



# STUDENT HANDBOOK

**The Wales Institute Pty Ltd**

Sydney Melbourne| Perth

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RTO ID: 41275

CRICOS CODE: 03438A

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## Welcome

It is with pride and pleasure that I welcome you to The Wales Institute. Your decision to join the Institute is an excellent one and one in which you will gain immense satisfaction.

As a student, you are expected to apply yourself to Institute regulations, your study and display professional behaviour at all times. With this approach, you can expect from the Institute strong support and efficient services to ensure you have the finest opportunity to achieve your best.

Our aim is to provide high quality industry based training courses for current and potential employees in the business, management and human resources industries. The Institute continues to work toward its goals of achieving academic and service excellence.

On behalf of all staff at The Wales Institute, I hope your studies will be challenging and enjoyable and wish you every success with your studies.

**Harjinder Singh**  
**Principal.**

## BEFORE YOU START

As a Registered Training Organisation (RTO ID: 41275) and CRICOS Provider (CRICOS Provider Code: 03438A). The Wales Institute (TWI) can deliver nationally recognised Vocational Education and Training (VET) courses to domestic and international students. The Wales Institute currently delivers the following courses from its campus located at Level 4, 72 Mary St, Surry Hills NSW 2010, Level 7, 21 Victoria St., Melbourne, VIC-3000,  
Level 1 ,440 William Street , Perth WA 6000

- BSB30120 Certificate III In Business  
(CRICOS Course Code: 105974F)
- BSB40120 Certificate IV in Business  
(CRICOS Course Code: 105975E)
- BSB50420 Diploma of Leadership and Management  
(CRICOS Course Code: 104266J)
- BSB60420 Advanced Diploma of Leadership and Management  
(CRICOS Course Code: 105978B)
- BSB40420 Certificate IV in Human Resource Management  
(CRICOS Course Code: 105976D)
- BSB50320 Diploma of Human Resource Management  
(CRICOS Course Code: 105977C)
- BSB60320 Advanced Diploma of Human Resource Management  
(CRICOS Course Code: 105979A)
- BSB80120 Graduate Diploma of Management (Learning)

(CRICOS Course Code: 105335D)

- Advanced Diploma of Information Technology (Telecommunications Network Engineering)  
(CRICOS Course Code: 113564B)
- Certificate III in Carpentry (118462A)
- Certificate IV in Building and construction (118463M)

## KEY ROLES WITHIN THE ORGANISATION

Principal Executive Officer – Harjinder Singh: The Principal Executive Officer's (PEO) role involves providing leadership to the Institute's purpose, values, direction and quality expectations. The PEO is also responsible for ensuring the effective development and implementation of strategy to ensure The Wales Institute remains competitive, profitable and compliant.

Head Trainer –Trainer is responsible for overseeing the activities of the education department to ensure that training and assessment services are constantly delivered at a high standard. In addition, the Director of Studies position involves ensuring courses remain compliant with training package requirements, industry and VET Quality Framework requirements and for implementation of all aspects of the organisations training and assessment system.

Marketing and Campus Manager–: The Marketing and Admissions Officer is responsible for assisting students with any questions or queries they may have with regards to enrolling at the Institute.

**Accounts Manager-** : The Accounts Manager is responsible for overseeing and managing all financial activities related to the Training with TWI program. She ensures that accurate financial records are maintained, including student fees, payments, and related transactions. She also coordinates with students and staff to address any queries regarding fees or financial procedures, ensuring smooth financial operations.

**Student Welfare Officer** The Welfare Officer is the student's first point of contact for all student welfare related issues. The Welfare Officer is also responsible for providing students with confidential counselling in personal issues they may have which may be impacting progress in their enrolment.

**Student Support and Admission Officer**–The Student Services Manager's role involves overseeing the activities of the student services department to ensure that student services are constantly delivered at a high standard. The Student Services Manager is also responsible for ensuring the organisations student service functions remain compliant with all aspects of the VET Quality Framework, ESOS Act and associated legislation, regulation, standards, codes and frameworks, implementation of the organisations student services system and direct management of the student services and welfare officers.

**System (IT) Help Desk** –The System (IT) Help Desk Officers is responsible for assisting staff and students with any IT issues they may have e.g. Computer Issues, Printing, Photocopying

**Trainers and Assessors:** Trainers and Assessors are responsible for the delivery and assessment of The Wales Institutes programs to students and the review of learning materials and assessment tools within the organisation. Trainers and Assessors teach students to excel in their vocation.

**Reception:** Reception is the first point of contact for all staff and students. Reception is responsible for answering phone calls professionally, passing on information and messages to relevant staff members and assisting staff and students with general questions they may have.



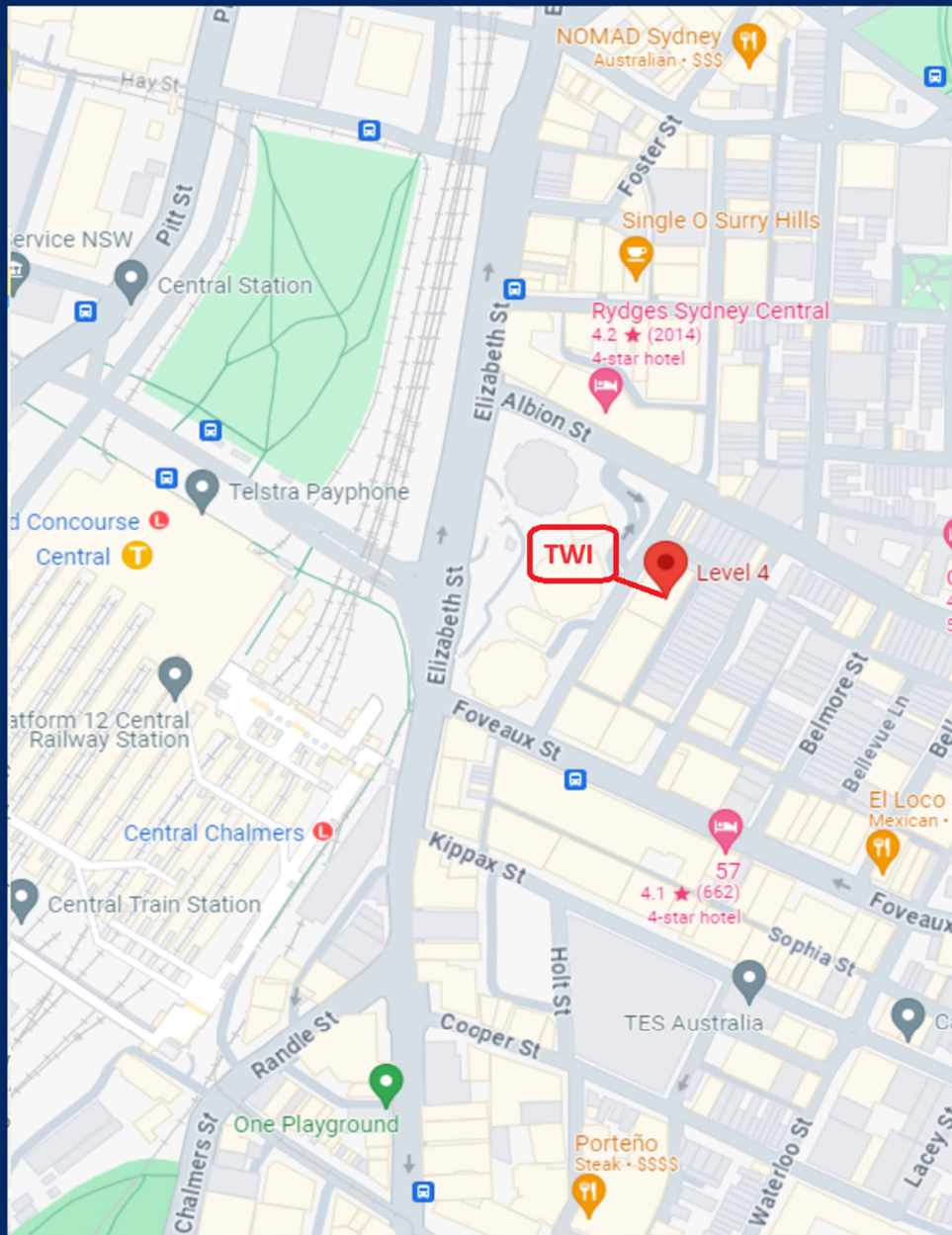
## COLLEGE LOCATION AND FACILITIES

The Wales Institute is located at Level 4, 72 Mary St, Surry Hills NSW 2010.



THE WALES  
INSTITUTE

HOW TO  
FIND US



Level 4, 72 Mary St, Surry Hills, NSW 2010

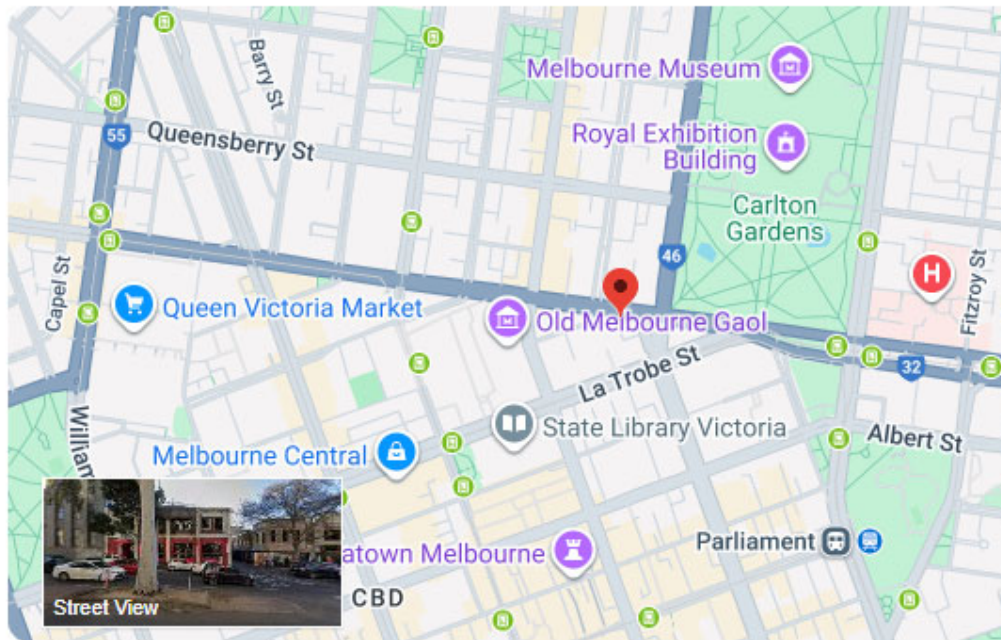
The premises is located 2 minutes' walk from Central Train Station, at the heart of the City.

The college building comprises of:

- theory classrooms, equipped with power point projectors, trainer computers, white boards
- Student computer lab, equipped with flat screen computers with Microsoft Office, Internet and printing and photocopying facilities
- Student break out area
- Staff kitchen
- Student services office space
- Administration and Management office space

<p><b>GENERAL STAFF OPERATING HOURS:</b></p> <p><b>Monday to Friday: 9:00am – 9:00pm</b></p>	<p><b>COMPUTER LAB OPERATING HOURS:</b></p> <p><b>Monday to Saturday: 9:00am – 9:00pm</b></p> <p><b>Sunday: 9:00am – 5:30pm</b></p>
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Melbourne. Level 7, 21 Victoria St., Melbourne, VIC-3000.

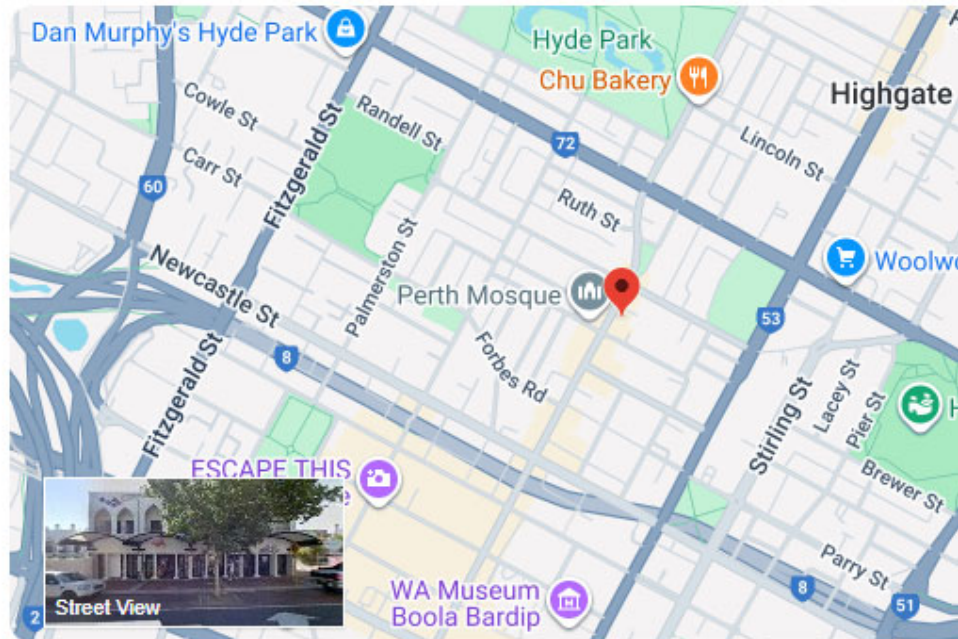


Level 7/21 Victoria St  
Melbourne VIC 3000

The college building comprises of:

- theory classrooms, equipped with power point projectors, trainer computers, white boards
- Student computer lab, equipped with flat screen computers with Microsoft Office, Internet and printing and photocopying facilities
- Student break out area
- Staff kitchen
- Student services office space
- Administration and Management office space

Perth. Level 1 , 440 William Street, Perth WA 6000.



1/440 William St

Perth WA 6000

The college building comprises of:

- theory classrooms, equipped with power point projectors, trainer computers, white boards
- Student computer lab, equipped with flat screen computers with Microsoft Office, Internet and printing and photocopying facilities
- Student break out area
- Staff kitchen
- Student services office space
- Administration and Management office space

## 1.0 INTRODUCTION

This Student Handbook is designed to provide students with relevant information to assist with their studies and life at The Wales Institute.

You may use the 'Quick Guide: Who Can Help Me' section on the next page to quickly locate the most appropriate person to contact with your query.

We have attempted to make this Student Handbook as comprehensive and helpful as possible, however if you feel we have missed something, please email your ideas and suggestions to the Student Services Manager at [studentservices@twi.edu.au](mailto:studentservices@twi.edu.au).

A more comprehensive record of The Wales Institute's policies and procedures, including explanations and advice can be obtained by visiting the Student Services Team.

## 2.0 QUICK GUIDE - WHO CAN HELP ME

Staff Hours are from 8:00am – 5:30pm, Monday to Friday		
Issue	Position	Name and Email Address
<ul style="list-style-type: none"> <li>After hours emergency</li> </ul>	Principal	<a href="mailto:harjinder@twi.edu.au">harjinder@twi.edu.au</a>
	Marketing and Campus Manager	<a href="mailto:studentservices@twi.edu.au">studentservices@twi.edu.au</a>
<ul style="list-style-type: none"> <li>Admissions and Enrolment</li> <li>Overseas Student Health Cover</li> <li>Visa Issues</li> <li>Re-enrolment</li> </ul>	Marketing and Admissions Manager	<a href="mailto:admissions@twi.edu.au">admissions@twi.edu.au</a> <a href="mailto:marketing@twi.edu.au">marketing@twi.edu.au</a>
	Marketing and Admissions Officer	
<ul style="list-style-type: none"> <li>Academic Issues</li> <li>Classroom Issues</li> <li>Recognition of Prior Learning/Credit Transfer</li> <li>Timetabling</li> </ul>	Student Welfare Officer	
	Head Trainer (Business Services)	
<ul style="list-style-type: none"> <li>Accommodation Issues</li> <li>Bank Account Assistance</li> <li>Career/Job Counselling</li> <li>Complaints and Appeals</li> <li>Cultural Adjustment</li> <li>English Language Support</li> <li>Finance/Fees Issues</li> <li>Settlement Issues</li> </ul>	Head Trainer (Human Resource)	
	Talk to your Trainer first then:  - Student Welfare Officer	
		<a href="mailto:harjinder@twi.edu.au">harjinder@twi.edu.au</a>

<ul style="list-style-type: none"> <li>• Welfare Issues</li> <li>• Airport Pickup</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Student Services support and admin officer</b></li> <li>- <b>Principal</b></li> </ul>	
<ul style="list-style-type: none"> <li>• Academic Progress</li> <li>• Access to Policies and Procedures</li> <li>• Attendance</li> <li>• Certificates, Statement of Results and Statements of Attainment</li> <li>• Change of Address</li> <li>• Deferment, Suspension or Cancellation Applications</li> <li>• Extra-curricular activities</li> <li>• Graduation</li> <li>• Orientation</li> <li>• Personal Files and Documentation</li> <li>• Refund Applications</li> <li>• Student ID Cards/RTO Manager Login</li> </ul>	<b>Reception</b>  <b>System (IT) Helpdesk</b>  <b>Student Service Officer</b>  <b>Student Services Manager</b>	Reception <a href="mailto:info@twi.edu.au">info@twi.edu.au</a>  <a href="mailto:it-support@twi.edu.au">it-support@twi.edu.au</a>  <a href="mailto:studentservices@twi.edu.au">studentservices@twi.edu.au</a>
IT Issues e.g. Computer Issues, Student Printing, Photocopying	<b>Systems IT Administrator</b>  <b>Systems IT Help Desk</b>	<a href="mailto:helpdesk@twi.edu.au">helpdesk@twi.edu.au</a> <a href="mailto:it-support@twi.edu.au">it-support@twi.edu.au</a>

## 3.0 ACCESS AND EQUITY

### Policy

The aim of The Wales Institute's access and equity policy is to promote full and equal participation of all students and staff, and to foster an environment free of discrimination and harassment. The Wales Institute is committed to ensuring equal opportunity for all.

