Stanley College

STUDENT HANDBOOK

INTERNATIONAL AND DOMESTIC STUDENTS

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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 face-to-face learning and work-integrated learning that helps you to gain the skills and knowledge required by the relevant industry and to transfer your newly acquired skills and knowledge to a workplace. Of course, learning never stops; your graduation is but a chapter of your biography; that's why we will also show you how you can leverage your chances of success with lifelong learning.

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

Stanley College is an Institute of Higher Education; we have obligations under the Education Services for Overseas Students (ESOS) Act and Tertiary Education Standards and Quality Authority (TEQSA) Act. To our regulators we must comply with numerous acts and regulations listed in this handbook.

This Student Handbook contains important information about our obligations as an Education Provider under the Education Services for Overseas Students Act (ESOS) as well as our Student Support Services available to you. The Student Handbook also provides 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 Student Handbook or your studies, please contact our Student Engagement Team at 08 6371 9999.

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

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

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

DISCOVER, LEARN and **ENJOY!**

Alberto A. Tassone
President

Stanley College Administration and Contact Numbers

West Perth Campus - Outram Street	Adelaide City Campus (Higher Education)
69 Outram Street WEST PERTH 6005 Phone: +61 8 6371 9999	Level 1 / 101 Grenfell Street Adelaide SA 5000 Phone: +61 8 8120 4140
Email: info@stanleycollege.edu.au Web: www.stanleycollege.edu.au	
STANLEY COLLEGE 24 HOUR EMERGENCY CONTACT NUMBER: 0400 274 033 (with in Australia) or +61 4 0027 4033 (outside Australia)	

Key Personnel

Executive Management Team (EMT)		
President	Alberto Tassone	alberto@stanleycollege.edu.au
Vice President, Business Development (VPBD)	Dhyan Singh	dhyan@stanleycollege.edu.au
Vice President, Wellbeing & Engagement (VPWE)	Vickie Powell	vickie@stanleycollege.edu.au
Dean, Higher Education	Dr Peta Sanderson	peta.sanderson@stanleycollege.edu.au
Academic Administration		
Academic Registrar, HE	Ali Ogilvie	academicregistrar@sche.edu.au
Academic Operational Manager (Adelaide)	Dr Dieu Ha	dieu.ha@stanleycollege.edu.au
Learning Management System (LMS) Support		
LMS Manager		lmsadmin@sche.edu.au
Academic Program Managers		
Business (Undergraduate)	Dr Michael Wong	michael.wong@stanleycollege.edu.au
Community Services	Dr Yakubu Ismaila	yakubu.ismaila@stanleycollege.edu.au
Information and Communication Technology	Dr. Keith Fitzpatrick	Keith.fitzpatrick@stanleycollege.edu.au
Postgraduate Program	Dr. My Tran	my.tran@stanleycollege.edu.au

Student Engagement Team

At all times, you can talk to any of our Staff, and they will direct you to the right person to get assistance. We have appointed an Official International Student Point of Contact. Feel free to contact the Student Engagement Team during office hours.

The Student Engagement Team welcomes you to Stanley College.

<table>
<tr><td>Manager, Student Services Team
(Official International Student Point of Contact)</td><td colspan="2">Jayantashree Pandeea</td><td>jayanta.pandeea@stanleycollege.edu.au</td></tr>
<tr><td>Student Success Coordinator</td><td colspan="2">Sujana Pokhrel</td><td>sujana.pokhrel@stanleycollege.edu.au</td></tr>
<tr><td>Student Services Coordinator</td><td colspan="2">Darshwini Luxmee Poonen</td><td>darshwini.poonen@stanleycollege.edu.au</td></tr>
<tr><td>VET Administration Coordinator</td><td colspan="2">Chisato Tanabe</td><td>chisato.tanabe@stanleycollege.edu.au</td></tr>
<tr><td rowspan="8">Student Support Officers</td><td>Zarin Sharmily Neera</td><td>Elisa Tong</td><td rowspan="9">studentservices@stanleycollege.edu.au</td></tr>
<tr><td>Preeti Gayak</td><td>Juan Du</td></tr>
<tr><td>Jinal Patel*</td><td>Linh Roberts</td></tr>
<tr><td>Sushmita Pariyar</td><td>Yuyi Zhang</td></tr>
<tr><td>Fathima Razma Mohomed Imran</td><td>Pratyush Kuinkel</td></tr>
<tr><td>Jenisha Huluss</td><td>Krishni Appadoo Juggiah</td></tr>
<tr><td>Minakshi Goormoothy</td><td>Vidya Bundhoo</td></tr>
<tr><td colspan="2">Arshi Khokhar*</td></tr>
<tr><td>Student Event & Communications Coordinator</td><td colspan="2">Grace Rebecca</td></tr>
<tr><td>Accountant</td><td colspan="2">Kunzang Wangdi</td><td rowspan="4">finance@stanleycollege.edu.au</td></tr>
<tr><td rowspan="3">Finance Officer</td><td colspan="2">Bin Tang</td></tr>
<tr><td colspan="2">Dorji Tshewang</td></tr>
<tr><td colspan="2">Karma Lhamo</td></tr>
<tr><td>Admissions Manager</td><td colspan="2">Sujan Basnet</td><td>admissions@stanleycollege.edu.au</td></tr>
</table>

Based out of Adelaide City Campus (Higher Education)

Student Engagement Team Office Hours

The available times for the Student Engagement Team in each campus are as follows:

Monday	7.30am – 6.00pm (West Perth Campus - Outram Street) 8.00am – 4:30pm (Adelaide City Campus (Higher Education))
Tuesday	7.30am – 6.00pm (West Perth Campus - Outram Street) 8.00am – 4:30pm (Adelaide City Campus (Higher Education))
Wednesday	7.30am – 6.00pm (West Perth Campus - Outram Street) 8.00am – 4:30pm (Adelaide City Campus (Higher Education))
Thursday	7.30am – 6.00pm (West Perth Campus - Outram Street) 8.00am – 4:30pm (Adelaide City Campus (Higher Education))
Friday	7.30am – 6.00pm (West Perth Campus - Outram Street) 8.00am – 4:30pm (Adelaide City Campus (Higher Education))
Saturday	8:00am – 1:00pm (West Perth Campus - Outram Street)
Sunday	8:00am – 1:00pm (West Perth Campus - Outram Street)

* **West Perth Campus - Outram Street** is located at 69 Outram Street, West Perth WA 6005, Australian Western Standard Time (AWST); **Adelaide City Campus (Higher Education)** is located at Level 1 101 Grenfell Street, Adelaide SA 5000, 8.00am – 4.30pm, in Australian Central Daylight Time (ACDT).

Contacting the Student Engagement Team - via email

All emails for the Student Engagement Team, should be sent to studentservices@stanleycollege.edu.au, and should be sent from your Stanley College email account.

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

Student Representative Committee (SRC)

Our Student Representative Committee welcomes you to start your academic journey.

The Student Representative Committee represents all Higher Education students to support a quality student experience. As an international student, you can use the SRC to share feedback and suggest improvements. Consisted of representatives from each course from both Perth and Adelaide and a chair they advocate for interests of students. They can be contacted through the email address **student.rep@stanleycollege.edu.au**

The Perth Student Representatives are available on the ground floor in room A11, West Perth Campus - Outram Street at the following times:

Monday:	2:30pm – 3:30pm
Tuesday:	2:00 pm – 3:00 pm
Wednesday:	11:30 am – 12:30 pm

Adelaide Student Representatives are available at the student hub.

Student Support Services

Student Support is available at all campuses and can assist with all matters relating to academic and non-academic student welfare issues, questions or concerns. You may also request additional support from your Lecturers throughout your studies. Our Student Services team can advise you in all aspects of student life, and is available to discuss and support you with issues including, but not limited to:

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

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

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

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

- **Working in Australia** – It is important that your primary purpose in Australia whilst on a student visa is to study. Our Employment Liaison Officers who have close ties with industry can assist you in your job search for employment during your studies (page 22 in this handbook).
- **Earning an Income** – Support relating to your Tax File Number, Tax Return and Superannuation (page 22)
- **Personal Safety Tips** – Including advice on how to look out for scams (page 33 in this handbook)
- **Managing your Finances** – Including monthly expenses, cost of living, setting up a bank account, use of banks and ATM's/EFTPOS, safety when carrying money and paying your bills (page 23 in this handbook)
- **Fair Work Ombudsman** - This free service is available to all Students to assist enquiries/complaints concerning both vocational placements and paid work. Further information is available on page 29 in this handbook.
- **Consumer Protection** – The Australian Consumer Law protects international students when studying in Australia (page 33 in this handbook).
- **Social Activities** – Stanley College arranges regular social activities away from campus including but not limited to sports (i.e. rock climbing, cycling), day trips (i.e. Caversham wildlife park or Rottnest Island) and social gatherings. Details on activities are available via our Stanley College

Facebook Group, or on the noticeboards on campus. For further information contact our events coordinator by emailing events@stanleycollege.edu.au.

