 8 9328 2116
Email: info@stanleycollege.edu.au
Web: www.stanleycollege.edu.au

Key Personnel

Chief Executive Officer	Alberto A. Tassone	alberto@stanleycollege.edu.au
Director of Operations	Dhyan Singh	dhyan@stanleycollege.edu.au
Admissions and Student Support Officer	Sam Brittain	sam@stanleycollege.edu.au
Administration and Student Support Officer	Sharni Lloyd	sharni@stanleycollege.edu.au
Accounts Manager	Natalie Fancote	natalie@stanleycollege.edu.au

Your Official Point of Contact is Sam Brittain, Student Support Officer
Tel. 08 9228 8001

For Emergencies, contact Dhyan Singh at 0400274033

Administration Office Operating Hours

Office hours are from 9.00am – 4:30pm Mondays to Fridays

Critical Incidents

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

- missing students;
- severe verbal or psychological aggression;
- death, serious injury or any threat of these;
- natural disaster; and

- issues such as domestic violence, sexual assault, drug or alcohol abuse.

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

Please contact Mr. Dhyan Singh if you experience, witness or perceive a critical incident. Please dial Stanley College's emergency telephone number on 0400 274 033 at all hours.

Procedure

Where a Critical Incident is identified the following procedures must occur. As part of the reporting process the Director of Operations will confirm that the incident falls under the definition provided above of a 'Critical Incident'.

Reporting

- When a staff member or a client feels that a critical incident has or is about to occur the staff member must contact emergency services where required first and then contact the Director of Operations on his/her mobile number 0400 274 033 (which is also Stanley College's Emergency line).
- A 'critical incident report' is to be completed by the appropriate staff member involved in the incident or notification of the incident. Where appropriate the report will be completed/verified by the Director of Business Development and given to the CEO of Stanley College.
- The 'critical incident report' is to contain as much information as possible and indicate the people directly involved in the incident (form 199 Critical Incident Report).
- The Educational Services for Overseas Students Act 2000 (ESOS Act) requires Institute to notify the Department of Education, Employment and Workplace Relations (DEEWR) and The Department of Immigration and Citizenship (DIAC) as soon as practical after the incident and in the case of a student's death or other absence affecting the student's attendance, the incident will need to be reported via the Provider Registration and International Student Management System (PRISMS).

Consultation of Action Plan

- The CEO will assess the Critical Incident and implement a plan of action to follow up the Critical Incident.
- Where required, a meeting with appropriate staff/students will be organised to follow up the incident. This meeting will determine issues and responsibilities relating to :
 - Assessing risks and response actions
 - Liaison with emergency and other services
 - Contact with students' relatives and other appropriate contacts
 - Liaison with other external bodies, such as home stays, carers or foreign embassies, and
 - Counselling and managing students and staff not directly involved in the incident.
 - Media Management (Where required)
- Where appropriate Stanley College will provide support to the family in the form of:
 - hiring interpreters
 - making arrangements for hospital/funeral/memorial service/repatriation
 - obtaining a death certificate
 - assisting with personal items and affairs including insurance issues
 - assisting with visa issues

Follow up & Review of Critical Incident

Where a critical incident has occurred and reported to the Department of Education, Employment and Workplace Relations (DEEWR) and The Department of Immigration and Citizenship (DIAC) Stanley College will conduct a follow up and review of the specific critical incident. This follow up and review will involve those members initially involved in the action plan meeting and will ensure:

- Any required follow up such as de-briefing, counselling and prevention strategies have been completed.
- All staff and students involved in the incident will be informed of all outcomes from the incident
- A recommendation as to the response to the critical incident is documented and included in the continuous improvement submissions
- Any further follow up required is documented and responsibilities allocated to appropriate staff.

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

Emergencies

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

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

Police

In Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics, the police can help you feel safe. In a **non-emergency situation** you can contact the local police station directly on:

131 444 - Nearest Police Station or 089222 1111 - Police Central

Fire

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

Ambulance

Ambulances provide immediate medical attention and **emergency transportation to hospital**. Dial 000 or Stanley College Emergency line 0400 274 033.

Stanley College Emergency Line

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

State Emergency Service

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

Lifeline

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

Poisons Information Line

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

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

Translating and Interpreting Service (TIS) - Tel: 13 14 50

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

Stanley College Intake Dates

2011	2012
10 January 2011	9 January 2012
21 March 2011	19 March 2012
30 May 2011	28 May 2012
8 August 2011	6 August 2012
17 October 2011	15 October 2012

Intake dates are subject to change, please visit www.stanleycollege.edu.au to identify the correctness of above dates.

Public Holidays

Public Holiday	2011	2012
New Year's Day	Friday 1 January	Saturday 1 January / Monday 3 January
Australia Day	Tuesday 26 January	Wednesday 26 January
Labour Day	Monday 1 March	Monday 7 March
Good Friday	Friday 2 April	Friday 22 April
Easter Monday	Monday 5 April	Tuesday 26 April
ANZAC Day	Sunday 25 April Observed on Monday 26 April	Monday 25 April
Foundation Day	Monday 7 June	Monday 6 June
Queen's Birthday	Monday 25 October	Friday 28 October
Christmas Day	Saturday 25 December Observed on Monday 27 Dec.	Sunday 25 December Observed on Monday 26 Dec.
Boxing Day	Sunday 26 December Observed on Tuesday 28 Dec.	Monday 26 December Observed on Tuesday 27 Dec.

Source:

http://www.commerce.wa.gov.au/LabourRelations/Content/Employers/Pay_rates_leave_and_conditions/Public_holidays_in_Western_Aus.html

Computer Lab

The computer lab is available for your studies. The computer lab is located on level 1 of Stanley College City Campus. You can access more computers in the student recreation area.

Training Venues

Stanley College occupies a number of registered training venues. Depending on your course, you will be trained at one or more training venues. The training venues relevant to your course are indicated in your Training and Assessment Plan (TAP). If you require help to reach one of the training venues, please contact the Student Support Officer.

Location of training venues – course specific:

To identify how to reach your training venue from your place of residence in Western Australia, visit the Perth Transport website at <http://www.transperth.wa.gov.au/>. The website will produce a number of options on how to reach your training venue in time, from your place of residence in Western Australia.

Courses in Business, Management and Hospitality:

City Campus

171 James Street
Northbridge WA 6000

Telephone: 08 9228 8001
Emergency Line: 0400 274 033

Location of training venues – course specific- continued:

Certificate III in Hospitality (Commercial Cookery) courses:

Kalao Restaurant

171 James Street
Northbridge WA 6003 - *Stanley College's own restaurant*
08

Contact details:
Restaurant Manger: Varuna Swami
Executive Chef: Ash Sharma

GLOUCESTER PARK

2 Nelson Crescent,
East Perth WA 6004

Contact details available from your trainer
How to get there: 10 minutes Free Bus Ride from the Wellington Street Station

Or/and

SICILIANI ASSOCIATION OF WESTERN AUSTRALIA

Lot 51 Fortune Street,
Balcatta WA 6021

Contact details available from your trainer
How to get there:

15 minutes Train ride from the Perth Train Station to Stirling Train Station and then 10 minute bus ride to the venue.