### The Wales Institute's access and equity principles:

- 1.1 All staff and students have a right to equal opportunity
- 1.2 There is recognition of, respect for and promotion of diversity within our community
- 1.3 There is encouragement of initiatives to effect change
- 1.4 While some people clearly need our advocacy, we support and encourage people on the journey of self-determination and self-advocacy (empowerment)
- 1.5 Everybody has the right to participate in decisions that affect their lives

To view our full policy, refer to our Access and Equity Policy available at Reception.

## 4.0 ACCOMMODATION

Accommodation will vary according to your needs, budget, and where you wish to live. Sydney has many options for students including homestay, shared accommodation,



serviced apartments and private leasing (rental). Many of these accommodation options are available close to the college or with direct public transport access to the college.

### **Rental**

You can rent or 'lease' a property by yourself or with friends. This can be done through a real estate agent or privately. When renting a property you will need to pay a security deposit or 'bond' (which is usually four weeks rent), as well as rent in advance (also usually four weeks). The bond is held to repair any damage that you, your house mates or house guests cause to the property while renting. Some, or all, of this amount may be refunded to you once your tenancy agreement has terminated.

For more information on your rights and obligations when renting in NSW you should contact the NSW Government Fair Trading on 13 32 20.

### **Homestay**

With homestay, you will live with a family in their home. Homestay can be a good option for younger students as you will have all the comforts of an established home, often with meals and cleaning included. Families offering homestay accommodation to international students are thoroughly screened to ensure they can provide a suitable living environment for students.

### **Legal protection**

You have certain responsibilities to meet when it comes to paying accommodation expenses on time, cleaning and maintenance. You also have the right by law to feel secure in your property, maintained with working facilities. If there are any problems with your accommodation, talk to your agent or landlord (if renting) or the service where you found your homestay.

There are also organisations such as tenants unions and consumer advocates that can provide assistance. To find out more please contact the Student Services Team.

Estimated costs for accommodation in Sydney are as follows:

- Share Accommodation – AUD\$50 - \$200 per week(approx.)
- Rental Accommodation – AUD\$200 - \$450 per week (approx.)
- Homestay AUD\$150 - \$300 per week per week (approx.)
- Hotels and Guesthouses AUD\$80 - \$135 per week (approx.)

Students should make enquiries and arrangements for accommodation prior to arriving in Australia.

## **5.0 ADDRESS AND CONTACT DETAILS**

Condition 8533 of your student visa requires you to notify your education provider of your residential address in Australia within 7 days of arriving in Australia. In addition, you must notify your education provider of any change in your residential address within 7 days of the change.

It is your responsibility to ensure that you always update your address details at the Institute to ensure you receive important information about your course, fees, receipts and any other important information

## **6.0 ADMISSIONS**

The Wales Institute ensures that all individuals who gain access into a Nationally Accredited Program have the appropriate skills and abilities they require to be successful in their studies.

Each course has specific entry requirements as listed in the course information sheet for the particular course. We will assist you with Admissions into your chosen program and will guide you through the admissions process.

If you have any questions with regards to Admissions, please speak to the Marketing and Admissions Team or see the Institute's Student Entry Requirements, Selection, Enrolment and Orientation Policy available at Reception.

## **7.0 AIRPORT PICKUP**

We are able to arrange to pick you up from the airport on arrival. This service comes as an additional fee. Please speak to TWI Marketing and Admissions staff to arrange for this or if you would like to know more information including current prices.

## **8.0 ASSESSMENT**

Assessment is the means by which we determine whether or not a competency has been achieved. It is the process of collecting evidence and making judgements about the extent to which a person demonstrates the knowledge and skills as set out in the standards or learning outcomes of a unit of competency. For an effective assessment system in a competency environment, some basic principles must apply.



Underlying principles of assessment:

- a) **Valid:** The assessments actually assess what they claim to assess and what they have been designed to assess. Validity of assessment is when:
  - Assessors are fully aware of what is to be assessed, as indicated by the standards of competence, including clearly defined performance criteria;
  - Appropriate evidence is collected from activities that can be clearly related to the units of competency.
- b) **Reliable:** Individual learners would get a similar result if tested on different occasions, given the same set of circumstances
- c) **Flexible:** The assessment instrument can be adapted to suit work needs and site needs
- d) **Fair:** Assessment instruments are fair when:
  1. The Instrument is non-discriminatory and inclusive
  2. The Instrument can be reasonably adjusted
  3. Language, literacy, numeracy requirements are appropriate for the competency level

Underlying rules of evidence:

- a) **Valid:** Validity means the instrument covers the knowledge and skills that are essential to competent performance as set out in the unit of competency.
- b) **Sufficient:** The instrument allows for the collection of sufficient quality and quantity of evidence – as set out in the Critical aspects of evidence for the unit of competency.
- c) **Authentic:** The instrument allows an assessor to be assured that the evidence presented for assessment is the candidate's own work.
- d) **Current:** The instrument allows enough current evidence to be collected to make a decision of competent/not yet competent.

Your program of study may include a combination of any of the following assessment tasks:

- **Demonstration:** Any practical display that happens off-the-job including role-play, simulation and performance of a skill.
- **Knowledge test:** Multiple choice questions, short answer or essay, usually under supervised and/or timed conditions. May be written, oral or open-book.
- **Interview:** Interviews may be conducted face-to-face, by telephone or web conference.

- **Presentation:** Oral presentations may be made to an audience during a workshop or on video. Differs from demonstration as not actually demonstrating a skill.
- **Project:** A series of tasks to be completed to produce a specific definable outcome. The outcome is known as the deliverable. Once the outcome has been delivered the project is finished.
- **Report:** A report provides information about something that has happened. Usually done in the candidate's own time and submitted for assessment. A reflective journal is a type of report.
- **Documents:** A candidate may be asked to present previously completed documents as evidence. A supervisor's verification is also a document.
- **Workbook:** Completion of the assessment activities in the student's workbook. Assessment activities may relate to questions assessing knowledge, demonstration of skills, case studies and practical activities which become part of formative assessment and are collected over a period of time.

Your Trainer/Assessor will provide you with the full details of the assessment tasks for each unit of competency in your program and will let you know when each assessment task is due and the required acceptable standard.

Note that the Institute's Assessment, Reassessment and Repeating Units of Competency Guidelines Policy applies to all assessment tasks. The Institute will go through this policy with you at Orientation and is available from your Trainer/Assessor or Reception.

## 9.0 ASSESSMENT RESULTS

To successfully complete a unit of competency i.e. achieve a competent result for the unit, you must achieve a Satisfactory Result for all assessment tasks for that unit. Your Academic Results will be available within 10 working days of your final assessment task for the unit and can be accessed through RTO Manager or by visiting the Student Services Department.

## ATTENDANCE

### Policy

The Wales Institute recognizes the correlation between student attendance and achievement of course outcomes. Whilst there are no specific attendance requirements for VET students, as outlined in Standard 8 of National Code 2018, students should be aware that attendance in classes is one of the key indicators in determining the successful course progression. In turn, The Wales Institute maintains a policy of 80% and above attendance for all class sessions. The Institute systematically records, monitors and assesses student attendance and where attendance falls below acceptable levels, the student will be counseled in line with this policy and procedure.

## **1.0 Guidelines**

- 1.1 Satisfactory attendance for International Students is defined as attending 80% or more of the scheduled contact hours in each term
- 1.2 A term is considered to be 10 weeks in duration. Where a student commences a term late, the term will be considered as the remaining duration for that 10 week period e.g. Student commences Term 1, 2021 at the start of week 3, means that the student's term duration for Term 1, 2021 is 8 weeks
- 1.3 Student attendance is calculated by dividing the total numbers of scheduled minutes for the term, by the numbers of attended minutes by the student and multiplying the figure by 100.
- 1.4 All attendance monitoring communication between the student and the college will be recorded appropriately in the Institute's Student Management System, with documentation retained in the Students file.
- 1.5 Students will be informed of this policy and its consequences through the following means:
  - 1.5.1 Inclusion of information about the policy in the enrolment form
  - 1.5.2 Inclusion of information about the policy in the student handbook
  - 1.5.3 Overview of the policy at the selection interview
  - 1.5.4 Inclusion of information about the policy in the offer letter and agreement form
  - 1.5.5 Overview of the policy at the student orientation program

## **2.0 Recording Student Attendance**

- 2.1 The Student Services Department is responsible for preparing the Weekly Attendance Sheet for each class. In doing so, the Students Services Department will ensure the Weekly Attendance Sheet reflects accurate timetabling details, including listing only current students. Students not listed on the Weekly Attendance Sheet must see the Student Services Department to rectify the situation

- 2.2 The Trainer is to pick up the Weekly Attendance Sheet from the Student Services Department prior to commencement of the class for that week
- 2.3 Trainers are to record the arrival times of students in the sign in column of the Weekly Attendance Sheet e.g. 9:04am
- 2.4 Trainers are to record the sign out time of students in the sign out column of the Weekly Attendance Sheet e.g. 3.09pm
- 2.3 The comments column will be used to indicate whether medical certificates have been provided and any other relevant attendance related issues, including if the student left the class early (including the actual time), then returned to class prior to their final sign out time (including the actual time)
- 2.4 Trainers are to sign the Weekly Attendance Sheet to confirm that the information provided is true and correct
- 2.5 At the conclusion of the last class for the week, the Trainer is to immediately forward the complete Weekly Attendance Sheet to the Student Services Department
- 2.6 The Student Services Department ensures attendance is entered into the student management system within 5 working days of the final class for the week and signs the Weekly Attendance Sheet as confirmation that attendance has been entered accurately into the Student Management System

### **3.0 Monitoring Student Attendance**

- 3.1 Student Attendance is monitored on a regular basis by Trainers, the Student Services Department and the Student Services Manager
- 3.2 Trainers monitor student attendance on a daily basis, based on the Weekly Attendance Sheet. Where students are not attending classes as scheduled, the Trainer will encourage and counsel students to improve their attendance. Where necessary, the Trainer will inform the Student Services Department to hold a formal counseling meeting with the Student
- 3.3 The Student Services Department monitors student attendance on a weekly basis, based on the information included in the Student Management System, and will counsel students as instructed by Trainers and the Student Services Manager
- 3.4 The Student Services Manager monitors student attendance on a weekly basis, based on reports from the Student Management System. The Student Services Manager will counsel and report students in line with the requirements of this policy

### **4.0 Assessing Student Attendance**

- 4.1 The Student Services Manager assesses student attendance on a weekly basis by analyzing reports generated from the Student Management System
- 4.2 The attendance monitoring mechanism remains the same as outlined in Student Attendance Policy Version 1.0
- 4.3 Students whose attendance has fallen below 80% may not be reported if:
  - 4.6.1 The student is making satisfactory course progress; and
  - 4.6.2 The decision is consistent with this policy and procedure

## **5.0 Calculating Student Attendance**

- 5.1 Student attendance is calculated by dividing the total number of scheduled minutes for the term, by the number of attended minutes by the student and multiplying the figure by 100.
- 5.2 The calculation is based on the student's actual attendance in scheduled classes which is reflected in the Weekly Attendance Sheets.
- 5.3 The Wales Institute's Student Management System automatically calculates student attendance based on Weekly Attendance Sheets

## **10.0 BANKING**

Most banks are open Monday – Thursday from 9:30am – 4:00pm and on Friday from 9:30am – 5:00pm with some banks open for limited hours on Saturday and closed on Sunday. To open an account, take your passport and student ID card and the money you would like to deposit to the information desk and ask for a savings and/or transaction account. You can change your money from foreign currency to Australian dollars at any bank.

## **11.0 CERTIFICATES AND STATEMENT OF RESULTS**

The Wales Institute will issue AQF Qualifications upon the successful completion of the course that is outlined in your Student Acceptance agreement.

The Wales Institute will ensure all qualifications and Statement of Attainments that are issued from The Wales Institute are within its Scope of Registration and meet the requirements as stipulated in the relevant nationally endorsed Training Packages, qualifications, competency standards or units specified in accredited courses.

Once you have met your program requirements and paid your relevant tuition fees, you are able to apply for your Certificate and Statement of Results (SoR) by completing the Certificate Issue Request Form. On completion of the form, the college will check you have met all course requirements and have paid all tuition fees. If you are eligible, you

will be contacted within 10 working days to have you pick up your Certificate and Statement of Results (SoR). Alternatively, you can have the Certificate and Statement of Results (SoR) posted to you or presented to you at Graduation. If you have not met all course requirements or have outstanding fees, the Student Services team will contact you within 5 working days and inform you accordingly.

If you have not completed all program requirements, you may be eligible for a Statement of Attainment for your successfully completed units. To apply, please fill in the Statement of Attainment Issue Request Form.

## **12.0 CHEATING AND PLAGIARISM**

Assessments and tests are considered the most important aspect of student development throughout the course and any form of plagiarism or cheating will be considered a serious violation of Institute rules. To ensure the most fair and honourable system of assessment for students, The Wales Institute operates and maintains a policy of honesty and integrity with regards to the presentation and submission of all assessments. This is viewed formally with serious consequences for any deviations to this intent.

### **Policy**

Students who are found cheating or guilty of plagiarism in any form of assessment will be deemed Not Yet Competent for the relevant Unit of Competency. The student will then need to re-submit, re-sit assessment at an additional cost of \$50.

Students who are found cheating or guilty of plagiarism for a second time will need to re-enrol and repeat the entire Unit of Competency and pay applicable fees. Students will also be issued with an official written warning, which will be placed in the students file. Continued behaviour of this kind may result in the student being expelled from the Institute.

Full details regarding Cheating / Plagiarism can be found in the Institute's Assessment, Reassessment and Repeating Units of Competency Guidelines Policy available at Reception.

## 13.0 CHEMISTS

Most chemists are open from 9:00am – 5:30pm. If you need a chemist urgently, ask The Wales Institute Reception or Student Services Team to find out if there is local chemist that closes late.

## 14.0 CLASSROOM OPERATION

### Introduction

The security and appearance of the classrooms is the responsibility of the teacher allocated to that room and should reflect the professional image that the Institute holds. As ownership and pride in the student's surroundings and the presentation of their work is to be considered part of their professional development, it is expected that these activities be incorporated into class time. Behaviour in the classroom is expected to be conducive to the most effective learning environment for all class participants.

### Guidelines

- 1.0 Food and beverages are not permitted to be consumed in classrooms.
- 1.1 At the end of every class, the room is to be tidied up, chairs pushed in, and tables straightened. This is to be checked by the teacher before dismissal.
- 1.2 In the case of temporary rearrangement or movement of Institute resources and materials, these are to be returned by the students at the end of the session.
  
- 2.0 All classrooms should be locked when not in use.
  
- 3.0 Please be aware that some classrooms are used for scheduled meetings after class times and therefore will not always be available for Teachers.
  - 3.1 If class rooms are required for use outside usual class times bookings are required to be made in advance through the Principal.
  
- 4.0 On advice of Open Days or other special occasions, Teachers are required to organise the cleaning and set up of the room using display material appropriate for their class.
  - 4.1 As classes are utilised by more than one class, Teacher's will be advised of the particular classroom they will display.
  - 4.2 In the case where the Teacher feels additional cleaning is required, cloths and spray cleaner will be made available for tables and boards.
  - 4.3 Vacuuming will be covered by Maintenance department procedures.

5.0 The use of electronic equipment such as mobile phones is not permitted whilst class is in session.

5.1 A lap top computer is permissible provided it is relevant to the class.

5.2 The use of a dictionary by students in class is permitted.

5.3 Under no circumstance may a student connect their laptop, smartphone, or any electronic device, to The Wales Institute's server, for any reason whatsoever including for use of the internet.

6.0 Students are expected to use appropriate language at all times.

6.1 Teachers are also reminded that the use of offensive language in class does not reflect the Institute philosophies.

6.2 Students are expected to speak English in the classroom in accordance with local etiquette.

7.0 In accordance with WHS procedures please advise the Principal by email

[harjinder@twi.edu.au](mailto:harjinder@twi.edu.au) for any maintenance issues apparent in the classroom or anywhere within the college campus. This advice will be attended to in a timely manner.

## 15.0 CODE OF CONDUCT

All students enrolled in programs or using the services of the Institute are required to maintain appropriate standards of conduct at all times.

### Guidelines

Where behaviour is deemed to be improper or inappropriate as outlined below, the Institute will take action in accordance to the Student Disciplinary Policy.

#### 1.0 Improper or Inappropriate Behaviour

1.1 Improper or inappropriate behaviour includes but is not restricted to:

1.2 Being on The Wales Institute premises and consuming or having consumed alcohol;

1.3 Persistent disruptive behaviour;

1.4 Verbally abusive or hostile behaviour affecting fellow students;

1.5 Smoking or the use of prohibited or illegal substances at The Wales Institute classes or on The Wales Institute premises;

1.6 Deliberate misuse of The Wales Institute equipment or materials;

1.7 Behaviour of a discriminatory nature;



- 1.8 Carriage, use or being in possession of a prescribed or regulated weapon or dangerous article on The Wales Institute premises;
- 1.9 Physical assault on a member of general or teaching staff, other students or members of the public or behaviour which is perceived to be threatening;
- 1.10 Theft from staff or students at The Wales Institute;
- 1.11 Slander or harassment (whether verbal, sexual or otherwise) of staff or other students;
- 1.12 Arson of The Wales Institute property;
- 1.13 Wilful or malicious damage to The Wales Institute property or equipment.
- 1.14 Any student who has been found to willingly or accidentally activate fire or security alarms which result in the calling out of emergency services such as the fire department, police, ambulance or any other emergency service will be liable for whatever costs are incurred by their actions. Furthermore, students may be prosecuted under State or Federal laws in relation to their actions.