- **Stanley College Accommodation Guide** – This guide provides advice and information on accommodation in Adelaide and Perth including homestay, shared accommodation, rental accommodation, short term accommodation and an introduction to suburbs in Adelaide and Perth. A copy is available for download at https://stanleycollege.edu.au/downloads/.
- **International Student Guide (Insider Guide)**– This guide provides advice and direction for International Students when moving to Perth. It is provided to all students as part of the orientation program and includes help and advice on accommodation, communication, money/banking, employment, studying, culture, health and transport. The guide is available at Stanley College campuses or you can download a copy at the following link http://insiderguides.com.au/international-student-guides/.
- **Airport Reception and Accommodation Placement Service*** – Airport reception and accommodation services (Stanley College partners with the Australian Homestay Network (AHN)) are available for when you first arrive into Perth. Contact Student Engagement via telephone or email (Perth: 08 6371 9999; Adelaide: 08 8120 4140; or studentservices@stanleycollege.edu.au) for further information or refer to the Stanley College Accommodation Guide.

Additional Student Engagement

Stanley College provides additional services for students as listed below:

- **English Support -** At Stanley College we understand that it may be challenging to start a new course in Australia. However, there's no need to worry as plenty of help and support is available to help you adjust to your studies. Remember that you are not alone - there are many students in the same position.
    - **West Perth Library** - We have a library available at our West Perth Campus - Outram Street, which includes English Language Support materials, including test preparation (IELTS)resources, easy readers and other English language skill development resourceswhich you can access.
    - **Community Library** - Community Libraries are available in most suburbs across Perth and Adelaide, the following Libraries are located close to our Campuses. Each library has a range of resources and activities available to support English language skills development. Joining a Library is generally FREE.
        - City of Perth – 573 Hay Street, Perth
        - Adelaide- Rundle Place, 77-91 Rundal Mall, Adelaide. Adelaide also has the English Language Improvement Service | State Library of South Australia (slsa.sa.gov.au)
    - **StudyPerth** - Located at 555 Wellington Street, Perth, is a dedicated space for International Students. StudyPerth offers a range of services for international students, including a Speaking Club.
    - **StudyAdelaide -** Located at Level 1, 26 Franklin Street, Adelaide, they have resources and events that help with confidence building, speaking and networking.

- **Academic Support Lecturers** – Our Academic Support Lecturers are available both online and from our West Perth Campus – Outram Street and Adelaide City Campus (Higher Education), to support you in improving your referencing and essay writing skills.
- **Student Counselling** - Student counselling for all matters regarding students' welfare and academic progress is always free. This can include but is not limited to general or personal circumstances, learning needs or emergency/health needs. Stanley College has experienced Student Engagement Team members that can provide support and counselling for any of your personal needs; however, for anything that requires more specialist advice, Stanley College provides a complete counselling service upon referral as shown below.

Student Counselling Service

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

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



Counsellor – *Thalia O'Sullivan*
Days Available:
Monday 9:00am to 3:30pm, Wednesday 9:00am to 1:00pm and Friday 9:00am to 3.30pm
Where:
All sessions are available online only; sessions are for a maximum period of 45 minutes.

For Appointments Please Telephone: (08) 6371 9924

Referring to a Service**

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

- **Legal Services** – If you require legal advice, Stanley College recommends the following providers of affordable legal services:
  - Tan & Tan Lawyers – Phone (08 9221 2888), Email (ask@tanandtanlawyers.com), Address (Unit 6/78 Terrace Road, East Perth, WA 6004) or Website (www.tanandtanlawyers.com.au)
  - Circle Green Community Legal – Phone (08 6148 3636), Address (Ground Floor, 445 Hay St, Perth WA 6000) or Website (https://circlegreen.org.au/)
  - Legal Aid Western Australia – Phone (1300 650 579), Address (32 St Georges Terrace, Perth WA 6000), Website (https://www.legalaid.wa.gov.au/)

- Nick Xenophon & Co. Lawyers - Phone (08 8336 8888), Email (admin@xenlaw.com.au), Address (653 Lower North East Road, Paradise SA 5075) or Website (www.xenlaw.com.au)
- Stokes Legal (now Andersons Solicitors) – Phone (08 8238 6666), Email (enquiry@andersons.com.au), Address (777 Port Road, Woodville SA 5011) or Website (www.andersons.com.au/stokes-legal/)
- Legal Services Commission of South Australia – Phone (1300 366 424), Address (159 Gawler Pl, Adelaide SA 5000), Website (https://lsc.sa.gov.au/)

- **Visa Services** - Stanley College recommends that you contact your Education Agent directly for assistance with your Visa enquiries/needs. Alternatively, a list of registered Migration Agents is available via the 'Migration Agents Registration Authority' (MARA):
  - www.mara.gov.au
- **Overseas Student Health Cover (OSHC)** – We can assist you to arrange OSHC with any of the following providers or you can arrange directly via the following web links:
  - NIB – Website (www.nib.com.au)
  - BUPA – Website (www.bupa.com.au)
  - Medibank – Website (www.medibank.com.au)
  - Allianz – Website (https://allianzassistancehealth.com.au/en/)
  - HBF – Website (www.hbf.com.au)
- **Driver's License Application or Enquiries** – For all drivers' license enquiries, we can assist you to find your local branch, or you can contact the following directly:
  - Department of Transport – Driver and Vehicle licensing centres are available throughout Perth, for your local branch please visit the following Website (www.transport.wa.gov.au/licensing/visit-a-licensing-centre-or-agent.asp)
  - Adelaide - Department of Transport – Driver and Vehicle licensing centres are available throughout Adelaide, for your local branch please visit the following Website www.dpti.sa.gov.au
- **Tour Operators** – For when you want to get out and explore your surroundings, we can recommend and give you direction for the following Tour Operators:
  - Travel Forever – Phone (0862 670 700), Email (info@travelforever.com.au), Address (135 Barrack Street, Perth, WA 6000) or Website (www.travelforever.com.au)
  - ADAMS Pinnacle Tours – Phone (08 6270 6060), Address (Shop 1, Barrack Street Jetty, Perth, WA 6000) or Website(https://www.australianpinnacletours.com.au/)
  - Aussie Perth Tours – Phone (08 9221 2400), Email (info@aussieperthtours.com.au), Address (Ground Floor, 64/269 Hay Street, East Perth, WA 6004) or Website (www.aussieperthtours.com.au)
  - Free Walking Tours Tour – Phone (0477 407 198), Address (North Terrace, Adelaide SA 5000).
  - Adelaide Sightseeing Tour agency – Phone (1300 769 762), Address (85 Franklin St, Adelaide, SA 5000), or Website (https://www.adelaidesightseeing.com.au/)
  - Small Batch Wine Tours – Phone (0475396862) or (info@smallbatchwinetours.com.au)
- **Real Estate Agents** – We can recommend the following real estate agents to assist you in finding rental accommodation whilst studying in Australia:
  Perth:
  - Harcourts – Website (https://harcourts.com.au/Property/Rentals)
  - Realmark – Website (www.realmark.com.au/)
  - L.J. Hooker – Website (www.ljhooker.com.au/rent)

- Peard – Website https://www.peard.com.au/rent)

Adelaide:

- Ray White – Website www.raywhite.com/
- Fox Realestate – Website www.foxrealestate.com.au
- City Realty – Website www.cityrealty.com.au

- **Banking Services** – For all your banking needs we can give you direction to your local branch of the following four Australian banks:
  - Commonwealth Bank - www.commbank.com.au
  - National Australia Bank (NAB) – www.nab.com.au
  - Westpac – westpac
  - ANZ – www.anz.com.au
- **Community Services** – Each local shire (council) in Adelaide and Perth provides community services and facilities. Come and see our Student Engagement Team for assistance and direction to your local shire depending on where you live (see figure 1 below outlining relevant shire services near each of our campuses). Services can include but are not limited to:
  - Public Library's
  - Noise Management
  - Health and Wellbeing
  - Childcare
  - Community Safety and Surveillance
  - Rangers
  - Arts, Culture and Heritage
  - Community Facilities (i.e. Sports and Recreation)
- **Emergency and Support Services** – The following support services are detailed in this handbook at the page numbers 70:
  - Emergency Services – Police, Fire and Ambulance services
  - Stanley College Emergency Line
  - State Emergency Service
  - Lifeline – Counselling service providing a 24-hour a day service
  - Poisonings Information Line
  - Translation and Interpreting Service

- **Sexual Assault and Sexual Harassment Support Services** – The following support services are available for use:
  - Sexual Assault Resource Centre (SARC) – (08) 6458 1828
  - 1800RESPECT – 1800 737 732 - Website: 1800respect.org.au and chat online or a national sexual assault, family and domestic violence counselling line is open 24/7 for anyone who has experienced or is at risk of, physical or sexual violence, including young people.
- **National Student Ombudsman –** The National Student Ombudsman (NSO) is a free, independent, and impartial service. The NSO works with students and higher education providers to resolve student complaints. The NSO accepts complaints from prospective, current, and former students studying at any TEQSA registered higher education provider. This includes undergraduate, postgraduate, and higher degree research students.

