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查询

课程
查询

学生
签证

留学
准备

出发
准备

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Student Handbook

General English Students



Document Name: Student Handbook_General English	RTO : 51973	CRICOS Code : 03047E
Location: NovaCore CMS\DMS\Student Services Drive\Orientation\\		
Version: 3.4 © Stanley College	Approved on: 03-07-2024	Review Date: 03-07-2026
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Introduction



Welcome to Stanley College

Thank you for choosing Stanley College for your learning experience in Perth. We hope your time with us is memorable and leads to a successful outcome.

This Student Handbook contains very important information about our obligations as a Government Registered Training Organisation (RTO) under the Education Services for Overseas Students (ESOS) Act and the English Language Intensive Courses for Overseas Students (ELICOS) National Standards. The Student Handbook also provides you with information about your rights and obligations as a Student Visa Holder and a Stanley College Student.

It is essential that you read and understand this Student Handbook in its entirety. If there are sections you do not understand or if you have questions about any aspect of this 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 meet new friends and that you don't miss out on the best student experiences.

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

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

DISCOVER, LEARN and ENJOY!

Alberto A. Tassone
President

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) completing Vocational Education Training (VET) courses and students undertaking our Professional Year Programs.
- 2) **Student Handbook – Local:** This is specifically designed for ‘Local’ students (non-student visa holders) including students completing a ‘funded’ course.
- 3) **Student Handbook – General English (THIS VERSION):** This is specifically designed for student visa holders (International students) participating in the Stanley College General English course.
- 4) **Student Handbook – Professional Year Programs:** This is specifically designed for students undertaking our Professional Year Programs.

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 you 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 Officers on (+618) 6371 9999, or email studentservices@stanleycollege.edu.au. You can also see them in person at any time by visiting any of our Campuses.

This version of the Student Handbook is for International Students studying the General English course. 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 *National standards for ELICOS providers and courses (ELICOS Standards)*. We are responsible for the quality of training and assessment in compliance with the above standards and for the issuance of the certification documentation.

This Student Handbook includes information about your obligations under the National Vocational Education and Training Regulator Act 2011 and the Education Services for Overseas Students (ESOS) Act 2000.

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

ESOS Legislative Framework:

<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

The National Code of Practice for Providers of Education and Training to Overseas Students 2018

<https://www.legislation.gov.au/Details/F2017L01182>

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>

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National standards for ELICOS providers and courses (ELICOS Standards)

<https://www.legislation.gov.au/Details/F2017L01349>

To assist you with both Academic and Non-Academic matters, Stanley College employs Student Support Officers who are available to help and support you. 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 International Student Support Officers available at each of our 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
DHA:	Department of Home Affairs
ELICOS:	English Language Intensive Courses for Overseas Students
OSHC:	Overseas Student Health Cover

General Information



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Stanley College Administration and Contact Numbers

West Perth Campus (WPC)
69 Outram Street WEST PERTH 6005 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, Business Development (VPBD)	Dhyan Singh	dhyan@stanleycollege.edu.au
Vice President, Wellbeing & Engagement (VPWE)	Vickie Powell	vickie@stanleycollege.edu.au
Dean of Vocational Education & Training (DVET)	Karen Smith	karen.smith@stanleycollege.edu.au
Faculty Managers		
Business and Management / Professional Year Programs	Jeanne Elliott	Jeanne.elliott@stanleycollege.edu.au
Hospitality and Commercial Cookery	Milissa Glasson	milissa.glasson@stanleycollege.edu.au
English	Alejandra Fernandez	alejandra.fernandez@stanleycollege.edu.au
Early Childhood Education	Winky Yu	winky.yu@stanleycollege.edu.au
Information and Communications Technology	Jeanne Elliott	Jeanne.elliott@stanleycollege.edu.au
Health	Jyoti Rana	jyoti.rana@stanleycollege.edu.au
Community Services		

Student Services Team and Official International Student Point of Contact

At all times, you can talk to any of our Staff and they will direct you to the right person to get assistance. We have appointed an Official International Student Point of Contact; this person has received special training in relation to your rights and obligations. Feel free to contact the Official International Student Point of Contact during office hours.

The Student Services Team welcomes you to Stanley College.

Student Services Team Email Addresses

Student Engagement Manager (Official International Student Point of Contact)	Cahill McGuire		cahill.mcguire@stanleycollege.edu.au
Student Support Officers	Darshwini Poonen	Elisa Tong	studentservices@stanleycollege.edu.au
	Diego Barbosa	Jayantashree Pandeea	
	Jenisha Huluss	Jinal Patel	
	Sushmita Paryiar	Sujana Pokhrel	
	Preeti Gayak	Giulia Posillipo	
Student Engagement Coordinator (Higher Education)	Claire Shen		employment@stanleycollege.edu.au
Event Organiser	Kristyna Vavrova		
VET Administration Coordinator	Chisato Tanabe		
VET Administrator	Bhavisha Bhavsar	Minakshi Goormoorthy	
	Pratyush Kuinkel		
Student Placement Officers	Karan Thapa	Gulnaz Batool	finance@stanleycollege.edu.au
Accountant	Kunzang Wangdi		
Graduate Accountant	Samuel Ng Dorji Tshewang		
Admissions Manager	Sujan Basnet		admissions@stanleycollege.edu.au

Student Services Team Office Hours

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

Monday	8.00am – 7.30pm (West Perth Campus)
Tuesday	8.00am – 7.30pm (West Perth Campus)
Wednesday	8.00am – 7.30pm (West Perth Campus)
Thursday	8.00am – 7.30pm (West Perth Campus)
Friday	8.00am – 7.30pm (West Perth Campus)
Saturday	8:30am – 1:30pm (West Perth Campus)
Sunday	8:30am – 1:30pm (West Perth Campus)

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 International 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 academic and non-academic student welfare issues. You may also request additional support from your Trainer throughout your studies. The Student Support Officers 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;

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- Requirements for satisfactory course progress;
- Support in finding accommodation;
- Stanley College's complaints and appeals process;
- Support services available for you concerning general or personal circumstances that may adversely affect your education in Australia;
- Learning pathways and possible RPL opportunities;
- Provisions for special learning needs, special cultural/religious needs or special dietary needs.
- Support with creating a resume, interview skills and finding work.

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

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

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

- **Working in Australia** – It is important that your primary purpose in Australia whilst on a student visa is to study. Our Employment Liaison Officers who have close ties with industry can assist you in your job search for employment during your studies (page 23 in this handbook).
- **Earning an Income** – Support relating to your Tax File Number, Tax Return and Superannuation (page 23-24 in this handbook).
- **Personal Safety Tips** – Including advice on how to look out for scams (page 32-33 in this handbook).
- **Managing your Finances** – Including monthly expenses, cost of living, setting up a bank account, use of banks and ATM's/EFTPOS, safety when carrying money and paying your bills pages 25-28 in this handbook).
- **Fair Work Ombudsman** - This free service is available to all Students to assist enquiries/complaints concerning both vocational placements and paid work. Further information is available on page 29 of this handbook.
- **Consumer Protection** – The Australian Consumer Law protects international students when studying in Australia page 21 in this handbook).
- **Stanley College Crèche** – The Stanley College Crèche service is available for students attending the Mirrabooka campus during office hours for \$10 per day, per child. To book a space for your child please contact Student Services via telephone (08 6371 9999).
- **Social Activities** – Stanley College arranges regular social activities away from campus including but not limited to sports (i.e. rock climbing, cycling), day trips (i.e. Caversham wildlife park or Rottnest Island) and social gatherings. For further information contact our events coordinator by emailing events@stanleycollege.edu.au.
- **Stanley College Accommodation Guide** – This guide provides advice and direction on accommodation in Perth including homestay, shared accommodation, rental accommodation, short term accommodation and an introduction to Perth Suburbs. A copy is available for download at <https://stanleycollege.edu.au/downloads/>.
- **International Student Guide (Insider Guide) – Perth** – This guide provides advice and direction for International Students when moving to Perth. It is provided to all students as part of the orientation program and includes help and advice on accommodation, communication, money/banking, employment, studying, culture, health and transport. The

guide is available at Stanley College campuses or you can download a copy at the following link <http://insiderguides.com.au/international-student-guides/>.

- **Airport Reception and Accommodation Placement Service*** – Airport reception and accommodation services (Stanley College partners with the Australian Homestay Network (AHN)) are available for when you first arrive into Perth. Contact student services via telephone or email (08 6371 9999 or studentservices@stanleycollege.edu.au) for further information or see the Stanley College Accommodation Guide. Students under 18 years of age are required to sign up to AHN accommodation services.

*Students under 18 years of age are required to provide evidence of airport transport arrangements prior to arrival in Perth. However, if arrangements are not deemed satisfactory, use of the Stanley College Airport Reception service will be required.