Note: This course contains a work-based training component. Stanley College will attempt to place you with a Host Employer suitable to you. For more information relating to your work-based training component, please contact the Student Support Officer.

Construction Courses:

WEST AUSTRALIAN GROUP TRAINING SCHEME

59 Windsor Road
Wangara, WA 6065

Telephone: 08 9408 0025
Contact Person: Alan Chevlan – Training Manager WAGTS

Note: This course contains a work-based training component. Stanley College will attempt to place you with a Host Employer suitable to you. For more information relating to your work-based training component, please contact the Student Support Officer or your trainer.

Student ID

You will be issued with a Stanley College Identification Card (ID) on Orientation day, usually the Friday prior to course commencement day. Refer to your Student Agreement to for the exact date and time.

Your Student ID will show your photograph, name, student number, commencement and completion date. You are required to have your Stanley College Student ID with you at all times whilst at any of the Stanley College Training facilities. You may be asked to produce your Student ID at any time and the assessor may refuse to assess you if you do not present your Student ID.

A card replacement fee of \$15 is raised if the cards gets lost or stolen.

Student Email Account

At Stanley College, you have your very own Stanley College email account. Your email address will be issued to you on Orientation Day.

Your Stanley College email account is the
OFFICIAL COMMUNICATION METHOD
between you and Stanley College.
All correspondence will be emailed to your Stanley
College email address.

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

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

To protect your privacy, you must change your password after receiving your first login password from Stanley College. Do not let anyone know your password and change your password at least monthly.

For questions or technical problems relating to your email account, please contact Student Support.

DO NOT IGNORE STANLEY COLLEGE EMAILS. Emails sent to your Stanley College email account are important and may contain official information crucial to your studies and stay in Australia. Not checking your email account will not stop Stanley College from processing disciplinary actions and cancellations.

Stanley College Code of Conduct

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

By enrolling at Stanley College, you have agreed to adhere to the Stanley College Code of Conduct. The Stanley College Code of Conduct is listed in this handbook, was included in your pre-enrolment documentation and is available at www.stanleycollege.edu.au.

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

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

1. Behave honestly and with integrity
2. Respect other people's rights to hold different positions and views;
3. Respect another person's beliefs, nationality, religion, age, associations and gender;
4. Only speak in a language that does not offend other people;
5. Maintain a quiet environment for students to study and for staff to work;
6. Allow other students to study without being interrupted;
7. Act with care and diligence on campus and at work-based training organisations;
8. Attend all classes to ensure you adhere to Stanley College's Code of Conduct;
9. Participate in group training and assessments to ensure everyone gets maximum training;
10. Do not cheat or plagiarise;
11. Allow trainers to deliver their course material without being unnecessarily interrupted or disturbed;
12. Adhere to Stanley College Uniform policies where required;
13. Keep class rooms, recreation areas and libraries free of foods;
14. Turn off mobile phones and other electronic devices when in class, at the reception desk, in the recreation room and the library;
15. Keep your personal belongings with you at all times and do not take/borrow what belongs to others;
16. Respect Stanley College's No Smoking, No Alcohol, No Drugs policy;
17. Provide only true information in relation to your personal data, reasons for absence, course variation requests, deferment requests and other information required by Stanley College to make appropriate decisions;
18. Uphold the good reputation of Stanley College and provide feedback or follow the complaints procedure if you are not satisfied with a Stanley College decision of service;
19. Comply with Stanley College policies and procedures as stipulated in this student handbook;
20. Comply with your Student Visa requirements
21. Use Stanley College resources in a proper manner;
22. Meet acceptable levels of personal hygiene and dress on campus and at Stanley College work-based training venues.

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

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

Students can report breaches verbally, to the Student Support Officer, their trainer or the CEO, or in writing, addressing the breach to the CEO.

Student affected by a breach of the Stanley College Code of Conduct are encouraged to contact the Student Support Officer.

Reporting breaches

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

Reports of breaches can be submitted in writing or verbally and will be viewed by Stanley College's Management.

If you are uncertain about your rights and responsibilities, please contact the Student Support Office to discuss any matter in relation to the Stanley College Code of Conduct.

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

Your Responsibilities under the Student Visa

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

DIAC regulations relating to your work rights as published at: http://www.immi.gov.au/students/students/working_while_studying/conditions.htm on 4 October 2011. The information may have changed. To ensure that you read the current version of these regulations, we recommend you log onto their website and check.

Your Study Visa Conditions are:

You **cannot** work more than 20 hours per week* when your course is in session (other than work which has been registered as a part of the course).

Note: No work limits apply during recognised periods of vacation offered by your education provider.

You **cannot** undertake work until you have commenced your course in Australia.

*A week begins on a Monday and ends on the following Sunday.

You **must** remain enrolled in a registered course (unless you are an AusAID/Defence student or secondary exchange student in which case you must maintain full-time enrolment in your course of study or training).

Note: a registered course is one that is on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

See: [CRICOS](#)

You **must** maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.

You **must** maintain adequate arrangements for health insurance during your stay in Australia.

Note: Under policy, this means that you must maintain Overseas Student Health Cover (OSHC).

You **must** continue to satisfy the requirements for grant of your student visa. This means, for example, that your main course of study must continue to be a course in the education sector that matches your

student visa, and that you must continue to have sufficient financial capacity to support your study and stay in Australia.

You **must** maintain adequate schooling arrangements for your school-age dependents that join you Australia on a student dependent visa for more than 3 months.

If you have not turned 18 you must maintain adequate arrangements for your accommodation, support and general welfare for the duration of your stay in Australia.

To maintain adequate arrangements for welfare you must stay in Australia with:

your parent or legal custodian or a relative who has been nominated by your parents or custodians who is aged over 21 and is of good character or accommodation, support and general welfare arrangements that have been approved by your education provider.

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

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

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

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

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

Source: www.immi.gov.au

Inform Stanley College of changes to the contact details of your next of kin. Use the change of address form, available from www.stanleycollege.edu.au or request a form from reception desk.

Under the ESOS Act, Stanley College is required to notify you AND the Australian Government if you have breached your student visa conditions as a result of having failed to maintain satisfactory course progress or attendance.

Student discipline

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

Students are expected to report any breaches of the Code of Conduct to the Student Support Officer. Stanley College Staff member **MUST** report breaches to the CEO.

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

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

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

No appeal will be offered where a breach of Stanley College's Code of Conduct has been identified and the investigation has confirmed that a breach has occurred. Students can contact the Ombudsman Western Australia at (freecall) 1800 117 000 to lodge a complaint.