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

Stanley College Campus	Shire	Services
West Perth Campus - Outram Street	City of Perth www.perth.wa.gov.au	City of Perth Library (573 Hay Street, Perth, WA 6000) Tel: (08) 9461 3500 Email: perth.library@cityofperth.wa.gov.au Website: www.visitperth.com.au/see-and-do/libraries/Venues/city-of-perth-library
		Emergencies: Local Police – Tel: 131 444 CCTV Surveillance – Tel: (08) 9461 6666
		City of Perth Parking www.cityofperthparking.com.au/
		Visit Perth including see/do, eat/drink, stay, transport, maps/guides, events and business directory www.visitperth.com.au/
Adelaide City Campus (Higher Education)	City of Adelaide www.cityofadelaide.com.au	Adelaide City Library (Rundle Place, 77-91 Rundal Mall, Adelaide, SA 5000) Tel: (08) 8203 7990 Website: www.cityofadelaide.com.au/community/library-services/
		Emergencies: Police/ Fire/ Ambulance (life Threatening) – Tel: 000 Local Police (Non-Threatening) – Tel: 131 444 Poison Information – Tel: 13 11 26 SA State Emergency Service – Tel: 13 25 00 SA Water Customer Service – Tel: 1300 650 950
		City of Adelaide Parking www.cityofadelaide.com.au/transport-parking/parking
		Visit Adelaide including see/do, eat/drink, stay, transport, maps/guides, events and business directory https://southaustralia.com/palaces-to-go

Student Requests

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

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

- **Course Variation Application Form** – If you need to request changes to your course/ commencement date, defer your studies, cancel your enrolment or would like to move to another institution. (highereducation.formstack.com/workflows/cvaf)
- **Complaints and Appeals Form (CAFO)** - If you are not satisfied with the outcome of any Stanley College decision, you may appeal, using the electronic Complaints and Appeals Form available via the Stanley College website at the following link www.stanleycollege.edu.au/cafo-form/. This can include but is not limited to complaint resolution, appeal of results, appeal for the issuance of a Notice of Intention to Report/Cancel or a notice of sick leave.
- **Finance Requests** – You can contact the finance officer directly in the West Perth Campus - Outram Street or via email (finance@stanleycollege.edu.au) or telephone (08 6371 9999) if you would like to arrange a payment plan. For other payments; cash payments (West Perth Campus - Outram Street only, EFTPOS (all campuses) or bank transfer (refer to page 23).

Location of learning venues

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

To identify how to reach your learning venue from your place of residence in South Australia, visit the Adelaide Metro website at https://www.adelaidemetro.com.au/w. The website will produce a number of options on how to reach your learning venue in time, from your place of residence in South Australia. If you need assistance please contact our Student Engagement Team. During Orientation we will include a tour of the campus related to your studies.

West Perth Campus - Outram Street
69 Outram Street
WEST PERTH WA 6005

Telephone:	08 6371 9999
Emergency Line:	0400 274 033
Parking:	No student parking is provided at the West Perth Campus - Outram Street. There are numerous ticketed car parking locations close to the campus – check City of Perth parking for more information. (Approximate travel time via bus from Perth City is 10 minutes or travel time via bus from Leederville train station is 10 minutes.)

Adelaide City Campus (Higher Education)
Level 1
East 101 Grenfell Street
Adelaide SA 5000

Telephone:	08 8120 4140
Emergency Line:	0400 274 033
Parking:	No student parking is provided at the Adelaide Campus. There are numerous ticketed car parking locations close to the campus, check City of Adelaide parking for more information.

Attendance

Class attendance is compulsory for all students.

In accordance with the Student Progress Policy, Stanley College is not required to monitor attendance but does so to:

a) Identify students at risk of unsatisfactory progress at an early stage. It is Stanley College's policy that a student should maintain a minimum of 70% attendance in order to maximise the outcome of achieving satisfactory course progress. Students who continue to demonstrate poor attendance will be contacted to attend an interview with the Student Engagement Coordinator to discuss the situation and, if required, an intervention plan to address attendance issues will be established.
b) Increase attendance and implement follow up procedures associated with any critical incident or welfare issues involving students in a class.

You will be provided with the class schedule (timetable) at least a week before the commencement of the semester. at Orientation. The schedule outlines the days, times and venues your classes will be conducted. Generally, each class runs for three hours per unit, and a semester usually covers four units. However, there may be exceptions in certain situations.

Essential Information on Stanley College website

You can refer the Stanley College website for essential information about

- Student guides including the latest copy of the student handbook
- The Academic Calendar
- FEE-HELP information (for domestic students only)
- Information on library and other resources
- Policies and Procedures of Stanley College

Campus Resources

The campus you will undertake your studies in is as detailed in your International Student Offer Letter. Our campus resources are listed below:

West Perth Campus - Outram Street

- Student Support Team
- Employment Liaison desk
- IT Support Desk
- Finance Desk and Payments
- Printing Services
- Air-conditioning, free WIFI, male/female/disabled toilets
- Prayer Room

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

Adelaide City Campus (Higher Education)

- Air-conditioning, free WIFI, male/female/disabled toilets
- 8 Classrooms with projectors/LCD televisions, desks and chairs
- Student library, meeting rooms, prayer room and break-out areas,
- Kitchenettes
- Learning materials and resources for all delivered Courses* including but not limited to:
    - Learner guides, assessments and reference materials for each unit of study, materials are provided either in hard copy and/or electronic copy via a Learning Management System (LMS), depending on chosen course of study

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

Computer Facilities and WIFI

Stanley College has free WIFI in all campuses and a small number of public use computers available during the hours of operation in West Perth Campus – Outram Street only. Availability of these services is detailed below:

Monday	8.00am – 5.30pm (West Perth Campus - Outram Street)
	8.00am – 4:30pm (Adelaide City Campus (Higher Education))
Tuesday	8.00am – 5.30pm (West Perth Campus - Outram Street)
	8.00am – 4:30pm (Adelaide City Campus (Higher Education))
Wednesday	8.00am – 5.30pm (West Perth Campus - Outram Street)
	8.00am – 4:30pm (Adelaide City Campus (Higher Education))
Thursday	8.00am – 5.30pm (West Perth Campus - Outram Street)
	8.00am – 4:30pm (Adelaide City Campus (Higher Education))
Friday	8.00am – 4.30pm (West Perth Campus - Outram Street)
	8.00am – 4:30pm (Adelaide City Campus (Higher Education))
Saturday	8.00am – 4.30pm (West Perth Campus - Outram Street)
Sunday	8.00am – 4.30pm (West Perth Campus - Outram Street)

Bring Your Own Device (BYOD)

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

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

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

Student Portal

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

International Student Visa Holders are reminded that it is a condition of your visa to update Stanley College within seven (7) days of when you change your contact details. Update to your contact details, including Emergency Contacts details must be submitted via the Student Portal.

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

Student Email Account

Stanley College's official communication method with students is via your **Stanley College email**. As a student at Stanley College, your @sche.edu.au email account will be activated as part of the Orientation Program. Please note that if you progress from a VET program at Stanley College to a Higher Education course your email address WILL CHANGE.

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

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

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

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

- Your email account username is: Your Student ID@sche.edu.au
- Your email account password is: Password@75

To protect your privacy, you must change your password when you first log-in to your email account. Do not let anyone know your password and change your password at least monthly. For questions or technical problems relating to your email account, please contact the Student Engagement Team.

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

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

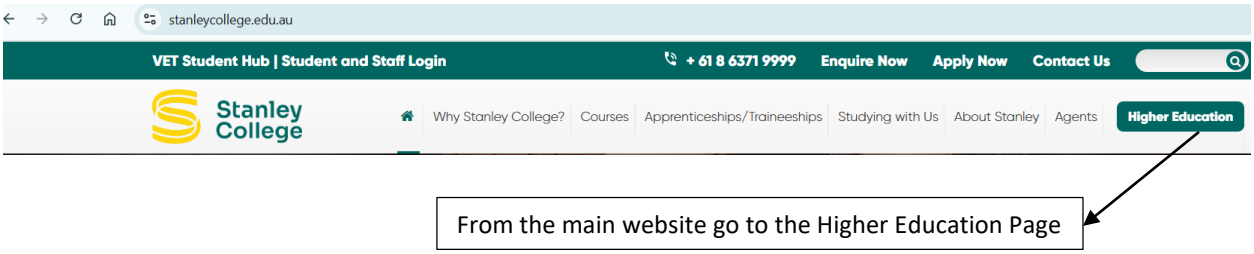
- No material is to be sent as email that is defamatory, in breach of copyright or business confidentiality, or prejudicial to the good standing of Stanley College.
- Emails must not contain material that amounts to gossip about students or that could be offensive, demeaning, persistently irritating,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

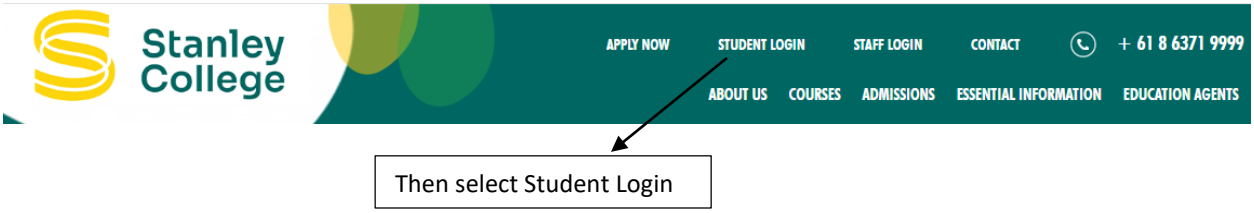
- When using email a person must not pretend to be another person or use another person's computer without permission.
- Excessive private use, including mass mailing, "reply to all" etc. that is not part of the person's duties, is not permitted.