Additional Student Services

Stanley College provides additional services for students as listed below:

- **English Support** - At Stanley College we understand that it may be challenging to start a new course in Australia. However, there's no need to worry as plenty of help and support is available to help you adjust to your studies. Remember that you are not alone - there are many students in the same position.
 - **Conversation Club** - We hold regular Conversations Club Activities for students to join which are held at our West Perth Campus. Conversation clubs' facilitates friendships whilst giving you an opportunity to practice your conversational English.
 - **General English Class** - Stanley College offers general English classes from Beginners to Upper-Intermediate level. We offer classes in the evening for students who want to improve their English in addition to studying their main qualifications.
 - **West Perth Campus Library** - We have a library available at our West Perth Campus, which includes English Language Support materials, including test preparation (IELTS) resources, easy readers and other English language skill development resources which you can access.
 - **Community Library** - Community Libraries are available in most suburbs across Perth, the following Libraries are located close to our Campuses. Each library has a range of resources and activities available to support English language skills development. Joining a Library is generally FREE.
 - City of Perth – 573 Hay Street, Perth
 - Mirrabooka Hub – 21 Sudbury Road, Mirrabooka
 - **StudyPerth** - located at 555 Wellington Street, Perth, is a dedicated space for International Students. StudyPerth offers a range of services for international students, including a Speaking Club.
- **Assessment Support Sessions** – Each Faculty provides times to students for additional support to understand the requirements of the unit / assessment. For more information, please speak with your Trainer or the Faculty Manager.
- **Student Workshops** – Stanley College offers free workshops each month to students including creating a resume, interview skills and finding work. Further information on these workshops and on how to book is available on page 46 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 for online appointments only, to offer free and confidential assistance to all international students. Students can contact our free counselling service by either:

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



Counsellor – *Thalia O'Sullivan*

Days Available:

Monday 9:00am to 3:30pm and Friday 9:00am to 3.30pm

Where:

All sessions are available online only; sessions are for a maximum period of 45 minutes.

For Appointments Please Telephone: (08) 6371 9924

Referring to a Service**

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/>)
- **Visa Services** - Stanley College recommends that you contact your Education Agent directly for assistance with your Visa enquiries/needs. Alternatively, a list of registered Migration Agents is available via the 'Migration Agents Registration Authority' (MARA):
 - www.mara.gov.au
- **Overseas Student Health Cover (OSHC)** – We can assist you to arrange OSHC with any of the following providers or you can arrange directly via the following web links:
 - NIB – Website (www.nib.com.au)
 - BUPA – Website (www.bupa.com.au)
 - Medibank – Website (www.medibank.com.au)

- Allianz – Website (<https://allianzassistancehealth.com.au/en/>)
- HBF – Website (www.hbf.com.au)
- **Driver's License Application or Enquiries** – For all drivers' license enquiries, we can assist you to find your local branch or you can contact the following directly:
 - Department of Transport – Driver and Vehicle licensing centres are available throughout Perth, for your local branch please visit the following Website (www.transport.wa.gov.au/licensing/visit-a-licensing-centre-or-agent.asp)
- **Tour Operators** – For when you want to get out and explore your surroundings, we can recommend and give you direction for the following Tour Operators:
 - Travel Forever – Phone (0862 670 700), Email (info@travelforever.com.au), Address (135 Barrack Street, Perth, WA 6000) or Website (www.travelforever.com.au)
 - ADAMS Pinnacle Tours – Phone (08 6270 6060), Address (Shop 1, Barrack Street Jetty, Perth, WA 6000) or Website (www.adamspinnacletours.com.au)
 - Aussie Perth Tours – Phone (08 9221 2400), Email (info@aussieperthtours.com.au), Address (Ground Floor, 64/269 Hay Street, East Perth, WA 6004) or Website (www.aussieperthtours.com.au)
- **Real Estate Agents** – We can recommend the following real estate agents to assist you in finding rental accommodation whilst studying in Perth:
 - Harcourts – Website (<https://harcourts.com.au/Property/Rentals>)
 - Realmark – Website (www.realmark.com.au/)
 - L.J. Hooker – Website (www.ljhooker.com.au/rent)
 - Peard – Website (www.peard.com.au/real-estate/rent)
 - Professionals – Website (www.professionals.com.au/)
- **Banking Services** – For all your banking needs we can give you direction to your local branch of the following four Australian banks:
 - Commonwealth Bank - www.commbank.com.au
 - National Australia Bank (NAB) – www.nab.com.au
 - Westpac – 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:
 - 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
- **Overseas Student Ombudsman** – This free service is available to International Students to assist with complaints about problems that overseas students have with private education and training institutions in Australia. Further information is available in this handbook.

**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
West Perth 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 West Perth 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.
- **electronic Complaints and Appeals Form (eCAFO)** - If you are not satisfied with the outcome of any Stanley College decision, you may appeal, using the electronic Complaints and Appeals Form available via the Stanley College website at the following link www.stanleycollege.edu.au/cafo-form/. This can include but is not limited to complaint resolution, appeal of results, appeal for the issuance of a Notice of Intention to Report/Cancel or a notice of sick leave.
- **Finance Requests** – You can contact the finance officer directly in the Perth City 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 (Perth City Campus only), EFTPOS (all campuses) or bank transfer (details on page 25 of this handbook).

- **Application for Proficiency Certificate** – If you wish to apply for your proficiency certificate, this process is detailed on page 46 of this handbook.

General English Teaching Venue

All classes for General English are delivered in the West Perth Campus. You can find additional information such as the room number for your class by accessing your Student Portal.

Visit the Perth Transport website at www.transperth.wa.gov.au to plan your journey from your place of residence to our West Perth campus. If you need assistance, please contact our Student Services Team. During Orientation we will include a tour of the West Perth campus and its surrounding shops and cafes, health centres, pharmacies and law firms.

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.

Other Training Venues

Stanley College has two (2) other campuses based in Perth:

Perth City Campus

171 James Street

Northbridge WA 6000

Mirraboooka Campus

9 Chesterfield Road MIRRABOOKA WA 6061

Public Holidays Western Australia

Public Holiday	2024	2025
New Year's Day	Monday 1 January	Wednesday 1 January
Australia Day	Friday 26 January	Monday 27 January
Labour Day	Monday 4 March	Monday 3 March
Good Friday	Friday 29 March	Friday 18 April
Easter Sunday	Sunday 31 March	Sunday 20 April
Easter Monday	Monday 1 April	Monday 21 April
Anzac Day	Thursday 25 April	Friday 25 April
Western Australia Day	Monday 3 June	Monday 2 June
King's Birthday	Monday 23 September	Monday 29 September
Christmas Day	Wednesday 25 December	Thursday 25 December
Boxing Day	Thursday 26 December	Friday 26 December

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

Campus Resources

You will undertake your studies in the West Perth Campus as detailed in your General English Student Offer Letter. The resources available at the West Perth Campus are detailed below:

West Perth Campus

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

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

Stanley College provides you with all course delivery materials needed for you to successfully complete your course.

We have some additional resources available in our Library at our West Perth, which you can borrow, please see our Student Services Team to access these resources. We also encourage you to join the City of Perth Library, for access to additional resources. Membership is generally free, and the library is conveniently located close to campus.

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Computer Facilities and WIFI

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

Monday	8.00am – 5.30pm (West Perth Campus)
Tuesday	8.00am – 5.30pm (West Perth Campus)
Wednesday	8.00am – 5.30pm (West Perth Campus)
Thursday	8.00am – 5.30pm (West Perth Campus)
Friday	8.00am – 4.30pm (West Perth Campus)

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.

Bring Your Own Device (BYOD)

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

- Operating System: Windows 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
- Microsoft Office 2010 or equivalent
- Adobe Flash player 10 or higher

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

Student ID

As part of our Orientation Program 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-attendance (absences). You can also check and update your contact details.

Please note: Competency Test Outcomes may take up to 72 hours to be updated in your Student Portal, after you have received the feedback in writing, from your teacher.

International Student Visa Holders are reminded that it is a condition of your visa to update Stanley College within **seven (7) days** when you change your contact details. 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 and your stay in Australia. Not checking your email account will not stop Stanley College from processing disciplinary actions and cancellations.

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

- No material is to be sent as email that is defamatory, in breach of copyright or business confidentiality, or prejudicial to the good standing of Stanley College.

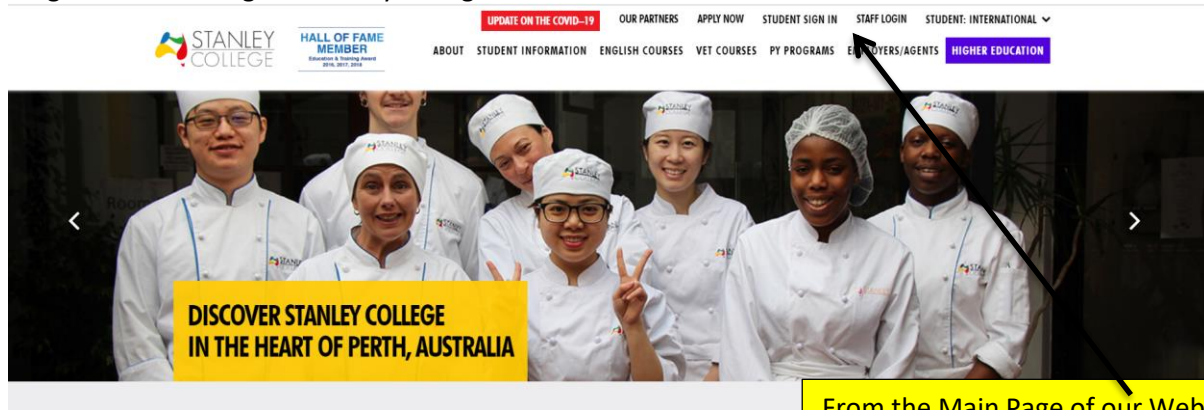
- Emails must not contain material that amounts to gossip about students or that could be offensive, demeaning, persistently irritating, threatening, and discriminatory, involves the harassment of others or concerns personal relationships.
- When using email a person must not pretend to be another person or use another person's computer without permission.
- Excessive private use, including mass mailing, "reply to all" etc. that is not part of the person's duties, is not permitted.