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

Examples of serious breaches are:

Erratic Course Progress

Standard 13 of the National Code requires Stanley College to cancel a student's enrolment where it is suspected that a student is not genuine and not a 'bona fide' student. As "Erratic Course Progress" is not defined in the National code, for the guidance of Stanley College staff and students, the following meaning has been agreed at Stanley College:

Stanley College Definition: Erratic Course Progress is defined as behaviour that suggests that your primary reason for enrolling at Stanley College is for a purpose other than to gain the relevant skill and knowledge required in the course for which you have enrolled, in which case you shall be deemed a 'non-bona fide' student at Stanley College.

Typical signs that may suggest that a student is a 'non-bona fide' student are:

- Participation in the course is irregular, unreliable or inconsistent
- Attendance is below 80%
- Student does not participate in class
- Assignments are plagiarised

Erratic Course Progress is monitored by trainers, assessors and non-academic staff. To avoid cancellation due to erratic course progress, attend all classes and inform Stanley College if you cannot attend a class.

Non-payment of fees

Tuition fees must be paid in advance and prior to the commencement of a semester. Tuition fees do not cover charges for accommodation, living expenses, textbooks, uniforms, stationery, equipment, and external examinations. If fees are not paid by the due date, an administration fee of \$250 will be charged.

If you fail to pay your fees prior to the commencement of the course, term or semester (whichever is applicable) you will be issued a NOTIFICATION OF OUR INTENTION TO CANCEL your enrolment. The Notice will be sent to you via email only.

You will have 20 working days to pay any outstanding fees in full or to appeal our decision to cancel your enrolment. If Stanley College has not received your payment 20 working days after the Notification of our intention to cancel has been emailed to you, your enrolment will be cancelled. For more details, see Cancellations - Stanley College initiated.

If you have difficulties paying your fees by the due date, you must speak to the Student Support Officer at Stanley College BEFORE THE FEE BECOMES OVERDUE. Stanley College takes the right to refuse access to training and assessments, if fees have not been paid and/or where no payment plan has been signed. Failing to pay course fees on time may result in your enrolment being cancelled.

Plagiarism

At Stanley College, plagiarism is a serious breach of Stanley College's Code of Conduct. Plagiarism is defined as:

- Word for word copying of sentences, whole paragraphs from one or more sources
- Close imitation of a text or idea
- Another person assisting in the production of an assessment submission without the express requirement, consent or knowledge of the assessor
- Asking another person to prepare and or submit an assignment

- Downloading from the internet and submitting contents 'as is'

Assessments completed dishonestly or by improper means are considered plagiarised.

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

Important Note:

If your trainer/assessor believes that your assignment / text or any form of assessment has been plagiarised, then he/she must collect all evidence and refer the matter to the Training Manager.

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

- | | |
|--------------------------|---|
| 1 st offence: | Written warning, \$50 administration fee, entry into student database, Re-assessment at own cost; |
| 2 nd offence: | Second written warning, \$50 administration fee, entry into student database, Re-assessment at own cost; |
| 3 rd offence: | Cancellation of enrolment under Standard 13 of National Code with details forwarded to Government agencies. |

How to avoid Plagiarism:

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

Contact your trainer if you require help.

Academic Dishonesty

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

Facilitating academic dishonesty - intentionally or knowingly helping or attempting to help another to commit an act of academic dishonesty – constitutes academic dishonesty.

Attendance

At Stanley College, attendance is monitored to identify erratic course progress. The College advises students if their attendance is low in order to improve participation and to ensure that student completes the course within the time frame stated on their eCoE. Stanley College has elected to implement the DEEWR-DIAC Course Progress Policy and Procedures for vocational education and training (VET), a copy of which can be downloaded from www.stanleycollege.edu.au or requested at the Student Support Office.

Stanley College monitors attendance of all students in a systematic way.

At Stanley College, we like to ensure that students have maximum exposure to learning. Students arriving late will interrupt the class and disturb students. Stanley College therefore adheres to the following rules:

- Classes start on time; each session lasts four (4) hours and includes one (1) ten (10) minute break.
- Students who not show up for the entire session will be marked absent for the entire session (= 4 hours).
- Students who do not attend for one full day will be marked absent for both sessions (= 8 hours).
- Students leaving early will be marked absent for the entire session (=4 hours)

Trainers record student attendance on the attendance record form upon students entering the class room or work place.

If your attendance falls below 80% within 1 study term (10 weeks), you will be deemed as being at risk of not meeting satisfactory course progress within the duration of your eCOE. Where low attendance affects your academic progress Stanley College will deem your progress as erratic, a result of which your enrolment at Stanley College may be cancelled.

Breaches of Code of Conduct - Process

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

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

If you are not satisfied with the outcome of any Stanley College decision, you must appeal, using the complaints and appeals form available at the reception desk.

Alternatively, you can contact the Overseas Students Ombudsman Western Australia at (freecall) 1800 117 000 to lodge a complaint. Pamphlets are available at the reception desk.

Academic Course Progress

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

Under the ESOS Act, Stanley College is required to notify you AND the Australian Government if you have breached your student visa conditions as a result of having failed to maintain satisfactory course progress.

The Australian Government, via the Department of Immigration and Citizenship (DIAC), may request Confirmation of Enrolment from Stanley College during your time study. Stanley College will provide the Immigration Department with a true and accurate record of your attendance and course progress when required.

Stanley College must therefore monitor, record and assess your course progress for each unit of the course for which you are enrolled to help you achieve satisfactory course progress and will intervene if you are at risk of failing to achieve satisfactory course progress.

Course Progress Policy and Procedure

Stanley College has implemented the Department of Education, Employment and Workplace Relations (DEEWR) and The Department of Immigration and Citizenship (DIAC) course progress Policy and Procedure for all of its vocational education and training (VET), a copy of which can be downloaded from www.stanleycollege.edu.au or requested at the Student Support Office.

To achieve satisfactory course progress you must attend all classes. Stanley College monitors your academic progress under the following course framework:

- 1 Semester = 2 terms of 10 study weeks (total 20 weeks) with up to six weeks holidays
- Each study week has 20 hours of study time (classroom based or at the workplace) per week
- Each study week contains 5 sessions at 4 hours per session (= 20 hours)
- Each session contains one 10 minute break

Your academic progress will be deemed satisfactory if:

- You have performed satisfactorily in all assessments (theory and practical) in each unit of competency delivered within the study term (10 weeks)
- You actively participate in class activities
- You can verbally demonstrate knowledge of the unit of competency

Your academic progress will be deemed not yet satisfactory if:

- You have been deemed not yet competent (NYC) in more than 50% of the units delivered in one study term (= 10 weeks), measured at the end of each term.
 - **Note:** *Certain courses do not allow students to proceed to the next term of study if you have not been deemed competent in one or more pre-requisite units. A pre-requisite unit is a unit that must be successfully completed before commencing another unit. The Training Package clearly identifies pre-requisite units. Pre-requisite units are also highlighted in your training delivery plan. If you have been deemed not yet competent in a pre-requisite unit, you must contact your trainer to identify re-assessment opportunities as soon as possible.*
 - **Note:** *You will be reminded about the risk of not making satisfactory course progress, every time you are deemed not yet competent for a unit of competency.*
- Your course load will prevent you from completing the course within the expected duration of the course as specified on your eCOE.
 - *Example: You have too many outstanding assignments or have been absent due to illness or other issues for too long to be able to achieve competency within the duration of your eCOE.*
- The trainer identifies you as being at risk of making unsatisfactory course progress before the end of the study period
 - *Examples: Your attendance is not sufficient for you to be deemed competent in a number of units. You do not have the necessary skills and knowledge to attempt the assessments.*

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

If your progress has been deemed not yet satisfactory over one ten (10) week term, a Notice of our Intention to Report will be sent to you **via email to your Stanley College email account** and mailed to your last known postal address. The Notification of our Intention to Report will advise you of your breach and inform you that you will be reported to the Department of Immigration and Citizenship (DIAC) (under the Migration Act 1958) and the Department of Education, Employment and Workplace Relations (DEEWR).