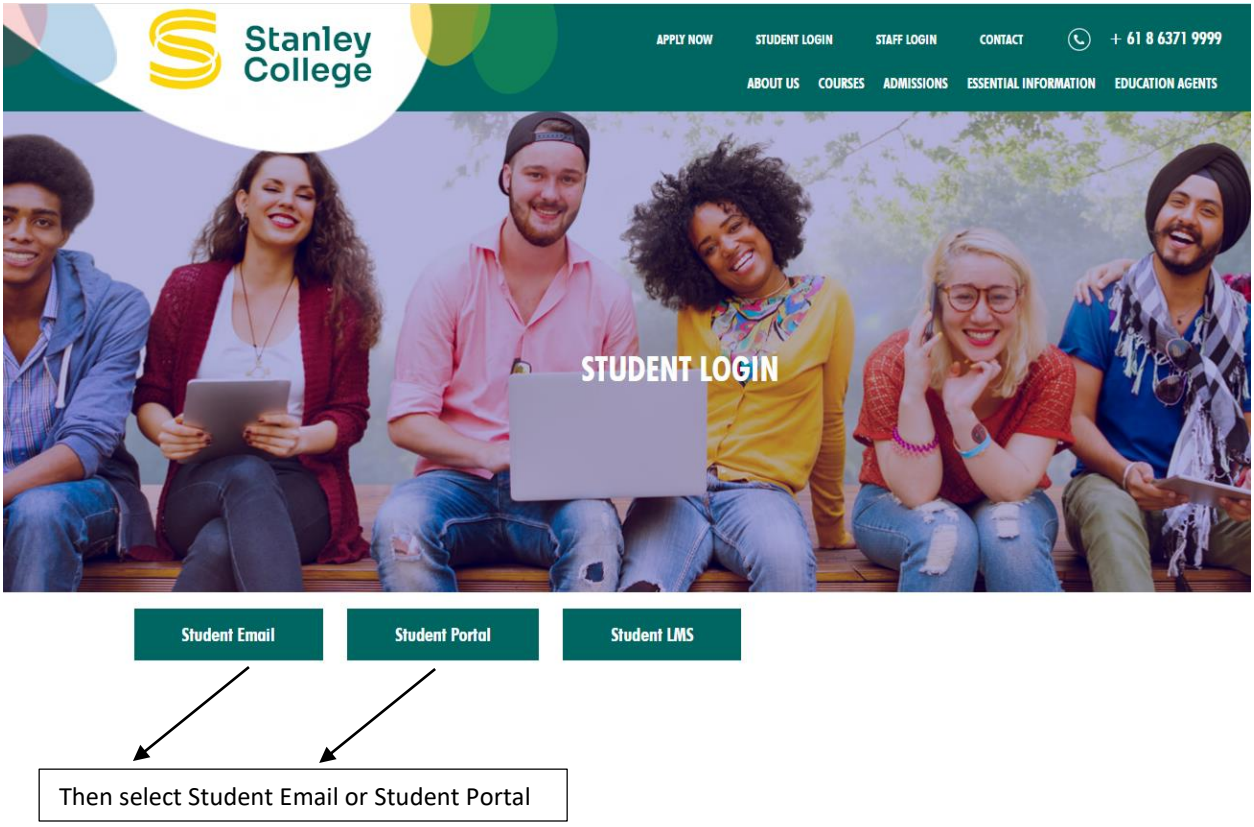
Stanley College may also send you a courtesy SMS text message to remind you to read urgent emails. Please do not ignore these text messages.

Student Logon

Diagram 1: Main Page of Stanley College HE website (LINK: www.highereducation.stanleycollege.edu.au)







Working in Australia

Permission to Work

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

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

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

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

Finding Work

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

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

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

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

Earning an Income

The Fair Work Ombudsman

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

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

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

Getting a Tax File Number

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

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

Tax Returns

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

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

Superannuation

If your monthly wage is more than AU$450 (before tax), your employer **must** contribute an additional sum equal to 10% of your before tax wage into a nominated superannuation (pension) account for you. In most cases, you can access your contributions when you leave Australia permanently, although the contributions will be taxed.

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

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

When you leave Australia permanently, and want to check you check your eligibility to claim superannuation and to apply for your payment, visit: https://www.ato.gov.au/Individuals/Super/In-detail/Withdrawing-and-paying-tax/Super-information-for-temporary-residents-departing-Australia/
You will need to provide the details of your superannuation fund, Source: Australian Taxation Office).

Add info on rights/entitlements for workers, plus links to the videos

Managing Your Finances

Paying your Tuition Fees

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

By using our online payment gateway:



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

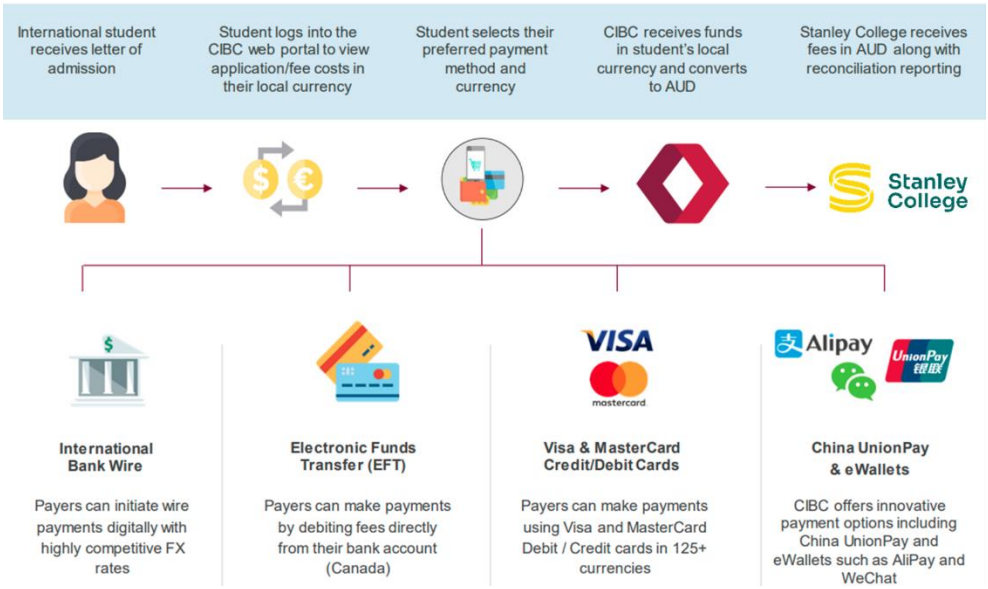
1) By Electronic Funds Transfer (EFT) to:

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

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

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

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



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

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

Monthly Expenses

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

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

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

Financial Hardship Payment Scheme

All international students are required to pay their tuition fees by the due date on their invoice. Applying for Financial Hardship Payment Scheme (payment plan) may be an option for you if you are a continuing international on-shore student on a student visa, who is temporarily experiencing difficulty in paying your tuition fees due to extenuating circumstances. They could include, but are not limited to the following:

- bereavement of an immediate family member who contributes towards your fees and/or living expenses;
- serious illness or injury of an immediate family member who contributes towards your fees and/or living expenses; or
- a major political upheaval or natural disaster in your home country where this has clearly impacted on your ability to pay their fees

To be considered for this option, you must meet **all** of the following criteria:

- Have paid all previous tuition fees
- Be in genuine short-term financial hardship caused by circumstances beyond your control
- Have completed at least one semester of study and NOT be a commencing student
- Lodge the application at least two (2) weeks before the tuition fee due date.
- Willing to provide a copy of your bank statement for the last 90 days.
- Demonstrate extenuating and unexpected circumstances that have impacted your ability to pay your tuition fees by the due date

Financial hardship is considered to be where a student will have difficulty meeting the due date for the current term but will have the capacity to pay their fees by the end of the term. Consecutive application may not be considered.
You may apply for a Financial Hardship Payment Plan. The FHPS Guidelines can be requested from finance@stanleycollege.edu.au. To apply online, please complete the following form:
https://highereducation.formstack.com/workflows/fhps_application

Cost of Living

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

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

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

Setting up a Bank Account

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

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

To open a bank account you will need:

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

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

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

Bank and ATM Locations

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

Banking Hours

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

ATMs (Automatic Telling Machines)

ATMs can be used to withdraw cash from an account by using the ATM card which is available with most bank accounts. You can also use ATMs to get an account balance and transfer money into other accounts.

Some ATMs also allow you to deposit cash and cheques into your account. Using the ATMs of your bank will generally cost less money than if you use another bank's ATMs. Fees for using ATMs can vary between banks and between accounts.

Using an ATM

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

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

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

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

Safety When Carrying Money

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

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

EFTPOS

Short for 'Electronic Funds Transfer at Point Of Sale', EFTPOS terminals can be found where goods or services are sold, for example, supermarkets, service stations, restaurants, doctors' surgeries and

gymnasiums. You can pay for goods and make payments through EFTPOS using your ATM card, rather than paying with cash. At some stores, when you use EFTPOS you can also withdraw cash from your account at the same time. You should be aware that there are some retailers who put limits on how much cash can be withdrawn which may be dependent on the amount that is spent in the store.

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

Paying Bills

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

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

Fair Work Ombudsman

Internship / Fieldwork Placement are referred to by the Fair Work Ombudsman (www.fairwork.gov.au) as 'Student Placements'. These programs give you the chance to get the skills you need to transition successfully from study to work.

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

Will I be paid?

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

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

What about my hours of work?

The hours students must complete varies depending on your course. All degree courses have a specific unit for your placement.

Bachelor of Community Services:

COS208 Fieldwork 1 – Placement 200 hours in total

COS308 Fieldwork 2 – Placement 200 hours in total

Bachelor of Business (all majors):
BUS303 Business Practicum – Placement 100-120 hours in total

Bachelor of Information and Communication Technology:
ICT303 ICT Practicum - Placement 100-120 hours in total

Master of Business (all specialisations):
MBS604 WIL/Research project preparation - Placement 100-120 hours in total

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

StudyAdelaide (https://studyadelaide.com/work/work-rights)

International Student Visas

All workers, including international students, are entitled to Australia's minimum pay and entitlements. This is the case even if an international student has breached their visa.

