Student Handbook

Local Students

Contents

Introduction **5**
Welcome to Stanley College 6
About your Student Handbook 7
Definitions 8

General Information **9**
Stanley College Administration and Contact Numbers 10
Key Personnel 10
Student Services Team 11
Contacting the Student Services Team - via email 12
Supporting Individual Learners 12
Student Support Services 13
Support services available to assist you to adjust to study and life in Perth 13
Additional Student Services 14
Student Counselling Service 14
Referring to a Service** 15
Student Requests 17
Location of training venues 17
Stanley College Intake Dates 18
Public Holidays 19
Campus Resources 19
Computer Facilities and WIFI 20
Student ID 21
Student Portal 21
Student Email Account 22
Student Logon 23
Finding Work 24
Earning an Income 24
The Fair Work Ombudsman 24
Getting a Tax File Number 24
Tax Returns 24
Superannuation 25
Managing Your Finances 25
Paying your Tuition Fees 25
Additional Fees and Charges 25
Monthly Expenses 26
Setting up a Bank Account 27
Bank and ATM Locations 27
ATMs (Automatic Telling Machines) 27
Using an ATM 27
Safety When Carrying Money 28
EFTPOS 28
Paying Bills 29
Fair Work Ombudsman 29
Consumer Protection 30
Personal Safety tips 30
Scams 30
Other useful information 31

Training and Assessment **32**
Introduction to Vocational Education and Training (VET) 33
Training Delivery 33
Work-Based Training 33
Prescribed Hours for Work-Based Training 34
Support during your Work-Based Training 34
Submission of Work-Based Training Time-sheets 35
Additional Requirements to Participate in Work-Based Training 35
Assessments and Assessment Outcomes 36

Principles of Assessment 36
Rules of Evidence 37
Assessments Methods 37
Assessment Submission Guidelines 38
Retention of Assessment 38
Late submission of Assessments 38
Re-Assessment Fee 38
Re-Enrolment Fee 38
Submitting your assessment 38
Assessment Readiness 39
Assessment Retention Requirements 39
Written Assessments Guide 39
References 39
Academic Dishonesty 40
Cheating 40
Results 40
Assessment Support Services 41
Assessment Support Sessions 41
Student Workshops 41
Appeal 41
Recognition (Exemptions) 42
Recognition of Prior Learning (RPL) 42
Credit Transfer 42
Application for Qualification or Statement of Attainment (Award) 42
Award collection method 43
Policies 44
Stanley College Code of Conduct 45
Breaches of Code of Conduct 45
Reporting Breaches 46
Process 46
Cancellation resulting from Breaches 46
Deferring, Suspending or Cancelling your Enrolment 46
Right of Appeal 47
Deferral of enrolment - Student initiated 47
Suspension of enrolment - Student initiated 47
Deferment of enrolment - Stanley College initiated 48
Suspension of enrolment - Stanley College initiated 48
Cancellation of enrolment - Stanley College initiated 48
Complaint and Appeal Process 49
Definitions 49
Complaint 49
Informal Procedure 49
Formal Procedure 49
Appeal 50
Appeal Procedure 51
Student discipline 52
Examples of serious breaches 53
Non-payment of fees 53
Academic Dishonesty 54
Academic Course Progress/Attendance 54
Course Progress Policy and Procedure 54
Intervention Strategy 55
Extending Course Duration 56
Student Dress Code 56
Student Feedback 57
Monthly Feedback 57
End of Course Feedback 57
Sending Emails 57
Student Services Team 57
Students with Special Needs 58
Social Media Policy 58
Health and Safety on Campus 58
Emergency Evacuation Procedure 59
First Aid on Campus 60

Personal Safety 60
Critical Incidents 61
Student Procedure 61
Emergencies 62
Police 62
Fire 62
Ambulance 62
Stanley College Emergency Line 62
State Emergency Service 62
Lifeline 62
Poisons Information Line 63
Translating and Interpreting Service (TIS) 63
Stanley College Privacy Notice 63
Government Funded Courses (for Local Students) 64
Further Information 64
VET Student Loans (for Local Students) 64
VET Student Loans Ombudsman 65
How to make a complaint with the VET Student Loans Ombudsman: 65
Refund and Cancellation Policy 66
Refund for fees paid in advance 66
Cancellation fees 66
Fees and Charges 66
Definitions 66
General Information 66
Table 1 -Refund and Cancellation 67
Student Default 67
Refunds after Stanley College Default 68
VET Student Loans 68
Unique Student Identifier (USI) 68
What Happens When Stanley College Verifies your USI 69
Ombudsman Western Australia 69
How to make a complaint with the Ombudsman Western Australia: 70

Introduction

Welcome to Stanley College

Thank you for choosing Stanley College to deliver your next learning experience. We hope your time with us is memorable, that it matches or exceeds your expectations, and that it leads to the desired type of employment or further studies.

As a nationally Registered Training Organisation (RTO) you can expect high quality training and assessments in an environment where you, the student, are our priority.

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

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

Stanley College is a Registered Training Organisation we have obligations under the Standards for RTOs 2015. To our regulators and we must comply with numerous acts and regulations listed in this handbook.

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

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

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

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

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

DISCOVER, LEARN and **ENJOY!**

Alberto A. Tassone
President

About your Student Handbook

Stanley College has four (4) Student Handbooks:

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

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

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

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

This version of the Student Handbook is for Local Students. Stanley College is a Registered Training Organisation (RTO) and a CRICOS Registered Provider. We are also registered with the Australian Skills Quality Authority (ASQA). Stanley College is required to be compliant with the VET Quality Framework. We are responsible for the quality of training and assessment in compliance with the above standards and for the issuance of the AQF (Australian Qualifications Framework) certification documentation.

This Student Handbook includes information about your obligations under the National Vocational Education and Training Regulator Act 2011.

For further information about the requirements, and to review a copy of the relevant frameworks, please access the links below:

The Standards for Registered Training Organisations (RTOs) 2015
https://www.legislation.gov.au/Details/F2017C00663
Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS):
http://cricos.education.gov.au

To assist you with both Academic and Non-Academic matters, Stanley College employs Student Support Officers who are available to help and support students. Please contact the Student Services Team, or see any of our Staff Members, if they can't help you, they will refer you to someone who can! We have Student Support Officers available at each of campuses; further information is available on page 11.

Definitions

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

General Information



Stanley College Administration and Contact Numbers

Main Campus (James Street)	**West Perth Campus**	**Mirrabooka Campus**
171 James Street NORTHBRIDGE WA 6003	69 Outram Street WEST PERTH 6005	9 Chesterfield Road MIRRABOOKA WA 6061
Phone: +61 8 6371 9999 Email: info@stanleycollege.edu.au Web: www.stanleycollege.edu.au		
STANLEY COLLEGE 24 HOUR EMERGENCY CONTACT NUMBER: 0400 274 033		

Key Personnel

President	Alberto Tassone	alberto@stanleycollege.edu.au
Vice President Corporate Services & Operations (VPCSO)	Dhyan Singh	dhyan@stanleycollege.edu.au
Vice President Vocational Education & Training / General Manager (VPVET)	Vickie Powell	vickie@stanleycollege.edu.au
Deputy Vice President Vocational Education & Training (DVPVET)	Peta Marshall	peta.marshall@stanleycollege.edu.au
Faculty Managers		
Business and Management / Translation and Interpreting/ Accounting Professional Year Program	Jeanne Elliott	Jeanne.elliott@stanleycollege.edu.au
Hospitality and Commercial Cookery	Dean Thomas	dean.thomas@stanleycollege.edu.au
Early Childhood Education	Laura Dowling	laura.dowling@stanleycollege.edu.au
Health Department	Vishnu Khanal	khanal.vishnu@stanleycollege.edu.au
Course Co-ordinators		
Hospitality Department	Peter French	peter.french@stanleycollege.edu.au
English Department	Rachna Taneja	rachna.taneja@stanleycollege.edu.au
Senior Trainers		
Commercial Cookery	Mandy Cooper	mandy@stanleycollege.edu.au