You may access the Complaints and Appeals Process within 20 working days from the date stated in the Notification of our Intention to Report. To access the Complaints and Appeals process you must complete a Complaints and Appeals form available on the Stanley College web site www.stanleycollege.edu.au or from the Student Support Office. *(Read more about the complaints and appeals process in this student handbook).*

If you have not accessed the complaints and appeals process within 20 working days of receipt of the Notification of our Intention to Report (NOR) your course enrolment will be terminated for non-compliance with visa conditions (under the Migration Act 1958) and processed as required by the ESOS Act 2000. The Department of Education, employment and Workplace Relations (DEEWR) and the Department of Immigration and Citizenship (DIAC) will be notified of this action. A copy of the breach notice will be sent to you to your Stanley College email account and postal address. It is important for you to seek advice from the Department of Immigration and Citizenship after receiving the notice of cancellation.

Intervention Strategy

Stanley College's intervention strategy will apply to you if it comes to our attention that you **are at risk** of not maintaining satisfactory course progress and/or attendance. This will be identified because you have not maintained 80% or more attendance for the units required in any one study period (10 weeks) or have been deemed not yet satisfactory for 50% of your course in any one study period (10 weeks).

At the end of each compulsory study period, you will be assessed against the course attendance policy. If a student is identified for the first time as not maintaining satisfactory course attendance, the Stanley College intervention strategy is implemented.

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

Stanley College's intervention strategy includes:

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

Stanley College's intervention strategy includes provision for:

- where appropriate, advising you on the suitability of the course in which you are enrolled;
- advising you that unsatisfactory course attendance in two consecutive study periods for a course could lead to you being reported to DDEWR and DIAC and cancellation of your student visa, depending upon the outcome of any appeals process.

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

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

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

Reporting:

If you are identified as not maintaining satisfactory course attendance in a second consecutive compulsory study period in a course, Stanley College must notify you of its intention to report to DEEWR and DIAC for unsatisfactory attendance via a written notice (form 67).

If you fail to respond to the warning letter emailed to you or do not contact the Student Support Officer within 5 days of the warning email a Notice of Intention to Report (NOR) will be issued and sent to you via email and registered post.

The Notice of our Intention to Report (NOR) officially advises you that you are in breach of your student visa requirements and that you will be reported to the Department of Immigration and Citizenship (DIAC) (Under the Migration Act 1958) and the Department of Education, employment and Workplace Relations (DEEWR).

You may access the Complaints and Appeals Process within 20 working days from the date stated in the Notification of our Intention to Report. To access the Complaints and Appeals process you must complete a

Complaints and Appeals form available on the Stanley College web site www.stanleycollege.edu.au or from the Student Support Office. You may contact the Student Support Officer to assist you with this process. Read more about the Complaints and Appeals process in this student handbook.

You may appeal on the following grounds:

- Stanley College's failure to record or calculate your attendance accurately
- Compassionate or compelling circumstances, or
- Stanley College has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to you.

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

- Serious illness or injury (requires a medical certificate stating that the student was unable to attend class)
- Bereavement of close family members – parents or grandparents (death certificate to be provided)
- Major political upheaval or disaster in your home country requiring emergency travel
- Traumatic experience – such as being involved in or witnessing an accident
- Committing a crime – or impacted by a crime (police report required)

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

- Attending (or being part of) a wedding party (in Australia or abroad)
- Helping a friend or family member
- Employer requirements
- Stress and depression (unless certified by a medical certificate)
- Tiredness

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

- If the appeal shows that there was an error in calculation of attendance, and the student's attendance is 80% or more for that study period, Stanley College does not report the student and there is no requirement for an intervention
- If the appeals process shows that the student has not maintained satisfactory attendance, but there are compassionate or compelling reasons for the lack of attendance at the College, ongoing support must be provided to the student through the Stanley College intervention strategy.

Where:

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

Stanley College must notify the Department of Education, Employment and Workplace Relations (DEEWR) and the Department of Immigration and Citizenship (DIAC) through PRISMS as soon as practicable, of the student not maintaining satisfactory course attendance.

Student Support Services

Student Support Services can assist with all matters relating to all academic and welfare issues. You may also request additional support from your trainers or Course Coordinators throughout your study. The Student Support Officer can advise you in all aspects of student life. The Student Support Officer is there to discuss and support you with issues including, but not limited to:

- Support in finding accommodation
- Learning pathways and possible RPL opportunities
- Provision for special learning needs
- Provision for special cultural and religious needs
- Provision for special dietary needs
- Finding work
- Any other issue

Training and Assessment Plan (TAP)

You will receive a Training and Assessment Plan (TAP) for each course at Stanley College.

The TAP contains the following information:

- | | |
|----------------------------|--|
| • Course Commencement Date | The date your course starts |
| • Course Completion Date | The date your course ends |
| • Unit descriptor | Information about the unit of competency |
| • Core units | The number and type of units you must complete |
| • Elective units | A selection of units from which you can choose (where applicable) |
| • Pre-requisite units | Units you must be deemed competent in, before you can proceed |
| • Assessments | Types and number of assessments for each unit |
| • Assessment details | Assessment date, venue and assessor details |
| • Training Venue(s) | Location of training venue(s) – Room number (where applicable) |
| • Trainer | Name of Trainer |
| • General Information | Such as Student Support Officer, Complaints and Appeals, Emergency contact details for your course and work-based training |

The training plan is provided to you at Orientation (see separate information under the title 'Orientation Day') and is exhibited in the recreation room. Copies can also be viewed or downloaded from www.stanleycollege.edu.au.

For questions relating to your training plan, please contact your trainer or the Training Manager.

Students with Special Needs

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

Assessments & Assessment Outcomes

You will receive a unit outline, informing you of the assessment method, assessment date and assessment venue, where the assessment is an in-class assessment at the beginning of each unit of competency.