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

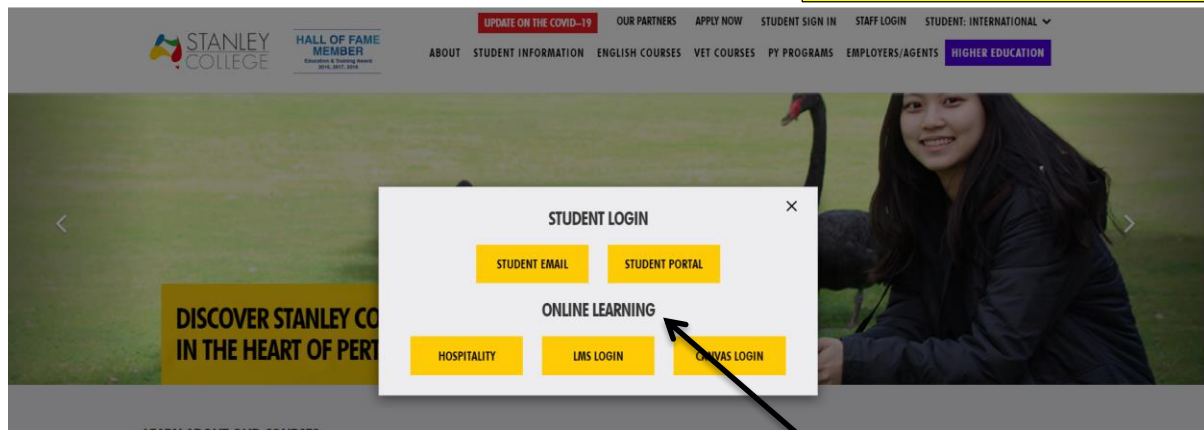
Please note: All course feedback is communicated using your Stanley College Email account. Students are able to link their Gmail account to smartphones via the Gmail app.

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



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:



Working in Australia

Permission to Work

For International Students: It is important to understand that you are not allowed to work until you have started your course. You can work up to 48 hours per fortnight while your course is in session (excluding any work undertaken as a registered component of your course, such as work based training/Internship). You can work unlimited hours during scheduled course breaks.

Note: Please ensure that your roster for work does not affect your studies, including your work based training placement. Your work must not be during scheduled classes. Your work should not prevent you from studying.

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

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

Finding Work

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

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

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

- Newspapers
- Stanley College Notice Board
- Online - try these online companies:

www.seek.com.au

www.careerone.com.au

Earning an Income

The Fair Work Ombudsman

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

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

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

Getting a Tax File Number

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

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

Tax Returns

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

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

Superannuation

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

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

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

Managing Your Finances

Paying your Tuition Fees

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

By using our online payment gateway:



Students can scan the QR code and select the option 'online' and click on 'make payment' to access our online payment gateway.

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: CTBAU2S

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

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

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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	\$100
Course Reinstatement Fee	\$250
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:	
Replacement Fee Text Books	\$65 per book

Monthly Expenses

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

Expense	Estimated Cost
Temporary accommodation (Hostels and Guesthouses)	\$160 - \$250 per week
Shared rental accommodation	\$95 - \$215 per week
Homestay accommodation	\$235 - \$385 per week
Rental accommodation	\$185 - \$540 per week
Groceries and eating out	\$140 - \$300 per week
Gas and electricity	\$30 - \$50 per week
Phone and internet access (WIFI)	\$15 - \$50 per week
Public Transport	\$30 - \$60 per week
Car (after purchase)	\$150 - \$260 per week
Entertainment	\$80 - \$150 per week

Source as at February 2024: cost of living calculator at <https://costofliving.studyaustralia.gov.au/> and utility calculator at <https://www.myconnect.com.au/post/average-utility-bill>

Cost of Living

the annual living costs amounts for students, guardians and accompanying family members was updated in line with Home affairs visa conditions information. Increases were made to mitigate the risk of visa holders falling into financial hardship during their stay in Australia.

The following annual living costs and expenses were updated (increased):

Annual living costs/expenses for a primary applicant	an increase from AUD21,041 to AUD24,505
Annual living costs/expenses for a spouse or de facto partner of the primary applicant	an increase from AUD7,362 to AUD8574
Annual living costs/expenses for a dependent child	an increase from AUD3,152 to AUD3670
Annual school costs	an increase from AUD8,296 to AUD 9661
Personal annual income if there is no secondary applicant	an increase from AUD60,000 to AUD62,222
Personal annual income where there is a secondary applicant	an increase from AUD 70,000 to AUD72,592

Source as at February 2024 : <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#HowTo>

For further assistance in calculating your estimated cost of living in Australia, please see the below 'Student Cost of Living Calculator' available at the following web address:

<http://insiderguides.com.au/cost-of-living-calculator/>

Setting up a Bank Account

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

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

To open a bank account you will need:

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

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

For a comparison of accounts in banks throughout Australia see:

<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

Migrant workers and visa holders, including international students, have the same workplace rights as all other workers in Australia. The Fair Work Ombudsman provides free advice and assistance to all workers to help them understand these rights. Most International Students work to support themselves financially while they study in Australia. If you are on a Student Visa, this enables you to work up to 48* hours per fortnight while your course is in academic session.

*Refer to the section in this handbook titled ‘Temporary relaxation of working hours for student visa holders’ for further information.

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When should I contact the fair work ombudsman?

The Fair Work Ombudsman (FWO) can help you understand your workplace rights and responsibilities when working in Australia, whilst in your own employment. You can also ask the FWO to help resolve issues about pay and other entitlements at work.

International Student Visas

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

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

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

This applies as long as they:

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

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

I need more information

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

- Fair Work Infoline – Tel: 131394 (or 131450 for the interpreter service)
- International Students: www.fairwork.gov.au/internationalstudents
- Information for 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

Information for International Students (Accommodation/Work)

The Australian Government Department of Education has asked Stanley College to share the following information with our International Students.

Accommodation

The Australian Government warmly welcomes international students to study and live in Australia and to have a positive experience while accessing a world class education.

We know finding suitable accommodation can be a challenge for international students at this time of year. Austrade publishes a range of tools and resources on the Study Australia website on accommodation options within Australia including:

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- [Tips on creating a strong rental housing application.](#)
- [Tips to find the right home and house mates for you.](#)
- [Know your rights as a tenant in Australia.](#)

Costs of accommodation will vary depending on your chosen state, city, and type of accommodation. The [cost of living calculator](#) on the Study Australia website helps students calculate their expenses.

Getting a job and your work rights

Education providers have responsibilities to international students to support their health, wellbeing and adjustment to living in Australia including providing information about their work rights and how to seek support for workplace issues.

International students, have the same workplace rights as all other workers in Australia.

- You must be paid at least the minimum wage.
- You must pay tax on your income.
- You must receive a payslip.
- Casual work means you don't have a fixed number of hours every week.

The [Australian Government Department of Education](#) has a range of videos and resources for international students about workplace rights which have been translated into different languages.

International students can contact the [Fair Work Ombudsman](#) or phone [13 13 94](#) for help if they're having workplace issues, without fear of their visa being cancelled.

Austrade's [Employability Hub](#) provides international students with resources to enhance their employability and job readiness and information on their work rights.

Temporary relaxation of working hours for student visa holders - ENDED

From 1 July 2023, work restrictions for student visa holders were re-introduced and capped at the increased rate of 48 hours per fortnight. Further information can be found on the [Department of Home Affairs](#) website.

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

Overseas Students Ombudsman

The Overseas Students Ombudsman (OSO) investigates complaints about problems that overseas students have with private education and training institutions in Australia. The Ombudsman's services are free, independent and impartial. You can find out more about this service on their website.

<http://www.ombudsman.gov.au>

Telephone: 1300 362 072

Enquiries 9.00am - 5.00pm Monday to Friday, Australian Eastern Standard time

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

- In Australia, you have the right to complain and appeal.
- The Overseas Students Ombudsman's 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 Overseas Students Ombudsman

By telephone, 9.00am, - 5.00pm, Monday to Friday, Australian Eastern Standard time.

In Australia, call: 1300 362 072 (calls from mobile phones at mobile phone rates).

Outside Australia, call +61 2 6276 0111.

By appointment only. To make an appointment, please call 1300 362 072 9.00am, - 5.00pm Monday to Friday, Australian Eastern Standard time

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.nrsccall.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.