Student Services Team

The Student Services Team welcomes you to Stanley College. Each member of our team is listed below including area and languages spoken:

Student Services



Employment Liaison



Finance



Admissions



Student Services Team Email Addresses

Student Services Manager	Barbara Agostini		barbara.agostini@stanleycollege.edu.au
Academic Support Officer	Syeda Ahsan		academic.support@stanleycollege.edu.au
Student Support Officers	Chisato Tanabe	Winky Yu	studentservices@stanleycollege.edu.au
Administration Officers	Gabriela Trindade	Swati Batra	
	Wendy Trang	Michela Carandente	
Employment Liaison Officers	Kathlyn Broadley		employment@stanleycollege.edu.au
Senior Finance Officer	Daisy Lee		finance@stanleycollege.edu.au
Finance Officers	Kunzang Wangdi	Nazia Akhter	
Admissions Manager	Rajwinder Kaur		admissions@stanleycollege.edu.au
Telemarketer	Bhavna Kukreja		

Student Services Team Office Hours

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

Monday	8.00am – 4.30pm (James Street/Mirrabooka)
	8.00am – 5.30pm (West Perth)
Tuesday	8.00am – 4.30pm (James Street/Mirrabooka)
	8.00am – 5.30pm (West Perth)
Wednesday	8.00am – 4.30pm (James Street/Mirrabooka)
	8.00am – 5.30pm (West Perth)
Thursday	8.00am – 4.30pm (James Street/Mirrabooka)
	8.00am – 5.30pm (West Perth)
Friday	8.00am – 4.30pm (James Street/Mirrabooka/West Perth)
Saturday	9:30am – 2:30 pm (West Perth)

Contacting the Student Services Team - via email

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

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

Supporting Individual Learners

Stanley College caters to a diverse range of learners needs and aims to identify and respond to the support needs of individual students prior to course enrolment (Standards for RTOs clause 1.7).

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

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

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

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

Student Support Services

Student Support Officers are available at all campuses and can assist with all matters relating to all academic and non-academic Student welfare issues. You may also request additional support from your Trainer throughout your studies. The Student Support Officers (check consistent reference) can advise you in all aspects of student life. The Student Support Officers are available to discuss and support you with issues including, but not limited to:

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

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

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

- **Earning an Income** – Support relating to your Tax File Number, Tax Return and Superannuation (page 26 in this handbook).
- **Personal Safety Tips** – Including advice on how to look out for scams (page 32 in this handbook).
- **Managing your Finances** – Including monthly expenses, cost of living, setting up a bank account, use of banks and ATM's/EFTPOS, safety when carrying money and paying your bills pages 27-30 in this handbook).
- **Fair Work Ombudsman** - This free service is available to all Students to assist enquiries/complaints concerning both vocational placements and paid work. Further information is available on page 31 of this handbook.

- **Consumer Protection** – The Australian Consumer Law protects local students when studying in Australia page 32 in this handbook).
- **Stanley College Crèche** – Free crèche service available for students attending the Mirrabooka campus during office hours. To book a space for your child please contact Student Services via telephone (08 6371 9999)
- **Social Activities** – Stanley College arranges regular social activities away from campus including but not limited to sports (i.e. rock climbing, cycling), day trips (i.e. Caversham wildlife park or Rottnest Island) and social gatherings. For further information contact our events coordinator by emailing events@stanleycollege.edu.au.

Additional Student Services

Stanley College provides additional services for students as listed below:

- **English Language and Study Assistance Programs** – The following free (unless otherwise stated) services are available for Stanley College Students:
    - **Test Preparation Class** – Including IELTS test preparation, Cambridge, study and time management classes and extra curricula activities. West Perth Campus every Tuesday 1pm – 3.30pm.
    - **Guided Individual Learning Sessions -** These Sessions are offered across a broad range of subjects, including IELTS test preparation, Cambridge, study and time management classes and extra curricula activities. These learning sessions are optional, and therefore, students can attend per availability and interest.
    - **Conversation Class** – Free conversation classes to provide any students to join and practice conversation with peers across a variety of subjects. Rooms to be announced each week in the West Perth Campus every Thursday from 9:00am to 11:30am **or** 1:00pm to 3:30pm.
    - **Toastmasters Club** – Social group meeting to develop better speaking/ presentation/leadership/mentoring skills. Available to all students every second Wednesday at 4:45pm in the West Perth Campus (room 2.4). Semi-annual subscription fees are required to join.
    - **Assessment Support Sessions** – Stanley College offers free study assistance sessions for each department which are advertised and scheduled each week around campus. For further information please see page 42 in this handbook.
- **Student Workshops** – Stanley College offers free workshops each month to students including creating a resume, interview skills and finding work. Further information on these workshops and on how to book is available on page 42 in this handbook.
- **Student Counselling** - Student counselling for all matters regarding students' welfare and academic progress is always free. This can include but is not limited to general or personal circumstances, learning needs or emergency/health needs. Stanley College has experienced Student Support Officers that can provide support and counselling for any of your personal needs. However for anything that requires more specialist advice, Stanley College provides a complete counselling service upon referral as shown below.

Student Counselling Service

Stanley College offers a completely free Counselling Service for all enrolled students. Students often use the Counselling Service when they want to talk about adjustment to life in full time study and/or Australia, coping with homesickness, work load pressures, reducing stress, overcoming procrastination, relationship issues, or family problems.

The Student Counselling Service aims to encourage academic success and to assist students to increase their enjoyment of study and college life, by helping to reduce the effects of stress and anxiety caused by study, personal or family pressures. Stanley College has a qualified counsellor available at the West Perth Campus and Mirrabooka Campus (other campuses available via appointment only) available to offer free and confidential assistance to all local students.

Students can contact our free counselling service by either:

- Appointment via a Student Services referral or by emailing counselling@stanleycollege.edu.au; or
- Visiting the Stanley College counsellor at times specified below (availability is dependent on pre-booked appointment schedule); or
- Emailing counselling@stanleycollege.edu.au. Please note the email service may not be confidential and to discuss confidential information, it is recommended that you make an appointment via Student Services.



Counsellor – *Thalia O'Sullivan*
Days Available:
Mondays & Thursdays 8.30 am to 4.30 pm
Where:
Due to COVID-19 all sessions will be conducted either via the telephone or online, by appointment
For Appointments Please Telephone: 0414 289739

Referring to a Service**

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

- **Legal Services** – If you require legal advice, Stanley College recommends the following providers of affordable legal services:
  - Tan & Tan Lawyers – Phone (08 9221 2888), Email (ask@tanandtanlawyers.com), Address (Unit 6/78 Terrace Road, East Perth, WA 6004) or Website (www.tanandtanlawyers.com.au)
  - Lex Legal – Phone (08 9221 6366), Address (Level 3, 231 Adelaide Terrace, Perth WA 6000) or Website (https://lexlegal.com.au/en/)
  - Aboriginal Family Law Services – Phone (08 9355 1502), Address (890 Albany Highway, East Victoria Park WA 6101) or Website (www.afls.org.au)
  - Citizens Advice Bureau (CAB) – Phone (08 9221 5711), Address (Level 1, 25 Barrack Street, Perth WA 6000), Website (www.cabwa.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)
- **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 – www.westpac.com.au

- ANZ – www.anz.com.au

- **Community Services** – Each local shire (council) in Perth provides community services and facilities. Come and see our Student Services Team for assistance and direction to your local shire depending on where you live (see figure 1 below outlining relevant shire services near each of our campuses). Services can include but are not limited to:
  - Public Library's
  - Noise Management
  - Health and Wellbeing
  - Childcare
  - Community Safety and Surveillance
  - Rangers
  - Street Maintenance
  - 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 63-64:
  - Emergency Services – Police, Fire and Ambulance services
  - Stanley College Emergency Line
  - State Emergency Service
  - Lifeline – Counselling service providing a 24-hour a day service
  - Poisonings Information Line
  - Translation and Interpreting Service

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

Stanley College Campus	Shire	Services
Mirrabooka Campus	City of Stirling www.stirling.wa.gov.au	Leisure and Culture (including libraries, crime prevention and emergencies) www.stirling.wa.gov.au/business-and-tourism/tourism
		Community Support www.stirling.wa.gov.au/services-and-support/community-support
		Parking and Transport www.stirling.wa.gov.au/services-and-support/parking-and-transport
		Tourism including areas to explore/enjoy, shopping, dining out, accommodation, to see/do and nature www.stirling.wa.gov.au/business-and-tourism/tourism
West Perth Campus/ James Street Campus	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/

Figure 1 – Shire Information James Street Campus, West Perth Campus and Mirrabooka Campus.