Assessment methods at Stanley College may include:

- | | |
|-----------------------|---|
| Written Tests | Multiple Choice and Open end questions |
| Verbal Tests | Students answering questions about their work or from a test database |
| Case Studies | Based on real work places (preferred) or hypothetical |
| Demonstrations | Role plays, observation of tasks performed |

Portfolio Analysis Industry Skills Portfolio, Time Sheets, Pay Slips, References, Employer Feedback, Diary entries, images. *Note: For valid Portfolio assessment, the student must produce a variety of evidence listed above. Only one, for example images or pay slips are not sufficient for assessment of skills and knowledge.*

The outcome of each assessment is either Satisfactory or Not Satisfactory. In order to be deemed competent in a unit of competency, you must complete every assessment satisfactorily.

If your performance in any one assessment is not Satisfactory, you cannot be deemed competent for that unit of competency. To be awarded with a Qualification (Certificate or Diploma) you must have achieved competency in all units of competence of the course.

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

Re-Assessments

You must be re-assessed in the components where your performance was deemed not satisfactory.

Re-assessment opportunities are free of charge for students whose attendance is above 80% for the study term (10 weeks). Students who did not attend 80% or more of the term in which their performance has been deemed not satisfactory must pay to be re-assessed*.

*Re-assessments must be agreed upon with the Training Manager and must be booked and paid for in advance. Re-Assessments are not payable under compassionate and compelling circumstances (see information under 'Compassionate and Compelling Circumstances'). If you fail to show up for a booked and paid re-assessment you will be given opportunity to book another re-assessment date, but, must pay the re-assessment fee again.

If your attendance in a term (10 weeks) is lower than 80%, Stanley College will offer you only two re-assessment opportunities. If you fail to achieve competency in both re-assessment attempts, you will be required to re-sit the unit of competency at your own cost (see fee schedule).

If the unit of competency you are required to re-sit is not delivered within your eCOE duration, you will only receive a Statement of Attainment, rather than a qualification at the end of your course. Stanley College can only extend your eCOE for compelling and compassionate reasons.

Assessments and reassessments must be finalised within 8 weeks of the unit being completed or the assessment due date, whichever is the later. After 8 weeks, any students with outstanding or unsatisfactory assessments will be deemed Not Yet Competent (NYC), to achieve competency students will be required to re-enrol in the unit/s of competency (if delivered during the eCOE duration).

Note:

1. Counselling for all matters regarding your welfare and academic progress is always **free!**
2. No reassessment fees apply if you have attended class regularly (i.e. no less than 80%) and where your trainer is satisfied that you show genuine efforts to achieve a satisfactory assessment outcome.
3. No reassessment fees apply where students present a medical certificate for the day of the assessment.
4. You can appeal any assessment outcome (appeals are always free) or lodge a complaint if you feel that the assessment was not fair.

Tuition Fees

Tuition fees must be paid in advance and prior to the commencement of a semester. Tuition fees do not cover charges for accommodation, living expenses, textbooks, uniforms, stationery, equipment, and external examinations. If fees are not paid by the due date, an administration fee of \$250 will be charged.

If you fail to pay your fees prior to the commencement of the course, term or semester (whichever is applicable) you will be issued a NOTIFICATION OF OUR INTENTION TO CANCEL your enrolment. The Notice will be sent to you via post.

You will have 20 working days to pay any outstanding fees in full or to appeal our decision to cancel your enrolment. If Stanley College has not received your payment 20 working days after the Notification of our intention to cancel has been posted to you, your enrolment will be cancelled. For more details, see Cancellations - Stanley College initiated.

If you have difficulties to pay your fees in time, you must speak to the Student Support Officer at Stanley College BEFORE THE FEE BECOMES OVERDUE. Stanley College takes the right to refuse access to training and assessments, if fees have not been paid or and where no payment plan has been signed. Failing to pay course fees on time may result in your enrolment being cancelled.

Payment Methods

Tuition fees must be paid in advance.

By Bank Cheque or Bank Draft:

Make cheque payable to: Stanley College

By Electronic Funds Transfer (EFT) to:

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

You must quote your student number when transferring funds by EFT.

By Credit Card

Only payable at Stanley College

A credit card surcharge of 2.5% is added to the total amount payable.

By EFTPOS and Debit Card

Only payable at Stanley College

A surcharge of 0.025% is added to the total amount payable.

Additional Fees and Charges

The following list shows additional fees and charges you may incur at Stanley College:

Administration:		
Cancellation fee		See Refund and Cancellation fee policy
Lost or Stolen ID Card		\$15
Re-print of any testamur		\$50
Lost course material	At cost price	Printed booklets \$15
Photocopies black and white		\$0.20 per A4 page / single sided \$0.30 per A4 page / double sided
Photocopies colour		\$2 per A4 page / single sided
Paper (per 500 pages)		\$5
Academic:		
Re-Assessments	Theory re-assessments	\$50
Re-Assessments	Practical assessments	\$120 – \$300 depending on cost to Stanley College
Re-enrollments	Per unit, for units of one week or less	\$190
	Per week, for units of more than one week	\$190
Assessment submitted after the due date		\$25

Fees may be subject to change. Note that all figures quoted are in Australian Dollars.

Skills Recognition

Recognition of Prior Learning (RPL)

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

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

To apply for RPL, contact Stanley College to discuss your skills recognition and assessment options. You will receive a copy of the Recognition Information Kit (Form 23) and be required to complete the form in the Recognition Application Kit (Form 22). An appointment will be made for you to discuss your application.

Note: Recognition of Prior Learning may reduce your overall study time and affect your student visa.

We also recognise the credentials issued by other training organizations operating under the Australian Quality Training Framework (AQTF or NVR); see Credit Transfer.

Credit Transfer

Credit transfer is where you have completed units of competence from a current or previous training package that are comparable (through a mapping process) to those you are about to be or are currently enrolled in. The qualification may have been issued by another Registered Training Organisation (RTO) and if you are granted Credit Transfer you do not need to complete that unit of study again.

To apply for Credit Transfer, complete the Credit Transfer form (available at Student Administration) and attach copies of the evidence you have (e.g. Statement of Attainment or Certificate) to show you have completed the unit.

The process of Recognition of Prior Learning and Credit Transfer takes place after you are enrolled and as early as possible into your studies. Where possible the assessment should occur before you commence your studies.

Stanley College's Credit Transfer Policy recognizes that learning takes place not only through formal studies at recognized training organizations but also through activities such as employer based training and development and relevant life experience.

The policy supports the granting of credit to students with recognized Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by any other registered education provider, as required under Standard 2.2 or the Australian Quality Training Framework (2007) "Recognition of Qualifications Issued by other RTO's".

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

It is a condition of your visa that you are enrolled in full-time study. Full time study is defined as 20 hours per week for 36 weeks of the year or pro-rata, according to the requirements of the ESOS Act. If RPL or Credit Transfer is granted, you will be required to enroll in alternative approved studies to make up for your full time study load. Stanley College must report any change of course duration to DIAC/DEEWR via PRISMS under section 19 of the ESOS Act.

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

Stanley College provides a record of the RPL or Credit Transfer to you within 15 working days and in exceptional cases as soon as possible. You must acknowledge your acceptance of the credit transfer in writing before the credit transfer takes effect. A record of your acceptance will be kept in your personal file.