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Stanley College uses Education Agents

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

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

Stanley College currently holds Third Party Agreements with all education agents listed to recruit students on its behalf. All education agents associated with Stanley College are listed on our website. For further information, please visit:

<https://www.stanleycollege.edu.au/registered-agents/>

Consumer Protection

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

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

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

Personal Safety tips

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

For Further information, see the Study in Australia website:

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<https://www.studyaustralia.gov.au/en/life-in-australia/safety-in-australia/how-to-keep-safe>

Scams

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

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

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

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

For more information, you can visit:

- 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

Lost property

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

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

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

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

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

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Teaching and Assessment



Introduction to ELICOS

ELICOS stands for 'English Language Intensive Courses for Overseas Students' courses. Studying intensive English courses in Australia means participating in a sector of Australian education that has been developed to allow speakers of English as a second language (ESL) to develop their English and continue on to academic studies.

In most countries, there is no control over ESL teaching. In Australia, however, the government regulates the English teaching industry to make sure that all international students receive a high quality of instruction.

The English language industry has developed in Australia over a period of about twenty years, and is now one of the best known in the world. English language centres in Australia which offer courses to overseas students vary enormously. There are many ELICOS Australian English schools to choose from, ranging from the small privately run college with small group tuition, to the secondary school preparing students for high school studies, to large university or vocational education centres which will offer English in its own right or as a transition to any number of other tertiary or further training programs.

Information about the General English course

The General English course provides a general framework for students to develop English language and literacy skills to undertake a variety of English language skills tests, further their education and training, seek and maintain employment and participate in an English speaking community. The course framework consists of five (5) levels:

- *General English- Beginners*
- *General English- Elementary*
- *General English- Pre-intermediate*
- *General English- Intermediate*
- *General English- Upper Intermediate*

The General English course levels:

- Utilise a common language for describing the characteristics of students and course provisions.
- Utilise a systematic approach to the planning and provision of General English education courses- including aspects of literacy and language courses.
- Allows for adaptability of delivery to suit the needs of the student cohort. This includes making reasonable adjustments for learning pace, delivery duration, the intensive nature of the delivery and the different delivery modes.
- Utilises designated and relevant Competency Test to assess student achievement.
- Integrates the study of reading, writing, speaking and listening as well as other specific skills into the day to day delivery.
- Utilises relevant texts and a variation of modes for delivery. Those modes include face to face, online and home study.

Location

The General English course in Stanley College is delivered at our West Perth Campus, 69 Outram Street, West Perth WA 6005.

Intake Dates

The intake date for General English is on a Monday each week (except for Public Holidays where the intake for that week will be on the Tuesday). Intake dates are subject to change, please visit www.stanleycollege.edu.au to confirm intake dates.

Class Sizes

General English classes will not exceed 18 students. Classes will run with five or more students, with the average class size being around 15 students.

Study Period

The minimum study period for General English students at Stanley College is four (4) weeks. The curriculum includes five levels, each one delivered over a period of fifteen (15) weeks for 20 hours per week:

- Beginners
- Elementary
- Pre-intermediate
- Intermediate
- Upper Intermediate

Student enrolments and study durations may differ depending on the following factors:

- Student's availability of time for General English study in Australia
- Student's desired level outcome i.e. whether they require 'intermediate level' at the completion of their General English study for entry to employment, further study or to sit for a specific Competency Test.
- Student's entry level - a student who enters the course at a Beginners level will conceivably spend longer studying than a pre-intermediate student if the desired level outcome is the same.

Holidays

At the completion of each 'level', students are permitted to apply for up to 2 weeks of holiday, provided their overall enrolment exceeds 20 weeks. Course enrolments of less than 20 weeks do not include any holidays:

Course/Enrolment duration (wks)	Possible holiday duration (wks)
15	0
20	2
30	4
45	6
60	8
75	10

Please note that application for holidays must be completed at the time of enrolment. Holiday periods do not incur any course fees.

Self-Study (Homework)

Teachers will give students homework activities on a daily basis. The amount of time required for Self-Study (homework) varies depending on the courses level:

Course Level	Self-Study Hours (minimum per week)
Beginners	2
Elementary	3
Pre-Intermediate	4
Intermediate	5
Upper Intermediate	6

Social Activities

Students are encouraged to participate in weekly social activities organised by Stanley College. Social Activities are optional, and timings, costs and activities available vary. A Social Activity Calendar is published each month. In addition, a Graduation Party is scheduled each week to farewell students who have completed their General English studies at Stanley College and to congratulate students who have achieved a 'level'.

Class Schedule

The table below shows the current General English level schedules available:

CLASS	DAY & TIME (20 hours per week)
Schedule 1: Beginners / Elementary / Pre-Intermediate / Intermediate / Upper Intermediate	Wednesday to Friday: 8:00am to 3:10pm
Schedule 2: Beginners / Elementary / Pre-Intermediate / Intermediate / Upper Intermediate	Monday to Thursday: 4:10pm to 9:30pm

General English Assessments as Valid, Reliable, Fair and Flexible

As a Registered ELICOS provider, Stanley College must ensure that ALL assessment/testing of students is Valid, Reliable, Fair and Flexible. This is done by ensuring:

Valid	• Direct testing ensures that evaluation of proficiency is based on evidence of student performance that demonstrates the skills taught within class times. • All Competency Tests are designed to evaluate the student's performance of the four main skills (use of English, Reading and Writing). At the completion of each Competency Test, students will receive an individual mark for each skill. • Before students undertake testing, they will be provided with instructions and information including; practice tests, detailed Competency Test cover sheets and any other information required for student evaluation within the General English course. • All Competency Test materials undergo a monthly Competency Test material moderation and evaluation process enacted by the Course Coordinator (English) and General English teachers.
Reliable	• All Competency Test materials undergo a monthly test material moderation and evaluation process enacted by the Course Coordinator (English) and General English teachers. • Ensure teachers are well trained in utilisation of student evaluation tools to make reliable and standardised judgements.
Fair	• Accommodating individual student's needs during the testing process. • Providing students with an outline of the Competency Test timetable on the first day of study, which outlines the number of Competency Tests they will complete and the dates these will take place. Students are also provided details about how and when Competency Tests will be completed. • Providing the opportunity for students to appeal Competency Test results as outlined in this handbook. • Ensuring students have participated in a sufficient number of lessons, and have the required skills to be deemed 'Competency Test ready'. Students who have participated in more than 80% of scheduled classes will be deemed Competency Test ready, unless instructed otherwise by the Teacher. Students may be also be required to complete some verbal questions to prove they are ready for the Competency Test/s.
Flexible	• Adjusting testing and teaching timetables where possible for students. • Flexible course structure allows for the inclusion of possible extension time as instigated by students based on their individual needs. • The inclusion of 'Guided Individual Learning Sessions' allows students to access additional teacher help to ensure successful outcomes.

Student Learning Outcomes:

By the completion of each level, students will be able to:

Beginners Level

Reading

- Read and understand simple texts in English
- Answer simple comprehension questions and match sentences about texts
- Reconstruct simple texts by reordering sentences
- Understand the main idea of simple texts
- Identify specific information in a simple text

Writing

- Complete forms simple forms
- Write well-structured simple sentences
- Write simple texts about familiar topics
- Use simple conjunctions
- Use punctuation and capitalisation correctly in simple sentences

Listening

- Listen for specific information e.g. personal information
- Answer simple questions on informational texts
- Match information with speakers
- Listen for pronunciation and intonation
- Identify numbers (e.g. years and dates) from listening texts
- Listen to complete sentences

Speaking

- Greetings and introductions
- Make conversations in familiar situations (e.g. café, chatting about family, weekend)
- Ask and respond to simple questions with modelling
- Describe things in simple words
- Talk about past and future events

Elementary Level

Reading

- Skim for main ideas and scan for specific information
- Find information in documents
- Understand texts about familiar topics
- Answer multiple choice and short answer questions about a text
- Use simple texts as models for writing

Writing

- Write simple descriptions
- Write structured sentences
- Devise questions and respond to questions in writing
- Complete simple application forms
- Write email messages and short informal texts

Listening

- Listen for specific information e.g. numbers, names, countries
- Answer questions on informational texts
- Match information to pictures
- Respond to questions in familiar situations
- Understand simple telephone conversations
- Follow directions

Speaking

- Greetings and introductions
- Talk about familiar topics and routines
- Ask and respond to straightforward questions
- Describe pictures and differences between pictures
- Make arrangements and plans

Pre-Intermediate Level

Reading

- Skim for main ideas and scan for specific information
- Guessing the meaning of words from context
- Understand texts about a range of familiar and unfamiliar topics
- Use texts as a basis for discussion
- Use texts as models for a range of writing tasks

Writing

- Write well-constructed paragraphs
- Write narratives
- Write descriptions of people and places
- Write letters and invitations
- Complete application forms

Listening

- Listen for gist and specific information
- Use listening tasks as a basis for speaking
- Match information to specific criteria (e. g. jobs)
- Complete tables of information
- Identify main points and summarise information in listening texts
- Infer relationships of speakers

Speaking

- Tell a story
- Talk about personal activities and engage in social conversation
- Describe people and places
- Talk about the future and plans
- Make choices and explain the reasons for those choices

Intermediate Level

Reading

- Read for main points and specific information
- Answer comprehension questions on a text
- Make inferences from written texts
- Identify different text types (narrative, news report, informational text etc.)
- Complete tasks which involve many different types of texts.