Student Requests

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

- **Questions and Enquiries** – Student services are available during operating hours in any campus (face to face/email/telephone) to answer any questions or queries you may have. We can direct you to the right person any enquiry, this may include but is not limited to; course/visa (admissions officer), scheduling (administration officer), re-enrolment (student support officer) and fees/payment plan (finance officer).
- **Course Variation Application Form** – If you need to request changes to your course/ commencement date, cancel your enrolment or would like to move to another RTO.
- **Student Request Form** – If you need to request a holiday letter/ enrolment status letter/ family invitation letter/ WBT confirmation letter/ release letter/ change in timetable/ request leave during a study period.
- **Application for Deferment** – If you would like to request a deferment to your course.
- **Complaints and Appeals Form** - If you are not satisfied with the outcome of any Stanley College decision, you may appeal, using the Complaints and Appeals Form available from the Student Services Team, or via our website. 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 James Street Campus 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 (James Street Campus only), EFTPOS (all campuses) or bank transfer (details on page 27 of this handbook).
- **Application for Qualification or Statement of Attainment** – If you wish to apply for your Qualification or Statement, this process is detailed on page 44 of this handbook.
- **Recognition of Prior Learning (RPL) / Credit Transfer** – If you wish to apply for Recognition of Prior Learning (RPL) / Credit Transfer this process is detailed on page 43 of this handbook.

Location of training venues

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

Courses in Commercial Cookery, Hospitality (Including Stanley College's own The Culinary Workshop Restaurant), Translation/Interpreting and Health:

Main Campus (James Street)
171 James Street
Northbridge WA 6000

Telephone:	08 6371 9955 (Campus) / 08 9227 6009 (The Culinary Workshop Restaurant)
Emergency Line:	0400 274 033
Parking:	No student parking is provided at the James Street Campus. There are numerous ticketed car parking locations close to the campus, check City of Perth Parking for more information.

Courses in Commercial Cookery, Hospitality, Business/Management, Social Media Marketing, Translation/Interpreting, Early Childhood Education, Health, Accounting Professional Year Program and General English:

West Perth Campus

69 Outram Street

WEST PERTH WA 6005

Telephone: 08 6371 9977

Emergency Line: 0400 274 033

Parking: No student parking is provided at the West Perth Campus. There are numerous ticketed car parking locations close to the campus – check City of Perth parking for more information.

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

Courses in English, Health and Early Childhood Education (Including the Stanley College Crèche):

Mirrabooka Campus*

9 Chesterfield Road

MIRRABOOKA WA 6061

Telephone: 08 6371 9966

Emergency Line: 0400 274 033

Parking: Limited **free** student parking is available at the Mirrabooka Campus. Students **must** display a parking permit on their dashboard. The parking permits are issued by the Student Services Team during Orientation.

Please note that Stanley College is not responsible for theft or damage to any vehicle. Students are advised to be careful and to not leave valuables or other items on display within their vehicles.

(Approximate travel time via bus from Perth City is 30 minutes)

*Please note - This campus is not open for weekend classes.

Stanley College Intake Dates

2020	2021
6 January 2020	4 January2021
16 March 2020	15 March 2021
25 May 2020	24 May 2021
3 August 2020	2 August 2021
5 October 2020	4 October 2021

Intake dates are subject to change, please visit www.stanleycollege.edu.au to confirm intake dates.

Public Holidays

Public Holiday	2020	2021
New Year's Day	Wednesday 1 January	Friday 1 January
Australia Day	Monday 27 January	Tuesday 26 January
Labour Day	Monday 2 March	Monday 1 March
Good Friday	Friday 10 April	Friday 2 April
Easter Monday	Monday 13 April	Monday 5 April
Anzac Day	Saturday 25 April & Monday 27 April	Sunday 25 April & Monday 26 April
Western Australia Day	Monday 1 June	Monday 7 June
Queen's Birthday	Monday 28 September	Monday 27 September
Christmas Day	Friday 25 December	Saturday 25 December & Monday 27 December
Boxing Day	Saturday 26 December & Monday 28 December	Sunday 26 December & Tuesday 28 December

Source:
www.commerce.wa.gov.au/labour-relations/public-holidays-western-australia

Campus Resources

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

James Street Campus

- Student Services Team and Stanley College Admissions
- Air-conditioning, free WIFI, male/female/disabled toilets
- Prayer room
- The Culinary Workshop restaurant, alfresco dining, kitchenette and public dining areas
- Two commercial grade kitchens for Patisserie and Commercial Cookery
- 8 classrooms with projectors/LCD televisions, desks and chairs
- Laptops available for use (no computer lab is available in this campus)

West Perth Campus

- Student Support Team and Stanley College Admissions
- Air-conditioning, free WIFI, male/female/disabled toilets
- 17 classrooms with projectors/LCD televisions, desks and chairs
- First and second floor indoor/outdoor break-out areas and kitchenettes
- Ground floor computer lab, student library, meeting rooms and break-out areas
- Bicycle parking facilities (no car parking is available for students on site)

Mirrabooka Campus

- Student Support Team and Stanley College Admissions
- Air-conditioning, free WIFI, male/female/disabled toilets

- 10 classrooms with projectors/LCD televisions, desks and chairs
- Ground floor indoor break-out areas, kitchenette, computer lab and meeting space
- Bicycle parking facilities and free car parking spaces (car parking is first come/first serve basis – students are required to use a Stanley College parking permit available from reception)

All course delivery materials are available to students at the commencement of each unit in either hard copy or electronic copy. At Stanley College we are committed to ensure that we have a sustainable and ecofriendly training environment, therefore, wherever possible we provide our Training Materials in an electronic format, rather than as a printed resource.

Computer Facilities and WIFI

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

Monday	8.00am – 4.30pm (James Street*)
	8.00am – 4.30pm (Mirrabooka)
	8.00am – 5.30pm (West Perth)
Tuesday	8.00am – 4.30pm (James Street)
	8.00am – 4.30pm (Mirrabooka)
	8.00am – 5.30pm (West Perth)
Wednesday	8.00am – 4.30pm (James Street)
	8.00am – 4.30pm (Mirrabooka)
	8.00am – 5.30pm (West Perth)
Thursday	8.00am – 4.30pm (James Street)
	8.00am – 4.30pm (Mirrabooka)
	8.00am – 5.30pm (West Perth)
Friday	8.00am – 4.30pm (James Street/Mirrabooka)
	8.00am – 4.30pm (West Perth)
Saturday	8.00am – 4.30pm (West Perth

***Please note - The Main Campus (James Street) does not have a computer lab, Laptops are available in this campus for student use.**

We have class sets of laptops available at each campus, however with increased use of educational tools throughout Stanley College courses, students are encouraged to bring their own laptop (wherever possible, if you own one), which can be linked to the student network. This enables you to save the resource and your assessments, for review outside of class times.

The minimum laptop requirements for students bringing their own laptop are as follows:

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

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

Stanley College also has limited laptops available for you to temporarily 'loan' if you do not have access to a computer at home, however please note all students are required to have access to WIFI away from the college to complete any unstructured learning associated with your course.

Student ID

As part of our Orientation Program we will take your photograph for use on your Student Identification Card (ID). This card will be available for collection from the Student Services Team, please allow up to 10 working days for this to be ready.

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

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

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

Student Portal

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

Please note: Assessment Outcomes and/or Training Outcomes may take up to 72 hours to be updated in your Student Portal, after you have received the feedback in writing, from your Trainer.