Deferring, Suspending or Cancelling your Enrolment

Deferrals, Suspensions and Cancellations can only be applied for in writing, using the Course Variation Application form (No: 195 – available from www.stanleycollege.edu.au and at the reception desk).

Definitions

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

It is important to understand that deferrals, suspensions and cancellations may affect your student visa status and attract cancellation fees, or, where applicable, may affect your refund. Please read the refund policy carefully to make an informed decision.

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

Standard 13 of the National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007 states:

‘Registered providers may only enable students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances.’

Right of Appeal

You have the right to appeal a decision by the Stanley College not to defer, suspend or cancel their studies. Stanley College will maintain the student's enrolment until the internal and external complaints and appeals process are completed.

Deferral of enrolment - Student initiated

You may request a deferral of your course commencement by completing a Course Variation Application form as follows:

Complete a Course Variation Application Form (form 196) and submitted to the Admissions Manager, who will:

1. Discuss your application for deferment with Stanley College Management;
2. Discuss the changes to your training plan with you
3. Confirm the outcome of the meeting in writing, and, if granted, provide you with a copy of the new training plan
4. inform you whether your application for deferment affects your visa;
5. update your student file accordingly; and
6. send you a letter outlining the deferment details, and
7. notify the Secretary of DEEWR via PRISMS that the enrolment has been deferred.

Note: Deferring your enrolment will cause your refund for the current and subsequent semester to be forfeited.

Suspension of enrolment - Student initiated

Stanley College Management must approve you application for suspension in writing before you can leave. You must lodge your request for suspension using form 196, at least 10 working days prior to the requested suspension date (unless in an emergency – see ‘compassionate or compelling reasons’). The maximum accepted duration for suspensions is two study terms (20 weeks). **Note: Suspending your enrolment will cause your refund for the current and subsequent semester to be forfeited.**

Complete a Course Variation Application Form (form 196) and submitted to the Admissions Manager, who will:

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

Deferment of enrolment - Stanley College initiated

Stanley College may defer your enrolment of a course if a course is not held on commencement date as agreed in the Student Agreement.

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

Suspension of enrolment - Stanley College initiated

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

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

Cancellation of enrolment - Stanley College initiated

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

- Breach of the Stanley College Code of Conduct
- Non-payment of student fees
- Assault of another student or staff member
- Committed a crime
- Not attended class or not contacted Stanley College for a period of 10 working days or longer.

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

If you decide not access the complaints and appeals process, then Stanley College will notify the Department of Education, Employment and Workplace Relations (DEEWR) and the Department of Immigration and Citizenship (DIAC) that your enrolment has been deferred, temporarily suspended or cancelled. If you do use the complaints and appeals process, the suspension or cancellation will not take effect until the process is completed.

Transfer to another College

If you wish to be released from your studies at Stanley College to transfer to another registered training provider within less than 6 months after commencing your first course of study, you must inform the Admissions Manager of your intention to transfer at least 14 days prior to the transfer and submit a letter of offer from the other training provider.

The Admissions Officer and the CEO will meet to assess your request for transfer from Stanley College to another registered provider where the first six months of the principal course have not elapsed.

If your request for transfer is approved

- The Admissions Manager will issue a **letter of release** at no cost, but subject to the constraints of the refund policy; and
- Inform you that it is your responsibility to contact DIAC to ascertain whether a new student visa is required.

If the request for transfer is not approved, the Admissions Manager will

- Issue a written response including the reasons for the refusal; and
- Inform you of your right to appeal the decision; and
- Place a copy of all relevant documentation into your student file.

Transferring from another College

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

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

Exceptions are where:

- Your original registered training provider has ceased to be registered or the course in which you are enrolled has ceased to be registered
- Your original registered training provider has had sanctions imposed on its registration by the Australian Government or State or Territory Government that prevents you from continuing your principal course
- A Government Sponsor or you consider the change to be in your best interest and where you provide evidence to support for that change.

Complaint and Appeal Process

Stanley College provides a complaints and appeals process that is transparent, fair and equitable and refers student to an independent external body if necessary.

As per the requirements of National Code and ESOS Act, Stanley College complaint and appeal processes are:

- available to all students
- confidential
- FREE of cost
- responded within 10 working days of the lodgement

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

Definitions:

Complaint

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

A complaint can be lodged either informally or formally. Appeals relating to an assessment outcome must be lodged within **two weeks** of the date the original assessment outcome was given to you. Appeals relating to other matters should be lodged as soon as practical.

Informal Procedure

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

Formal Procedure

- a) A formal complaint & appeal can be lodged to any staff member, in writing, over the telephone, via email or other methods of communication.
- b) The staff member you approach will ask you whether you wish to lodge a formal complaint and issue a Complaint & appeal Form (Form 6) or refer you to Student Support Officer, whichever you prefer.
- c) The Student Support Officer will inform you about Stanley College's complaint & appeal process, including:
 1. Assuring you of your right to complain without fear of being disadvantaged or punished in any way;
 2. Assuring you that the matter remains confidential and students have the right to view their submissions, reports and outcomes of a formal complaint at the student Support officer during Stanley College normal operating hours;
 3. Asking you whether a translator is required;
 4. Allowing you to present your case **FREE of cost**;
 5. Informing you about your right to access the:
Overseas Students Ombudsman
www.oso.wa.gov.au
ombudsman@ombudsman.gov.au
Telephone: 1300 362 072
Enquiries 9.00am, - 5.00pm Monday to Friday
Information booklets from the Ombudsman are available at the Reception Desk
 6. Informing you about your right to be accompanied and assisted by a support person of your choice at any relevant meetings;
 7. Inform you that Stanley College will commence the complaints and appeals process within 10 days of the lodgement date;
 8. Inform you that Stanley College attempts to resolve your complaint & appeal and will send a written statement of the outcome within 14 days of the lodgement date.
 9. Inform you about your right to lodge a complaint & appeal for external review, if you are not satisfied with the outcome
 10. Inform you that Stanley maintains your enrolment throughout the complaints and appeals process, including the external review process with the Overseas Students Ombudsman.
 11. Inform you about the following process after your complaint & appeal has been received.
- d) The Student Support Officer or in the absence of the student support officer, the CEO, will hear you and will make notes of it in the complaint & appeal form (Form 6) and in the Student Database (WiseNet).
- e) The Student Support Officer investigates and liaises with relevant staff (also the Chief Executive Officer if staff conduct involved) to gather information about your complaint. The Student Support Officer prepares a case file for presentation to Stanley College Management.
- f) Stanley College Management decides about your complaint.
- g) Once a resolution is reached, the Student Support Officer prepares a draft letter and submits it to the Chief Executive Officer for approval;
- h) Once approved, you will be provided with a copy of the resolution, in which you are invited to acknowledge your satisfaction with the outcome or otherwise your intention to access Stanley College's external appeals process.
- i) If you are satisfied with the outcome, the relevant files will be updated and the case is closed.
- j) If you are not satisfied with the outcome, then you have the right to access Stanley College's external review process with Overseas Students Ombudsman.