Writing

- Write emails, descriptions and narratives
- Write for work purposes
- Give opinions in writing
- Write in paragraphs
- Use several types of linking words in their writing

Listening

- Listen for main idea and specific information
- Use listening as a basis for discussion and extension
- Listen in order to match or to complete sentences
- Answer questions based on listening texts
- Listen and reconstruct a story

Speaking

- Talk about a variety of familiar topics
- Describe people and places in detail
- Give advice and make suggestions
- Give opinions and suggest solutions to problems
- Make arrangements over the phone

Upper Intermediate

Reading

- Read for main idea and specific information
- Guess the meaning of new words from context
- Read and understand texts in a variety of genres
- Identify register and tone from reading texts
- Use reading texts to inform and better their writing

Writing

- Write biographies and narratives
- Write descriptions of events and achievements
- Write formal letters and other types of messages
- Give opinions and supporting reasons in essays and reviews
- Take notes when listening to information

Listening

- Listen for main ideas and supporting detail
- Use listening as a basis for presenting information
- Listen in order to make notes
- Listen in order to summarise verbally
- Listen for explanations and reasons

Speaking

- Talk about a wide variety of topics
- Present information clearly to others
- Describe events and achievements
- Explain opinions and decisions
- Speak accurately in various contexts

Student Assessments and Evaluating Student Progress

Student testing at Stanley College is ongoing throughout the course and consists of regular scheduled Unit Progress Tests and Competency Tests to evaluate student progress.

In conjunction with the designated Unit Progress Tests and Competency Tests, Teachers maintain ongoing assessment and a Competency Report is provided to students during one on one feedback session after each Competency Test. Students receive feedback on the Unit Progress Tests via the online learning platform Cambridge One.

Methods of evaluating student progress include:

Method	Examples of Methods
Formative Assessment	The formative assessments which have been included in this course are: • Unit Progress Tests
Summative Assessment	The summative assessments which have been included in this course are: • Placement Test • Competency Tests These assessments also have a formative purpose as they provide students with feedback on areas they need to improve.

Placement Test

All students will be given a comprehensive placement test before commencing their enrolment in the General English course. The placement test assesses all four macro-skills: Speaking, Writing, Reading and Listening Comprehension, with use of English included in the productive skills. The placement test will be administered over a 45-minute period before orientation or prior to the commencement of study on the first day. At the end of the orientation period, students will be informed of their level and given their timetables.

Unit Progress Tests

Unit Progress Tests are practice tests, formal and formative, to provide the students with practice and revision of the language taught in the unit:

- Developed and validated by Cambridge English
- Completed online and marked by Cambridge One

Competency Tests

Competency Tests are proficiency tests, formal and summative, to assess students level of their English Proficiency in the four macro-skills. The two (2) Competency Tests within each course level will determine whether the student will achieve the target level:

- Developed and validated by Cambridge English
- Competency Test outcomes are aligned against the CFER
- To achieve the target level, students are required to achieve a minimum of 60% in each macro-skill

Testing Schedule

The following is a sample testing schedule for the General English Course:

Week 1	Unit 1	<i>CMLS Progress Test 1</i> (Automated marking & reporting)
Week 2	Unit 2	<i>CMLS Progress Test 2</i> (Automated marking & reporting)
Week 3	Unit 3	<i>CMLS Progress Test 3</i> (Automated marking & reporting)
Week 4	Unit 4	<i>CMLS Progress Test 4</i> (Automated marking & reporting)
Week 5	Unit 5	<i>CMLS Progress Test 5</i> (Automated marking & reporting)
Week 6	Unit 6	<i>CMLS Progress Test 6</i> (Automated marking & reporting)
Week 7	Revision/Consolidation/Extension Mock Competency Test	Thu-Fri Competency Test 1
Week 8	Unit 7	CT feedback + data entry & filing <i>CMLS Progress Test</i> (Automated marking & reporting)
Week 9	Unit 8	<i>CMLS Progress Test</i> (Automated marking & reporting)

Week 10	Unit 9	<i>CMLS Progress Test</i> (Automated marking & reporting)
Week 11	Unit 10	<i>CMLS Progress Test</i> (Automated marking & reporting)
Week 12	Unit 11	<i>CMLS Progress Test</i> (Automated marking & reporting)
Week 13	Unit 12	<i>CMLS Progress Test</i> (Automated marking & reporting)
Week 14	Revision/Consolidation/Extension Mock Competency Test	Thu-Fri Competency Test 2
Week 15	Extension activities	CT feedback + data entry & filing

Results

Your Competency Test results for each level will be made available via a one-on-one session with your teacher in which you will receive your Competency report. The following are the guide times for these results:

General English Program (Competency Test results)	one (1) weeks, after completion date
--	--------------------------------------

It is your responsibility to attend the feedback session and sign the competency report.

If you have any specific questions or concerns, please contact our Student Services Team or the Academic Manager (English).

Competency Test decisions can be appealed. Please ask your teacher or any of the Student Support staff about our complaints and appeals process. You can also find information about these processes on our website.

Assessment Support Services

Support Guidelines

Student counselling for **all matters** regarding students' welfare and academic progress is always free!

Student Workshops

Stanley College offers FREE workshops to our students every month. 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 are run on Fridays from 1:00 pm to 2:30pm. You will need to register to attend the workshops.

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

Academic Dishonesty

You must ensure that the evidence you submit during your Competency Test is your own work. In an educational environment, cheating is considered to be an act of dishonesty intended to mislead the Teacher to accept the work of others as your own work.

Appeal

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

Completion Certificates

Achievement Certificates can only be issued to students who have; passed two Competency Tests at an achievement of 60% or higher. Attended Certificates can be issued to students that are in a level but have not passed it. To receive either of the above certificates, students must have maintained the minimum of 80% attendance. General English Teachers and/or the Academic Manager (English) are responsible for requesting certificates.

Award collection method

- Collect from Stanley College during the weekly General English graduation OR students may pick up their certificates at any point following issuance.
- Via post (\$15 for local postage and \$30 for international postage).
- Nominate a person to collect the award (Details of nominated person must appear on the Application for Certificate form).

Stanley College will take every effort to ensure that the Proficiency Certificate 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 and breaches of your student visa requirements may lead to cancellation of your enrolment, which may affect your student visa.

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

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. refrain from the use of 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 and/or satisfactory attendance ;
8. refrain from cheating or plagiarism;
9. allow teachers 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 students' continuing enrolment at the college;
14. comply with Stanley College policies and procedures as stipulated in this Student Handbook;
15. comply with your Student Visa requirements
16. apply a high level of professionalism when communicating, socialising or networking using any social media or facility.

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

Sexual Assault, Sexual Harassment – ZERO TOLERANCE

Stanley College welcomes and supports its diverse student base and is committed to their safety. Students are advised that Stanley College has zero tolerance for discrimination and harassment by, or towards, students or staff members, on or off campus.

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

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

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

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

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

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

Sexual Consent

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

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

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

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

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

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

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

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

Consent is NOT:

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

Other forms of harassment

Other forms of harassment that are unlawful in Australia include:

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

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

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

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

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

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

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

1800RESPECT is the national domestic, family and sexual violence counselling, information and support service. Call [1800 737 732](tel:1800737732)

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

Discrimination

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

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

Key Contacts at Stanley College

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

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

Breaches of Code of Conduct

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

Students affected by a breach of the Stanley College Code of Conduct are encouraged to contact a 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 clearly outlining the details to the Student Support Officer, their Trainer or the Vice President, Wellbeing & Engagement. Any reports will be viewed by Stanley College's Executive Management Team (EMT).

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

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

Process

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

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

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

Alternatively, you can contact the Overseas Students Ombudsman 1300 362 072 (<http://www.ombudsman.gov.au/making-a-complaint/overseas-students>) to lodge a complaint. Pamphlets are 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 you will be issued with a "Notice of Intention to Cancel" which will be sent to you **via email to your Stanley College email account**, as a courtesy a COPY may be mailed to your last known postal address.

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

Deferring, Suspending or Cancelling your Enrolment

Deferrals, Suspensions and Cancellations can only be applied for in writing, using the Course Variation Application Form (available from www.stanleycollege.edu.au and at the reception desk).

VERBAL notifications to Stanley College staff or agents ARE NOT VALID.

Definitions

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

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

Cancelling your enrolment will attract **cancellation fees**. Where applicable, cancellation may also affect your refund. Please read the Refund 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 you or by Stanley College. All applications for deferment, suspension and cancellation must be lodged no less than 14 days in advance of the date you wish to start your deferment, suspension or cancellation. Applications will be considered within 10 working days.

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

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

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

- serious illness or injury, where a medical certificate states that the you are unable to attend classes;
- bereavement for a close family member such as a parent or grandparent (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 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 your enrolment until the internal and external complaints and appeals processes 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. The Student Support Officer will:

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

7. Notify The Department of Home Affairs (DHA) via PRISMS that your enrolment has been deferred.

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

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

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

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

Suspension of enrolment - Student initiated

The Executive Management Team must approve your application for suspension in writing before you can leave. You must lodge your request for suspension using 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. The Student Support Officer will:

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

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

- Suspend your enrolment without any effect on the end date of your CoE. A notice of suspension will be recorded in PRISMS; or

- Suspend your enrolment for a period which **will affect** the end date of your CoE. PRISMS will automatically cancel your original CoE and Stanley College will create a new CoE based on your intended date of return.