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

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

Student Email Account

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

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

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

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

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

- Your email account username is: Your Student ID@stanleycollege.edu.au
- Your email account password is: STC01000

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

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

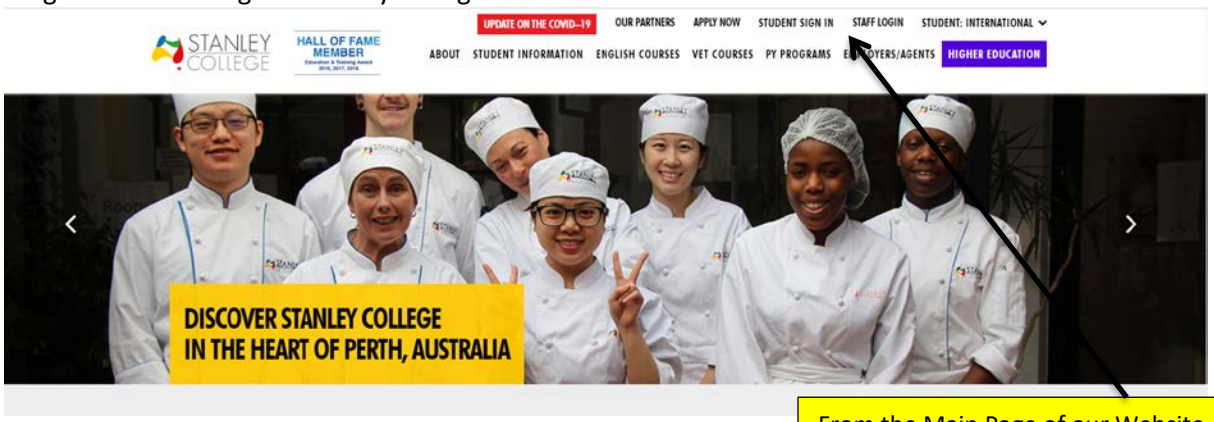
- No material is to be sent as email that is defamatory, in breach of copyright or business confidentiality, or prejudicial to the good standing of Stanley College.
- Emails must not contain material that amounts to gossip about students or that could be offensive, demeaning, persistently irritating,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

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

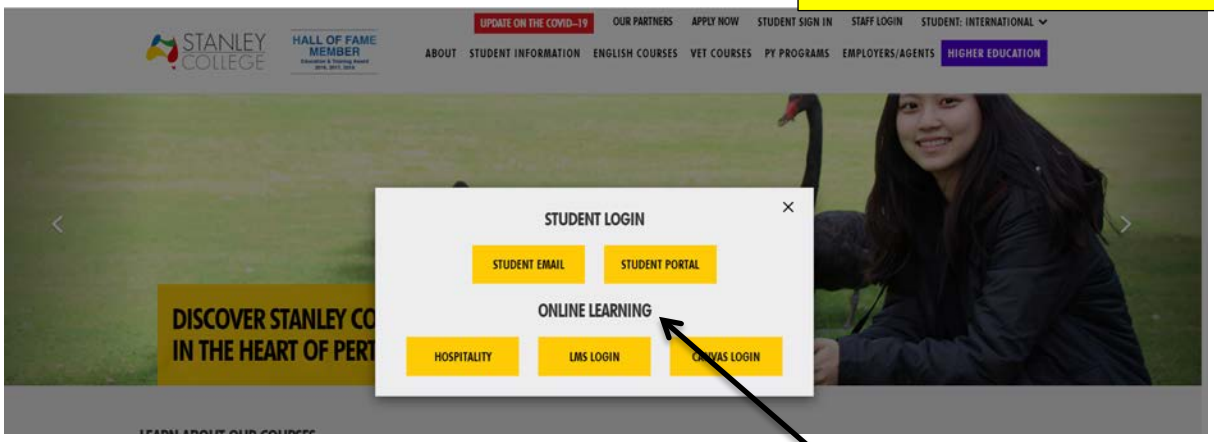
Students are able to link their Gmail account to smartphones via the Gmail app.

Student Logon

Diagram 1: Main Page of Stanley College website



From the Main Page of our Website select STUDENT LOGIN to access the Student Portal and Student Emails

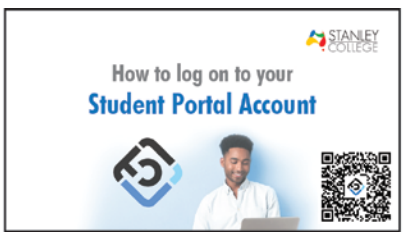


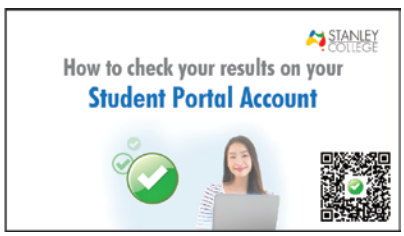
From the Student Login select either

Student Email Login
or
Student Portal

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







Finding Work

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

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

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

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

Earning an Income

The Fair Work Ombudsman

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

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

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

Getting a Tax File Number

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

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

Tax Returns

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

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

Superannuation

If your monthly wage is more than AU$450 (before tax), your employer **must** contribute an additional sum equal to 9.5% of your before tax wage into a nominated superannuation (pension) account for you.

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

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

Managing Your Finances

Paying your Tuition Fees

Stanley college tuition fees must be paid in advance; the following payment methods are accepted:

By Bank Cheque or Bank Draft:
Make cheque payable to: Stanley College

By Electronic Funds Transfer (EFT) to:

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

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

By Credit Card:
Only payable at Stanley College in person.
A credit card surcharge of 1% is added to the total amount payable.

By EFTPOS and Debit Card:
Only payable at Stanley College in person.

Additional Fees and Charges

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

Administration:	
Cancellation fee	Refer to Refund and Cancellation Fee Policy (included herein)
Late Payment Fee	$250
Payment Plan Fee	$150
Credit Card Surcharge	1%
Lost or Stolen ID Card (without police report)	$15
Re-print of any testamur	$50
Lost course material	Printed booklets $15 (At cost

	price)
Photocopies black and white	$0.20 per A4 page / single sided $0.30 per A4 page / double sided
Photocopies colour	$2 per A4 page / single sided
Paper (per 500 pages)	$5 Or 10c per page
Academic:	
Academic Dishonesty Administration Fee	$50 per assessment (Charged per assessment, where there has been a confirmed case of Academic Dishonesty)
Re-Assessments	$50 per assessment (Theory assessments)
	$120 per assessment (Practical assessments - depending on cost to Stanley College)
Re-enrolments	$150 per unit (for units of one week or less)
	$150 per unit, per week (for units of more than one week)
Chefs Uniforms* (only applicable where items are required in addition to the standard Toolkit)	
Jacket	$25 per Jacket
Hat	$10 per Hat
Apron	$5 per Apron
Pant	$17 per pair
Shoes	$40 per pair

*Please note charges for Chef's uniforms are only applicable if students require further items after receiving the initial supply included with the SIT30816 Certificate III Commercial Cookery Course.

Monthly Expenses

This is an example of some of the expenses you might encounter when living and studying as a student in Stanley College:

Expense	Estimated Cost
Temporary accommodation (Hostels and Guesthouses	$90 - $150 per week
Shared rental accommodation	$85 - $215 per week
Homestay accommodation	$235 - $325 per week
Rental accommodation	$165 - $440 per week
Groceries and eating out	$80 - $280 per week
Gas and electricity	$35 - $140 per week
Phone and internet access (WIFI)	$20 - $55 per week
Public Transport	$15 - $55 per week
Car (after purchase)	$150 - $260 per week
Entertainment	$80 - $150 per week

Source: www.studyinaustralia.gov.au/english/live-in-australia/living-costs

Setting up a Bank Account

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

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

To open a bank account you will need:

1. at least one valid, government issued ID such as an Australian driver's license, Medicare card, birth certificate or passport
2. your current residential address
3. money to deposit into the account (this can be as little as $10)
4. Tax File Number

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

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

Bank and ATM Locations

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

Banking Hours

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

ATMs (Automatic Telling Machines)

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

Using an ATM

You will be given a PIN (Personal Identification Number) by your bank. You will need to enter this into the keypad at the ATM to access your account. It is the key to your account and it is important

that you never tell anyone your PIN. A bank or reputable business will never ask you for your PIN. If anyone does, be suspicious, don't hand it over and report the incident to the bank and the police. Be careful no-one is looking over your shoulder when you enter your PIN.