To support and encourage international students to get the help they need, the FWO and the Department of Home Affairs have agreed that a student's visa will not be cancelled if they:

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

This applies as long as they:

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

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

International students can contact the Fair Work Ombudsman for help if they're having workplace issues, without fear of their visa being cancelled. This could be for issues such as not getting the right pay or other entitlements, like leave or notice.

Check out these videos below to see how the Fair Work Ombudsman can help international students.

Felipe's story (https://www.youtube.com/watch?v=MMC1vxrLXiw)

Jessica's story (https://www.youtube.com/watch?v=odW55QX1XAM)

I need more information

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

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

Further information can be found by contacting the Fair Work Ombudsman:

- Any student who is unsure of their pay and entitlements or believes they have been underpaid while working in Australian can contact the Fair Work Ombudsman, free of charge, for information and assistance recovering unpaid entitlements.
- The Fair Work Ombudsman's Fair Work Infoline on 13 13 94 has a translation and interpreter service available and their website at www.fairwork.gov.au has professionally translated material as well as a translator plug-in.

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

National Student Ombudsman

The National Student Ombudsman (NSO) works with students and higher education providers to resolve student complaints. The NSO can consider complaints from all higher education students, including current and former students, or those in the process of enrolling.

The NSO is a free, independent, and impartial service with powers to consider a broad range of issues. For example, the NSO can consider complaints related to:

- Student safety and welfare, including situations involving gender-based violence, discrimination, and all forms of racism.
- Course administration, such as special considerations, deferment, withdrawals, and course availability.
- Teaching provision and facilities, including assessments, placements, and quality of teaching.
- The fairness and effectiveness of student complaints processes.
- Reasonable adjustments for students with disabilities or experiencing special circumstances

The NSO cannot consider complaints relating to a vocational education and training (VET) course, complaints related to an individuals' employment with a provider, and complaints related to the appointment of a person to an office of a provider.

Additionally, the NSO cannot consider complaints about academic decisions, such as complaints about grades. However, administrative complaints related to grades, such as complaints about the appeals process, may be considered by the NSO. Students studying a VET course with a public provider should continue to raise their complaints with the ombudsman. The NSO has many resolution pathways, including early resolutions, conciliation, restorative engagement, and investigation.

The NSO has many resolution pathways. These are informed by the complexity of the complaint and the preferences of the student. The NSO will always ensure the student understands the recommended pathway and seek consent before proceeding with a course of action.

The NSO encourages students to explore their provider's complaint pathways before coming to the NSO, as this may be the quickest way to resolve an issue. However, this is not a requirement, particularly if students do not feel safe or comfortable doing so.

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

How to make a complaint with the National Students Ombudsman

1. By telephone: 1300 395 775 available Monday to Friday 10am to 4pm (AEDT) except Wednesday which is until 2pm (AEDT) for domestic enquiries OR for enquiries made from outside of Australia, please call +61 2 5117 3600.
2. Online at: nso.gov.au
3. In person: At the Commonwealth Ombudsman office locations between 10am and 4pm Monday to Friday

Commonwealth Ombudsman office locations

Adelaide - Level 11, 25 Grenfell Street

Canberra - Level 5, 7 London Circuit

Brisbane - Level 22, 215 Adelaide Street

Sydney - Level 20, 60 Castlereagh Street

Melbourne – Level 2, 452 Flinders Street

Perth (Western Australia) - Currently there is no office

You can read about the NSO complaint process here. Please note, the NSO cannot progress complaints sent directly to the Education and Outreach mailbox. All complaints must be lodged via online form, phone, or in–person.

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

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

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

Education Agents

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

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

Stanley College currently holds Third Party Agreements with all education agents listed to recruit students on its behalf. All education agents associated with Stanley College are listed on our website. For further information please visit:
https://www.highereducation.stanleycollege.edu.au/education-agents/

Consumer Protection

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

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

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

Personal Safety tips

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

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

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

Scams

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

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

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

- If you get cold-called by someone making threats about arrest or deportation, it is a scam. Do not send them any money. Instead, hang up the phone immediately and report it to your local police.
- Never give your personal, credit card or online account details over the phone unless you made the call and the phone number came from a trusted source.
- If you think you have provided your bank account details to a scammer, contact your bank or financial institution immediately.
- When dealing with uninvited contacts from people or businesses, whether it's over the phone, by mail, fax, email, in person or on a social networking site, always consider the possibility that the approach may be a scam.
- You can contact IDCARE (Australia and New Zealand National Identity and Cyber Support Service) for support if you have concerns about your identity being compromised. Contact them via the online form or phone: 1300 432 273.
- The 'Scamwatch' website has information about scams in multiple languages.

For more information, you can visit:

- Australia Federal Police website www.afp.gov.au
- Scam Watch website www.scamwatch.gov.au
- IDCARE website www.idcare.org

Or come and see one of our Student Support Officers who are here to help you.

Other useful information

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

www.mscwa.com.au
www.studyperth.com.au

Lost property

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

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

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

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

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

Policies

Stanley College Code of Conduct

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

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

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

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

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

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

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

Sexual Assault, Sexual Harassment – ZERO TOLERANCE

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

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

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

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

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

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

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

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

Sexual Consent

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

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

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

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

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

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

- Communication about consent must be clear and involve words as well as gestures, to make sure there is no doubt, that should be a definite YES. The absence of 'no' is not consent;
- Don't assume consent;

- Consent needs to happen every time. If a person has agreed to sex in the past, it does not mean automatic consent is given to sex in the future. This includes if you are married or in a relationship;
- Consent is specific, so agreeing to one kind of sexual activity does not mean agreeing to other kinds of sexual activity;
- Consent is an ongoing conversation and can be withdrawn at any point.

Consent is NOT:

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

Other forms of harassment

Other forms of harassment that are unlawful in Australia include:

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

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

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

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

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

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

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

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

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

Discrimination

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

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

Key Contacts at Stanley College

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

Student Services Team	E: studentservices@stanelycollege.edu.au T: 6371 9999 or 0424 282 171
Manager, Student Services Team	Jayantashree Pandeea E: studentservices@stanelycollege.edu.au T: 6371 9999 or 6371 9986
Student Counsellor	Thalia O'Sullivan E: counselling@stanleycollege.edu.au T: 6371 9924
Vice President, Wellbeing & Engagement (VPWE)	Vickie Powell E: vickie@stanelycollege.edu.au T: 6371 9997

Breaches of Code of Conduct

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

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

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

Reporting Breaches

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

Reports of breaches can be submitted in writing or verbally clearly outlining the details to the Student Engagement Team, their Lecturer or the Dean, Higher Education. Any reports will be viewed by Stanley College's Executive Management Team (EMT).

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

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

Process

Breaches to the Stanley College Student Charter will be processed as soon as possible. Involved parties will be informed in writing. Breaches are dealt with, by a committee formed to deal with the breach and include the Dean, Higher Education, Student Engagement Team and where necessary selected students and staff.

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

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

Alternatively, you can contact the National Student Ombudsman (NSO) 1300 395 775 (https://www.nso.gov.au/) to lodge a complaint. More information about NSO can be found in the sections National Student Ombudsman and Complaints and Appeals under the topic in this handbook.

Cancellation resulting from Breaches

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

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

Higher Education Student Charter

Stanley College aims to understand and respond to the needs of students, by helping students gain the knowledge, skills, attributes and experiences valued by employers. Thus, the College offers a student experience that connects students directly with businesses and local communities.

To achieve its purpose, Stanley College is committed to providing a safe and supportive learning and teaching environment, and enable its graduates to demonstrate the Stanley College values of **Accountability**, **Empowerment**, **Respect**, **Innovation** and **Excellence**.

This Charter outlines the reasonable expectations that students can have of Stanley College while studying. It also documents what the College expects of its students.

The Charter promotes mutual respect and recognises that students and staff have rights and responsibilities to each other and to the Stanley College community.

Stanley College is proud to foster a culture that values diversity and equity in the student body.

Stanley College is also committed to supporting the participation and success of Aboriginal and Torres Strait Islander peoples.

Stanley College responsibilities:

1. Build a College culture that nurtures **intellectual inquiry and integrity**.
2. Recognise the legal rights of students including those relating to **intellectual property and privacy**.
3. Ensure that students have access to all relevant **legislation**, information about the College's **values, and policies and procedures** relating to their rights as a student.
4. Foster a culture that accommodates **diversity and equity** in the student body (including allowing disability access).
5. Provide students with information, support and equitable treatment that promote their **wellbeing**.
6. Provide services to support the safe use of well-maintained physical and digital **resources and infrastructure**.
7. Develop **student leadership** and provide opportunities for student participation in decision making processes of the College.
8. Encourage scholarly, industry-, government-, and community-**engaged activities** by academic and professional staff, and students.
9. Provide accurate and accessible information about all relevant **aspects of the course** including course and unit learning outcomes, assessments and timetables in a timely manner before the start of each semester.
10. Maintain and enhance the **quality and effectiveness of assessment** to ensure that student learning outcomes are achieved at unit and course levels.
11. Ensure students have adequate prior **knowledge and skills** to undertake the course successfully.
12. Ensure that students have the opportunities to provide feedback on their **learning experience** including unit quality, teaching performance, support services and facilities.
13. Provide students with access to **grievance resolution** mechanisms.