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

Deferment of enrolment - Stanley College initiated

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

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

Suspension of enrolment - Stanley College initiated

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

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

Cancellation of enrolment - Stanley College initiated

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

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

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

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

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

If Stanley College decides to defer, temporarily suspend or cancel your enrolment, then Stanley College will let you know about their decision in writing, via a Notice of Intention to

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Cancel/Suspend/Defer. Stanley College will remind you, that the change in enrolment status may affect your visa, and that you have 20 working days to use Stanley College's complaints and appeals process as outlined in this Student Handbook. A copy of all correspondence will be kept in your student file.

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

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

Complaint and Appeal Process

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

As per the requirements of National Code 2018 (Standard 10) and ESOS Act, Stanley College's complaints and appeals 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 expressing your dissatisfaction with Stanley College's services, team members, facilities or any other area with which you are dissatisfied.

A complaint can be lodged either formally or informally.

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 can be lodged using the '**electronic Complaints and Appeals Form (eCAFO)**' via the Stanley College Website, at the following link www.stanleycollege.edu.au/cafo-form/
- b) The Student Services team are here to assist you to complete the eCAFO if required. 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:

Overseas Students Ombudsman

www.ombudsman.gov.au/making-a-complaint/overseas-students

Telephone: 1300 362 072

9:00am to 5:00pm Monday to Friday, Australian Eastern Time

6. Informing you about your right to be accompanied and assisted by a support person of your choice at any relevant meetings;
7. Informing 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, informing you about the outcome of your complaint/appeal, in a written statement which will include details of the reasons for the outcome;
9. Informing you about your right to lodge an appeal for external review, if you are not satisfied with the outcome;
10. Informing you that Stanley College maintains your enrolment throughout the complaints process and during the external review process with the Overseas Students Ombudsman (if applicable).
11. Informing you that once your complaint has been received, it will progress as follows:
 - d) The Student Support Officer or in the absence of the Student Support Officer, the Vice President, Wellbeing & Engagement 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 Vice President, Wellbeing & Engagement 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, Wellbeing & Engagement 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 Overseas Students Ombudsman.

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

Appeal

An appeal is the process of informing Stanley College about your dissatisfaction with a decision it has made. 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 a Competency Test outcome must be lodged within **two weeks** of the date the original Competency Test 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 formal appeal can be lodged using the 'electronic Complaints and Appeals Form (eCAFO)' via the Stanley College Website, at the following link www.stanleycollege.edu.au/cafo-form/
- The Student Services team are here to assist you to complete the eCAFO if required.
- 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, informing you about the outcome of your appeal, in a written statement which includes details of the reasons for the outcome. Informing you about your right to appeal the outcome with the Overseas Student Ombudsman (see section in this handbook)
8. Informing you that Stanley College maintains your enrolment throughout the appeal process, including during the review process with the Ombudsman.
9. Informing you about the following process after your complaint has been received:
 - The Student Support Officer (or a Director) will accept your appeals form and make a note of the appeal 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 reviews your appeal and makes a decision.
 - Once an outcome has been determined, a written statement will be provided, detailing the outcome and the reason for the outcome.
 - If you are satisfied with the outcome the relevant files will be updated and the case is closed.
 - If you are not satisfied with the outcome, you have the right to access Stanley College's external review process with the Overseas Students Ombudsman.

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 teacher. If you cannot resolve the matter, or choose not to discuss the matter with your teacher, you can lodge an appeal in writing using the electronic Complaints and Appeals form (eCAFO).

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

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

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

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

<https://www.asqa.gov.au/students/complaints>

Student discipline

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

Students are expected to report any breaches of the Code of Conduct to the Student Support Officer. Stanley College Staff member **MUST** report breaches to the Vice President, Wellbeing & Engagement (VPWE).

All breaches are automatically substantiated and will be investigated. The repercussion of breaches can include the following:

- 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 by 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 and/or unsatisfactory course attendance) you will be issued with a 'Notice of Intention to Cancel' which will be sent to you **via email to your Stanley College email account**. As a courtesy, a copy may be mailed to your last known postal address.

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

Examples of serious breaches

1. Low attendance
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 a 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 or where no payment plan has been signed.

Academic Dishonesty

Definition: Academic Dishonesty is intentionally using or attempting to use unauthorised materials from the teacher or others. It includes using information, or study aids (such as mobile phones, hand written notes) in any Competency Test; 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 and violating the rules governing the assessment process.

At Stanley College, Academic Dishonesty is a serious breach of our 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 a Competency Test submission without the express requirement, consent or knowledge of the teacher
- Asking another person to prepare and or submit a Competency Test on your behalf
- Downloading of content from the internet and submitting on an 'as is' basis

Competency Test s 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 teacher believes that your Competency Test has been plagiarised, he/she must collect all evidence and refer the matter to the Course Coordinator (English), Compliance Team, General Manager 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 under Standard 9 of National Code 2018

How to avoid Plagiarism

To avoid Plagiarism, you need to follow the Competency Test Agreement handed out by your teacher. Stanley College requires that you reference the source ideas, thoughts and expressions that are not original in all assessments. Contact your Teacher if you require help.

Course Progress/Course Attendance

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

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

Hours of Attendance

For ELICOS students it is a condition of your visa that you are enrolled in full-time study. ELICOS Standard (Standard C1) defines full time study for General English courses as a minimum of 20 hours face to face scheduled course contact per week.

An attendance is taken for each General English class. This includes the date, time, location, teacher, and names of students in the class. Lateness and absences will be recorded. If a student is absent from a class due to medical reasons, the student must provide a medical certificate from a registered health provider to the Student Services team. The letter provided must cover the entire period of absence. It must be submitted within three days of the absence occurring.

Your attendance is marked as follows by the General English teachers:

		Attendance Marked for a student:				
	Part of class (Session)	On time	0-15 minutes late	More than 15 minutes late / does not attend session	Student leaves 0-15 minutes before the end of session	Student leaves more than 15 minutes before the end of session
Full class (4 or 5 hours)	Before break	Full-attendance (0 absence)	Part – attendance (0.25 hour absence if 15 minutes late)	Absent (2-3 hours absence)	Absent (2-3 hours absence)	Absent (2-3 hours absence)
	After break	Full – attendance (0 absence)	Part – attendance (0.25 hour absence if 15 minutes late)	Absent (2-3 hours absence)	Part – attendance (0.25 hour absence)	Absent (2-3 hours absence)

If you have any questions, your General English teacher will be more than happy to explain the process.

General English Course Attendance Policy

Students who are enrolled in the General English Program at Stanley College are required to attend all classes. If you do not maintain an attendance of at least 80%, Stanley College is obligated to report the matter to the Department of Home Affairs (DHA) for further action. Stanley College monitors the following to determine if a student is at risk of not maintaining satisfactory course attendance:

- Consecutive unauthorised student absences;
- Student attendance is at least 95% of the scheduled course contact hours.

Unsatisfactory Course Attendance is identified where a student has failed to maintain the minimum attendance requirement of 80%.

If you are having attendance issues, Stanley College will send you formal warning letters to notify you that your attendance is of concern and needs improvement. During the Warning Letter process, our Student Services team will be available to assist you in maintaining your attendance requirement.

General English Course Progress Policy and Procedure

Stanley College is required to monitor, record and assess your course progress for each level of the General English course for which you are enrolled to help you achieve satisfactory course progress. We will intervene if you are at risk of failing to achieve satisfactory course progress. This requirement is as per the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Standard 8). Course Progress is assessed by monitoring the following:

- results from Competency Tests;
- completion and outcomes from Unit Progress Tests;
- Participation in tuition activities or other indicators of academic progress;
- Student attendance is at least 80%.

Unsatisfactory Course Progress is defined as where a student has not passed their assigned level of the General English course, after two (2) consecutive study periods.

Your course progress will be deemed satisfactory if:

- You have received a minimum outcome of 60% for all required Competency Tests throughout the fifteen (15) week study term of that level of study.

Your course progress will be deemed unsatisfactory if:

- You have not passed the assigned level of the General English course, after two (2) consecutive study periods.
- Your course load will prevent you from completing the course within the expected duration of the course as specified on your eCOE.

Example: *You have too many outstanding Competency Tests or have been absent due to illness or other issues for too long to be able to achieve a pass within the duration of your eCOE.*

- Your teacher identifies you as being at risk of making unsatisfactory course progress before the end of the study period

Example: Your participation (attendance) is not sufficient for you to pass any number of your Competency Tests or you do not have the necessary skills and knowledge to attempt the Competency Tests.

Please note: Stanley College may permit you to re-sit Competency Tests where you have not achieved a pass mark; however, any associated costs, such as additional course fees, visa extension fees and other fees are **your responsibility**.

Intervention Strategy

For General English 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 and/or satisfactory course attendance.

For Course Progress, this is identified when you have not completed the assigned course level after one study term of fifteen (15) weeks. If a student is identified as being at risk of not maintaining satisfactory course progress, the Stanley College intervention strategy is implemented.

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.

For Course Attendance, this is identified when you have been absent for more than five consecutive days without approval, or you are at risk of not meeting attendance requirements before your attendance drops below 80% (a warning letter has been issued). The structure of warning letters is as follows:

- 1.) Warning letter one (1) – Your attendance has dropped below 95%; OR
- 2.) Warning letter two (2) – Your attendance has dropped below 90%; OR
- 3.) Warning letter three (2) – Your attendance has dropped below 85%.