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

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

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

Safety When Carrying Money

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

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

EFTPOS

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

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

Paying Bills

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

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

Fair Work Ombudsman

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

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

Will I be paid?

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

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

What about my hours of work?

Students must complete:

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

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

When should I contact the fair work ombudsman?

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

- Fair Work Infoline – Tel: 131394

I need more information

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

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

Consumer Protection

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

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

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

Personal Safety tips

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

For Further information, see the Study in Australia website:
www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/personal

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:

- AFP 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:

www.studyinaustralia.gov.au
www.mscwa.com.au
www.studyperth.com.au

Training and Assessment

Introduction to Vocational Education and Training (VET)

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

Training Delivery

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

All Stanley College courses are delivered by:

- **Supervised Face to Face Learning and Assessment*** – Classroom learning and assessment for a minimum of 20 scheduled course contact hours per week, including all training delivery and assessment; engagement in group activities; class discussion; participation in simulated activities; roles plays; observations; attending guest lectures or excursions; completion of assessments (projects and work tasks).
- **Unsupervised Learning and Assessment –** Prescribed structured learning and assessment activities (recommended 3 hours per week away from class). This includes online research/forums; workshop activities; completion of assessments (projects and work tasks); structured prescribed reading and follow activities; self-paced Structured workplace learning/ experience including work-based training.

In addition to the above Structured Learning, students can be expected to complete an additional two (2) hours per week **Un-Structured Learning and Self Study (homework)**. This can consist of Private study, self-initiated learning and Research. Information regarding the study shifts and intakes for each qualification, please refer to the Stanley College website via www.stanleycollege.edu.au.

*Face to Face includes training in our simulated/real workplace environments i.e. The Culinary Workshop, Stanley College Creche, SC Residential Aged Care Facility, Perth Convention and Exhibition Centre (PCEC).

Work-Based Training

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

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

Stanley College Department	Course	Mandatory Work-Based Training (WBT)
Commercial Cookery	SIT30816 Certificate III in Commercial Cookery	10 weeks/200 hours WBT (48 service periods)
Hospitality	SIT30616 Certificate III in Hospitality	7 weeks/140 hours WBT (36 service periods)
	SIT50416 Diploma of Hospitality Management (Food and Beverage)	5 weeks WBT (36 service periods)
Health	CHC33015 Certificate III in Individual Support (Ageing)	Intensive Course – 4 weeks/152 hours WBT
	CHC33015 Certificate III in Individual Support (Disability)	Intensive Course – 4 weeks/152 hours WBT
Early Childhood Education	CHC30113 Certificate III in Early Childhood Education and Care	Intensive Course – 4 weeks/152 hours WBT
	CHC50113 Diploma of Early Childhood Education and Care	Intensive Course - 7 weeks/266 hours WBT Direct Entry Course – 11 weeks/418 hours WBT

Prescribed Hours for Work-Based Training

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

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

- Respect in the work place and appreciating everyone's contribution
- Be open and ask questions
- What is acceptable or not acceptable (language use, behaviour, socialising and relationships)
- Job roles/responsibilities
- Uniform/ grooming standards
- Working hours and expectations of timekeeping
- Wages, Superannuation and Taxes (including award pay rates)
- Skills and Development

Support during your Work-Based Training

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

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

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

Submission of Work-Based Training Time-sheets

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

Email: wbt.timesheets@stanleycollege.edu.au
Post: Student Services, 171 James Street, NORTHBRIDGE WA 6003

Additional Requirements to Participate in Work-Based Training

Specific requirements are required by industry to participate in Work-Based Training for the following courses:

CHC33015 Certificate III in Individual Support (Ageing)
CHC33015 Certificate III in Individual Support (Disability)
Before commencement of work-based training, students are required to provide:

- National Police Certificate (WA)^
- Medical Clearance may also be required^
- Evidence of Flu Vaccination^

^Required to complete the work-based training component of the course.

CHC30113 Certificate III in Early Childhood Education and Care*
Before commencement of work-based training, students are required to provide:

- Current Working with Children Check^

^Required to complete the work-based training component of the course.
*Please note – To be employed in the Early Childhood Education industry, a National Police Clearance is not required. However, some WBT employers may require that you obtain one prior to commencing your WBT placement.

Assessments and Assessment Outcomes

You will receive an Assessment Cover Sheet at the commencement of each Unit of Competence/Class. The Assessment Cover Sheet informs you of the requirements of the unit, including the number of assessments required to complete satisfactorily to be deemed competent and the assessment completion due dates. It then refers to the Assessment Submission Guidelines (located on page 39-41 of this document).

As a Registered Training Organisation, Stanley College must ensure that ALL Assessments conducted follow the Principles of Assessment and Rules of Evidence.

Principles of Assessment

Fairness	The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO (Stanley College) to take into account the individual learner's needs. The RTO (Stanley College) informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.
Flexibility	Assessment is flexible to the individual learner by: • Reflecting the learner's needs; • Assessing competencies held by the learner no matter how or where they have been acquired; and • Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Validity	Any assessment decision of the RTO (Stanley College) is justified, based on the evidence of performance of the individual learner. Validity requires: * assessment against the unit(s) of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance; *assessment of knowledge and skills is integrated with their practical application; assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and *judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.
Reliability	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Rules of Evidence

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

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

As takes for the User's Guide to the Standards for RTOs 2015

Assessments Methods

Assessment Methods at Stanley College include the following:

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

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

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

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

Assessment Submission Guidelines

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

Retention of Assessment

It is your responsibility to keep a second copy of your assessments. Stanley College does not take responsibility for lost or stolen assessments. Stanley College reserves the right to request a copy of your original assessment at any time after you have submitted your assessment. This includes WBT (Work-Based Training) documentation submitted.

Late submission of Assessments

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

- $50 per assessment

Re-Assessment Fee

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

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

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

Re-Enrolment Fee

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

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

Submitting your assessment

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

FILE NAME:

Class_Full name_Student ID_Unit of Competence_Assessment Number_Trainer_Date submitted

Example:

C4CC01A_Elvis PRESLEY_12000634_BSBDIV501A_Rami_DDMMYYYY

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

English (CSWE) - Submitted in person to trainer, handwritten. (Some assessments are specifically submitted electronically)
Health (Aged Care) - Submitted in person to trainer, handwritten. (Assessment for BSBITU211 requires electronic submission to your trainer) / Work Based Training portfolio submitted in person to your trainer (paper).
Commercial Cookery (Certificate III only) - All assessments and Portfolio submitted electronically via Didasko LMS. Work Based Training portfolio submitted in person to James St front office (Paper), Student Services will then send an electronic copy of the scanned portfolio back to you to submit via Didasko to your trainer for marking.
Commercial Cookery (Certificate IV only) - All assessments to be submitted electronically via Didasko LMS.
Hospitality - All assessments to be submitted electronically via Didasko LMS. Work Based Training portfolio submitted in person to James St front office (Paper), Student Services will then send an electronic copy of the scanned portfolio back to you to submit via Didasko to your trainer for marking.
Business and Management - All assessments to be submitted electronically via Canvas LMS.
Translation and Interpreting - All assessments to be submitted electronically via Canvas LMS.
Early Childhood Education (Certificate III and Diploma) - All assessments to be submitted electronically via Canvas LMS. Work Based Training portfolio submitted in person to your trainer (paper).

Assessment Readiness

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

Assessment Retention Requirements

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

Written Assessments Guide

All written assessments must be submitted in the following format:

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

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

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

References

References must include the following information:

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

Academic Dishonesty

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

Cheating

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

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

Results

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

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

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

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

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

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

Where we are unable to meet these guide times, for any reason, we will send you an email to inform you of the delay. If you have any specific questions or concerns, please contact our Student Services Team or the Faculty Manager.