Appeal

An appeal is the process of informing Stanley College about your dissatisfaction with a decision made by Stanley College. The decision may be about an assessment outcome, a complaint outcome, a decision not to defer your course or any other decision made by the College.

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

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

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

Appeal Procedure

a) An appeal can be lodged verbally with the Student Support Officer or in writing using the Complaints and Appeals form. The Student Support Officer can assist you in completing the form

b) The Student Support Officer will invite you to a meeting to inform you about the Stanley College's appeal process, including:

1. Informing you of your right to appeal without fear of being disadvantaged or punished in any way
2. Assuring you that the matter remains confidential
3. Asking you whether a translator is required
4. Allowing you to present your case at no cost
5. Informing you about your right to be accompanied and assisted by a support person of your choice at any relevant meetings
6. Informing you that Stanley College will commence the appeal process within 10 working days of the lodgement date of the complaint or appeal
7. Informing you that Stanley College attempts to respond to your appeal within 15 working days of the appeal lodgement date
8. Informing you about your right to lodge the complaint or appeal with the

Overseas Students Ombudsman

www.oso.wa.gov.au

ombudsman@ombudsman.gov.au

Telephone: 1300 362 072

Enquiries 9.00am, - 5.00pm Monday to Friday

Information booklets from the Ombudsman are available at the Reception Desk

9. Inform you that Stanley College maintains your enrolment throughout the appeal process, including the complaints process with the Ombudsman
10. Informs you about the following process after your complaint has been received:
 - The Student Support Officer, or in the absence of the Student Support Officer a Director, will accept your appeals form (Form 77) and make a note of the complaint in the Student Database
 - The Student Support Officer investigates and liaises with relevant staff (and the CEO if staff conduct is involved) to gather information about your complaint
 - Student Support Officer prepares a case file for presentation to Senior Management
 - Senior Management determines an outcome of your complaint
 - Student Support drafts a letter with the outcome/resolution and submits it to the Chief Executive Officer for approval
 - Once approved you will be provided with a copy of the resolution, in which you are invited to acknowledge your satisfaction with the outcome or otherwise your intention to access Stanley college's external appeals process
 - If you are satisfied with the outcome the relevant files will be updated and the case is closed

The procedures set out here do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in these procedures limits the rights of individuals to take action under Australian Consumer Protection Laws. Also, these procedures do not circumscribe and individuals rights to pursue other legal remedies.

Overseas Students Ombudsman

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

- In Australia, you have the right to complaint & appeal.
- The Overseas Students Ombudsman's services are FREE.

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

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

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

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

How to make a complaint with the Overseas Students Ombudsman:

The Ombudsman's office is open from 8.30 am to 5.00 pm Monday to Friday. We have easy access for People with disabilities.

Street Address: Level 12, St Martin's Tower
 Postal Address: Ombudsman Western Australia
 44 St Georges Terrace, PO Box Z5386, St Georges Terrace,
 PERTH WA 6000 PERTH WA 6831

Telephone: (08) 9220 7555
 Freecall: 1800 117 000 (toll free for country callers)
 Facsimile: (08) 9325 1107
 Email: mail@ombudsman.wa.gov.au

National Relay Service: TTY or modem users phone 133 677 and quote 9220 7555. Voice-only (speak and listen) users phone 1300 555 727 and quote 9220 7555.

Interpreter Service: Translating and Interpreting Services (TIS) National on 131 450.
 Translations: This Information Sheet is available in other languages. Go to 'Publications' at www.ombudsman.wa.gov.au for details.

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

Refund Policy

Refund Policy & Application

Requests for refund must be lodged to the Chief Executive Office of Stanley College using Stanley College's approved form and considering the following:

General Information

- All *Cancellations and Requests for Refund* must be submitted using our **Student Enrolment Variation Form** which is available at the Reception Desk or via our website www.stanleycollege.edu.au.

- In case of a cancellation by the student or Stanley College, any outstanding fees to Stanley College become due within 7 (seven) days.
- The costs incurred by Stanley College for unpaid fees, may be recovered as a debt by action in a court of competent jurisdiction.
- Stanley College will not release any testamurs to students until all outstanding course fees have been paid.
- All amounts referred to in the Cancellation and Refund Policy are in Australian Dollars (AUD).
- Stanley College considers one semester as a study period. One semester is equal to 2 terms (1 term = 10 weeks).
- Where a refund is approved by the CEO, and is not due to the College defaulting, Stanley College will make payment of refund within 28 days of receipt of the application. The refund will be deposited into the **student's bank account only**.
- No refunds will be paid to a third party (a person other than the student), unless the student requests in writing that the refund is to be transferred to another bank account.
- Students will receive a clear Statement of Refunds explaining how the refund was calculated. This agreement, and the availability of the complaints and appeals processes, does not remove the right of the student to take further action under Australia's consumer protection laws.
- The refund policy is subject to review from time to time.

Table of Refund Specifications and Cancellation Fees for International Students

Courses LONGER than 10 weeks			
Reason for Refund	Notification Period	Refund	Cancellation Fee
Application for visa is unsuccessful	Nil	Full refund less cancellation fee	5% of a semester fee or \$250 Administration Expenses (whichever is the lesser)
Student with a student visa withdraws Or Student is cancelled for breach of College's rules or breach of student visa rules	More than 10 weeks before semester/course commences	Full refund less cancellation fee	10% of a semester fee or \$1000 (whichever is the lesser)
	More than 4 weeks and up to 10 weeks before semester/course commences	70% of a semester fee	30% of semester fee
	4 weeks or less before semester/course commences	40% of a semester fee	60% of a semester fee plus 10% or \$1000 (whichever is the lesser)
	After semester/course commences within first 4 weeks	No Refund	100% of semester fee
<p>Note: A student who has paid for more than two semesters in advance and withdraws during a semester and more than four weeks before the commencement of the following semester, would receive no refund of fees for the current semester, at least 70% of the following semester's fees and a full refund of fees paid for any subsequent semester; less cancellation fees.</p>			

Courses of 10 weeks or less			
Reason for Refund	Notification Period	Refund	Cancellation Fee
Application for visa is unsuccessful	Before Semester/Course Commences	Full refund less cancellation fee	5% of a semester fee or \$250 Administration Expenses (whichever is the lesser)
Student with a student visa withdraws Or Student is cancelled for breach of College's rules or breach of student visa rules	More than 10 weeks before semester/course commences	Full refund less cancellation fee	10% of a semester fee or \$1000 (whichever is the lesser)
	More than 4 weeks and up to 10 weeks before semester/course commences	70% of a semester fee	30% of semester fee
	4 weeks or less before semester/course commences	No Refund	100% of semester fee
	After semester/course commences	No Refund	100% of semester fee

Refunds after Stanley College Default

Stanley College defaults if the course:

- (a) does not start on the agreed starting day.
- (b) stops being provided after it starts and before it is completed or

(c) is not provided fully to the student because Stanley College has had sanctions imposed.