## **2.0 Serious Misconduct**

- 2.1 Serious misconduct is deemed to be behaviour that is illegal, wilful or premeditated. This behaviour can result in immediate suspension pending investigation and may lead to expulsion.
- 2.2 Misconduct of a criminal nature will be reported to the appropriate authority.

## **3.0 Student Conduct**

- 3.1 Students enrolled at The Wales Institute should adhere to the following;
  - 3.1.1 Respect other people's rights to hold different positions and views in our society;
  - 3.1.2 Are receptive to others point of view;
  - 3.1.3 Do not discriminate against another person for their beliefs, nationality, religion, age, associations or sex;
  - 3.1.4 Not to impose their own values on other students.
  - 3.1.5 Students are given the capacity and right to learn with equal opportunity to develop their maximum potential.

# **16.0 COLLEGE CODE OF PRACTICE**

In all interactions with The Wales Institute and its staff, the Institute will comply with its Code of Practice.

## Policy

The Wales Institute promotes a professional educational environment and expects all staff to conduct themselves in a professional manner. The Institute acts with the highest level of integrity in providing quality Vocational Education and Training services to its clients and adopts policies, procedures and practices, which comply with all relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its operations and scope of registration.

The Wales Institute:

- Advertises and markets its training services with integrity, accuracy and professionalism
- Recruits participants in a responsible and ethical manner
- Provides accurate, relevant and up-to-date information and states its fees and charges to its students prior to enrolment
- Provides qualified and experienced trainers and assessors who:
  - Undertake their duties with honesty, objectively, integrity and diligence
  - Act professionally and give the highest standards of service to students
  - Conduct fair, flexible, valid and reliable competency based assessments
- Provides up-to-date facilities and equipment in a safe and healthy environment
- Delivers monitors and reviews training and assessment services to ensure that the interests and welfare of students are maintained
- Provides an appeals and grievance procedure and opportunities for reassessment
- Recognises the rights and dignity of the students observing at all times the tenets of Anti-Discrimination and Equal Opportunity Laws.
- Complies with the requirements of Commonwealth, State or Territory legislation and regulatory requirements relevant to its operations and scope of registration (outlined in the Institute's Legislative and Regulatory Requirements policy)
- Treats students fairly with professional concern for their interests and refers students to external advice if necessary
- Acts in a way that promotes co-operation and good relations among the people the organisation works with
- Maintains accurate confidential and secure training and financial records
- Encourages feedback and evaluation from stakeholders
- Observes total discretion and confidentiality in all dealings
- Provides timely and accurate information to government agencies and funding bodies

## 17.0 COMPASSIONATE AND COMPELLING CIRCUMSTANCES

### Policy

The Wales Institute will assess whether compassionate or compelling circumstances exist, based on documented evidence provided by the student.

The evidence will be reviewed and a decision made at the discretion of The Wales Institute.

### Definition

Compassionate or compelling circumstances are generally those beyond the control of the student, when they have an impact on the student's course progress or wellbeing.

These could include:

- serious illness or injury;
- death or illness of close family members such as parents or grandparents
- major political upheaval or natural disaster in the international student's home country requiring emergency travel and this has impacted, or will impact, on the student's studies;
- a traumatic experience which could include:
  - Involvement in, or witnessing of a serious accident; or
  - Witnessing or being the victim of a serious crime, and this has impacted on the student;
- Where TWI was unable to offer a pre-requisite unit;
- Inability to begin studying on the course commencement date due to delay in receiving a student visa.
- Where a student fails occasional units throughout the course, but has not done so poorly as to be picked up by The Wales Institute's Student course progress policy

International students may also defer or suspend their studies with TWI for other reasons; however, the student will be required to provide compelling documentary evidence to support their request.

### Guidelines

1.0 Medical certificates provided as evidence must:

- (i) include the doctor's contact details
- (ii) state that the student has a 'medical condition and is unfit for class'
- (iii) state the length of time the student will be unfit for class

(iv) be issued by a registered doctor

2.0 Death certificates provided as evidence must be translated into English and certified.

3.0 Evidence of a major political upheaval or natural disaster must be within reasonable proximity to the students' family and will be investigated by The Wales Institute

4.0 Evidence of a traumatic experience must include a police report or psychologists' report/letter.

4.1. The psychologist report/letter must:  
include the psychologist's contact details  
be issued by a registered psychologist

## 18.0 COMPETENCY BASED TRAINING

You are participating in competency-based training. So, what exactly does that mean?

Qualifications are made up of Units of Competency. These tell us the skills and knowledge recognised as necessary to perform effectively in a particular job or role. Each industry area divides these skills and knowledge into related categories that form National Competency Standards for specific industry areas. The National Competency Standards provide a framework for training and assessment and tell us what skills and knowledge an employee at a particular level within a particular industry should be reasonably expected to have. So a competency is: "... The ability to perform a job to the required level of performance expected in the workplace." Our assessments are based on confirming if you have the skills, knowledge and attitudes to perform a job.

## 19.0 COMPLAINTS AND APPEALS

### Policy

The Wales Institute endeavours to create a positive learning environment, free of coercion, unfair treatment or harassment. Any circumstance caused by a fellow student, staff member, or with the Institute in general, which affects the well-being of a student, will be dealt with in a professional manner in line with published procedures. Students who are dissatisfied with decisions made by the Institute will be able to access the Institute's internal and external appeals processes, which are handled with care, fairness, professionalism, objectivity and independence. Should a student access The

Wales Institute's appeal process, the students' enrolment will be maintained until the internal appeals process and if necessary, external appeals process has been completed. Once the appeals process has been completed, The Wales Institute will undertake necessary actions depending on the outcome of the appeals process, within 10 working days of the process being finalized.

### **General Guidelines**

1.0 A complaint is defined as a dissatisfaction with a treatment or service made by a student, staff member or The Wales Institute in general. Examples of complaints include, but are not limited to:

- a) Unfair treatment by a fellow student or TWI staff member
- b) State of classroom facilities, equipment or resources
- c) Time taken to receive feedback on academic results
- d) Any interaction conducted within the Institute

2.0 An appeal is defined as a dissatisfaction with a decision made by The Wales Institute. Examples include, but are not limited to:

- a) An assessment decision made by an assessor
- b) TWI's intention to report a student for non-compliance of a visa condition
- c) TWI's decision to not provide a student refund
- d) TWI's decision to not approve a transfer request
- e) TWI's decision to not accept an enrolment
- f) TWI's decision to not approve a suspension of studies, deferment or cancellation request

Note that grounds for internal appeals generally fall in to, but are not limited to, one of the following categories:

- a) New evidence being received by the Institute, which was not reasonably available at the time that The Wales Institute made its decision
- b) Procedural irregularity by The Wales Institute
- c) Other (compassionate or compelling circumstances)

### **3.0 Internal Complaints/Appeals Guidelines**

3.1 There is no cost involved to students in accessing TWI's internal complaints and appeals process

- 3.2 All parties directly involved in the internal complaints and appeals process may be accompanied and assisted by a support person at any relevant meeting
- 3.3 Complaints and Appeals applications must be accompanied with relevant documentation e.g. written statements, names of witnesses and any other relevant documents to support the students' case. The evidence provided by the student will determine TWI's investigative activities and will form the basis of TWI's decision
- 3.4 Should a student not make an internal appeal within 20 working days of The Wales Institute's initial decision, The Wales Institute's initial decision will be maintained and the Institute will act on the decision
- 3.5 All students that access The Wales Institute's complaints and appeals process will be provided with acknowledgement of receipt within 5 working days of the complete complaint/appeal (including supporting evidence) being received
- 3.6 The Wales Institute will maintain the student's enrolment while the complaints and appeals process is ongoing, and will not act on the Institute's initial decision until the appeals process has been completed. Students must in turn ensure they continue to meet their attendance and course progress requirements until the process has been completed
- 3.7 All students that access The Wales Institute's complaints and appeals process will be provided with written notification of the outcome, including reasons for the outcome, within 10 working days of the complete complaints/appeal being received
- 3.8 Where the complaint or appeals process results in a decision that supports the student, The Wales Institute will complete any corrective actions within 10 working days from the decision
- 3.9 Where the complaint or appeal process results in a decision that is not in favour of the student, the student may choose to access The Wales Institute's external appeals process within 10 working days of the internal appeal outcome
- 3.10 The Wales Institute will assist all students with the external appeals process and will provide the student with written acknowledgement that the external appeals process has been activated upon advice from the student
- 3.11 All records of the complaints and appeals process will be filed in

the students file

#### **4.0 External Complaints/Appeals Guidelines**

- 4.1 Students that are dissatisfied with the outcome of The Wales Institute's internal complaints and appeals process, have the right to access The Wales Institute's external appeals process within 10 working days of the internal appeal outcome. Should a student not make an external appeal within 10 working days of the internal appeal outcome, The Wales Institute's initial decision will be maintained and the Institute will act on the initial decision
- 4.2 The Wales Institute's external appeal reviewers are:
  - Australian Council for Private Education and Training (Domestic Students)
  - Overseas Students Ombudsmen (International Students)
- 4.3 The external review is provided at minimum cost to students that wish to access it. Where there are appeal application fees involved with the above two mentioned bodies, The Wales Institute will cover 50% of the application fees, with the remaining 50% to be covered by the student
- 4.4 The Wales Institute will maintain the student's enrolment while the complaints and appeals process is ongoing, and will not act on the Institute's initial decision until the appeals process has been completed. Students must in turn ensure they continue to meet their attendance and course progress requirements until the process has been completed
- 4.5 In most cases, the purpose of the external appeals process is to consider whether The Wales Institute has followed its policies and procedures, not to make a decision in place of The Wales Institute
- 4.6 The outcome of the external appeal is final, however does not remove the right for the student to take further action under Australia's Consumer Protection Laws, pursue other legal action or make a complaint to:
  - The National Training Complaints Hotline 1800 000 647
  - Australian Skills Quality Authority (ASQA)  
<http://www.asqa.gov.au/complaints/making-a-complaint.html> (complaints about information provided by RTO's, the quality of delivery and assessment and

qualifications issued or yet to be issued only)

- Department of Fair Trading  
(<http://www.fairtrading.nsw.gov.au>)
- Administrative Appeals Tribunal (<http://www.aat.gov.au>)

- 4.7 Where the external complaints or appeals process with ACPET or OSO, results in a decision that supports the student, The Wales Institute will provide written advice to the student of the outcome and will complete all necessary corrective actions within 10 working days
- 4.8 Where the external complaints or appeals process with ACPET or OSO, maintains The Wales Institute's decision, the Institute will implement the actions as stated in its initial decision
- 4.9 All records of the complaints and appeals process will be filed in the relevant students' file
- 4.10 Students not satisfied with The Wales Institute's complaints and appeals process can contact the Department of Education by email on [esosmailbox@deewr.gov.au](mailto:esosmailbox@deewr.gov.au) or phone 13 33 97

## 5.0 COMPLAINTS / APPEALS PROCESS

**Informal Stage (Complaint only):** Student advises Student Services Team and attempts to solve the problem with parties involved informally.

- If the student is satisfied with the outcome, no further action is needed.
- If the student is not satisfied with the outcome, progress to step 1.

**STEP 1 – INTERNAL (Complaint and Appeals):** Student completes the relevant form (TWI Complaint Form or TWI Internal Appeal Form) with relevant supporting documentation and lodges it with the Student Services Manager. For appeals, this must be within 20 working days of TWI's initial decision.

The Student Services Manager:

- a) Reviews the case and provides written advice of receiving the complaint/appeal within 5 working days of receiving the complete student submission
- b) Schedules a meeting with the relevant parties involved
- c) Provides student with outcome, including reasons for the outcome within 10 working days of receiving complete student submission

If the student is satisfied with the outcome, no further action is needed.

If the student is not satisfied with the outcome, progress to step 2.



**STEP 2 – EXTERNAL (Complaints and Appeals):** Within 10 working days of receiving the outcome, the student makes an external appeal to the Australian Council for Private Education and Training (Domestic Students) or the Overseas Students Ombudsmen (International Students) and completes and submits the TWI External Appeal Form to the Student Services Manager.

The Student Services Manager:

- a) Provides ongoing assistance to the student in accessing the Institute's external appeals process
- b) Provides written advice acknowledging the students external complaint/appeal within 5 working days
- c) Provides student with final outcome, including reasons for the outcome within 10 working days of receiving notification from ACPET or OSO

ACPET and the OSO will review the appeal and inform The Wales Institute and the student of the outcome.

Note that in most cases, the purpose of the external appeals process will be to consider whether The Wales Institute has followed its policies and procedures, not to make a decision in place of The Wales Institute. ACPET and OSO decisions are final however this does not remove the right for the student to take further action under Australia's Consumer Protection Laws or pursue further legal action.

Where the external complaints or appeals process with ACPET or OSO results in a decision that supports the student, The Wales Institute will provide written advice to the student of the outcome and will complete all necessary corrective actions within 10 working days.

Where the external complaints or appeals process with ACPET or OSO, maintains The Wales Institute's decision, the Institute will implement the actions as stated in its initial decision.

**Domestic students lodging an external appeal should contact ACPET on 1800 657 644.**

**International students lodging an external appeal with should contact the OSO on 1300 362 072.**

## 20.0 COMPUTER LAB AND LOGIN

On enrolment, you will be given computer login details. Keep this safe with you, as you will need it for the duration of your enrolment. You can use the college's fully equipped computer lab, which is open between 8am – 9:30pm Monday – Friday. The student computer lab includes Computers with Microsoft Office, printing facilities and photocopying facilities. Printing and photocopying costs 20 cents per page for black and white copies, and 40c per page for colour copies. Should you have login, computer, printing or photocopying issues, you can speak to one of our friendly IT Support Team. Note that by using college computers, you must abide by the college's Internet and Computer Use Policy.

### Information Technology Guidelines

In order to minimise the risk of computer viruses and to ensure that the Institute's resources are used for their intended purpose, the following guidelines have been put in place. Failure to comply with these guidelines will result in disciplinary action and any costs resulting from a failure to comply will be recovered from the person(s) responsible.

- 1.0 Students shall have access to the computers and computer network designated for student use. All other Institute computers are for the use of staff members only.
- 2.0 The student computer network is for the use of current The Wales Institute of Education students only.
- 3.0 Students shall not use the Computer Lab when they have a class, except with the permission of their Teacher.
- 4.0 Students should take great care with all computer and network resources of the Institute, using the computers and Internet in a manner that is mature, considerate, responsible and courteous.
- 5.0 Students shall not attempt to access, corrupt, delete or alter any files on the Institute's computer system or network that are not their own.
- 6.0 Students shall not make or attempt to make unauthorised access to, or unauthorised copies of, any files on the Institute's computer system or network.
- 7.0 Students shall not remove, modify, or bypass any information security mechanisms or virus prevention management systems.
- 8.0 Students shall not use the computer network or Internet to create, access or send any material that is offensive, vulgar, obscene or disrespectful. This includes images or other material of a pornographic nature, images or other

material supporting the use of restricted drugs, and images or other material supporting violence or intolerance on the grounds of race, religion, gender or sexual preference.

- 9.0 Students shall not use the computer network or Internet to download, transfer, or store software or large files. This includes all music, video and program files. This includes but is not limited to MP3, WMA, MPEG, AVI and ISO files.
- 10.0 Students shall not use the computer network or Internet for commercial purposes or for personal or financial gain.
- 11.0 Students shall not use the computer network or Internet for gambling or playing any games.
- 12.0 Students are not permitted to install any programs or software onto the Institute computers at any time.
- 13.0 Students are not permitted to modify network settings at any time.
- 14.0 All software is subject to the terms and conditions of the relevant license agreement for the product.
- 15.0 Students must ensure that any floppy disks or USB memory sticks used are virus free before being used. If a virus is discovered, the student must alert a staff member immediately. All other hardware devices are not to be attached to the computer without prior approval from a staff member.
- 16.0 The student assumes all risks for any physical or electronic damage, or viruses that may occur should a hardware device (including USB memory stick or digital camera) be connected to The Wales Institute computer network.
- 17.0 Students shall exercise care when opening email attachments, ensuring any attachments are virus free.
- 18.0 The Wales Institute reserves the right to monitor its information systems at all times, and carry out security audits of any systems and data, including individual user files stored on The Wales Institute's computer network.
- 19.0 Users of the Internet should be aware that The Wales Institute makes no guarantees concerning the privacy and security of information transmitted when using the Internet. Please note it is possible that third parties can read and/or intercept this information.

## 21.0 CONTRACTS (ACCEPTANCE AGREEMENT)

All students must ensure that they have signed the Acceptance agreement at the commencement of their course. Any queries should be directed to Marketing and Admissions Staff.

### **Breach of Contract**

The enrolment contract into which the student enters with the Institute is a legal and binding document. Any breach of the contract will incur costs as per the contract and may attract penalty charges.