Assessment decisions can be appealed. Please refer to the information on complaints and appeals, available on our website.

Assessment Support Services

Assessment Support Sessions

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

Faculty	DAY	CAMPUS	TIME
English (CSWE)	Thursday	Mirrabooka Campus	9:00am to 12:00pm
Health	Thursday	West Perth Campus	9:00am to 12:00pm
	Tuesday	James Street Campus	9:00am to 12:00pm
	Thursday	Mirrabooka Campus	9:00am to 12:00pm
Early Childhood Education	Monday	Mirrabooka Campus	9:00am to 12:00pm
	Tuesday	West Perth Campus	9:00am to 12:00pm
	Thursday	Mirrabooka Campus	9:00am to 12:00pm

Student Workshops

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

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

Please come and see our *Student Services Team* regarding details on what will be covered in the workshops and please feel free to come and see us if you have any questions.

Appeal

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

Recognition (Exemptions)

Recognition of Prior Learning (RPL)

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

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

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

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

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

Credit Transfer

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

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

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

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

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

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

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

Application for Qualification or Statement of Attainment (Award)

Qualifications can only be issued to students who have been deemed Competent in all units of competence of their course (including all core and elective units). Students who have not been

deemed Competent in all units of competence will receive a Statement of Attainment listing all units in which they have been deemed competent.

Students will need to complete the **Application for Qualification or Statement of Attainment (Award)** form, which they can submit electronically or in person to: studentservices@stanleycollege.edu.au

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

Award collection method

- Via post for $15 for local and $30 for international
- Collect from Stanley College
- Nominate a person to collect the award, with their details completed on the form

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

Policies



Stanley College Code of Conduct

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

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

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

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

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

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

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

Breaches of Code of Conduct

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

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

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

Reporting Breaches

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

Reports of breaches can be submitted in writing or verbally; by clearly outlining the details to the Student Support Officer, their Trainer or the Vice President of VET. Any reports will be viewed by Stanley College's Management.

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

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

Process

Breaches to the Stanley College Code of Conduct will be processed as soon as possible. Involved parties will be informed in writing. Breaches are dealt with by a committee formed to deal with the breach and include the Vice President of VET, Student Services Team and where necessary, selected students and staff.

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

If you are not satisfied with the outcome of any Stanley College decision, you may appeal, using the Complaints and Appeals Form available from the Student Services Team, or via our website.

Alternatively, you can contact the Ombudsman Western Australia at (freecall) 1800 117 000 (http://www.ombudsman.wa.gov.au) to lodge a complaint. Pamphlets are available in the available via the Student Services Team.

Cancellation resulting from Breaches

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

The Notification of our Intention to cancel will advise you of your breach and inform you that your enrolment may be cancelled at Stanley College.

Deferring, Suspending or Cancelling your Enrolment

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

Definitions

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

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

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

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

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

Right of Appeal

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

Deferral of enrolment - Student initiated

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

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

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

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

Suspension of enrolment - Student initiated

Stanley College Management must approve your application for suspension in writing before you can leave. You must lodge your request for suspension with a Course Variation Application Form, at least 10 working days prior to the requested suspension date (unless in an emergency – see 'compassionate or compelling reasons'). The maximum accepted duration for suspensions is two study terms (20 weeks). **Note: Suspending your enrolment may cause your refund for the current**

and subsequent semester to be forfeited. Please read the Refund and Cancellation Policy carefully to make an informed decision. A copy of our Refund and Cancellation Policy was included in your letter of offer.

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

1. Discuss your application for suspension with Stanley College Management;
2. Discuss the changes to your training plan with you
3. Confirm the outcome of the meeting in writing, and, if granted, provide you with a copy of the new training plan
4. Update your student file accordingly;
5. Send you a letter outlining the details of your suspension, and

Deferment of enrolment - Stanley College initiated

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

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

Suspension of enrolment - Stanley College initiated

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

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

Cancellation of enrolment - Stanley College initiated

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

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

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

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

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

Complaint and Appeal Process

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

Stanley College complaint and appeal processes are:

- Available to all students
- Confidential
- FREE of cost
- The Complaints and Appeals process must commence within **ten (10) working days** of receipt of the **complaint and/or appeal**

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

Definitions

Complaint

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

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

Informal Procedure

a) You can lodge an informal complaint and appeal verbally, face-to-face, over the telephone or through a third party (friend, family member etc.) to any staff member at Stanley College.

b) Staff members will promptly attempt to resolve your complaint and appeal if the matter lies within their range of responsibilities and authorities. In all other cases, the staff member receiving your complaint and appeal will refer you to the Student Services Team.

Formal Procedure

a) A formal complaint and appeal can be lodged to any staff member, in writing, over the telephone, via email or through other methods of communication.

b) The staff member you approach will ask you whether you wish to lodge a formal complaint and issue a Complaint and Appeals Form or refer you to Student Support Officer, whichever you prefer.

c) The Student Support Officer will inform you about Stanley College's complaint and appeal process, including:

1. Assuring you of your right to complain without fear of being disadvantaged or punished in any way;
2. Assuring you that the matter remains confidential and students have the right to view their submissions, reports and outcomes of a formal complaint with the Student Support Officer during Stanley College normal operating hours;

3. Asking you whether a translator is required;
4. Allowing you to present your case **FREE of cost**;
5. Informing you about your right to access the:

   Ombudsman Western Australia

   http://www.ombudsman.wa.gov.au

   Telephone: Freecall 1800 117 000

   8:30am to 4:30pm Monday to Friday, Australian Western Standard Time

   Information booklets from the Ombudsman are available at the Reception Desk
6. Informing you about your right to be accompanied and assisted by a support person of your choice at any relevant meetings;
7. Inform you that Stanley College will commence the complaints and appeals process within 10 days of the lodgement date of the complaint or appeal;
8. Once a decision has been reached you will be informed about the outcome of your complaint/appeal, in a written statement which will include details of the reasons for the outcome.
9. Inform you about your right to lodge a complaint and appeal for external review, if you are not satisfied with the outcome
10. Inform you that Stanley College maintains your enrolment throughout the complaints and appeals process, including the external review process with the Ombudsman Western Australia.
11. Informs you about the following process after your complaint or appeal has been received.

    d) The Student Support Officer or in the absence of the Student Support Officer, the Vice President of VET, will hear you and will make notes of it in the complaint and appeal form and in the Student Database (BECAS).

    e) The Student Support Officer investigates and liaises with relevant staff (also the VPVET/VPCSO/President if staff conduct involved) to gather information about your complaint. The Student Support Officer prepares a case file for presentation to the Executive Management Team.

    f) The Executive Management Team makes a decision about your complaint.

    g) Once a resolution is reached, the Student Support Officer prepares a draft letter and submits it to the Vice President of VET for approval;

    h) Once a decision has been reached and approved, you will be provided with a written statement which will detail the reasons for the outcome. Within this you are invited to acknowledge your satisfaction with the outcome or otherwise your intention to access Stanley college's external appeals process.

    i) If you are satisfied with the outcome, the relevant files will be updated and the case is closed.

    j) If you are not satisfied with the outcome, then you have the right to access Stanley College's external review process with the Ombudsman Western Australia.

Appeal

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

You may appeal on the following grounds:

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

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

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

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

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

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

Appeal Procedure

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

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

1. Informing you of your right to appeal without fear of being disadvantaged or punished in any way
2. Assuring you that the matter remains confidential
3. Asking you whether a translator is required
4. Allowing you to present your case at no cost
5. Informing you about your right to be accompanied and assisted by a support person of your choice at any relevant meetings
6. Informing you that Stanley College will commence the appeal process within 10 working days of the lodgement date of the complaint or appeal
7. Once a decision has been reached you will be informed about the outcome of your appeal, in a written statement which will include details of the reasons for the outcome. Informing you about your right to lodge the complaint or appeal with the Ombudsman Western Australia (see section in this handbook)
8. Inform you that Stanley College maintains your enrolment throughout the appeal process, including the complaints process with the Ombudsman
9. Informs you about the following process after your complaint has been received:

- The Student Support Officer, or in the absence of the Student Support Officer, a Director, will accept your appeals form and make a note of the complaint in the Student Database.