Student responsibilities:

1. Remain at all times subject to the law, the terms of engagement with Stanley College and the Stanley College **policies and procedures**, including the *Student Code of Conduct*.
2. Embrace and recognise **diversity**, and respect the rights and viewpoints of other people.
3. Behave in an appropriate manner, and treating Stanley College staff, fellow students and visitors with **respect** at all times.
4. Uphold principles of **academic integrity** and demonstrate an ethical and honest approach to study and assessment.
5. Not attempt to **cheat, plagiarise, and fabricate or falsify data**.
6. Maintain satisfactory **academic progress and attendance** in line with stated requirements.
7. Use Stanley College **facilities, resources and services** in a responsible manner.
8. Represent Stanley College in a **professional manner** when engaged in College-related activity, including work placements, research and scholarly activities.
9. Provide honest and constructive feedback about their **course and student experience**.

10. Seek to resolve concerns informally where possible, and follow the student **grievance and complaint procedures**.

Student discipline

Stanley College treats all breaches of Stanley College's Student Charter seriously.

Students are expected to report any breaches of the Student Charter to the Student Engagement Team. Stanley College Staff member MUST report breaches to the Dean, Higher Education.

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

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

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

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

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

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

Examples of serious breaches

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

Deferring, Suspending or Cancelling your Enrolment

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

Definitions

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

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

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

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

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

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

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

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

Right of Appeal

You have the right to appeal any decision by Stanley College to defer, suspend or cancel your studies. Stanley College will maintain the student's enrolment until the internal and external complaints and appeals process are completed. For more information refer to page 47.

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 and submit to the Student Engagement Team, with evidence to support your application, who will:

1. Discuss your application with the Executive Management Team;
2. Discuss the changes to your study plan with you

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

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

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

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

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

Suspension of enrolment - Student initiated

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

Complete a Course Variation Application Form and submit to the Student Engagement Team, who will:

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

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

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

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

Cancellation of enrolment - Student initiated

A student-initiated cancellation occurs when you actively or passively request to cancel your enrolment. The following are examples of such cancellations:

- Non-commencement of studies: When a student has not, or will not, commence their course within 31 days of the start date.
- Non-returning: When a student does not return after an arranged holiday break, suspension, or deferment, or fails to enrol in any subjects for the semester.
- Cessation of studies: When you make a formal request to cease your enrolment with Stanley College.

In cases where you do not formally request to cancel your enrolment, you will receive a notification of the impending cancellation.

Deferment of enrolment - Stanley College initiated

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

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

Suspension of enrolment - Stanley College initiated

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

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

Cancellation of enrolment - Stanley College initiated

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

- Breach of the Stanley College Student Charter and/or Code of Conduct
- Assault of another student or staff member

- Misbehaviour by the student;
- Failure to pay course fees;
- Any behaviour or serious breach of the College Student Charter and/or Code of Conduct, identified as grounds for possible expulsion.

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

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

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

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

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

Complaint and Appeal Process

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

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

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

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

Definitions

Complaint

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

A complaint can be lodged either informally or formally.

Informal Complaint Procedure

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

Appeal

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

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

You may appeal on the following grounds:

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

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

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

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

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

Formal Complaint and Appeal Procedure

a) A formal complaint or appeal can be lodged using the 'electronic Complaints and Appeals Form (eCAFO)' via the Stanley College Website, at the following link https://highereducation.formstack.com/workflows/cafo

b) The Complaints and Appeals process will commence within Five (5) working days of receiving the complaint and/or appeal.

c) The relevant Delegated Officer will conduct internal investigations. You may be invited to attend a meeting where:
   - You will be given an opportunity to present your case
   - You may be accompanied by a support person
   - You may provide additional evidence to support your appeal

d) The outcome will be finalised as soon as possible; however, as a standard practice, cases are generally resolved within 20 working days of lodgment. If more than 20 working days are required, you will receive a formal extension notification explaining the reason for the additional time needed.

e) Once a decision has been reached, you will receive a written statement via email outlining the outcome of the complaint or appeal, details of the internal review process and the reasons for the decision and information about external appeal option, including that you have 10 working days to submit an external appeal with the Overseas Student Ombudsman (see section 'Overseas Students Ombudsman' in this handbook). However, it does not restrict you from contacting the Overseas Student Ombudsman after ten working days.

f) If you are not satisfied with the outcome, you have the right to access the National Students Ombudsman for an external review:

National Student Ombudsman

Telephone: 1300 395 775 available Monday to Friday 10am to 4pm (AEDT) except Wednesday which is until 2pm (AEDT) or domestic enquiries OR for enquiries made from outside of Australia, please call +61 2 5117 3600.

Online *at:* nso.gov.au

In person: At the Commonwealth Ombudsman office locations between 10am and 4pm Monday to Friday

Commonwealth Ombudsman office locations

- Adelaide - Level 11, 25 Grenfell Street
- Canberra - Level 5, 7 London Circuit
- Brisbane - Level 22, 215 Adelaide Street
- Sydney - Level 20, 60 Castlereagh Street
- Melbourne – Level 2, 452 Flinders Street
- Perth (Western Australia) - Currently there is no office

You can read about NSO complaint process here.

Please note, the NSO cannot progress complaints sent directly to the Education and Outreach mailbox. All complaints must be lodged via online form, phone, or in–person.

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

If you appeal relates to a Notice of Intention to Cancel and/or Notice of Intention to Report, and the Appeal is unsuccessful, you will receive a notice of the outcome, and your enrolment at Stanley College may be cancelled and The Department of Home Affairs (DHA) informed via PRISMS. You will also be

informed of your rights to access the National Students Ombudsman (Telephone: 1300 395 775) to lodge a complaint. Please ensure that you inform Stanley College of your intention to lodge a complaint/appeal with the National student ombudsman.

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

For complaints or appeals specifically related to serious systemic risk to students, or to the quality or reputation of Australia's higher education sector, you can also submit a complaint to the Tertiary Education Quality and Standards Authority (TEQSA), further information is available here https://www.teqsa.gov.au/about-us/contact-us/raising-complaint-or-concern

Academic Course Progress

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

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

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

Satisfactory course progress is achieved when a student:

a. Obtains a ***Pass*** grade or better, 50% of more of the units attempted during the semester; and
b. Does not fail the same unit for a second time.

Students are deemed **at risk of unsatisfactory course progress when:**

a. Obtain a fail grade for one (1) or more units in a semester;
b. Unexplained absenteeism from scheduled lectures (classes);
c. Unit attendance is less than 70%.
d. Do not access unit learning resources, within the learning management system (LMS) or complete assignments.

Students identified as **at risk** will be placed on an agreed **Intervention Plan**, which will be tailored to the individual student's circumstances and needs. The Intervention Plan is designed to support students and assist them to return to satisfactory course progress as soon as possible and prior to the next review.

A student may also be identified as **at risk** during a semester should Stanley College staff become aware of:

a. Academic misconduct (see *Academic Integrity Policy*);
b. An ongoing, serious medical situation, or
c. Some other compelling circumstance beyond the control of the student, but which is likely to prevent the student from achieving satisfactory course progress for the semester.

Unsatisfactory course progress arises when a student at risk:

a. Fails more than 50% of the units attempted at the end of a semester;
b. Fails the same unit for a second time, or

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

Factors that could affect your course progress:

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

Student progress policy and procedure can be found on Stanley College website.

Non-payment of fees

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

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

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

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

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

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 learning and teaching programs will take special needs into consideration. Flexible learning and assessment methods will be adapted according to your specific requirements if necessary.

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

Marketing Policy

Social media refers to any facility for online publication and or commentary including blogs, Facebook, Twitter, YouTube, Instagram, virtual words, text messaging and many more. This policy provides guidance as to our expectations when your activity on social media refers to or relates to Stanley College, its

stakeholders (example: Students, Staff, Employers, Government) or any subsidiary business including The Culinary Workshop.