## 22.0 COPYRIGHT

The Wales Institute adheres to Copyright Requirements placed on Educational Institutions under the Copyright Act 1968. Students should be aware that copying of course materials, textbooks or journals is an infringement of copyright laws. For more information refer to Copyright Policy available at Reception.

## 23.0 COURSE PROGRESS AND COMPLETION WITHIN EXPECTED DURATION

### **Policy**

The Wales Institute systematically records, monitors and assesses student course progress and takes proactive measures in notifying and counselling students at risk of not meeting course requirements. In addition, the Institute continuously monitors the workload of students to ensure they complete their enrolment within the duration specified in their CoE, and, only allow course duration extensions in certain limited circumstances. Students who do not meet course progress requirements will be reported to the Department of Home Affairs, which may result in the cancellation of their student visa.

### **1.0 Definitions**

- 1.1 At Risk of Unsatisfactory Course Progress: When a student has achieved 1 NYC out of 2 delivered units or at any point throughout the Term as identified by the students Trainer
- 1.2 Satisfactory Course Progress: When a student achieves a competent result in more than 50% of the enrolled units in a Term. Where a student is in their Final Term, Satisfactory Course Progress refers to the student fulfilling all course requirements by their scheduled end date, as specified in the Student's CoE

- 1.3 Unsatisfactory Course Progress: When a student achieves a Not Yet Competent result in 50% or more of the enrolled units in a Term
- 1.4 Not Meeting Course Requirements: When a student is deemed as achieving Unsatisfactory Course Progress in two consecutive Terms and who have had an intervention strategy activated, with sufficient time for the strategy to run its course OR when a student does not qualify for point 7.0 of this policy, has failed occasional units throughout the course, has had an intervention strategy activated with sufficient time for the strategy to run its course and has not met course requirements by their scheduled end date, as specified in the Student's CoE
- 1.5 Academic Probation: The consequence for a student that is deemed as achieving Unsatisfactory Course Progress in the previous Term
- 1.6 Intervention Strategy: Support and guidance that is provided to the student by The Wales Institute for students deemed At Risk of Not Meeting Course Requirements or achieving Unsatisfactory Course Progress
- 1.7 Term: A duration consisting of 10 study weeks. Where a student commences a Term late, the duration is considered to be the remaining weeks of that Term.
- 1.8 Competent: When a student has achieved a Satisfactory Result for all assessment tasks for a unit
- 1.9 Not Yet Competent: When a student has achieved a Not Yet Satisfactory Result in one or more assessment tasks for a unit
- 1.10 Timetable Summary Form: A document that identifies when all assessments tasks for a program are due

## **2.0 Recording Course Progress**

- 2.1 Trainers record student academic results for each assessment in the Assessment Summary Record Form and provide feedback to students within 5 working days of the submitted assessment
- 2.2 On conclusion of the final assessment for each unit, the Trainer (within 5 working days) will collate all student academic results for the unit into the classes Marking Grid and will provide the complete and signed Marking Grid to the Student Services Department
- 2.3 The Student Services Department will ensure that the Marking Grid is entered into the Student Management System within 10 working days of the classes final assessment task and will sign the Marking Grid as confirmation that all results have been accurately entered into the system

- 2.4 Students are able to access their results by logging into the Student Portal of TWI's Student Management System or by completing a Student Document Request Form, available at Reception

### **3.0 Monitoring Course Progress**

- 3.1 Student Course Progress is monitored on a regular basis by Trainers, the Student Services Department and the Student Services Manager
- 3.2 Trainers monitor student course progress on an assessment-by-assessment basis. Where students are identified as At Risk of Unsatisfactory Course Progress, the Trainer will encourage and counsel the student to assist in improving their course progress. The Trainer will also inform the Student Services Department to counsel, devise and activate a formal intervention strategy with the student
- 3.3 The Student Services Department monitors student course progress on the conclusion of each second unit in the Term and in each student's final 5 weeks of study. The Student Services Department will counsel, devise and activate a formal intervention strategy with the students as instructed by Trainers and the Student Services Manager
- 3.4 The Student Services Manager monitors student course progress on the conclusion of each second unit in the Term and in each student's final 5 weeks of study. The Student Services Manager will counsel/devise/activate intervention strategies and report students who have not met course requirements in line with this policy.
  - 3.4.1 On the conclusion of each second unit and in each students final 5 weeks of study, the Student Services Manager will identify all students who have achieved a NYC and send them an At Risk of Achieving Unsatisfactory Course Progress letter. The letter will advise them of the need to achieve satisfactory course progress and outline student visa condition 8202 (including that Students who have not met course requirements will be reported to the Department of Home Affairs, which may result in the cancellation of their student visa). The letter will also advise the student to contact the Student Services Manager so that an Intervention Strategy can be devised and activated in line with point 5.0 of this policy
- 3.5 Where students have been sent an At Risk of Achieving Unsatisfactory Course Progress Letter, the students Trainer will be instructed to send the student to the Student Services Department (by making a note on the

Weekly Attendance Sheet) prior to being permitted to return to class. This is to ensure activation of the Intervention Strategy. The Student Services Department will provide written notifications to Trainers and update the Weekly Attendance Sheet permitting students to return to classes once the Intervention Strategy has been activated

#### **4.0 Assessing Course Progress**

- 4.1 At the conclusion of each Term, the Student Services Manager will make an assessment on whether or not the student is achieving satisfactory course progress by pulling a report from the Institute's Student Management System
- 4.2 Students who have achieved 50% or more NYC in their enrolled units will be sent an Unsatisfactory Course Progress Letter, advising the student to make contact with the Student Services Manager. The Student Services Manager will counsel the student and will devise and activate an Intervention Strategy for the student for the following Term. Where a student is in their final Term, the Student Services Manager will have implemented point 3.4.1 of this policy and will make a determination on whether the student has achieved Satisfactory Course Progress in line with this policy.
- 4.3 Students who have achieved Satisfactory Course Progress, however have outstanding NYC's will be provided with information regarding reassessment
- 4.4 All students identified as achieving Unsatisfactory Course Progress will be placed on academic probation for the following Term which will be specified in the Intervention Strategy and which will remain until the student achieves Satisfactory Course Progress
- 4.5 At the time a student is issued with an Unsatisfactory Course Progress letter, a note is made on the Weekly Attendance Sheet. Trainers are instructed to send the student to the Student Services Manager prior to being permitted to return to class. The Student Services Department will provide written notifications to Trainers and update the Weekly Attendance Sheet permitting students to return to classes once the Intervention Strategy has been activated

#### **5.0 Intervention Strategies**

- 5.1 Where a student is identified as At Risk of Achieving Unsatisfactory Course Progress/Is Achieving Unsatisfactory Course Progress/Deemed as necessary by the students Trainer (in line with point 3.0 and 4.0 of this policy), an Intervention Strategy will be devised and activated

5.2 Intervention Strategies may include, but are not limited to the following, with the ultimate purpose being to assist students to meet Satisfactory Course Progress requirements:

- 5.2.1 Attending Academic Skills Programs
- 5.2.2 Attending Tutorial or Study Groups
- 5.2.3 Receiving Individual Case Management
- 5.2.4 Attending Study Clubs
- 5.2.5 Attending Counselling
- 5.2.6 Receiving assistance with personal issues which are influencing progress
- 5.2.7 Receiving Mentoring
- 5.2.8 Being placed in a suitable alternative subject within a course or suitable alternative course
- 5.2.9 English Language support
- 5.2.10 The need to undertake a Reassessment
- 5.2.11 A combination of the above and a reduction in course load

5.3 All records of intervention strategies will be recorded in the Intervention Strategy Record Form and the Student Management System and filed away in the Students file

## **6.0 Not Meeting Course Requirements**

- 6.1 Students that have been assessed as achieving Unsatisfactory Course Progress in two consecutive Terms and who have had an intervention strategy activated, with sufficient time for the strategy to run its course OR who do not meet point 7.0 of this policy, have failed occasional units throughout the course, have had an intervention strategy activated with sufficient time for the strategy to run its course and have not met course requirements by their scheduled end date, will be sent an Intention to Report Letter (hand delivered or by registered post), advising of The Wales Institute's intention to Report them to the Department of Education through PRISMS.
- 6.2 The Student will be advised that they have 20 working days from the date of the Intention to Report letter to appeal the decision
- 6.3 A student may only appeal where one or more of the following circumstances exist:
- 6.3.1 Compassionate or Compelling Circumstances (See Compassionate and Compelling Circumstances Policy)
  - 6.3.2 Academic results were recorded incorrectly



6.3.3 An intervention strategy was not implemented or given enough time to run its course

6.3.4 This policy was not adhered to

6.4 In the event that a student lodges an appeal, the student will only be reported when the appeals process (internal, and where necessary, external appeal) has been completed and the decision maintains The Wales Institute's decision

6.5 During the appeals process, the student must continue to attend classes

6.6 Where a student has not chosen to access the complaints and appeals process within the 20 working days period, withdraws from the process, or the process is completed and results in a decision supporting The Wales Institute, the Institute will notify the Department of Education of the students breach of course progress requirements, through PRISMS, as soon as practicable and no longer than 5 working days from the occurrence

## **7.0 Extension of Course Duration**

7.1 The Wales Institute will monitor the workloads of students (in line with point 3.0, 4.0, 5.0 and 6.0 of this policy) to ensure all students complete their enrolment within their specified durations of their CoE

7.2 Where a student is unable to complete their enrolment within the specified durations of their CoE, The Wales Institute will only grant an extension in the following limited circumstances:

7.2.1 Compassionate or Compelling Circumstances (See TWI's Compassionate and Compelling Circumstances Policy)

7.2.2 Implementation of an Intervention Strategy

7.2.3 An approved deferment or suspension of studies

7.3 Should an extension be granted, The Wales Institute will provide a written letter to the student from the Director of Studies, specifying the details of the extension

7.4 The Student Services Department will also ensure the Department of Education is notified as soon as practicable and no longer than 5 working days from the occurrence via PRISMS, and will issue the Student with a new CoE

7.5 All records relating to the extension of a students course duration will be recorded in the Student Management System, with documentation retained in the students file

## 8.0 Extension of Course Duration (Other Guidelines)

8.1 The Wales Institute will not provide any unit by distance or online learning to International Students at any time

8.2 The Wales Institute will ensure that except in the circumstances specified in point 7.2 of this policy, the expected duration of study specified in the student's CoE will not exceed the CRICOS registered course duration

## 9.0 Students enrolled in a Package of Courses

9.1 Students enrolled in a package of courses, must first satisfactorily complete all course requirements of their current qualification before progressing to the next qualification

# 24.0 COURSES

Course	Duration	Course Code	Tuition Fee
BSB30120 Certificate III in Business	49 Weeks	BSB30120	\$6000*
BSB40120 Certificate IV in Business	49 Weeks	BSB40120	\$6000*
BSB40420 Certificate IV in Human Resource Management	49 weeks	BSB40420	\$6000*
BSB50420 Diploma of Leadership and Management	49 weeks	BSB50320	\$6000*
BSB50320 Diploma of Human Resource Management	49 weeks	BSB50320	\$6000*
BSB60420 Advanced Diploma of Leadership and Management	49 Weeks	BSB60420	\$6000*
BSB60320 Advanced Diploma of Human Resource Management	49 weeks	BSB60320	\$6000*
BSB80120 Graduate Diploma of Management (Learning)	104 weeks	BSB80120	\$13500*
Advanced Diploma of Information Technology (Telecommunications Network Engineering)	104 weeks	ICT60220	\$13500**
Certificate III Carpentry	52 weeks	CPC30220	\$13500-WA \$10500(MEL )
Certificate IV in building and construction	52 weeks	CPC40120	\$12000 WA \$10000 MEL

**FEES**ADMISSION FEES \$250.00**METERIAL FEES FOR ALL COURSES .METRIAL FEES FOR GRADUATE DIPLOMA of MANAGEMENT (LEARNING) \$1000.00 MATERIAL FEES FOR ADVANCED DIPLOMA OF INFORMATION TECHNOLOGY \$1000.00**

*For the full list of fees and charges associated with each program, see the relevant Course Boucher or price list.*

## 25.0 CREDIT TRANSFER AND RECOGNITION OF PRIOR LEARNING

### Policy

The Wales Institute will ensure that Credit Transfer (CT) / Recognition of Prior Learning (RPL) is offered to all applicants prior to and upon enrolment. The Wales Institute will fully recognise the AQF and VET Qualifications and Statements of Attainments issued by other Registered Training Organisations and ensures that its own recognition process is transparent, fair and provides students with sufficient information to support their claim for recognition.

### 1.0 Definitions

- 1.1 **Credit Transfer:** Credit Transfer assesses the initial course or subject that an applicant is using to claim access to or credit in a destination course. The assessment determines the extent to which the applicants initial course or subject is equivalent to the required learning outcomes, competency outcomes or competency standards for entry to, and/or partial or total completion of a qualification
- 1.2 **Recognition of Prior Learning:** An assessment process that assesses an applicant's non-formal and informal learning to determine the extent to which the applicant has achieved the required learning outcomes, competency outcomes, or competency standards for entry to, and/or partial or total completion of a qualification

### 2.0 Guidelines

- 2.1 Students are informed of Recognition options prior to and upon enrolment and are encouraged to apply
- 2.2 Students that apply for CT / RPL must provide evidence that indicates they are currently competent against the endorsed industry competency standards. These could include, but is not limited to:
  - a) Resume
  - b) Copies of relevant study certificates
  - c) Letters from relevant employers detailing duration, tasks and duties performed by the

applicant

- d) Pictures or videos of work experience
- e) Work experience related emails
- f) Relevant position descriptions
- g) Relevant employment agreement
- h) Minutes of attended meetings
- i) Relevant business cards
- j) Certified copies of original certificates or statements of attainment issued by other Registered Training Organisations
- k) Course outlines (For courses where the candidate has been deemed competent)
- l) Certification of hours of study
- m) Certified results from an institution
- n) Subject outlines from previous study
- o) Client testimonials

2.3 CT / RPL assessment can only be conducted by TWI assessors who hold the following:

- 2.3.1 TAE40110 Certificate IV in Training and Assessment
- 2.3.2 Vocational Qualification or demonstrated equivalent or higher (in the unit(s) parent qualification)
- 2.3.3 Demonstrated competence in the unit(s) being assessed
- 2.3.4 2 years of relevant employment experience

2.4 When assessing Recognition, The Wales Institute will ensure that the evidence supplied is:

- 2.4.1 Authentic
- 2.4.2 Valid
- 2.4.3 Reliable
- 2.4.4 Current
- 2.4.5 Sufficient

2.5 All supporting documentary evidence must be translated into English and certified

2.6 All students must sign the Student Exemption Form as acceptance of the recognition being granted, prior to any changes being made to their CoE.

2.7 Where CT or RPL is granted before the issue of a visa grant, the net course duration (as reduced by CT/RPL) will be indicated on the CoE issued for that student. Where CT/RPL is granted after the issue of a

visa grant, the resulting change of course duration will be reported via PRISMS within 10 working days

- 2.8 All copies of the recognition process will be retained in the students file
- 2.9 All AQF qualifications and statements of attainments issued by other Registered Training Organisations are fully recognized by The Wales Institute
- 2.10 Credit will only be granted for an entire unit of competency, not for individual elements of competency

### **3.0 Credit Transfer Procedure**

- 3.1 The Wales Institute provides information on recognition options prior to and upon student enrolment
- 3.2 Student advises The Wales Institute's Marketing and Admissions Staff that they would like to apply for Credit Transfer and completes the Student Exemption Form
- 3.3 The Director of Studies contacts the student and arranges a meeting, providing complete information about the Credit Transfer process including discussions on appropriate evidence and presentation of evidence
- 3.4 The Student provides the evidence to the Director of Studies as discussed which will usually include certified copies of original certificates or statements of attainment issued by other Registered Training Organisations and certified academic transcripts
- 3.5 The Director of Studies advises if the students application was successful or not and completes the Student Exemption Form which must be also signed by the student as acceptance of the decision
- 3.6 If the Students application is successful, the Director of Studies will provide a letter advising so. Where CT or RPL is granted before the issue of a visa grant, the net course duration (as reduced by CT/RPL) will be indicated on the CoE issued for that student. Where CT/RPL is granted after the issue of a visa grant (which results in a shortening of the CoE course duration), the resulting change will be reported via PRISMS within 10 working days and a new CoE will be issued to the student. The Marketing and Admissions Manager is responsible for ensuring that all enrolment documentation reflect the reduction in course duration
- 3.7 If the Students application is not successful, the Director of Studies

will provide a letter specifying the reasons for the decision and the next available course of action. Students may appeal any decision made by The Wales Institute (See Complaints and Appeals Policy)

#### **4.0 Recognition of Prior Learning Procedure**

- 4.1 The Wales Institute provides information on recognition options prior to and upon student enrolment
- 4.2 Student advises The Wales Institute's Marketing and Admissions Staff that they would like to apply for Recognition of Prior Learning and completes the Student Exemption Form
- 4.3 The Director of Studies contacts the student and arranges a meeting, providing complete information about the RPL process including completion of the RPL Kit, the Student Exemption Form and discussions and presentation of the students supporting evidence
- 4.4 The Student provides the evidence to the Director of Studies as discussed
- 4.5 The Director of Studies meets with the student and provides feedback on the students first attempt as well as any further evidence that the student may need to submit
- 4.6 The Student provides further evidence to the Director of Studies as discussed
- 4.7 The Director of Studies meets with the student and provides feedback on the students second attempt as well as any further evidence that the student may need to submit
- 4.8 The Student provides further evidence to the Director of Studies as discussed
- 4.9 The Director of Studies advises if the students application was successful or not and completes the Student Exemption Form which must be also signed by the student as acceptance of the decision
- 4.10 If the Students application is successful, the Director of Studies will provide a letter advising so. Where CT or RPL is granted before the issue of a visa grant, the net course duration (as reduced by CT/RPL) will be indicated on the CoE issued for that student. Where CT/RPL is granted after the issue of a visa grant (which results in a shortening of the CoE course duration), the resulting change will be reported via PRISMS within 10 working days and a new CoE will be issued to the student. The Marketing and Admissions Manager is responsible for ensuring that all enrolment documentation reflect the

reduction in course duration

- 4.11 If the Students application is not successful, the Director of Studies will provide a letter specifying the reasons for the decision and the next available course of action. Students may appeal any decision made by The Wales Institute (See Complaints and Appeals Policy)

## 5.0 Cost

Item	Cost
Credit Transfer	\$250 enrolment fee only
Recognition of Prior Learning	\$250 enrolment fee + \$200 per unit of competency

## 26.0 CULTURAL ADJUSTMENT

Living and studying away from your family and friends can be difficult at times. Whilst it is an amazing experience and opportunity, it can be difficult to adjust to the new culture and norms of Australian life. Our Student Services Team will be here every step of the way to help you adjust and feel comfortable in studying in Australia and at the College.