In the unlikely event of Stanley College default, then a full refund (all monies paid) and other associated fees will be refunded to the student within 14 days of the default day. Alternatively, the student may be offered enrolment in an alternative course at no extra cost. The student reserves the right to either accept the full refund amount or a place in another course.

If Stanley College is unable to provide a refund or place you in an alternative course, our Tuition Assurance Scheme (TAS) ACPET OSTAS will place you in a suitable alternative course at no extra cost to you.

Finally, if ACPET OSTAS cannot place you in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place you in a suitable alternative course or, if this is not possible, you will be eligible for a refund as calculated by the Fund Manager.

Health & Safety on Campus

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

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

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

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

Overseas Student Health Cover (OSHC)

Overseas Student Health Cover (OSHC) is **COMPULSORY** insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for

international student visa holders. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs.

How do I get OSHC?

You may be or have been asked for an OSHC payment in the education offer package you receive from your chosen education provider, if they have a preferred provider agreement and don't need to complete a formal application form. If not, you may need to complete an Application for OSHC which is available from registered OSHC providers and most educational institutions. Your local education adviser can lodge your OSHC form and payment at time of processing your enrolment to study in Australia.

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. Most Australian education institutions have a preferred OSHC provider. Depending on the institution you will be attending you will be required to join one of these four registered health funds. You may choose to change your health fund at anytime, but will need to abide by the conditions of change of the health fund provider you are leaving.

Students may also take out additional cover in the form of Extra OSHC and students who could not previously access OSHC may now be able to access Optional OSHC. Some students may be exempt from enrolling in the OSHC such as students from countries where Governments may have Reciprocal Health Agreements for students in Australia.

Note: only some Reciprocal Health Agreements cover students in Australia, some will only cover visitors. You should determine if you are eligible before you apply for your Visa to come to Australia.

Further information on OSHC can be found at:

<http://www.health.gov.au/internet/main/publishing.nsf/Content/privatehealth-consumers-overseascover.htm>

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

What am I covered for?

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

For more please visit: www.medibank.com.au/Client/StaticPages/OSHCHome.aspx

How do I use my OSHC card?

If you need to visit a doctor or medical centre, show your card at the end of the visit. You will be charged the doctor's fee and the government fee component of that **may** be processed by the medical centre. If the medical centre is not able to process the government fee, pay the total amount, keep the receipt and you can claim the government fee back from your OSHC provider.

How do I make a claim?

Please visit: www.medibank.com.au/Client/StaticPages/OSHCHome.aspx

Renewal information

Please visit: www.medibank.com.au/Client/StaticPages/OSHCHome.aspx

Managing Finances

Initial Expenses

This is an example of some of the expenses you might encounter when you first come to Australia:

Expense	Estimated Cost
Temporary accommodation	\$ 350 - \$ 500 /week
Rental bond (four weeks rent @ \$150-\$200/week)	\$ 600 - \$ 1,000

Advance rent (two weeks @ \$150-\$200/week)	\$ 300 - \$ 400
Electricity connection	Normally free with 2 year agreement*
Telephone connection	Normally free with 2 year agreement*
Gas connection	Normally free with 2 year agreement*
Internet connection	Normally free with 2 year agreement*
Mobile phone and/or network sim card	Normally free with 2 year agreement*
Household items, e.g. furniture, crockery, etc.	\$100 -\$500
Transportation	\$100 - \$150/ month
Textbooks & Educational Expenses	\$ 50 - \$ 200
Insurance – house, car, health	Depends
TOTAL:	\$ 1,500 - \$ 3,000

Ongoing Expenses

Once you have established yourself in accommodation, you will need to budget for ongoing costs. This is an example of monthly expenses you may have if you live in **SINGLE accommodation** (costs will reduce if you are in shared accommodation)

Monthly Expense	Estimated Cost
Rent (four weeks rent @ \$ 150/week)	\$600
Food (four weeks @ \$50-150/week)	\$250
Electricity	\$30
Gas	\$30
Telephone	\$30
Internet	\$30
Mobile Phone	\$30
Transportation	\$100
Entertainment	\$100
Educational	\$100
Insurance – health, house, car	\$40
TOTAL:	\$ 1340

Setting up a Bank Account

You can choose to open an account in any **Bank, Credit Union or Building Society** in Australia. Do your research to get the best deal.

To open a bank account you will need:

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

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

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

Bank & ATM Locations

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

Banking Hours

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

ATMs (Automatic Telling Machines)

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

Using an ATM

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

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

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

If your ATM or credit card is lost or stolen (or if your PIN has been revealed to another person), notify your bank immediately. This will enable your bank to put a stop on your card immediately so that no one else can

use it and get access to your money. Most banks have a 24-hour telephone number for reporting lost cards – it's a good idea to keep a record of this number handy at all times, just in case. If you don't know the number, ask your bank. (Source: Australian Bankers' Association Inc.)

Safety When Carrying Money

The first and fundamental rule of safety when carry money is:

“Don't carry large amounts of cash!”

“Don't advertise the fact that you are carrying money!”

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

EFTPOS

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

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

Paying Bills

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

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

Working in Australia

Permission to Work

It is important to understand that you are not allowed to work until you have started your course.

You can work up to 20 hours a week while your course is in session (excluding any work undertaken as a registered component of your course, such as work based training).

You can work unlimited hours during scheduled course breaks.

Note: Your work must not be during scheduled classes and scheduled work-based training. Your work should not prevent you from studying.

If you have difficulties in finding suitable work, contact the Student Support Officer; they will be pleased to help you finding suitable employment.

Accessing your visa information

Your visa information is held electronically and you can access it at any time using the **Visa Entitlement**

Verification Online (VEVO) system. Note: Employers, banks and government services can also check details about your visa entitlements on VEVO once they have your consent to do so. For information on how to access VEVO see: www.immi.gov.au/e_visa/evo.htm

Finding Work

You may find it difficult to find work in Australia as you will be joining the general Australian population in your search; therefore you should not rely on income from employment when budgeting to pay for living expenses. There is no guarantee that employment companies will find work for you.

Student Support Officer at Stanley College is also able to help you finding a job.

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

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

Earning an Income

Getting a Tax File Number

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

You can apply for your TFN online at www.ato.gov.au , or phone 13 28 61, 8am to 6pm Monday to Friday. For the ATO translating and interpreter service phone: 13 14 50.

Tax Returns

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

- Lodge online using e-tax at www.ato.gov.au
- For a registered tax agent visit www.tabd.gov.au
- Tax returns are lodged at the end of the Australian tax year – (1 July to 30 June).

Superannuation

If your monthly wage is more than AU\$450, your employer must contribute an additional sum equal to 9% of your wage into a superannuation (pension) account for you. In most cases, you can access your contributions when you leave Australia permanently, although the contributions will be taxed.

Check your eligibility to claim superannuation and to apply for your payment, visit: www.ato.gov.au/departaustralia .

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

Other useful information

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

<http://www.studyinaustralia.gov.au/>
<http://www.mscwa.com.au/>
<http://pertheducationcity.com.au/English/>