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

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

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

Health and Safety on Campus

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

S Spot the hazard

A Assess the risk

F Fix the problem

E Evaluate the results

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

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

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

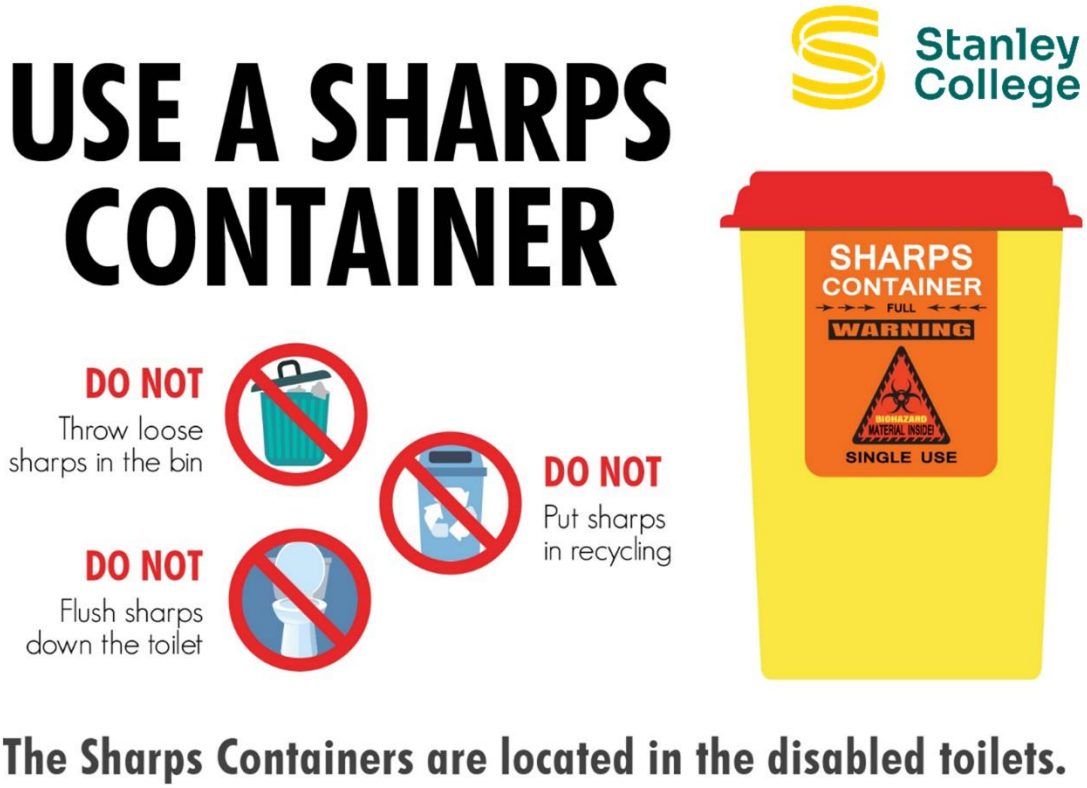
The following procedures and standards must be observed to achieve a safe working and learning environment:

- Do not smoke on campus and at work-integrated learning venues
- Do not consume alcohol on campus and at work-integrated learning venues
- Do not consume illicit drugs on campus and at work-integrated learning venues
- Maintain a safe, clean and efficient, working environment
- Store and dispose of waste according to health regulations
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage

- Check all equipment for maintenance requirements, refer equipment for repair as required
- Store equipment safely
- Safe lifting and carrying techniques used
- Identify fire hazards and take precautions to prevent fire
- Ensure student safety at all times
- Ensure procedures for operator safety are followed at all times
- All unsafe situations recognized and reported
- Implement regular fire drills and provide first aid courses to all staff and students
- Display first aid and safety procedures for all staff and students to see
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required
- Implement procedures and practices, in accordance with State and Local Government Health regulations.

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

Sharps Containers



E-Scooters

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

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

Safety recommendations:

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

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

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

Emergency Evacuation Procedure

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

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

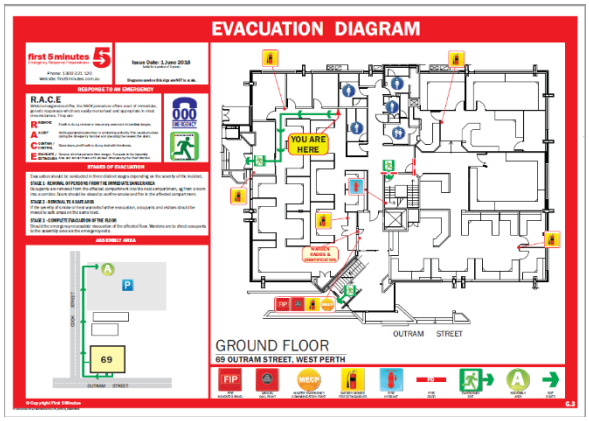


*Diagram 1: Sample Evacuation Plan

Our emergency procedure is as follows;

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

First Aid on Campus

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

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

Each campus has emergency evacuation diagrams (see 'Diagram 1' above). These are located within each campus building and identify the location of First Aid kits provided for student/staff to use. Please note that no staff members/students, including those that have gained the appropriate First Aid training, are expected to carry out any First Aid procedure if they are not comfortable with it.

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

Personal Safety

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

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

(Source: Australian Federal Police)

Critical Incidents

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

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

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

Student Procedure

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

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

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

Emergencies

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

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

Police

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

Fire

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

Ambulance

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

Stanley College Emergency Line

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

State Emergency Service

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

Lifeline

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

Poisons Information Line

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

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

Translating and Interpreting Service (TIS)

Tel: 13 14 50

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

Stanley College Privacy Notice

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

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

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

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

- processing your application for a USI
- verifying and providing a USI
- resolving problems with a USI and creating authenticated Higher Education (HE) transcripts.

The information may be disclosed to:

- a number of organisations, departments, regulators and other persons where it is reasonably necessary for the purposes of performing functions or exercising powers
- The Department of Education (DoE), or authorised representatives, funded bodies by the DoE administering the Quality Indicators for Learning and Teaching (QILT) surveys
- Tertiary Education Quality Standards Agency (TEQSA) to enable them to perform there HE regulatory functions
- Commonwealth including TPS and State/Territory government departments and agencies and statutory bodies performing functions relating to Higher Education (HE) for:
    - The purposes of administering and auditing institutes of higher education (IHEs) and HE courses
    - Education related policy and research purposes; and
    - To assist in determining eligibility for subsidies
- the Oversight Authority in instances pertaining to digital identity to enable them to perform their functions
- current and former Institutes of Higher Education to:
    - enable them to deliver Higher Education courses
    - meet their reporting obligations under the Higher Education Standards Framework (HESF) and government contracts
    - assist in determining eligibility for higher education funding
- schools for the purposes of delivering HE courses to you and reporting on these courses
- researchers for education and learning related research purposes
- any other person or agency that may be authorised or required by law to access the information

- any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system and will not otherwise be disclosed without their consent unless authorised or required by or under law.

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

International Students Personal Information – Recorded in PRISMS

International Students Personal information is recorded on PRISMS:

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

Concurrent Course Enrolment Guidelines and Disclaimer

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

Stanley College permits concurrent enrolments provided that the:

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

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

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

Transfer to another College

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

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

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

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

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

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

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

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

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

confirmed alternative welfare arrangements approved by another registered provider, as per the National Code 2018 (Standard 5.12 – 5.13);

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

The Student Engagement Team will assess your request for transfer from Stanley College to another registered provider where the first six months of the principal course have not elapsed.

If your request for transfer is approved:

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

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

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

If the request for transfer is not approved:

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

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

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

Transferring from another College

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

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

Exceptions to the above are where:

- The releasing registered provider, or the course in which the overseas student is enrolled in, has ceased to be registered;

- The releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider;
- The releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS;
- Any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.

Refund Policy

Refund Policy Overview

This policy defines how Stanley College manages and determines the refund of monies to commencing and continuing domestic and international students for fees or other charges related to higher education study at Stanley College.

Domestic Students

Circumstances Where a Refund will be Paid

4.1 In order to be eligible for refund, the student must be enrolled in an approved higher education course leading to an accredited award and be:

a. An Australian Citizen;
b. An Australian Permanent Humanitarian visa holder, or
c. A New Zealand (NZ) Special Category visa holder (who arrived in Australia as children and have been long term residents).

4.2 A full refund of all applicable Refundable Fees will be paid if:

a. Stanley College withdraws the offer of enrolment, or
b. The student withdraws from a unit of study ***on*** or ***before*** the Census Date of the semester. (For recipients of FEE-HELP loans, 100% of unit fee will be credited to the following semester or FEE- HELP debt).

4.3 Domestic students enrolled in a unit are able to access a refund of their tuition fees under certain circumstances, as outlined in Table 1.

Table 1: Domestic Students: Guidelines for the Refund of Tuition Fees

Reason for Refund/Cancellation	Notification Period	Refund	Cancellation Fee
Domestic Student withdraws from course	On or before census date of semester	Full refund	No charge
	After census date	No refund	100% of semester tuition fee
Domestic Student withdraws from a single unit	On or before census date of semester	100% of unit fee credited to following semester or FEE-HELP debt.	No charge
	After census date	No refund or credit	100% of semester tuition fee

4.4 In the unlikely event of a Stanley College default (i.e. Stanley College is unable to offer a course), Stanley College will, within 14 days of the default, either:

a. Refund the unused portion of the prepaid tuition fees for the units not delivered; or
b. Offer the student suitable and alternative higher education provider at Stanley College's expense that is accepted by the student in writing (in this case, NO refund will be given to the student), with refund of fees a secondary option if placement is not possible.

4.5 If Stanley College is unable to provide a refund, then the student will be offered a place on a similar course of study via the course assurance arrangement with a *Second Provider*. A student is not obliged to enroll in a course of study with a *Second Provider* under the Course Assurance Option. However, if the student enrolls with any other Institute of Higher Education (IHE), there is no obligation on that provider to offer full credit transfer for the units of study completed with the *First Provider* or to offer replacement unit(s) free of charge.

4.6 In the event that the student is not granted credit for all units completed at Stanley and has to enroll in additional units at the *Second Provider* and encounter additional costs, Stanley College will compensate for the difference in costs incurred to the student.

Circumstances Where a Refund will not be Paid

Table 2 outlines circumstances where refunds do not apply or may apply only under special circumstances (see further below).