- The Student Support Officer investigates and liaises with relevant staff (and the Human Resources Manager if staff conduct is involved) to gather information about your complaint.
  - Student Support Officer prepares a case file for presentation to the Executive Management Team.
  - The Executive Management Team determines an outcome of your complaint.
  - Student Support drafts a letter with the outcome/resolution and submits it to the President for approval.
  - If you are satisfied with the outcome the relevant files will be updated and the case is closed.

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

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

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

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

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

Where:

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

If your appeal relates to a Notice of Intention to Cancel, and the Appeal is unsuccessful you will receive a notice of the outcome, and your enrolment at Stanley College may be cancelled. You will also be informed of your rights to access the Ombudsman Western Australia at (Freecall) 1800 117 000 to lodge a complaint. Please ensure that you inform Stanley College of your intention to lodge a complaint/appeal with the ombudsmen.

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

Student discipline

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

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

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

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

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

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

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

The Notification of our Intention to Cancel will advise you of your breach and inform you that you are subject to cancellation.

Examples of serious breaches

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

Non-payment of fees

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

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

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

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

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

Academic Dishonesty

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

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

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

Assessments completed dishonestly or by improper means are considered plagiarised.

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

Important Note

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

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

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

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

3rd offence: Cancellation of enrolment

How to avoid Plagiarism

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

Contact your Trainer if you require help.

Academic Course Progress/Attendance

Course Progress Policy and Procedure

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

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

Your course progress will be deemed satisfactory if:

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

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

Your course progress will be deemed not yet satisfactory if:

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

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

Factors that could affect your course progress:

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

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

Intervention Strategy

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

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

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

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

Stanley College's intervention strategy includes:

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

Stanley College's intervention strategy includes provision for:

- advising you on the suitability of the course in which you are enrolled.

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

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

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

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

Extending Course Duration

Stanley College may choose to extend a student's course duration in the following situations:

- It is assessed that compassionate or compelling circumstances exist. Evidence must exist to support this decision;
- If Stanley College has implemented or is in the process of implementing an Intervention Strategy for a student who is at risk of not meeting satisfactory course progress;
- A student has an approved deferral/suspension of their enrolment.

Student Dress Code

To maintain the good image of the College, students are reminded to be appropriately attired in a manner befitting the status of Stanley College students as well as the occasion, when you are on campus.

You should dress appropriately in rooms / kitchen/ offices. For example,

- **Clothing**
  - you must not expose your midriff, chest, upper thigh or show visible cleavage or undergarments
  - you must not wear clothes that are transparent (see-through)
  - your clothes must not bear any vulgar, offensive or obscene prints or language
- **Footwear**
  - you must not wear flip-flops or slippers (thong sandals are allowed unless proscribed)

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

Student Feedback

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

There are four (4) ways for you to provide feedback to Stanley College. They are:

Monthly Feedback

Every month, Stanley College issues an email survey to all the students currently studying with us. This survey focuses on gathering feedback on your experience over the recently passed month, including your most recently completed or studied unit/module/subject/course level. The feedback is monitored each month and survey results are sent to both the Faculty Managers and the Executive Management Team to review and identify areas for continuous improvement. Where you identify that you would like to discuss your feedback with a Stanley College team member, a meeting is arranged.

End of Course Feedback

Every month, Stanley College issues an email survey to all students that have collected their qualification in the last month. This survey focuses on your overall experience at Stanley College, including your entire course of study. The feedback is monitored each month and survey results are sent to both the Faculty Managers and the Executive Management Team to review and identify areas of continuous improvement. Where you identify that you would like to discuss your feedback with a Stanley College team member, a meeting is arranged.

Sending Emails

All students are encouraged to send us feedback at any time using the designated email account feedback@stanleycollege.edu.au. This email account is monitored daily by the Stanley College Compliance Team. All feedback is reviewed by the Senior Management Team and where you require assistance or further clarification, a meeting is arranged between you and a member of the Student Services Team, to ensure that you have your concerns addressed.

Student Services Team

Our Student Services Team is here to help and support you with Academic and Non-Academic issues. You are welcome to come and discuss feedback about Stanley College with them in person or via telephone on 08 6371 9999.

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

the value of the feedback process and see that your satisfaction is of the utmost importance to Stanley College.

Students with Special Needs

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

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

Social Media Policy

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

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

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

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

Health and Safety on Campus

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

S Spot the hazard

A Assess the risk

F Fix the problem

E Evaluate the results

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

- A workplace that is safe to work in
- Adequate staff training including topics such as safe work procedures, infection control procedures and appropriate hygiene
- Properly maintained facilities and equipment

- The provision of personal protective equipment such as gloves, eye protection and sharps containers where required
- A clean and suitably designed work place with the safe storage of goods such as chemicals

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

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

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

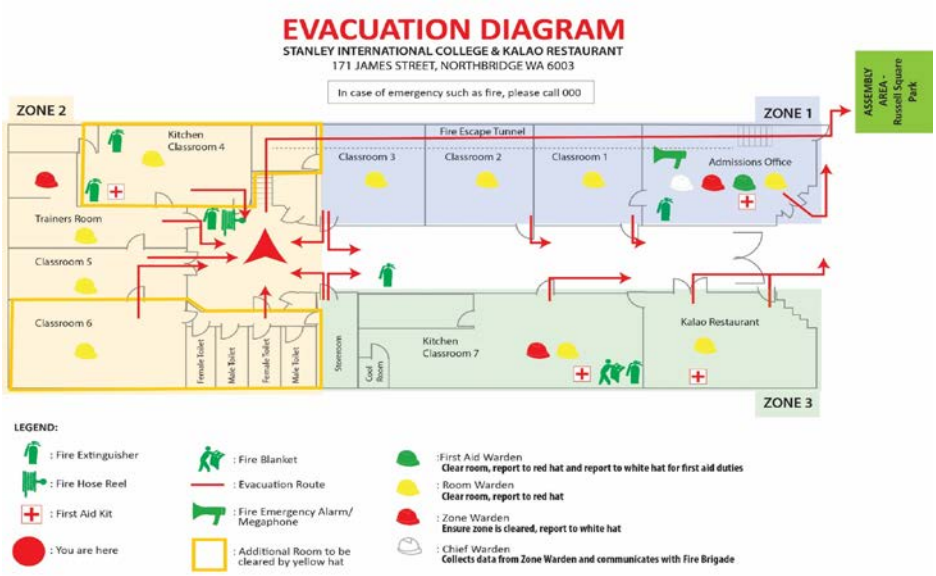
All Stanley College students are required to REPORT any HAZARD immediately to a Stanley College Staff Member.

Emergency Evacuation Procedure

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

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

*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 (Mirrabooka and West Perth until 21.30pm).

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 Corporate Services & Operations, 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).
- If necessary, following the incident, you may be required to attend a follow up meeting to assess any further risks or follow up actions.

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

Emergencies

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

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

Police

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

Fire

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

Ambulance

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

Stanley College Emergency Line

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

State Emergency Service

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

Lifeline

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

Poisons Information Line

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

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

Translating and Interpreting Service (TIS)

Tel: 13 14 50

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

Stanley College Privacy Notice

Under the *Data Provision Requirements 2012*, **Stanley College** is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on the **Stanley College** enrolment form), may be used or disclosed by **Stanley College** for statistical, administrative, regulatory and research purposes. **Stanley College** may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

For more information about NCVER's Privacy Policy go to https://www.ncver.edu.au/privacy.

Government Funded Courses (for Local Students)

Stanley College has been appointed to the preferred provider panel for courses funded under the Jobs and Skills WA program. We offer a wide range of funded courses in Spoken and Written English, Health, Hospitality, Commercial Cookery, Interpreting and Child Care.