## 27.0 DEFERRAL, SUSPENSION AND CANCELLATION

### Policy

The Wales Institute will only grant deferment, suspension and cancellation of student's enrolments in certain limited circumstances. Deferment, suspension and cancellation of a students enrolment can be initiated by the student, or the Institute. Student-initiated deferment/suspension will incur \$350 admin fee. Where the Institute initiates the process or makes a decision on the outcome of an application, students will be given the opportunity to access the Institute's complaints and appeals procedure.

### 1.0 Definitions

- 1.1 Deferral – Postponement of commencement of course
- 1.2 Suspension – Temporary postponement of enrolment during course
- 1.3 Cancellation – Cessation of enrolment in course

### 2.0 Deferral of Enrolment Guidelines

#### 2.1 Student Initiated

- 2.1.1** Students may apply to the Marketing and Admissions Manager for a deferral of their enrolment. Deferrals will only be granted in the following limited circumstances:
- (i) Student Visa Delay
  - (ii) Compassionate or Compelling Circumstances (in line with the requirements of the Institute's Compassionate or Compelling Circumstances Policy)
- 2.1.2** If a deferral application is approved, the student will receive a letter advising of the approval and confirming the new course dates within 10 working days of the Institute receiving the complete application. In addition, the student acceptance agreement will be amended to reflect the new course dates. All terms and conditions of the original student acceptance agreement will remain the same
- 2.1.3** If a deferral application is not approved, the student will receive a letter providing the specific reasons why the application was not approved within 10 working days of the Institute receiving the complete application. Students may appeal the decision in line with the Institute's Complaints and Appeals Policy
- 2.1.4** Where a deferral is granted that will affect the end date of the original CoE, the Students CoE will be reported on PRISMS within 10 working days of the Institute receiving the complete application to reflect the changes. A copy of the new CoE will be sent to the student and a copy retained in the students file
- 2.1.5** All students are informed that deferral of their enrolment may affect their student visa
- 2.1.6** All documentation relating to the assessment of student deferral application will be retained in the students file

### **3.0 Suspension of Enrolment Guidelines**

#### **3.1 Student Initiated**

- 3.1.1** Students may apply to the Student Services Manager for a suspension of their enrolment.
- 3.1.2** Suspensions will only be granted in the following limited circumstances:
- (i) Compassionate or Compelling Circumstances (in line with the requirements of the Institute's



### Compassionate or Compelling Circumstances Policy

- 3.1.3** If a suspension application is approved, the student will receive a letter advising of the approval and confirming the new course dates within 10 working days of the Institute receiving the complete application. In addition, the student acceptance agreement will be amended to reflect the new course dates. All terms and conditions of the original student acceptance agreement will remain the same
- 3.1.4** If a suspension application is not approved, the student will receive a letter providing the specific reasons why the application was not approved within 10 working days of the Institute receiving the complete application. Students may appeal the decision in line with the Institute's Complaints and Appeals Policy
- 3.1.5** Where a suspension is granted that will affect the end date of the original CoE, the Students CoE will be reported on PRISMS within 10 working days of the institute receiving the complete application to reflect the changes. A copy of the new CoE will be sent to the student and a copy retained in the students file
- 3.1.6** All students are informed that suspension of their enrolment may affect their student visa
- 3.1.7** All documentation relating to the assessment of student suspension applications will be retained in the students file

### **3.2 The Wales Institute Initiated**

- 3.2.1** The Wales Institute may suspend a student's enrolment in the following instances:
  - (i) Student misbehaviour where it constitutes a breach of the Institute's Student Misconduct Policy
  - (ii) Compassionate or Compelling Circumstances (in line with the requirements of the Institute's Compassionate or Compelling Circumstances Policy)
- 3.2.2** In cases where the suspension of the students enrolment is initiated by The Wales Institute, students will be notified in writing and given 20 working days to access the Institutes Internal Complaints and Appeals Policy (See Complaints and Appeals Policy)

- 3.2.3** The change in enrolment status will not be reported to the Department of Education until the internal appeals process has been completed
- 3.2.4** All students are informed that suspension of their enrolment may affect their student visa
- 3.2.5** All documentation relating to the suspension will be kept in the student file
- 3.2.6** The Student Services Manager is responsible for reporting the student to the Department of Education within 10 working days via PRISMS, once the suspension has been finalised

## **4.0 Cancellation of Enrolment Guidelines**

### **4.1 Student Initiated**

- 4.1.1** Students may apply to the Student Services Manager for a cancellation of their enrolment
- 4.1.2** Students that cancel their enrolment will be liable to pay outstanding fees as stipulated in their signed student acceptance agreement and the Institute's Refund Policy
- 4.1.3** Student whose enrolments have been cancelled may apply for a Letter of Release. Letters of release will be granted at no charge, and provided within 10 working days of receiving the complete application, provided the student has no outstanding fees owing to The Wales Institute and the application meet the requirements of the Institute's Transfer between Providers Policy

### **4.2 The Wales Institute initiated**

- 4.2.1** The Wales Institute may cancel a student's enrolment in the following instances:
  - (i) Non-payment of outstanding fees
  - (ii) Student demonstrates serious misconduct in line with the Student Misconduct Policy
- 4.2.2** In cases where the students cancellation is initiated by the Institute, students will be notified in writing and given 20 working days to access the Institutes Internal Complaints and Appeals Policy (See Complaints and Appeals Policy)
- 4.2.3** The change in enrolment status will not be reported to the Department of Education until the internal appeals process has been completed

- 4.2.4** All students are informed that cancellation of their enrolment may affect their student visa
- 4.2.5** All documentation relating to the assessment of student cancellation applications will be retained in the students file
- 4.2.6** Students whose enrolment has been cancelled may apply for a Letter of Release. Letters of Release will be granted at no charge and provided within 10 working days of receiving the request, provided the student has no outstanding fees owing
- 4.2.7** The Student Services Manager is responsible for reporting the student to the Department of Education within 10 working days via PRISMS, once the cancellation has been finalised

## **5.0 Student Initiated Deferral, Suspension or Cancellation of Enrolment**

### **Procedure:**

- 5.1** Student completes the Application to Defer or Suspend Enrolment Form or Application to Withdraw Form and provides supporting documentation to the Student Services Manager. The onus is on the student to provide relevant documentation to support their claim
- 5.2** The Student Services Manager provides the student with written acknowledgement of the application within 5 working days of receiving the complete application
- 5.3** The Student Services Manager assesses the case and provides the student with The Wales Institute's written outcome (including specific reasons) within 10 working days of the Institute receiving the complete application.
- 5.4** Where students are dissatisfied with The Wales Institute's outcome, the student may access The Wales Institute Complaints and Appeals Policy (See Complaints and Appeals Policy)
- 5.5** Where the student has accessed the Complaints and Appeals policy and the outcome is in favour of the student, The Wales Institute will undertake corrective actions within 10 working days of the decision
- 5.6** Where the student has accessed the Complaints and Appeals policy and the outcome is in favour of The Wales Institute, the Institute's decision will remain
- 5.7** Students must continue to attend classes until the appeals process has been completed and a decision has been made which is in favour of the student

## **28.0 DISCIPLINARY PROCEDURES**

### **Verbal Warning**

Minor breaches of policies or procedures, will result in a verbal warning given to the student. Verbal warnings will be recorded on the student's file notes.

### **Formal warning letter**

Significant or repeated minor breaches shall result in a formal written warning being issued to the student. Should the student so wish, an opportunity to refute the allegations will be given and fully recorded in the presence of a colleague selected by the student, and at TWI's discretion, a further employee selected by TWI. A copy of any warning will be retained in the student's administration file notes. The PEO will issue written warnings.

### **Final warning letter**

Continued unsatisfactory behaviour or the first incidence of a serious matter shall result in a final written warning being provided to the student.

The student will be given an opportunity to respond to the allegations in the presence of a colleague selected by the student, and at TWI management's discretion, a further employee selected by TWI management. This will be recorded. A copy of any final warning will be retained in the student's file. The PEO will issue final warnings.

### **Expulsion**

In serious cases of misconduct or if unsatisfactory behaviour has continued, expulsion of the student may occur. In this situation the student's CoE may be cancelled and the Department of Home Affairs notified. The PEO may only expel a student and the dismissal will be authorised in writing.

The student will be given an opportunity to respond to the allegations in the presence of a colleague selected by the student, and at TWI's discretion, a further employee selected by TWI management. This will be recorded.

For The Wales Institute's full disciplinary procedures, please see TWI's Student misconduct policy.

## **29.0 DOCUMENT ACCESS**

You are able to access any of your records at any time by completing the Student Document Request Form available at Reception. Document access includes attendance letters, enrolment/reference letters, course completion letters, and interim statement of results e.t.c. The Student Services Team will have your requested document ready for

you within 5 working days of your completed request form.

## 30.0 DRIVING IN AUSTRALIA

If you are on a Student Visa, Working Holiday Visa or Tourist Visa, you are NOT required to get a New South Wales licence even if your stay is longer than three months. Before driving in Australia, make sure you visit <https://www.nsw.gov.au/driving-boating-and-transport/driving-nsw> or call the NSW Roads and Maritime Services on 132 701.

## 31.0 EDUCATION AGENTS

The Wales Institute (TWI) is responsible for the actions of their agents in marketing their courses. All Education Agents working on behalf of The Wales Institute (TWI) have completed an Agent's Agreement with us. We review the activities of Education Agents from time to time and if you are unsure of what is happening then you should give us a call.

It is unusual for you to have additional fee payments made to Education Agents once you have been accepted by the Institute. Should you be asked for additional fees please speak to TWI's Student Services department.

Our Education Agents must give to you the following information before you make an application to study.

- Information about The Wales Institute's facilities, equipment and learning resources;
- Information on course content, the qualification gained on completion, duration;
- Teaching and assessment methods;
- Details of any arrangements with other providers for recognition or completion of the course;
- Course fees, refund conditions and other tuition expenses;
- Living in Australia and the local environment of the relevant campus, including information about campus location, accommodation availability, and costs of living;
- Course entry criteria including the minimum level of English language proficiency, educational qualifications and work experience required;

- Visa requirements which must be satisfied by the prospective student including English language proficiency levels;
- Conditions imposed on student visas including satisfactory academic performance, attendance requirements and working rights and that the Institute will be required to keep a record of your academic progress and attendance at classes;
- The Institute's requirement to report to relevant Australian government authorities a student's failure to meet their Visa conditions relating to attendance or academic performance;
- Withdrawal arrangements

## **32.0 EDUCATION COUNSELLING**

The Wales Institute regularly monitors your course progress and attendance to ensure you are progressing successfully in your course. Should your attendance or course progress drop below acceptable levels, the college will contact you and intervene so you are able to overcome any obstacles you may be facing. As an International Student if your attendance or course progress drops below the minimum acceptable levels as outlined in the Institute's Attendance Policy and Course Progress Policy, you may be reported to the Department of Home Affairs for breach of your student visa. Note that your Trainer will provide you with feedback and your assessment task result for your submitted assessments within 5 working days of submission. Your latest attendance percentages will also be available within 5 working days of your last class for the week via our RTO Manager Student Login page (See 2.2.9 of this policy).

For further information on attendance and course progress requirements, please see the relevant sections in our Student Handbook or obtain the policies from Reception. Alternatively, speak to one of our friendly Student Services staff between Mondays to Fridays, 8:00am – 5:30pm. We also encourage you to speak to us at any time if you believe you are having issues with your progression in your course.

## **33.0 EDUCATION IN AUSTRALIA – THE ESOS FRAMEWORK**

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2007.

## Protection for overseas students

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

Please check carefully that the details of your course ☐ including its location ☐ match the information on CRICOS.

## Your rights

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.

The Tuition Protection Service (TPS) is a placement and refund service for international students, which is activated in the event that your provider is unable to teach your course. Visit the TPS website for more information, at [www.tps.gov.au](http://www.tps.gov.au).

The ESOS framework sets out the standards Australian providers offering education and training services to overseas students must meet. These standards cover a range of information you have a right to know and services that must be offered to you, including:

- orientation and access to support services to help you study and adjust to life in Australia
- who the contact officer or officers is for overseas students
- if you can apply for course credit
- when your enrolment can be deferred, suspended or cancelled
- what your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- if attendance will be monitored for your course
- A complaints and appeals process.

One of the standards does not allow another provider to enrol a student who wants to transfer to another course but who has not completed six months of the final course of study in Australia. If you want to transfer before you have completed six months of your final course you need your provider's permission.

### **Your responsibilities**

As an overseas student on a student visa, you have responsibilities to:

- satisfy your student visa conditions
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- meet the terms of the written agreement with your education provider
- inform your provider if you change your address
- maintain satisfactory course progress
- if attendance is recorded for your course, follow your provider's attendance policy, and
- if you are under 18, maintain your approved accommodation, support and general welfare arrangements.

**ESOS Helpline – 1300 615 262**

**The Department of Home Affairs – 131 881**

## **34.0 EMERGENCIES**

If you are in an emergency situation outside of college hours, dial 000 on your telephone for Fire, Police or Ambulance assistance and inform the Institute's After Hours Support Contact (See Who Can Help Me section for relevant contact details). For emergency situations within college hours, inform The Wales Institute staff member. The Institute has a Critical Incident Policy, which will be activated if a critical incident occurs. The Institute will go through this policy with you at your Orientation.

## **35.0 ENGLISH LANGUAGE SUPPORT**

We understand that for many of you English is not your first language. So in addition to learning new knowledge and skills in your trade, you are also wanting to improve your English language skills. To gain entry into your chosen program you would have had to meet minimum English Language requirements. If however you are experiencing issues with talking, writing or reading, please let our Student Services Team know as soon as possible. We can provide you with free additional internal English Language support to help improve your English language skills, which will be extremely beneficial towards completing your course and your general time here in Australia. We can also refer you to external English training centers however these will incur additional costs.



## **36.0 EXCURSIONS**

Excursions are organised to complement the learning outcomes of the curriculum and they are considered to be of great value. Cost for excursions vary and will be advised by your Teacher. An Excursion Form is included in the orientation pack & must be completed and signed by students prior to engaging in any excursions.

## **37.0 EXTRA CURRICULAR ACTIVITIES**

From time to time, TWI will organize extra-curricular activities for you and your classmates to participate in. These activities do not form part of your mandatory enrolment requirements and are in place so you can get to know your fellow classmates whilst experiencing some of Sydney's great sites and events. Extra-curricular activities are an additional cost which varies depending on the activity or event. If you have any suggestions or would like to participate in extra-curricular activities, please speak to the Student Services Team.

## **38.0 FEES AND CHARGES**

Tuition Fees for each program, as well as additional fees and charges associated with each course is stipulated in each programs Course Information Sheet. In your Offer Letter and Student Acceptance Agreement, you will receive a breakdown of your tuition fees and will be provided with the due dates of your tuition fees. Note that there is a late fee of \$10 per day for late payments.

## **39.0 FIRE SAFETY / BOMB THREAT SECURITY**

Fire safety drills are practiced regularly in case of an emergency and evacuation charts are posted around campus. For detailed evacuation procedures please see the Emergency Procedures available at Reception.

## **40.0 JOB FINDING AND RESUME ASSISTANCE**

The Student Services Team can assist you for locating and securing a job. We post new jobs up on the notice board on a fortnightly basis and can help with resume preparation and interview tips and skills. To access our job finding assistance service, please speak to one of our friendly Student Services Team.

## **41.0 LANGUAGE, LITERACY AND NUMERACY SUPPORT**

We aim at all times to provide a positive and rewarding learning experience for all students. Our enrolment form asks you to provide information regarding Language, Literacy and Numeracy (LLN) requirements or any other special learning needs. In the event of LLN becoming an issue, you can contact the Student Services Officer to discuss your requirements.