During each study term, the student will be assessed against the course attendance policy. If a student is absent for more than five consecutive days without approval and/or the student receives a warning letter for attendance, the Stanley College intervention strategy is implemented within four (4) weeks.

Intervention

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

Stanley College's intervention strategy includes:

- procedures for contacting and counselling students;
- strategies to assist identified students to achieve satisfactory course attendance and/or satisfactory course attendance; 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;
- advising you that unsatisfactory course progress in two consecutive study periods for a course and/or unsatisfactory course attendance could lead to you being reported to The

Department of Home Affairs (DHA), which may result in the cancellation of your student visa, depending upon the outcome of any appeals process.

A copy of the intervention strategy will be submitted to your Teacher/s and the Course Co-ordinator, delivering and assessing the relevant course level. Teacher/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.

Reporting:

Stanley College must notify you of its intention to report to The Department of Home Affairs (DHA) and The Department of Education and Training (DET), via PRISMS for the following reasons:

- **Unsatisfactory Course Progress:**
If you are identified as not having passed your assigned level of the General English course, after two (2) consecutive study terms.
- **Unsatisfactory course attendance:**
If you are identified because your attendance has dropped below 80%.

The Notice of our Intention to Report (NOR) officially advises you that you are in breach of your student visa requirements and that you will be reported to The Department of Home Affairs (DHA) which may affect your student visa.

The Notice of our Intention to Report will be sent to you **via email to your Stanley College email account** and a COPY mailed to your last known postal address. The Notification of our Intention to Report will advise you of your breach and inform you that you will be reported to The Department of Home Affairs (DHA).

There are limited circumstances where Stanley College may decide not to report you for falling below 80% attendance:

- You are still attending at least 70% of the scheduled course contact hours and have provided genuine evidence of compassionate or compelling circumstances; for failing to maintain an 80% attendance rate.

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

Stanley College must maintain your enrolment by only reporting a breach of course progress or attendance in Provider Registration and International Student Management System (PRISMS) if:

- A breach has been upheld in the complaints and appeals process;
- You have chosen not to access the internal complaints and appeals process within the 20

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- You have chosen not to access the external complaints and appeals process or you have not accessed it within 20 days; or
- You have withdrawn from the complaints and appeals process.

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 an overseas student who is at risk of not meeting satisfactory course progress and/or satisfactory course attendance;
- An overseas student has an approved deferral/suspension of their enrolment.

If Stanley College extends the duration of an overseas student's enrolment, students are advised they need to visit The Department of Home Affairs (DHA) website to seek advice on any potential impacts on their visa.

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

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 Teaching 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 six (6) ways for you to provide feedback to Stanley College. The feedback is monitored each month and survey results are sent to both the Faculty Managers and the Executive Management Team to review and identify areas for continuous improvement. They are:

- Orientation Survey – This survey is presented to you at the end of your orientation via a QR Code. This survey focuses on your orientation experience at Stanley College.
- End of Course Survey - This survey is presented to you at the end of your course of study via a QR Code when you have picked up your testamur. This survey focuses on your overall experience whilst studying at Stanley College.

- Destination Survey – This survey is presented to you via email between 3-6 months following the completion of your course. This survey focuses on your life following completion of your study at Stanley College.
- AQTF Learner Questionnaire – Registered Training Organisations (RTOs) registered with the Australian Skills Quality Authority (ASQA), are required to ask their students for feedback. This survey is concerning your overall experience with Stanley College and is administered quarterly, sent to you via email when your course is in study.
- Sending Emails - All students are encouraged to send us feedback at any time using the designated email account feedback@stanleycollege.edu.au. This email account is monitored daily by the Stanley College Compliance Team.
- Student Services Team - Our Student Services Team is here to help and support you with Academic and Non-Academic issues. You are welcome to come and discuss feedback about Stanley College with them in person or via telephone on 08 6371 9999.

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

Students with Special Needs

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

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Sharps Containers

USE A SHARPS CONTAINER



The Sharps Containers are located in the disabled toilets.

E-Scooters

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

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

Safety recommendations:

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

Stanley College Policy:

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

- E-Scooters cannot be charged whilst on campus
- E-Scooters must not be stored inside the campus

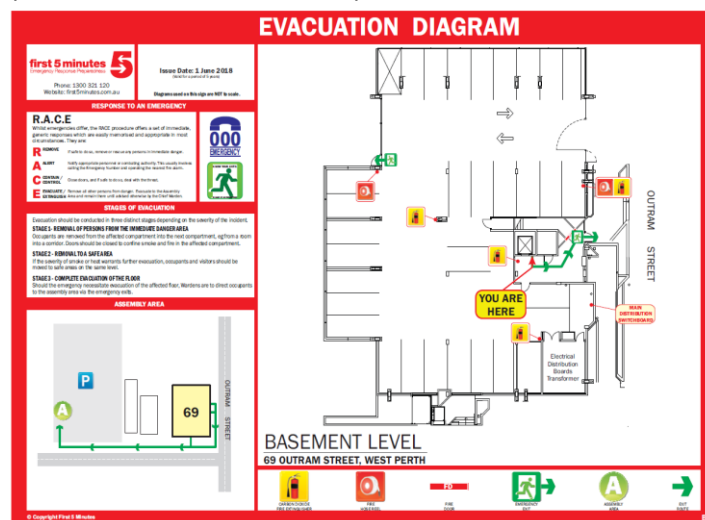
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- E-Scooters placed outside campuses are not the responsibility of Stanley College.

Emergency Evacuation Procedure

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

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



*Diagram 2: Sample Evacuation Plan

Our emergency procedure is as follows;

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

First Aid on Campus

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

- Seek assistance from the Stanley College team to locate a trained First Aider.
- In an emergency situation, ring 000.

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- 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 2' above). These are located within each campus building and identify the location of First Aid kits provided for student/staff to use. Please note that no staff members/students, including those that have gained the appropriate First Aid training, are expected to carry out any First Aid procedure if they do not feel comfortable doing so.

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 of Business Development, Dhyan Singh, if you experience, witness or perceive a critical incident. The emergency telephone number available 24 hours a

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day 7 days per week is 0400 274 033, or alternatively you can email dhyan@stanleycollege.edu.au

- An appropriate staff member may ask you to provide more details whilst they complete a 'critical incident report'.
- The report and all information you have provided will be completed/verified by the Vice President Business Development and given to the President of Stanley College.
- The 'critical incident report' is to contain as much information as possible and indicate the people directly involved in the incident (form 199 Critical Incident Report).
- Stanley College will notify The Department of Home Affairs (DHA) on your behalf as soon as practical after the incident. Stanley College will also report via the Provider Registration and International Student Management System (PRISMS).
- If necessary, following the incident, you may be required to attend a follow up meeting to assess any further risks or follow up actions.

Students and their families can access Stanley College's Student Support Officers 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. You should also call if you want to communicate an emergency situation to the college, **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 then be given first aid instructions, information on possible symptoms, and advised on the need for assessment by a doctor or referral to hospital.

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

Translating and Interpreting Service (TIS)

Tel: 13 14 50

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

Stanley College Privacy Notice

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

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

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

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

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

The information may be disclosed to:

- a number of organisations, departments, regulators and other persons where it is reasonably necessary for the purposes of performing functions or exercising powers
- the Oversight Authority in instances pertaining to digital identity to enable them to perform their functions
- current and former registered education and training providers to:
 - enable them to deliver VET and Higher Education courses
 - meet their reporting obligations under the VET and Higher Education standards and government contracts
 - assist in determining eligibility for training subsidies and higher education funding
- schools for the purposes of delivering VET courses to you and reporting on these courses
- the National Centre for Vocational Education Research (NCVER) for the purpose of:
 - creating authenticated VET transcripts
 - resolving problems with USIs
 - collecting, preparing and auditing national VET statistics
- researchers for education and training related research purposes
- any other person or agency that may be authorised or required by law to access the information
- any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system and will not otherwise be disclosed without their consent unless authorised or required by or under law.

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

International Students Personal Information – Recorded in PRISMS

International Students Personal information is recorded on PRISMS:

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

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Concurrent Course Enrolment Guidelines and Disclaimer

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

Stanley College permits concurrent enrolments provided that the:

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

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

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

Transfer to another College

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

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

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

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

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

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

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

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

- The student does not have a valid Offer Letter from another registered provider;
- If the student is under 18 years old and has not provided to Stanley College written evidence that their parent or legal guardian supports the transfer (and, if appropriate, the student has not confirmed alternative welfare arrangements approved by another registered provider, as per the National Code 2018 (Standard 5.12 – 5.13);
- The student is transferring to a non-AQF degree; or
- Stanley College believes the transfer will be detrimental to the student. This could include, but is not limited to, the following circumstances:
 - The transfer will not aid their progress through a set package of courses;
 - The student has not highlighted to Stanley College the actual benefits they will attain from making the transfer;
 - The student has recently had an intervention strategy put in place and there has been insufficient time to assess whether or not this will be an effective solution for the student.