Further Information

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

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

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

VET Student Loans (for Local Students)

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

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

Additional information on Vet Student Loans is available at the following link:
https://www.education.gov.au/vet-student-loans
The 'Department of Education, Skills and Employment' has developed a new Student Obligations Fact Sheet aimed helping you understand VSL obligations regarding engagement with the eCAF system and Progression Forms. This is available at the following link:
https://docs.employment.gov.au/documents/student-obligations

For further information on the courses offered and eligibility requirements at Stanley College, please see the following page on our website:
https://stanleycollege.edu.au/vet-student-loans/

VET Student Loans Ombudsman

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

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

The VET Student Loans Ombudsman can help students who:

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

Making a Complaint

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

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

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

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

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

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

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

Email: VET@Ombudsman.gov.au

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

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

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

Refund and Cancellation Policy

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

Refund for fees paid in advance

The calculation applied for fees paid in advance is listed in table 1.

Cancellation fees

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

Fees and Charges

Fees payable may include the following:

- **Student Fees:** Are the fees payable for students undertaking a Department of Training and Workforce Development (DTWD) Funded Program, including Jobs and Skills WA Training Courses. Student Fees are charged in accordance with the VET Fees and Charges Policy 2020, copy available at the Front Office or via our website www.stanleycollege.edu.au.

  FULL REFUND of Student Fees will be made when:

  - A student withdraws from a course when the course and/or a unit is cancelled or re-scheduled to a time that is unsuitable to the student; or
  - A student is not given a place due to maximum number of places being reached;
  - A student withdraws for reasons other than those listed above, and who lodges a Course Variation Form before 20% of delivery has been concluded
- **Tuition Fees:** Tuition Fees are the fees payable to Stanley College for undertaking a course. The Refund and Cancellation Policy specifications detailed below cover **TUITION FEES** only.
  Tuition Fees are NOT applicable for students enrolled in DTWD Funded Program including Jobs and Skills WA Training Courses, please refer to Student Fees above.
- **Other Fees**: Any other fees are as specified in your agreement with Stanley College. Fees may change and students will be notified about changes of other fees. ***Other Fees are not refundable.***

Definitions

- **Course:** Means the Course you are enrolled in as outlined in the signed Letter of Offer.
- **Course Commencement Date**: Means the agreed starting date of a course, as stipulated in the signed Letter of Offer.
- **Course Completion Date**: Means the agreed completion date of a course, as stipulated in the signed Letter of Offer.
- **Study Period:** Means your Study Period as outlined herein and in your Letter of Offer with Stanley College:
  One Term = 10 weeks study + 3 weeks holidays = Total 13 weeks
  One Semester = 20 weeks study + 6 weeks holidays = Total 26 weeks
- **Course Duration:** Means the total duration of your course of study including holidays.

General Information

- Course Fees and Charges are as per our Stanley College Course Fee List. *Note:* in line with our regulatory framework, Stanley College will only accept a maximum payment of $1000 before commencement of studies and no more than $1500 per month. Details of instalments are included in the Payment Agreement.

- All Refund Requests and *Cancellation Notifications* must be submitted using the **Course Variation Form and the Refund Application Form, both of which** are available at the Reception Desk or via the Stanley College website www.stanleycollege.edu.au. VERBAL notifications to Stanley College staff or agents **ARE NOT VALID**.
- The date the written notice is received by Stanley College is the CANCELLATION DATE, and is the date used for the calculation of any refund and/or cancellation fee.
- In case of a cancellation by the student or Stanley College, any outstanding fees to Stanley College become due within 7 (seven) days.
- Any costs incurred by Stanley College to recuperate outstanding fees will be charged to the student.
- Unpaid fees will be recorded as a debt and recovered by action in a court of competent jurisdiction.
- Stanley College will not release any testamurs/awards to students until outstanding course fees have been paid in full.
- All amounts are in Australian Dollars (AUD).
- Where a refund is approved by the President, Stanley College will make payment of refund within 28 days of receipt of the application. The refund will be deposited into the **student's bank account only**, as nominated on the Refund Application Form.
- All refunds will be paid in Australian Dollars, via an Australian Bank Account, as nominated by the student.
- No refunds will be paid to a third party (a person other than the student), unless directed by the student on the Refund Application Form.
- Refund and Cancellation applications WILL NOT be processed where the signature on the Course Variation and/or Refund Application Form **DOES NOT** match the student's signature as shown on other documents provided by the student for admission to Stanley College.
- Students will receive a clear Statement of Refunds explaining how the refund was calculated, where a cancellation fee has been applied, students will receive a Statement of Cancellation clearly outlined how our Cancellation Policy has been applied.
- This agreement, and the availability of the complaints and appeals processes, does not remove the right of the student to take further action under Australia's consumer protection laws.
- The Refund and Cancellation Fee Policy is subject to review from time to time.

Table 1 -Refund and Cancellation

Reason for Refund/Cancellation	Notification Period	Refund	Cancellation Fee
Student Default	More than 4 weeks before course commences	Full refund less **cancellation Fee**	$230
	4 weeks or less before course commencement	40% of a course fee	60% of course fee
	After course commencement	No Refund	100% of course fee

Student Default occurs when:

- The course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- The student withdraws from the course at the location (either before or after the agreed starting day); or

- Stanley College refuses to provide, or continue providing, the course to the student because of one or more of the following events:
  - The student failed to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course;
  - Breach of Stanley College Code of Conduct as outlined in the Student Handbook.

Refunds after Stanley College Default

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

- Either offer you an alternative place at Stanley College's expense, that is accepted by you in writing; or
- Refund you the unused portion of the prepaid fees.

VET Student Loans

Where you have chosen to apply for a VET Student Loan (VSL) to pay for some/all of your tuition fees, please refer to the VET Student Loans (VSL) Enrolment Guidelines available via www.stanleycollege.edu.au/vet-student-loans/ which provides further information on:

- Course withdrawal
- Re-Crediting FEE-HELP Balances

Unique Student Identifier (USI)

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

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

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

By having a USI you will be able to access your training records and results (or transcript) whenever you need them. For example, for a new employer or when you enrol to study at a new training organisation.

Your USI can be accessed online from your computer, tablet or smart phone and gives you access to your training records and results at your fingertips.

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

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

- Citizenship Certificate
- ImmiCard

What Happens When Stanley College Verifies your USI

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

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

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

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

Ombudsman Western Australia

Ombudsman Western Australia

http://www.ombudsman.wa.gov.au/Telephone: 1800 117 000 (toll free for country and interstate callers)

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

Information booklets from the Ombudsman are available at the Reception Desk

Things you should know about external review process with the Ombudsman Western Australia.

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

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

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

If the internal or any external complaint handling or appeal process results in a decision that supports the student, Stanley College must immediately implement any decision and/or corrective and preventative action 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 Ombudsman Western Australia:

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

In Australia, call: 1800 117 000 (toll free for country and interstate callers) Level 2, Albert Facey House,

469 Wellington Street

Perth WA 6000

Email: mail@ombudsman.wa.gov.au

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

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

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

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

STANLEY COLLEGE

HEAD OFFICE

Stanley International College Pty Ltd
Trading as Stanley College
CRICOS PROVIDER CODE: 03047E
RTO Code: 51973
ABN: 16 130 977 221

ADDRESS: 69 Outram Street, West Perth WA 6005
PHONE: +61 8 6371 9999

EMAIL: info@stanleycollege.edu.au
WEBSITE: www.stanleycollege.edu.au

REPRESENTATIVE OFFICE

PHILIPPINES
ADDRESS: Unit 401 Executive Building Center,
369 Sen Gil Puyat Ave., Brgy. Bel-Air Makati City, Philippines 1209
MOBILE: +63 908 874 9197
EMAIL: philippines@stanleycollege.edu.au

For more information, visit www.stanleycollege.edu.au

Find us on Facebook
www.facebook.com/StanleyInternationalCollege

Follow us on Instagram
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Follow us on WeChat
WeChat ID: StanleyCollegePerth

Follow us on Twitter
www.twitter.com/Stanley_College

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

Philippines Skype: stanley.college.philippines
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