Some examples of the type of support that we can offer include:

### **Literacy**

- Providing you only essential writing tasks
- Considering the use of group exercises
- Providing examples and models of completed tasks
- Ensuring that documents and forms are written and formatted in plain English
- Using clear headings, highlighting certain key words or phrases
- Providing explanations of all technical terms used

### **Language**

- Presenting information in small chunks and speaking clearly, concisely and not too quickly
- Giving clear instructions in a logical sequence
- Giving lots of practical examples
- Encouraging you to ask questions
- Asking questions to ensure you understand

### **Numeracy**

- Showing you how to do the calculations through step by step instructions and through examples of completed calculations
- Helping you to work out what maths calculations and measurements are required to complete the task
- Encouraging the use of calculators and demonstrating how to use them

## **42.0 LEGISLATIVE AND REGULATORY REQUIREMENTS**

The Wales Institute is bound by and operates within the following legislative and regulatory requirements in relation to the delivery and assessment of Vocational Education and Training (VET) programs to local and international students.

- The VET Quality Framework, including:
  - The Standards for Registered Training Organisations (RTOs) 2015
  - The Fit and Proper Person Requirements
  - The Financial Viability Risk Assessment Requirements
  - The Data Provision Requirements; and
  - The Australian Qualifications Framework
- Work Health and Safety Act (NSW) 2011
- Work Health and Safety Regulations (NSW) 2011
- Anti-Discrimination Act (NSW) 1977
- Copyright Act 1968 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Sex Discrimination Act 1984 (Cth)
- Australian Human Rights Commission Act 1986 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Age Discrimination Act 2004
- Privacy Act 1988 (Cth)
- Privacy (Private Sector) Regulations 2001 (Cth)
- Privacy and Personal Information Protection Act 1998 (NSW)
- Children and Young Persons (Care and Protection) Act 1998 (NSW)
- Commission for Children and Young People Act 1998 (NSW)
- Child Protection (Working with Children) Act 2012
- Child Protection (Working with Children) Regulation 2013
- Education Services for Overseas Students (ESOS) Act 2000
- Education Services for Overseas Students (ESOS) Regulations 2001
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (National Code) 2007
- Education Services for Overseas Students (Registration Charges) Act 1997
- Education Services for Overseas Students (TPS Levies) Act 2012

## **43.0 LIBRARY**

The Wales Institute has a small resource library that contains additional reading materials available for student loan. To borrow books from the resource library, complete the Student Library Agreement Form along with a \$20 deposit and provide the form to our Student Services Officer. Book loans are for a period of 7 days.

Sydney Public Libraries are also available to students as well as local libraries in residential areas.

See the following link for more information

[http://www.cityofsydney.nsw.gov.au/cs\\_library.asp](http://www.cityofsydney.nsw.gov.au/cs_library.asp)

## 44.0 LIVING IN AUSTRALIA

Sydney is the largest city in Australia in terms of population. It is often called "the Harbour City" and is one of the most multicultural cities in the world, offering a wide selection of entertainment, food, restaurants, shopping, pristine beaches and sightseeing. Sydney has a temperate climate with warm summers and cool winters, and rainfall spread throughout the year. Students are ideally placed to take advantage of it all.

The Wales Institute is located in Redfern (5 minutes from Redfern Train Station) which is just 3km south of the Sydney CBD and is easily accessible through a range of efficient public transport options (train and bus).

The Sydney CBD is a major business and commercial centre. It is home to the Sydney icons such as the Sydney Harbour Bridge, Sydney Opera House, Powerhouse Museum, Sydney Aquarium, Darling Harbour and many shops and restaurant, boasting some of Australia's most historic places of interest. For those not inclined to the past you can catch a performance at the Sydney Entertainment Centre, offering drama and comedy shows or enjoy the many entertaining areas such as Pitt Street Malls, The Rocks, Circular Quay and China Town. Australia's most famous beach; Bondi Beach is located approximately 30 minutes from the CBD.

If you're thinking of studying in Australia you will need to know what it will cost to support yourself. Obvious things that come to mind are accommodation, food, clothes, child-care and entertainment. Below is guide on financial requirements for international students studying in Australia for each academic year (does not include course tuition fees, Overseas Student Health Cover, travel/incidentals), however this can vary widely depending on your lifestyle:

- You - \$18,610 - \$20,000
- Your Partner - \$6,515 - \$8,000
- Your First Child - \$3,720 - \$4,700
- Every Other Child - \$2,790 - \$3,700

International students wishing to bring their spouse and school aged dependents should ensure they plan for living expenses for each additional family member. In addition,

students will be required to pay the full schooling tuition fees of his/her school-aged dependent children. For further information, please visit

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

Initial establishment costs for a shared apartment, such as rental bond for accommodation, electricity, gas and telephone, could add up to at least \$1,500. In addition, there are the costs associated with staying in touch with home. There are internet cafes located throughout the CBD which cost around AU\$5.00 per hour as well as free wifi in popular areas such as McDonald's and Starbucks. The cheapest way to phone overseas is using phone apps such as Skype or Viber or via a phone card. Phone cards can be purchased at newsagents and convenience stores. Different phone cards will have different rates so make sure different cards are compared to see which is the cheapest for your country. Students requiring a mobile phone, can get packages starting from around AU\$15.00 a month plus call costs for a two year contract. You can also buy a pre-paid mobile phone for about AU\$100.00. Note that calls made from mobile phones to overseas can add up to be very expensive.

To post a letter overseas the cost is between AU\$1.75 to AU\$2.60 through Australia Post. Parcels and freight are a lot more expensive and the cost will depend on how much you are sending and where it is going.

### **Education Costs**

Australian education tuition fees for international students are very competitive with other countries. All tuition fees for international students who study in Australia are exempt from GST and are charged up-front, with some institutions making additional charges to cover other associated costs like mandatory student workbooks, sports facilities, laboratory costs, student organisation membership, and library fees.

### **English Language Courses**

The costs of English Language courses vary greatly depending on the duration and level of the English course. English language courses vary in duration and intensity, and can cost as little as a few hundred dollars for a two week short course to A\$3,500 for a half year semester or up to A\$14,500 for a full year university preparation English course.

### **Vocational Education and Training (VET) Course Costs**

Prices for vocational education courses in Australia can vary between AUD\$3,000.00 and A\$70,000.00 depending on the course, duration and whether the qualification is a

certificate, diploma or advanced diploma. For example, learning to fly is far more expensive than any course that is largely classroom based.

The length of courses can also vary greatly depending on the type of course you plan on studying so make sure you do your homework before you enrol in any course.

### **Accommodation Costs**

See Accommodation Section.

### **Other Living Costs**

There are of course other costs associated with living in Australia. Please take these into account. For example, the extra cost of the use of electricity, the telephone and gas on top of your rent. Approximate costs of other living expenses include:

Item	Approximate Cost
Weekly Groceries	\$80 - \$150 per week
Meal, Inexpensive Restaurant	\$13.00 - \$21.00 per meal
Combo Meal at McDonalds or Similar	\$8.00 - \$10.00 per meal
Cappuccino (Regular)	\$3.50 - \$4.50 per cup
Water (0.33 litre bottle)	\$2.00 - \$3.00 per bottle
One-way Ticket (Local Transport)	\$3.00 - \$5.00 per ticket
Monthly Pass (Local Transport)	\$80.00 - \$150.00 per month
Basic Monthly Utilities (Electricity, Heating, Water, Garbage) for 85m2 Apartment	\$150.00 - \$300.00 per month
Unlimited Monthly Mobile Phone Calls and Texts to Australian Numbers	\$35.00 - \$95.00 per month
Internet (6 Mbps, Unlimited Data, Cable/ADSL)	\$50.00 - \$80.00 per month
Fitness Club, Monthly Fee for 1 Adult	\$50.00 - \$90.00 per month
Cinema, International Release, 1 Seat	\$15.00 - \$19.00 per ticket
Entertainment	\$50 - \$100 per week

## **45.0 LOST PROPERTY**

Any articles found on Institute premises should be forwarded to the Student Services Officer. The Wales Institute does not take responsibility for loss of personal items.

Please ensure your name is clearly written on all personal items, including your Student Workbooks and other items.

Any items lost that are imperative for completion of your course will need to be replaced at the student's expense.

## **46.0 MEDICAL PROBLEMS**

### **Doctor's Visits**

If you get sick, you may have to go and see a doctor. In Australia, you do not go to a hospital unless you are seriously ill. You go to your local doctor who will have a surgery near your house. Surgery hours usually start from 9:00 am and the surgery may be open all day. When you arrive, the receptionist will ask you for your OSHC card or book. Don't forget to take your OSHC Membership card when you go to the doctor's surgery. If you cannot leave the house, you can ring the Doctor's receptionist and make an appointment for the doctor to visit you, which will be more expensive.

If you cannot come to the Institute, the doctor will give you a medical certificate that describes what is wrong with you and says how many days you may stay at home.

Don't forget to give your medical certificate to your teacher when you return to class. You keep the original certificate and we will place a copy on your file.

In Australia, you only have to pay 15% of the cost of a visit to your local doctor, and if you are in a public hospital you do not have to pay at all. However, you may have to pay more to see a specialist or if you are in a private hospital. When you get a bill or receipt for medical service, take it with your medical card to your OSHC provider and apply for a refund.

### **Hospitals**

Under OSHC you are covered for accommodation and/or treatment in Public hospitals. This applies whether you need to stay in hospital or are a patient at the hospital's outpatient clinic or casualty department.

Public hospitals throughout Australia have emergency clinics where you can go at any time of the day or night in an emergency. Doctors at the hospital will attend to you.

### **Emergencies**

For all emergencies that are life threatening, dial 000 from your telephone to be attended by the emergency service departments. This includes Fire, Police and Ambulance services, operating 24 hours a day. Please follow the steps below to get assistance as soon as possible.

- Ask the operator for the service you need
- Wait to be connected
- Describe the problem
- Be aware of your address or be ready to describe your location as clearly as possible
- Listen to any instructions given by the operator
- Do not hang up

### **Ambulance Service**

Your Overseas Student Health Cover (OSHC) will cover costs for ambulance only when it is used in a state of emergency where medical attention is needed immediately. The costs for an ambulance used for non-emergency medical transport is not covered by OSHC.

### **First Aid/Medical**

If a student is ill or injured and needs help please contact any member of the Institute staff, as First-Aid cabinets are available on the premises. The Institute is not permitted to provide or administer medication to any students.

Students must report all injuries, accidents and near misses to their trainer or a staff member.

Students who suffer from a serious illness or allergies or who are required to take medication daily should advise the Student Welfare Officer for any assistance or special arrangements.

## **47.0 MOBILE PHONES AND PORTABLE MUSIC PLAYERS**

As a courtesy to the teachers and other students, mobile phones and other electronic devices are to be turned off during class times.

## **48.0 ORIENTATION**

Before commencing your course, you must attend Orientation. Orientation will give you all the important information you need to study at The Wales Institute and in Australia. Orientation will cover things such as how to purchase your mandatory Student Workbooks, important TWI contacts, class timings, college policies and procedures, student services and everything else you need to study successfully at TWI. TWI Student



Services staff will let you know when your orientation date and time is. You can also speak to Reception or the Marketing and Admissions Team if you have any questions in regards to orientation.

## 49.0 OVERSEAS STUDENT HEALTH COVER

Australia has a very modern and efficient health care system. It is subsidized by the Australian Government. Overseas Student Health Cover (OSHC) is a type of insurance that allows you to use the Australian healthcare system and it covers the costs for any medical or hospital care which you may need while studying in Australia. It will also pay for some prescription drugs and emergency ambulance transport.

If you are an international student, you must be covered by OSHC from when you arrive in Australia and for the entire duration of your stay, in line with Condition 8501 of your student visa. This can be organized by The Wales Institute or yourself. If you are studying at more than one educational provider and both are arranging OSHC, you will have to ensure that there is no gap between policies. This means that as one policy expires the next commences immediately.

You can find out more about purchasing Overseas Student Health Cover at the website <https://www.studyaustralia.gov.au/en/plan-your-move/overseas-student-health-cover-oshc> [https://www.privatehealth.gov.au/health\\_insurance/overseas/overseas\\_student\\_health\\_cover.htm](https://www.privatehealth.gov.au/health_insurance/overseas/overseas_student_health_cover.htm) or by speaking to TWI Marketing and Admissions Staff.

## 50.0 POST OFFICE

Post Offices are open Monday - Friday from 9.00am - 5.00pm. You can buy stamps, money orders, and an aerogram to send overseas, send telegrams and buy padded bags or cardboard boxes to send parcels. You may also pay some utility bills at the post office.

## 51.0 PRIVACY POLICY

### Policy

The purpose of the Privacy policy is to outline the obligation of all The Wales Institute employees in relation to the collection, storage, accuracy, use, disclosure and retention of “personal information”, which enables an individual to be identified.

### Definitions

“Personal Information” is defined as information about an individual, which also identifies the individual. It includes names, physical characteristics, and opinions about a person, e-mail addresses, diary notes and medical records among other things. It may be written down, stored on a database, electronic or exist in the knowledge of the people working for an organization.

## **Guidelines**

The Wales Institute is committed to protecting an individual's right to privacy.

### **1.0 Collection of Information**

- 1.1** Upon the collection of personal information about individuals, in any format, The Wales Institute will use this only for the primary purpose for which it was provided. This information will be kept confidential and may be given to different units within The Wales Institute for processing and use under a duty of confidentiality to The Wales Institute
- 1.2** The Wales Institute will not use this information for any other purpose without your consent other than in situations stipulated in 4.1 of this policy.

### **2.0 Security of Information**

- 2.1** The Wales Institute will take reasonable steps to protect the personal information from misuse and loss and from unauthorized access, modification or disclosure.
- 2.2** The Wales Institute will also take reasonable steps to destroy or re- identify personal information if it is no longer needed.
- 2.3** Personal information will not be given to third parties outside The Wales Institute unless otherwise stated or with the individual's written consent.

### **3.0 Review and Access**

- 3.1** The Wales Institute endeavors to ensure that the personal information it holds is accurate, complete and up-to-date.
- 3.2** Under the Freedom of Information Act 1982 The Wales Institute students are able to access their own student file by placing their request in writing and providing adequate identification. Students must allow 5 working days.

### **4.0 Use of Information**

- 4.1** The primary purpose in collecting your information is to fulfil our business commitments to you in providing education and training. We may use the information you provide to help improve the services we deliver to you, measure interest in our services, inform you of other products and services or to comply with requirements under the law. Requirements under the law

include providing personal information, including your contact details, course enrolment details and changes, and the circumstance of any suspected breach by you of your student visa conditions to the Australian Government and designated authorities, including the Tuition Protection Service (TPS) Director. We shall not otherwise disclose your personal information to any other party without your consent and we do not sell personal information to third parties.

## 53.0 PUBLIC HOLIDAYS

Classes will not be run on public holidays; traditionally there are several days in a year that are what we call National Holidays: (these days are in addition to Term breaks, see below)

<b>National Holidays (NSW)</b>	<b>2024</b>	<b>2025</b>
New Year's Day	1 <sup>st</sup> January	1 <sup>st</sup> January
Australia Day	26 <sup>th</sup> January	26 <sup>th</sup> January
Good Friday	29 <sup>th</sup> March	18 <sup>th</sup> April
Easter Saturday	30 <sup>th</sup> March	19 <sup>th</sup> April
Easter Sunday	31 <sup>st</sup> March	20 <sup>th</sup> April
Easter Monday	1 <sup>st</sup> April	21 <sup>st</sup> April
Anzac Day	25 <sup>th</sup> April	25 <sup>th</sup> April
King's Birthday	10 <sup>th</sup> June	09 <sup>th</sup> June
Labour Day	7 <sup>th</sup> October	6 <sup>th</sup> October
Christmas Day	25 <sup>th</sup> December	25 <sup>th</sup> December
Boxing Day	26 <sup>th</sup> December	26 <sup>th</sup> December

\* Your teacher will inform you of these dates at the commencement of a term.

## 54.0 REASSESSMENT AND REPEATING UNITS OF COMPETENCY

To successfully complete a unit of competency i.e. achieve a competent result for the unit, you must achieve a Satisfactory Result for all assessment tasks for that unit. For each assessment task you will be provided with 3 opportunities to achieve a Satisfactory

Result. Should you be unable to achieve a Satisfactory Result by your 3<sup>rd</sup> attempt, you will be required to undertake a Re-assessment. Reassessments are organized by the Student Services Department and cost \$50 per assessment task. Should you be unable to fulfill the unit of competency requirements following a re-assessment, you will be required to repeat the unit of competency in line with the Institute's Student Assessment, Reassessment and Repeating Units of Competency Guidelines policy. The cost of repeating a unit of competency is \$400 and is subject to timetable availability.

See the Institute's Assessment, Reassessment and Repeating Units of Competency Guidelines policy for further information. Note that this policy applies to all assessment tasks conducted at the Institute.

## **55.0 RECORD STORAGE AND SECURITY MANAGEMENT**

### **Policy**

The Wales Institute is committed to creating, using and keeping full and accurate records of its administrative, academic and financial activities by protecting the integrity, authenticity and currency of all records. These records can be in any format including electronic documents, hard copy files, e-mails, spreadsheets, legal contracts and agreements.

All student records pertaining to academic, financial and administrative requirements are recorded and stored on a web-based Student Management System (RTO Manager). All information on RTO Manager is stored and secured off site and has daily back-up procedures in place. Student records located on RTO Manager are kept and stored for a period of no less than 30 years.