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

If your request for transfer is approved:

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

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

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

If the request for transfer is not approved:

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

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

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

Transferring from another College

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

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

Exceptions to the above are where:

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

Transferring Students Under 18 Years of Age:

For students wishing to transfer in to Stanley College from another provider that are under 18 years of age, Stanley College must ensure that:

- It has written confirmation the overseas student's parent or legal guardian supports the transfer;
- Where the overseas student is not being cared for in Australia by a parent or suitable nominated relative, the receiving provider (Stanley College) must confirm it accepts responsibility for approving the student's accommodation, support and general welfare arrangements in accordance with the National Code 2018 (Standard 5).

If Stanley College enrolls a student under 18 years of age who has welfare arrangements approved by another registered provider, it must ensure that it:

- Negotiates the transfer date for welfare arrangements with the releasing registered provider to ensure there is no gap;
- Informs the student of their visa obligation to maintain their current welfare arrangements until the transfer date, or have alternate welfare arrangements approved or return to their home country until the new approved welfare arrangements take effect.

Refund and Cancellation Policy

Refund and Cancellation Policy Overview

The Stanley College Refund and Cancellation Policy covers how REFUND and CANCELLATION Fees are calculated in the event of Student Default or Stanley College Default. The calculations are in accordance with federal legislation and regulations including the Education Services for Overseas Students (ESOS) Act 2000, the National Code 2018 and the ELICOS Standards 2018.

This refund and cancellation policy applies to:

- Table 1: General English (General English Students only)

Refund for fees paid in advance

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

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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:

- **Application Fee:** The Application Fee is the fee charged to all applicants to review their application and supporting documentation to enrol in a course of study. ***The Application Fee is NON-REFUNDABLE.***
- **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.
- **Materials Fee:** The Materials Fee covers materials and resources used in the delivery of your course at Stanley College. *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..*
- **The Materials Fee is NON-REFUNDABLE if you cancel less than 4 weeks before Course Commencement.**
- **Administration Fee:** The fee charged to cover the administrative costs in reviewing and processing the necessary documentation in order for a student to obtain the necessary visa to study in Australia. ***The Administration Fee is only charged in the event the Student Visa Application is refused, and is NON-REFUNDABLE.***

Accommodation Placement Fee (optional): This fee is only payable if a student requests Stanley College to arrange for accommodation in Australia. ***The Accommodation Placement Fee is NON-REFUNDABLE, unless more than two (2) weeks' notice is provided to Stanley College.***

- **Accommodation Fee (optional):** This fee is only payable if a student requests Stanley College to arrange Homestay Accommodation, the fee is charged on a weekly basis. Please refer to our 2018 Homestay Fee for more information. ***The Accommodation Fee is NON-REFUNDABLE, unless more than two (2) weeks' notice is provided to Stanley College a \$50 cancellation fee will apply.***
 - **Overseas Student Health Cover (OSHC):** This insurance is compulsory and must be maintained throughout your entire stay in Australia. Students can choose any approved Australian Overseas Student Health Cover provider. These fees are only payable to Stanley College for Students who choose Stanley College's recommended insurance provider. Please read the OSHC brochure and terms and conditions on Stanley College's website. Please note, OSHC fee is calculated based on a 'start date' 7 days prior to course commencement, and a 'end date' one (01) month (if the course duration is 10 months or less) or two (02) months (if the course duration is longer than 10 months) after course end date, unless otherwise requested. The OSHC Fee included in this Offer Letter is based on OSHC Provider's scheduled fee, which are subject to change each Calendar Year. Any variances are payable by you the Student, on receipt of an invoice from the OSHC Provider.
- **Additional Fees and Charges:** Any Additional fees are as specified on page (7) in your agreement with Stanley College. Fees may be subject to change and students will be notified about changes of Additional fees. ***Additional Fees are not refundable.***

Definitions

- **Course:** Means the Course you are enrolled in as outlined in the signed Letter of Offer and Written Agreement.
- **Course Commencement Date:** Means the agreed starting date of a course, as stipulated in the signed Letter of Offer and Written Agreement.
- **Course Completion Date:** Means the agreed completion date of a course, as stipulated in the signed Letter of Offer and Written Agreement.
- **Study Period** means your Study Period is as outlined in your Offer Letter with Stanley College.

General English:

One Term = 15 weeks study period (excludes holidays)

- **Course Duration** means the total duration of your course of study including holidays.

General Information

- 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 **DEFAULT 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 proficiency certificate 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 CEO, and is not due to the College defaulting, Stanley College will make payment of refund within 28 days of receipt of the application. The refund will be deposited into the **student's bank account only**, as nominated on the Refund Application Form.
- All refunds will be paid in Australian Dollars, where this is not possible refunds will be paid in United States dollars.
- 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 (General English)

Stanley College calculates Refunds and Cancellation fees based on a TERM Fee (15 weeks study period including no holidays). For courses shorter than a Term, Refunds and Cancellation fees will be calculated on the Course Fees.

Reason for Refund / Cancellation	Notification Period		Refund	Cancellation Fee
Application for visa is unsuccessful	Before Term/Course Commences		Full refund less cancellation administration fee of \$250	\$250 cancellation administration fee
	After the Term/Course Commences	Enrolment less than 24 weeks	Full refund less Cancellation Fee	\$250 cancellation administration fee + Pro-rata of tuition fee used calculated on a weekly basis
		Enrolment more than 24 weeks		
Student Default Student with a student visa withdraws Or Student is cancelled for breach of College's rules or breach of student visa rules	More than 10 weeks before Term/Course commences	Enrolment less than 24 weeks	Full refund less cancellation fee	10% of a Term fee/Course fee
		Enrolment more than 24 weeks		
	More than 4 weeks and up to 10 weeks before Term/Course commences	Enrolment less than 24 weeks	70% of a Term fee/Course fee	30% of a Term fee/Course fee
		Enrolment more than 24 weeks		
	4 weeks or less before Term/Course commences	Enrolment less than 24 weeks	40% of a Term fee /Course fee	60% of a Term fee/ Course fee
		Enrolment more than 24 weeks		
	Enrolment less than 24 weeks After Term/Course commences		No Refund	100% of a Term/Course fee
	Enrolment more than 24 weeks After Term/Course commences			

Note: A student who has **paid** fees for more than two Terms in advance and withdraws during a Term and more than four weeks before the commencement of the following Term, would receive no refund of fees for the current Term, at least 70% of the following Term's fees and a full refund of fees paid for any subsequent Term; less cancellation fees.

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
- the registered provider of the course refuses to provide, or continue providing, the course to the student at the location 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;
 - the student breached a condition of his or her student visa;
 - breach of Stanley College Code of Conduct.

Refunds after Stanley College Default

In the unlikely event of a 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.

Tuition Protection Scheme (TPS)

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

For more information on the TPS, visit www.tps.gov.au. For additional assistance, please contact:

Email: administrator@tps.gov.au

Within Australia phone: 1300 980 434

Outside Australia phone: +61 1300 980 434

Overseas Student Health Cover (OSHC)

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

How do I get OSHC?

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

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

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

What am I covered for?

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

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

How do I use my OSHC card?

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

Medibank Online Doctor Service

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

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

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

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

Accessing your visa information

For International Students: Your visa information is held electronically and you can access it at any time using the **Visa Entitlement Verification Online (VEVO)** system.

Note: Employers, banks and government services can also check details about your visa entitlements on VEVO once they have your consent to do so. For information on how to access VEVO see: [http://www.homeaffairs.gov.au/Busi/visas-and-migration/visa-entitlement-verification-online-\(vevo\)](http://www.homeaffairs.gov.au/Busi/visas-and-migration/visa-entitlement-verification-online-(vevo))

Your Responsibilities under the Student Visa

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

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

Your Study Visa Conditions are:

You **cannot** work more than 40 hours per fortnight* when your course is in session (other than work which has been registered as a part of the course)

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

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

*A fortnight means any period of 14 days commencing on a Monday and ending at the end of the second following Sunday.

You must satisfy the requirements of course enrolment, course level, course progress and course attendance.

You must maintain a minimum of 20 hours face-to-face scheduled course contact per week.

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

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

See: <http://cricos.education.gov.au>

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

You **must** maintain adequate arrangements for health insurance during your stay in Australia. **Note:** Under policy, this means that you must maintain Overseas Student Health Cover (OSHC).

You **must** continue to satisfy the requirements for grant of your student visa. This means, for example, that your main course of study must continue to be a course in the education sector that matches your student visa, and that you must continue to have sufficient financial capacity to support your study and stay in Australia.

You **must** maintain adequate schooling arrangements for your school-age dependents who joined you in Australia for more than 3 months as part of your student visa application. Additional fees may be payable (*source: Department of Home Affairs DHA*).

For more information on schooling options, please refer to:

StudyWest: www.studywest.des.wa.gov.au/studyinwa/Schooling/Pages/default.aspx

For the private schools in Western Australia information can be obtained directly from:

Catholic Education Office of Western Australia: www.ceo.wa.edu.au

Anglican Schools of Western Australia: www.asc.wa.edu.au

Private Schools Directory: <http://www.privateschoolsdirectory.com.au/perth-schools.php>

Association of Independent Schools Western Australia: www.ais.wa.edu.au

For more information, contact Stanley College at info@stanleycollege.edu.au

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

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

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

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

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

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

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

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

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

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

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

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