Table 2: Domestic Students: Where Refunds Do Not Apply or only Apply under Special Circumstances

Circumstances	Refund	Process
Withdrawal from a unit ***after* the Census Date**, and Compassionate and Compelling Circumstances do not apply.	No	A student may submit a request for special circumstances if eligible or may lodge an appeal.
Stanley College terminates a student's enrolment due to reasons of unsatisfactory progress, misconduct, lack of attendance or a student has provided fraudulent or misleading information.	No	A student may submit a request for special circumstances if eligible or may lodge an appeal.
Stanley College terminates a student's enrolment due to non-payment of tuition fees or other fees and charges.	No	A student may submit a request for special circumstances if eligible or may lodge an appeal.
Withdrawal from a unit due to Special Circumstances beyond the control of the student. See Guidelines for Special Circumstances (further below).	Possibility	A student may submit a request for special circumstances if eligible or may lodge an appeal.

After submitting a formal complaint in accordance with the Student Complaint and Appeals Policy.	Possibility	Complete and submit a *Complaint and Appeals Form*, together with relevant evidence. Tuition fees may be refunded in full or in part, depending on the outcome.

In special circumstances, students who withdraw from their studies after the census date may apply for remission of FEE-HELP fees charged. Such circumstances are described under Clause 4.20 of this Policy

International Students

Circumstances Where a Refund will be Paid

4.1 For international students, refunds apply only to the unused portion of tuition fees paid in advance.

4.2 Administration fees and other charges incurred such as fines are not refundable unless otherwise indicated. This is outlined within the *Student Fees Policy*.

4.3 International students enrolled in a unit are able to access a refund of their tuition fees under certain circumstances, as outlined in Table 3.

Table 3: International Students: Guidelines for the Refund of Tuition Fees

Reason for Refund/Cancellation	Notification Period	Refund	Cancellation Fee
Application for visa is unsuccessful	Before Semester/Course Commences	Full refund less **Cancellation administration fee** of $250, **application fee** and **application processing fee**	$250 cancellation administration fee application fee and application processing fee
Application for visa is unsuccessful	After Semester/Course Commences	Full refund less cancellation fee	$250 cancellation administration fee + Pro rata amount of tuition fee used calculated on a weekly basis
Student Default Student with a student visa withdraws from course Or Student's enrolment is cancelled for breach of College's rules or breach of	More than 10 weeks before semester/course commences	Full refund less cancellation fee	10% of semester tuition fee
	More than 4 weeks and up to 10 weeks before semester/course commences	70% of semester tuition fee	30% of semester tuition fee
	4 weeks or less before semester/course commences	40% of semester tuition fee	60% of semester tuition fee

student visa rules	After semester/course commences	No refund	100% of semester tuition fee
Note: A student who has **paid** fees for more than two semesters in advance and withdraws during a semester and more than four weeks before the commencement of the following semester, would receive no refund of fees for the current semester, at least 70% of the following semester's fees and a full refund of fees paid for any subsequent semester; less cancellation fees.			

4.4 In the unlikely event that Stanley College is unable to offer a course or unit of study, Stanley College will, within 14 days of the default, either:

d. Refund the unused portion of the prepaid tuition fees; or

e. Offer the student an alternative place at Stanley College's expense that is accepted by the student in writing (in this case, *no* refund will be paid).

4.5 If Stanley College is unable to provide a refund or place the student in an alternative course, then the student will be referred to the Tuition Protection Service (TPS), which will place the student in a suitable alternative course. If a suitable course cannot be found, Stanley College will pay a refund as calculated by the TPS Administrator.

Circumstances where a Refund will not be Paid

4.6 Table 4 below outlines circumstances where refunds do not apply or may apply only under special circumstances.

Table 4: International Students: Where Refunds Do Not Apply or only Apply under Special Circumstances

Circumstances	Refund	Process
Withdrawal from a unit due to Special Circumstances beyond the control of the student. See Guidelines for Special Circumstances in the section in this Policy	Possibility	A student may submit a request for special circumstances if eligible or may lodge an appeal.
Withdrawal from a unit or deferring enrolment in a unit after the commencement of the semester.	No	A student may submit a request for special circumstances if eligible or may lodge an appeal.
Stanley College cancels a student's enrolment due to reasons of unsatisfactory progress, misconduct, lack of attendance or a student has provided fraudulent or misleading information.	No	A student may submit a request for special circumstances if eligible or may lodge an appeal.
Stanley College cancels a student's enrolment due to non-payment of tuition fees or other fees and charges.	No	A student may submit a request for special circumstances if eligible or may lodge an appeal.

After submitting a formal complaint in accordance with the Student Complaint and Appeals Policy.	Possibility	Complete and submit a *Complaint and Appeals Form*, together with relevant evidence. Tuition fees may be refunded in full or in part, depending on the outcome of the Complaint and Appeals process.
Student's application for a visa if refused by the Department of Home Affairs for failing to satisfy Public Interest Criterion (PIC) 4020.	No	No appeal will be considered under such circumstances.

Special Circumstances

4.7 Special Circumstances may apply to the domestic or international student if Stanley College is satisfied that the circumstances comply with the guidelines. The student must submit a written application for special circumstances together with a *Course Variation Application Form* and supporting evidence.

4.8 Refunds under special circumstances are at the discretion of Stanley College and the following guidelines are applied in determining special circumstances.

4.9 Special circumstances include:

a. Circumstances beyond the student's control, which is reasonably considered as not due to the student's action or inaction, either direct or indirect, and for which the student is not responsible and:
   i. Were unusual for the student, and
   ii. Made it impractical for the student to complete the requirements of the unit(s), and
   iii. Either did not occur until on or after the Census Date for new domestic students for the unit(s),
   iv. Or, where the circumstances occurred or existed before the Census Date for new domestic students, worsened or changed such that their full effect was not apparent to the student until after that date.

b. Circumstances which make it impractical for a student to complete the requirements of the unit/s and may include (but are not limited to):
   i. Medical circumstances that have changed to such an extent that the student is unable to continue studying, or new medical circumstances arose;
   ii. Family or personal circumstances such as death, significant medical issues, unforeseen financial difficulties, or other circumstances that are unreasonable to expect a person to continue their studies;
   iii. Employment-related circumstances where the employment status or arrangements have changed so that the student is unable to continue their studies and this change is beyond their control. Employment related circumstances do not apply to students studying on a student visa;
   iv. Unit-related circumstances where Stanley College has changed the unit offered, and the student is disadvantaged by either not being able to complete the unit, or not being given credit towards other unit(s); or

4.10 Extenuating circumstances of reasonable significance that interfere with the student's ability to meet a unit's requirements will be assessed on a case-by-case basis, for example, carer's responsibilities, legal commitments, military service, accidents or natural disasters. Special circumstances do not include:

a. Lack of knowledge or understanding of this policy or government legislation;
b. Failure to follow correct procedures, or
c. Academic ability that was less than expected.

4.11 Students should ensure that their supporting documentation complies with Stanley College's requirements and may include any of the following forms of evidence:

a. An original document or certified copy by a Justice of the Peace or equivalent;
b. An original medical certificate that details the condition, where medical circumstances apply;
c. A statutory declaration, where relevant;
d. A detailed account of the circumstances or events that is relevant to the application, including specific dates, and demonstrates how it meets the Special Circumstances section of this policy;
e. An honest representation of the circumstances, or
f. Other documentation requested by Stanley College.

4.12 Supporting documents must be in English or be translated and certified as an official translation from an official authority.

Overseas Student Health Cover (OSHC)

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

How do I get OSHC?

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

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

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

What am I covered for?

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

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

How do I use my OSHC card?

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

Medibank Online Doctor Service

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

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

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

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

Accessing your visa information

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

Your Responsibilities under the Student Visa

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

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

Your Study Visa Conditions are:
You **cannot** work more than 48 hours per fortnight* when your course is in session (other than work which has been registered as a part of the course) **Note:** No work limits apply during recognised periods of vacation offered by your education provider. You **cannot** undertake work until you have commenced your course in Australia. *A fortnight means any period of 14 days commencing on a Monday and ending at the end of the second following Sunday.
You must satisfy the requirements of course enrolment, course progress and course attendance.
You **must** remain enrolled in a registered course (unless you are an AusAID/Defence student or secondary exchange student in which case you must maintain full-time enrolment in your course of study or training). **Note:** A registered course is one that is on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). **See:** http://cricos.education.gov.au You **must** maintain satisfactory course progress for each study period as required by your education provider.
You **must** maintain adequate arrangements for health insurance during your stay in Australia. **Note:** Under policy, this means that you must maintain Overseas Student Health Cover (OSHC).
You **must** continue to satisfy the requirements for grant of your student visa. This means, for example, that your main course of study must continue to be a course in the education sector that matches your student visa, and that you must continue to have sufficient financial capacity to support your study and stay in Australia.
You **must** maintain adequate schooling arrangements for your school-age dependents who joined you in Australia for more than 3 months as part of your student visa application. Additional fees may be payable *(source: Department of Home Affairs DHA).* School costs are *approximately* $8,000 per year **For more information on schooling options, please refer to:** StudyWest: www.studywest.des.wa.gov.au/studyinwa/Schooling/Pages/default.aspx **For the private schools in Western Australia information can be obtained directly from:** Catholic Education Office of Western Australia: https://www.cewa.edu.au/ Anglican Schools of Western Australia: www.asc.wa.edu.au Private Schools Directory: http://www.privateschoolsdirectory.com.au/perth-schools.php Association of Independent Schools Western Australia: www.ais.wa.edu.au **For more information, contact Stanley College at** info@stanleycollege.edu.au
If you have not turned 18 you must maintain adequate arrangements for your accommodation, support and general welfare for the duration of your stay in Australia. To maintain adequate arrangements for welfare you must stay in Australia with: • your parent or legal custodian or

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

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

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

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

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

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

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

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

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

Stanley College

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