## **56.0 REFUND POLICY**

### **Policy**

The Wales Institute's refund policy observes the principles outlined in the ESOS (Education Services for Overseas Student) Act 2000 and the VET Quality Framework. This policy applies equally to all new and reenrolling students unless otherwise stated, and provides the details and circumstances of applicable refunds to students where:

- The Wales Institute defaults (Provider default)
- The Student defaults (Student default)

## Definitions

- **Tuition Fees:** Fees directly related to provision of a course. Note that students must pay Tuition Fees in advance for all courses. See each programs Course Information Sheet for the cost of Tuition Fees for each course
- **Other Fees and Charges:** Application Fees, Student Workbooks and all Other Fees and Charges that may be incurred by the student during their enrolment. See each program's Course Information Sheet for a list of Other Fees and Charges. Other Fees and Charges are non-refundable under any circumstance
- **Unused prepaid Tuition Fees:** Tuition for which the student has paid, but has not yet been delivered by the Institute. Does not include items listed as other fees and charges
- **Nature of Guarantee:** The nature of guarantee given by The Wales Institute relating to the completion of training and/or assessment once the student has commenced study in their chosen qualification or course. The Wales Institute's nature of guarantee is outlined in point 1.2, 1.3, 1.4, 1.5, 1.6, 1.7, 1.8 and 1.9 of this policy.

## Guidelines

### 1.0 Provider Default

1.1 The Wales Institute will be considered to have defaulted when:

- 1.1.1 The course the student has enrolled in does not start on the agreed starting day; or
- 1.1.2 The course the student has enrolled in ceases to be provided at any time after it starts but before it is completed; or
- 1.1.3 The course the student has enrolled in is not provided in full to the student because a sanction has been imposed on The Wales Institute

1.2 In cases where The Wales Institute defaults, the Institute will advise affected students in writing of the default within 3 working days of the default taking place.

1.3 Within 10 working days of the default taking place, the Institute will calculate the refund amount eligible for the student (based on unused prepaid tuition fees), and will offer students placement into a suitable alternative registered course, or a full refund of unused prepaid tuition fees. In each instance, the Institute will give the student a statement explaining how the unused prepaid tuition fees have been calculated

1.4 Where students choose to accept placement in a suitable alternative registered course, The Wales Institute will require the student to sign a

document to indicate that they have accepted the placement, and will take reasonable measures to assist in the transition of the student to the new course. Note that students may have to pay other additional fees and charges to the new provider, such as purchasing of any texts or materials, as well as tuition fees that have not been covered by their unused prepaid tuition fees

- 1.5 Where the student chooses to accept the full refund of unused prepaid tuition fees, the amount will be paid to the student within 10 working days of the default taking place. Note that international students ceasing studies are advised to contact The Department of Home Affairs for implications to their student visa
- 1.6 In the event that The Wales Institute is unable to provide a refund of unused prepaid tuition fees or place the student in a suitable alternative registered course, the Australian Students Tuition Assurance Scheme (ASTAS) for domestic students or Tuition Protection Service (TPS) for international students will attempt to place the student in a suitable alternative course with another provider, or, if this is not possible, will provide the student with a refund of their unused prepaid tuition fees. Note that international students ceasing studies are advised to contact the Department of Home Affairs for implications to their student visa
- 1.7 The Institute's chosen fee protection measures for tuition fees paid in advanced by domestic students is an approved Tuition Assurance Scheme (TAS) - The Australian Students Tuition Assurance Scheme (ASTAS) which is implemented by the Australian Council for Private Education and Training (ACPET)
- 1.8 The Institute's fee protection measures for tuition fees paid in advance by international students is the Tuition Protection Service (TPS) which is implemented by the TPS Director
- 1.9 The Wales Institute will ensure that at all times, it maintains current membership with each scheme and meets each schemes membership and compliance obligations

## **2.0 Student Default**

- 2.1 A student will be considered to have defaulted when:
  - 2.1.1 The student has failed to pay an amount he or she was liable to pay to The Wales Institute for the course he/she is enrolled in
  - 2.1.2 The student withdraws after their agreed starting day

2.1.3 The student is deemed to have breached a condition of his or her student visa

2.1.4 The student has been expelled by the Institute due to serious misconduct

2.2 In the case of student default, no refunds will be made. The Wales Institute reserves the right to claim any outstanding fee for the course(s) the student has enrolled in

### 3.0 Refund Situations

3.1 The following table provides an itemized list of the situations a student may apply for a refund and the amount of refund the student is entitled to:

	Refund Situation	Applicable Refund
1	Provider default	**Full refund of unused prepaid tuition fees (less Application Fee)
2	Student default	No refund
3	Visa refused (Prospective overseas students only)	Full refund of unused prepaid tuition fees (less Application Fee)
4	Student is unable to meet the conditions of enrolment prior to commencement and is not permitted to enroll by the Institute	85% refund* of the total Tuition Fees
5	The Wales Institute withdraws a students offer because the offer was made on the basis of incorrect, misleading, incomplete or fraudulent documentation or information provided by the student	50% refund* of the total Tuition Fees
6	Student withdraws at least 10 weeks prior to agreed starting day	85% refund* of the total Tuition Fees
7	Student withdraws at least 7 weeks prior to agreed starting day	80% refund* of the total Tuition Fees
8	Student withdraws at least 4 weeks prior to agreed starting day	70% refund* of the total Tuition Fees
9	Student withdraws less than 4 weeks prior to agreed starting day	50% refund* of the total Tuition Fees
10	Student withdraws after agreed starting day	No refund
11	Visa cancelled due to the actions of the student (overseas students only)	No refund
12	Expulsion from the college due to breach of college rules or misconduct	No refund
13	Visa extension is refused (continuing overseas student)	Full refund of unused prepaid tuition fees (less Application Fee)
14	Withdrawal from study – Current students enrolled in a package of courses)	Refund policy applies in the same way it does for first course. Refer to 4, 5, 6, 7, 8, 9.

*\*Refunds granted may incur an education agent's fee, except in the case of visa refusal prior to course commencement*

***\*\* In line with point 1.0 of this policy students may be entitled to a full refund of unused prepaid tuition fees OR accept placement into another suitable registered course***

#### **4.0 Refund Guidelines**

- 4.1 Timeframes and the amount for refund, except in cases identified in point 1.1, are considered from the day the Institute receives the complete refund application including supporting evidence, not from the day the student has signed the refund forms
- 4.2 Applications for refund must be supported by sufficient evidence supporting the students claim to the satisfaction of the Institute
- 4.3 The Wales Institute reserves the right to withhold granting the award attained by the student if student fees remain outstanding
- 4.4 The Refund policy applies equally to all The Wales Institute students including students on student visas, permanent residents or Australian citizens
- 4.5 The Application Fee and Other Fees and Charges as stipulated in each programs Course Information Sheet are non-refundable
- 4.6 Students who have applied for refund and have been unsuccessful in their application are able to access the Institute's complaints and appeals policy (See Complaints and Appeals Policy)
- 4.7 ***This policy and the availability of complaints and appeals processes, does not remove the students right to take action under Australia's consumer protection laws.***
- 4.8 ***The Wales Institute's dispute resolution processes do not circumscribe the students right to pursue other legal remedies***

#### **5.0 Written Agreement**

- 5.1 The Wales Institute enters into a written agreement with each student prior to commencement of their studies and acceptance of any fees. This agreement consists of the Letter of Offer and Student Acceptance Agreement, which, when signed, becomes the Contract of Enrolment (The Contract)
- 5.2 If after accepting the agreement, the student chooses to cancel the Contract before commencement or completion of the qualification, the student will be liable to pay outstanding tuition fees and the costs incurred by the Institute in recovering any outstanding monies, including debt collection agency and solicitor fees, in line with the requirements stipulated in this policy



## **6.0 Non-Commencement of Studies**

- 6.1 Where a student accepts an offer to admission and fails to attend the college on the agreed starting day, or notify the institute of his/her intentions, The Wales Institute will consider the student to have defaulted and will be entitled to retain all tuition fees due for the first 6 months of the students enrolment. This also applies to students recommencing studies after an approved suspension or deferment and students enrolled in a package of courses. For international students, this may affect their student visa

## **7.0 Deferring/Re-joining Student**

- 7.1 If after accepting an offer to admission, an applicant gives written notice before the commencement of the course of his/her intention to defer or postpone his/her place to the next available intake, all tuition fees will be transferred to the next available intake, however new fee structures and reenrolment fees will apply. The next available intake may be the following term or in following subsequent terms, depending on course availability. The applicant will need to submit an application to defer studies (see deferment, suspension and cancellation policy).
- 7.2 Where a student defers commencement to a later commencement date and then gives written notice of their intention to not take up a deferred place prior to commencement of the new agreed start day, a refund will be assessed based on the period of notification and circumstances of the original agreed starting day
- 7.3 Note that The Wales Institute is only permitted to approve deferral of studies to overseas students on the grounds of compassionate or compelling circumstances in line with the Institute's deferment, suspension and cancellation policy and compassionate and compelling circumstances policy

## **8.0 Exceptional Grounds for Refunds**

- 8.1 The Wales Institute will give special consideration to refunds of fees in extenuating circumstances following a written application being received by the Principal
- 8.2 A written notice of withdrawal from a course and refund application due to exceptional circumstances may be lodged up to the last day before the students agreed starting day. Applications received after this date will be treated in line with point 3.0 of this policy

8.3 The Wales Institute will use its discretion to consider the written notice as grounds for either a total or partial refund of fees, provided acceptable documentary evidence is provided, in support of the refund application.

Exceptional circumstances may include:

- a) An illness or disability (certified by a licensed medical practitioner or registered psychologist).
- b) The death of a close family member (parent, grandparent, sibling, spouse or child).
- c) A political, civil or natural event that prevents full payment of fees or enrolment.
- d) An onshore student's visa being cancelled by the Department of Home Affairs due to a report submitted by a previous institution, or their application for review being unsuccessful.

## **9.0 Refund Application Procedure**

- a) Student must complete an Application for Refund form and an Application to Withdraw form
- b) Student must attach a written statement providing details and reasons for their request. Statements can be hand written or typed
- c) Evidence (such as visa refusal, air tickets, medical or death certificates etc.) must be attached with the application
- d) All applications will be considered by the Principal within 10 working days of the completed application being submitted
- e) The Applicant will be notified of the outcome in writing and the reasons for the decision. In general, there will be two possible outcomes:
  - (i) Application approved and refund issued
  - (ii) Application not approved and in line with the students written agreement and refund policy, the student will need to make appropriate payment of outstanding monies
- f) If approved, The Wales Institute Student Services Staff will log into PRISMS (for International Students) and cancel the students CoE's, provide the student with a letter of release (for International Students) and provide a letter advising of CoE cancellation advising the student to contact the Department of Home Affairs to find out what action, if any, then need to take in regards to their student visa. Students will also be provided with a letter detailing how their refund amount was calculated and determined
- g) Until the application has been assessed and a decision reached, students must continue to attend scheduled classes and maintain their course progress and

attendance. Attendance and course progress will be continued to be monitored in line with the Institute's attendance and course progress policies

- h) Students who are unsuccessful in their refund application may appeal the decision (see complaints and appeals policy). ***Note that this policy, and the availability of complaints and appeals processes, does not remove the student's right to take action under Australia's consumer protection laws. Further, The Wales Institute's dispute resolution processes do not circumscribe the students right to pursue other legal remedies***
- i) If the application for refund is successful, the Wales Institute will pay the refund within 10 working days of the decision. All refunds will be reimbursed in Australian Dollars and will be returned to the student by cheque or deposited into the student's nominated account. If another person or organisation is identified as having originally paid the fees, the refund will be made to them instead of the student.

## 10.0 Administrative Notes

- 10.1 This policy and related documentation is accessible via The Wales Institute Reception, Student Handbook, Student Services team or Marketing team and is provided to the student prior to enrolment
- 10.2 All notes relating to refund applications will be recorded in the Institute's Student Management System (RTO Manager) and hard copy documents retained in the students file
- 10.3 The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by this Refund Policy.
- 10.4 Where The Wales Institute defaults, the Institute will:
  - 10.4.1 Under section 46B of the ESOS Act, notify the Secretary, the TPS Director and affected students in writing within 3 business days of the default occurring
  - 10.4.2 Under section 46D of the ESOS Act, satisfy its tuition protection obligations to students within 14 days after the default day
  - 10.4.3 Under section 46F of the ESOS Act, give notice to the Secretary and the TPS Director of the outcome of the discharge of obligations within 7 days after the end of the obligation period
- 10.5 Where the International Student defaults, the Institute will:
  - 10.5.1 Under section 47C of the ESOS Act, notify the Secretary and TPS Director in writing of the default occurring within 5 days of the default occurring

- 10.5.2 Discharge its obligations under sections 47D or 47E of the ESOS Act within the specified periods
- 10.5.3 Under section 47H of the ESOS Act, give notice to the Secretary and the TPS Director of the outcome of the discharge of obligations within 7 days after the end of the obligation period

## **57.0 SHOPS**

Most shops are open from 9.00am - 5.30pm on Monday to Wednesday, and from 9.00am - 9.00pm Thursday or Friday (late night shopping), from 9.00am - 5.00pm on Saturday and Sunday (in most large shopping complexes). Milk bars are usually open late and you can buy most foods here. They are expensive though! Pubs are open from 10.00am - 12.00pm.

## **58.0 SMOKING**

The Institute is a non-smoking environment and therefore smoking is not permitted anywhere in the building including corridors, classrooms, lifts, stairwells, ground floor foyer, or the front steps of the building.

Do you want to QUIT smoking and need help? Contact the QUIT Line – Phone 13 78 48, or visit [www.quit.org.au](http://www.quit.org.au).

## **59.0 STUDENT COMMON ROOM**

A student common room (breakout area) is available for eating and preparing lunches and snacks at all campuses. The common room is a great place to meet other students and there are facilities for storing and heating food. Keep up to date with the latest events by regularly checking the notice board in this area

## **60.0 STUDENT ID CARDS**

Once you have enrolled, you are entitled to receive your student ID Card. Your ID card establishes you as part of the Institute and allows you certain rights and obligations. You will find your card useful in obtaining student concessions and discount rates for the purchase of textbooks, conference and seminar attendance, the cinema and other entertainment events and venues. This Student ID card can be used to Top-up your account for printing and Copying at The Wales Institute.

Students will be provided login details to access the computers in the library. They can use there login details to print and copy from printer. Therefore it's strictly required you

do not share your password or login details to anyone. The Wales Institute will be not be responsible for misuse of details by other students.

ID Cards will be issued during the first week of class. See Reception for Details.

Student ID card are Security protected. They are property of The Wales Institute. Hence it must be returned to college upon finishing of course.

**Please Note International Students are not eligible for public transport concession.**

## 61.0 STUDENT REPRESENTATIVE COUNCIL (SRC)

The SRC is a body elected by students to represent student interests, organise student events like charity days and student formals. Positions on the SRC are available each term and all enquiries should be directed to the Student Services Officer.

## 62.0 STUDENT SERVICES

The Wales Institute is committed to providing all students with quality student support services throughout their enrolment and adhering to the principles of access and equity for all its students. The Wales Institute offers a range of support services to students to assist them with:

- a) Achieving their learning goals
- b) Achieving satisfactory academic and attendance progress towards meeting the learning outcomes of their enrolment
- c) Adjusting to study and life in Australia
- d) Any welfare issues that may arise throughout their enrolment
- e) Their individual, training, assessment and service needs
- f) Any enquiries they may have with regards to their enrolment and progress

### Overview of The Wales Institute's Student Support Services

On Arrival	During Study	Post Graduation
<ul style="list-style-type: none"> <li>• Airport pickup*</li> <li>• Accommodation Assistance*</li> <li>• Admissions</li> <li>• Overseas student health cover assistance</li> <li>• Bank account assistance</li> <li>• Orientation</li> </ul>	<ul style="list-style-type: none"> <li>• Timetabling</li> <li>• Student workbooks*</li> <li>• Education counseling (Course Progress, Attendance)</li> <li>• Welfare counseling</li> <li>• Career counseling</li> <li>• English language support*</li> <li>• Cultural adjustment</li> <li>• Recognition of Prior Learning*</li> </ul>	<ul style="list-style-type: none"> <li>• Certificate copies*</li> <li>• Transcript copies*</li> <li>• Re-enrolment*</li> </ul>

	<ul style="list-style-type: none"> <li>• Internet access and Student Computer Lab</li> <li>• Extra-curricular activities*</li> <li>• Student ID Cards* and RTO Manager Login</li> <li>• Document Access</li> <li>• Tax file number assistance</li> <li>• Job finding and resume assistance</li> <li>• Complaints and Appeals</li> <li>• Student Deferment, Suspension and Cancellation</li> <li>• Certificate and Statement of Results (SOR) Issue</li> </ul>	
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***\* Indicates that fees are involved. Please contact us for further information***

To find out more information about particular student services, see the relevant section in this student handbook, or speak to the relevant staff member directly by viewing The QUICK GUIDE – WHO CAN HELP ME section.

## 63.0 STUDENT WELFARE

The Student Welfare Officer is available for confidential assistance in any of the following areas.

- Counselling – general or personal, emergency assistance, support and referrals
- Cultural Adjustment
- Student Accommodation
- Study Assistance

Feel free to drop in to see the Student Welfare Officer between Monday to Friday.

For after hour emergencies, please contact:

**(Student Services Team)**  
**Phone: 02 8937 4109**  
**Email: [studentservices@twi.edu.au](mailto:studentservices@twi.edu.au)**

**OR**  
**(Principal)**  
**Phone: 02 8937 4109**  
**Email: [harjinder@twi.edu.au](mailto:harjinder@twi.edu.au)**

## 64.0 STUDENT WORKBOOKS (MANDATORY)

As part of a condition of your enrolment, you must purchase the mandatory Student Workbook prior to the commencement of each unit. You may purchase Student Workbooks at Reception. Cost of Study Material is provided in the offer letter issued by the Wales institute. Please note that fee is subject to change

For a list of each student workbook required for each program as well as the individual price of each student workbook, see the specific programs Course Information Sheet.

## 65.0 STUDENTS WITH SPECIAL NEEDS

In line with our Access and Equity practices, students with special needs are offered the same opportunities as any other candidate. Our training and assessment programs will take special needs into consideration from the planning stage onwards and adopt flexible learning and assessment methods as appropriate.

As special needs extend to more than identify physical or learning difficulties, Trainers and Assessors will need to consider the best approach when dealing with candidates with needs such as low literacy, lack of confidence or a non-English speaking background.

This is especially so in relation to assessment because one fundamental principle of an assessment system is that each candidate must have access to fair and open assessment. Depending on any specification given in the standards, the assessor may be able to accept alternative evidence from a candidate with special needs.

If there is uncertainty, the assessor will call on other assessors or a verifier for assistance and guidance, as required. In such a case, the situation must be fully documented, with appropriate feedback being provided to the candidate at all stages.

### **Flexible Learning Strategies and Assessment Procedures**

Flexible learning and assessment procedures form part of our learning and assessment strategies and are integral to the concept of competency-based training. We customise our training and assessments to meet your specific needs.

If you have are having difficult achieving competency in any module please discuss the matter with your assessor/trainer and where possible alternative learning/assessment strategies will be provided to you

## 66.0 SUGGESTIONS AND FEEDBACK

Feedback questionnaires are distributed once a term, all students have the opportunity to complete this questionnaire and have their say. All information in this document is private and confidential.

Feedback can also be emailed on [feedback@twi.edu.au](mailto:feedback@twi.edu.au).

## 67.0 TERM DATES

At The Wales Institute we have intakes available each month.

## 68.0 TIMETABLES

Timetables are subject to change each Term at the discretion of the Institute and are posted 2 weeks before the commencement of each term. New starters will receive their timetable at orientation.

To obtain your current timetable or to request a change of timetable, email: [studentservices@twi.edu.au](mailto:studentservices@twi.edu.au) or speak to the Student Services Team.



## 69.0 TRANSFER BETWEEN PROVIDERS POLICY

### Policy

This policy is in place to ensure The Wales Institute meets its obligations with regards to Standard 7 of the National Code 2007. The policy specifies:

- The circumstances in which The Wales Institute grants transfers to its international students who wish to transfer to another provider (prior to them completing 6 months of their principal course of study)
- The limited circumstances in which The Wales Institute accepts students from other providers (prior to them completing 6 months of their principal course of study)
- The process for transfer to and from the Institute once the 6 months principal course restriction has been met

### 1.0 Guidelines for Students seeking to transfer to The Wales Institute from another provider

1.1 The Wales Institute will not enrol students wishing to transfer from another registered provider prior to the student completing six months of his or her principal course of study, except where:

- a) The original provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered
- b) The original registered provider has provided a written letter of release
- c) The original registered provider has had a sanction imposed on its registration by the Australian Government or State and Territory Government that prevents the student from continuing study in his or her principal course
- d) Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change

1.2 Where students have completed 6 months of study in their principal course, no transfer restrictions will apply. The Wales Institute will assess student enrolment applications from this cohort of students in line with its Student Entry Requirements, Selection, Enrolment and Orientation Policy

### 2.0 Procedure for Students seeking to transfer to The Wales Institute from another provider (Prior to completing 6 months of their principal course)

- a) The Marketing and Admissions Officer receives an enrolment application from an on-shore International Student who is currently studying at another Institution.
- b) The Marketing and Admissions Officer assesses the application in line with The Wales Institute Student Entry Requirements, Selection, Enrolment and Orientation Policy. The Marketing and Admissions Officer will know the Student is currently studying at another provider due to declarations provided by the Student via the Student Enrolment form and through PRISMS
- c) Due to the Student being enrolled at the other provider prior to completing 6 months of their principal course, the student must demonstrate how he/she complies with point 1.1 of this policy
- d) Where the Student can demonstrate adherence to point 1.1 a, c or d, the students enrolment will progress and the Marketing and Admissions Officer will assess the student for suitability for entry in line with the Institute's Student Entry Requirements, Selection, Enrolment and Orientation Policy
- e) Where the Student is requesting to enrol based on point 1.1 b and meets other entry requirements specified in The Wales Institute's Student Entry Requirements, Selection, Enrolment and Orientation Policy, The Wales Institute will offer a Conditional Letter of Offer, clearly stating that the offer is contingent of the student providing The Wales Institute with a Letter of Release from their original provider
- f) Where the Student is able to provide The Wales Institute with a Letter of Release from his/her original provider, the enrolment process will progress in line with TWI's Student Entry Requirements, Selection, Enrolment and Orientation Policy
- g) Where the student is unable to meet one of the requirements of 1.1 of this policy, the student will receive a letter stating why their application for enrolment was rejected. This will occur as soon as practicable and no longer than 10 working days from the day the student submits their complete enrolment application

### **3.0 Procedure for Students seeking to transfer to The Wales Institute from another provider (After completing 6 months of their principal course)**

- 3.1 Where students have completed 6 months of study in their principal course, no transfer restrictions will apply. The Wales Institute will assess student

enrolment applications from this cohort of students in line with its Student Entry Requirements, Selection, Enrolment and Orientation Policy

#### **4.0 Guidelines for Students seeking to transfer from The Wales Institute to another provider**

- 4.1 The Wales Institute will grant student transfer requests and will provide written letters of release for its international students (who have not completed 6 months of study in their principal course), where the student has no outstanding fees owing to The Wales Institute and can clearly demonstrate one of the following circumstances:
- a) The student wishes to access support services that the other provider has and The Wales Institute is unable to provide
  - b) The student is experiencing a threat to their physical safety which will be alleviated by studying at the other provider
  - c) The student is not coping in their program, despite participating fully in intervention activities instigated by the Institute (see Course Progress policy)
  - d) The program of study is not consistent with what was specified in the students acceptance agreement and offer letter
  - e) The student can provide evidence that he or she was misled by The Wales Institute or by one of its education agents
  - f) The student is able to demonstrate compassionate or compelling circumstances exist in line with the Institute's compassionate and compelling circumstances policy, which necessitate transfer to another provider
  - g) The Wales Institute ceases to be registered or the course in which the student is enrolled ceases to be registered
  - h) The Wales Institute has a sanction imposed on its registration by the Australian Government or State and Territory Government that prevents the student from continuing study in his or her principal course
  - i) Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change
  - j) The student has not commenced studies due to not securing an Australian visa or other compassionate or compelling circumstances in line with the Institute's compassionate and compelling circumstances policy

4.2 The Wales Institute will NOT grant student transfer requests and will NOT provide written letters of release for its international students (who have not completed 6 months of study in their principal course), where the student has outstanding fees owing to The Wales Institute and the student falls into one of the following categories:

- a) The student has not provided a valid offer letter from their prospective CRICOS provider
- b) The Wales Institute believes that the transfer will be detrimental to the student. Specific factors that may be considered detrimental to the student includes items listed in point 4.2 (c, d, e, i and j) of this policy
- c) The student has changed their mind about what program he/she wishes to study and has not discussed the issue with TWI's student support services team
- d) The student is experiencing welfare issues but has not discussed the issues with TWI's student support services team
- e) The student is experiencing academic progress or attendance issues but has not discussed the issues with TWI's student support services team
- f) The Wales Institute reasonably believes that the student is attempting to avoid being reported to the Department of Home Affairs for failure to meet attendance or course progress requirements
- g) The student has been issued with two or more low attendance or course progress letters in the specific term
- h) The course for which the student is intending to enrol in with the other provider is similar to or the same as the students current enrolment and no other compassionate or compelling circumstances exist
- i) The student is experiencing homestay or other accommodation problems but cannot demonstrate how the problems will be rectified as a result of the transfer
- j) The student is experiencing timetabling conflicts with regards to personal, work, or other non-study commitments and has not discussed the issues with TWI's student support services team

4.3 Should a student wish to withdraw from The Wales Institute to another provider after completing 6 months of their principal course, no transfer restrictions apply. Students must complete The Wales Institute's Application to Withdraw Form (available at Reception), as well as ensure their fees are up to date in line with their Student Acceptance Agreement and TWI's Student Refund Policy. Students should then follow point 5.0 (b, c, e, f) below.

**5.0 Procedure for Students seeking to transfer from The Wales Institute to another provider (Prior to completing 6 months of their principal course)**

- a) Student completes The Wales Institute's Application to Withdraw Form (available at Reception) and provides supporting evidence to support their claim, including but not limited to:
  - Evidence such as medical or death certificates or other supporting evidence
  - Valid Letter of Offer from receiving provider
  - Ensuring outstanding fees have been paid in line with the students Student Acceptance Agreement and TWI's Student Refund Policy
- b) Student submits complete application to the Institute's Student Services Manager. The Student Services Manager will provide advice on the requirements of the policy and will issue the student with written acknowledgement of the complete application within 3 working days of receipt
- c) All applications are considered by the Principal as soon as practicable and students are provided with the written outcome within 10 working days of submission of their complete withdrawal application
- d) If the withdrawal application is approved, The Wales Institute will provide a Letter of Release at no cost to the student and the student will be advised to contact the Department of Home Affairs to find out what action, if any, they need to take with regards to their student visa
- e) Until the withdrawal application has been approved and the letter of release has been provided, students must continue to attend class, as academic progress and attendance will still be in effect. See the Institute's Student Attendance Policy, Student Course Progress Policy and Student Assessment, Reassessment and Repeating Units of Guidelines Policy
- f) If the withdrawal application is not approved, the student is entitled to appeal the decision in line with the Institute's Complaints and Appeals Policy. During this period, the student must continue to attend class as academic progress and attendance will still be in effect. See the Institute's Student Attendance Policy, Student Course Progress Policy and Student Assessment, Reassessment and Repeating Units of Guidelines Policy. Note that this policy does not remove the students right to take action under Australia's consumer protection laws or rights to pursue other legal remedies

## **6.0 Procedure for Students seeking to transfer from The Wales Institute to another provider (After completing 6 months of their principal course)**

6.1 Should a student wish to withdraw from The Wales Institute to another provider after completing 6 months of their principal course, no transfer restrictions apply. Students must complete The Wales Institute's Application to Withdraw Form (available at Reception), as well as ensure their fees are up to date in line with their Student Acceptance Agreement and TWI's Student Refund Policy. Students should then follow point 5.0 (b, c, e, f) above.

## **7.0 Letter of Release**

7.1 If a Letter of Release is granted by The Wales Institute, it will be provided at no cost to the student

7.2 Letters of Release will indicate relevant student details, the name of the proposed new provider and proposed new course in line with the providers offer letter

## **8.0 Refund Policy**

8.1 The approval of transfer from The Wales Institute to another provider does not indicate that the Institute is entitled to provide any refunds to the student

8.2 Students requesting refunds must provide a separate refund application in line with the Institute's Student Refund Policy

## **9.0 Record Keeping**

9.1 The Student Services Manager is responsible for ensuring all appropriate records are kept from the Transfer of Providers process, demonstrating compliance with this policy and showing how TWI reached its decision. All Transfer documents, including but not limited to Transfer Application Documents, Supporting Documentation, Letters of Release, Conditional Letter of Offer, Letter of Offer, Transfer Outcome Letters etc. will be systematically kept in each students file

# **70.0 TRANSPORT**

## **Sydney**

It's easy to travel on Sydney's extensive transport Network. Monthly, Weekly and Daily passes can give you flexible travel between trains, buses and ferries. Please check the fares and travel guide information for zones and prices. For more information visit:

<https://transportnsw.info/>

## **Taxi Services**

You may find it helpful to put the following taxi phone numbers in your mobile phone:

Australia Wide Taxis

13 10 08

Taxi Cabs Legion	13 14 51
Taxis Combined Services	13 33 00

## 71.0 UNIQUE STUDENT IDENTIFIER

All students studying Nationally Recognised Training in Australia are required to have a Unique Student Identifier (USI).

You must provide your USI to the Institute's Marketing and Admissions Officer by your Orientation date. The Institute will not issue AQF certification documentation to an individual student who fails to provide a verified USI, unless an exemption applies under the Student Identifiers Act 2014. Where an exemption applies, the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET Transcripts prepared by the Registrar.

Your USI links to an online account that contains all your training records and results (transcripts) that you have completed. You can access your USI account from your computer, tablet or smartphone anytime.

To register for a USI, follow the following steps:

Step 1) Get at least one form of ID from the list below ready

- Drivers Licence
- Medicare Card (this includes a current family Medicare card where your name is included)
- Australian Passport
- Visa (with Non-Australian Passport) for International Students
- Birth Certificate (Australian) \*please note a Birth Certificate Extract is not sufficient
- Certificate of Registration by Descent
- Citizenship Certificate
- ImmiCard

**IMPORTANT:** The details you enter when you create your USI must match exactly with those shown on the form if ID used.

If you have no form of ID from the list above, please contact us.

Step 2) visit [www.usi.gov.au/create-your-USI](http://www.usi.gov.au/create-your-USI)

Step 3) Agree to the terms and conditions

Step 4) Fill in your personal and contact details

Step 5) Enter the requested details as shown on your form of ID (see list above)

Step 6) Set your USI account password and questions for security

Step 7) Your USI will not be displayed on the screen

Step 8) You should write down your USI somewhere safe or enter it into your phone for safe keeping

Step 9) Your USI will also be sent to you by either your email, phone or by mailing address (whichever you choose as your preferred contact method when creating your USI)

Step 10) Be sure to bring your USI with you each time you enrol in VET

If you require assistance with registering for your USI please contact the Student Services Team.

## 72.0 VISAS AND IMMIGRATION

It is the student's obligation to be aware and abide by their student visa conditions.

Student may gain advice from the immigration website at

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

Or visit

**The Department of Home Affairs**  
**OFFICES IN SYDNEY**  
 Monday to Friday 9am – 4pm

### **CITY CENTRAL**

Ground Floor 26 Lee Street  
 Sydney NSW 2000

### **PARRAMATTA**

9 Wentworth Street  
 Parramatta NSW 2150



Students who require documentation from The Wales Institute for appointments at immigration should contact Student Services with their request at least 2 weeks prior to their appointment in order for documents to be processed in time. See the Document Access section of this Student Handbook for more information.

Migration advice is not given by The Wales Institute staff we recommend you seek professional advice from a Migration lawyer.

## 73.0 WELFARE COUNSELLING

During your study you may encounter personal problems that may end up affecting your enrolment. This can include the stress of being away from family and friends, difficulty in finding suitable accommodation, difficulty with work, personal Issues at home, financial Issues etc. Our Student Services Team is here to assist you as needed. If you are experiencing stress or difficult issues, please let our Student Services Team know about it. Conversations will remain confidential if you wish. To contact our Student Services Team, visit us between Mondays to Fridays, 8:00am – 5:30pm. For after hours emergencies, please contact our Student Services Manager (details provided in point 3 of this policy).

## 74.0 WORK, HEALTH AND SAFETY

The Wales Institute understands and accepts its legal responsibility for safety, occupational health, welfare and rehabilitation. In fulfilling this responsibility the organisation and its management has a duty to provide and maintain an environment that is safe for employees, students, contractors and visitors.

### **Work Health & Safety Planning**

Risk of injury will be reduced by job design, equipment design and work practices. Our campus, facilities and equipment will be maintained in a safe working order.

### **Work Health & Safety Methods**

A representative Work Health & Safety Committee will operate on behalf of the organisation and assist with the management of this policy. All staff are required to complete a safety induction. Work sites are monitored, hazards eliminated or isolated to minimise risk of injury. The Wales Institute employees will be trained so they are

competent to perform their duties with minimum risk to themselves, fellow employees, contractors or students. Employees, contractors and students are not expected to conduct work or place themselves in situations which they reasonably consider to be unsafe.

### **Work Health & Safety Systems**

Work Health & Safety Representatives shall provide specialist consultative advice to assist The Wales Institute employees at all levels to meet their responsibilities. If personal protective equipment and clothing is supplied, it must be used when required. Auditing of processes, equipment and the workplaces will be conducted to minimise risk on an on going basis. Work Health & Safety performance for each department will be reviewed on a regular basis by the management group and form part of the performance management process. Where necessary, rehabilitation programs will be developed to assist people who have suffered injuries to return to their normal duties as soon as practicable.

## **75.0 WORKING IN AUSTRALIA**

Student visa holders can work 40 hours per fortnight once their course has started and during any period in which their course is in session. They are able to work unrestricted hours during any scheduled course break. A fortnight means a period of 14 days beginning on any Monday and ending on the second following Sunday.

Do not work longer than the permitted hours as Immigration will conduct checks to ensure you are not breaching your Visa conditions. In addition, whoever employs you for that period has a responsibility under our Immigration laws and can be charged with serious offences should you work over your permitted hours.

Check with your Trainer or the Student Services Officer at the Institute if you are unsure.

## **76.0 STUDENT HANDBOOK ACKNOWLEDGEMENT DECLARATION**

I \_\_\_\_\_ confirm that I have received, read, understood and agree to the contents of this Student Handbook prior to enrolling in my course at The Wales Institute.

\_\_\_\_\_  
**Student Name**

\_\_\_\_\_  
**Student Signature**

\_\_\_\_\_  
**Date**

### **REMINDER**

**The information contained in this Student Handbook is vital for your ongoing study at The Wales Institute (TWI) so please read it carefully.**

**You must notify us of changes in your address within 7 days of the change occurring. You should also notify us of any personal situation or problem you have that may impact your academic progress in your course enrolment as soon as possible.**