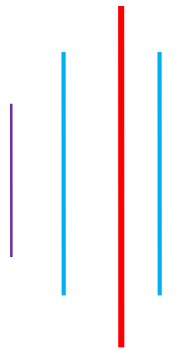




WESTMINSTER COLLEGE



STAFF HANDBOOK

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1.0 What is Vocational Education?

Vocational education focuses on training and assessing workers in the skills and knowledge required of them to hold various positions within industry, manage a number of different tasks within a job, respond to irregularities and breakdowns in routines and deal with the responsibilities and expectations of the work environment.

Vocational Education is aimed at meeting the training needs of those wishing to enter the workforce, those currently in positions who require retraining or up-skilling or those workers wishing to develop their skills further.

The Vocational Education System in Australia?

This is the system of government authorities, industry organizations and training institutions that deliver nationally recognised training in the form of Training Packages and Accredited courses to current and prospective workers

The National Vocational Education and Training Regulator Act 2011

The VET act is designed to support the provision of quality and integrity of training services to all students in Australia. It does this by providing:

- Ensuring colleges meet their national agreed standards;
- Ensure college provide quality of service in its training systems;
- Supporting the compliance of the ESOS act; and
- Promote consistency of quality of training provided in Australia.

For more information: <http://www.comlaw.gov.au/Details/C2011A00012/Download>

1.1 Department of Education

Announced by the Prime Minister on 21 December 2014, a new Australian Government Department of Education and Training has been formed. The department will be responsible for national policies and programmes that help Australians access quality early childhood education, school education, higher education, vocational education and training, international education and research.

1.2 Australian Skills Quality Authority (ASQA)

Australian Skills Quality Authority (ASQA) is the National Vocational Regulator. ASQA conducts quality audits and grants RTO recognition for 5 years to training organizations that meet the RTO standards. <http://www.asqa.gov.au/>

1.3 Registered Training Organisation (RTO)

All Australian registered training organizations that wish to deliver nationally recognised qualifications or statements of attainment must be registered with ASAQ as an RTO. <http://training.gov.au/>

1.4 Innovation & Business Skills Council (IBSA)



Innovation & Business Skills Council (IBSA) is responsible for the development and administration of the Training Packages used by Westminster College in consultation with industry. <http://www.ibsa.org.au>

1.5 Education Services for Overseas Students (ESOS) Act 2000 (as amended 2007)

Education Services for Overseas Students (ESOS) Act 2000 regulates education and training providers that enrol students studying in Australia on student visa. It provides quality assurance in education and training, financial and tuition assurance, assurance of integrity in providers. Breaches of the ESOS Act can lead to the imposition of sanctions, including suspension or cancellation from CRICOS.

http://www.austlii.edu.au/au/legis/cth/consol_act/esfosa2000442/

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

National Code of Practice for Providers of Education and Training to Overseas Students applies to all RTOs providing training to students from overseas who come to Australia to study on a student visa. The National Code forms part of the national quality assurance frameworks in education and training and provides national consistent standards for CRICOS registration and for the conduct of CRICOS registered providers.

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

1.7 Commonwealth Registered of Institutions and Courses for Overseas Students (CRICOS)

Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) is a registry of providers who are able to enrol and provide courses to overseas students.

<http://cricos.deewr.gov.au>



2.0 Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a compulsory reference number made up of numbers and letters that gives students access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications.

The USI will make it easier for students to find and collate their VET achievements into a single authenticated transcript. It will also ensure that students' VET records are not lost.

The USI is available online and at no cost to the student. (<http://www.usi.gov.au/create-your-USI/Pages/default.aspx>). This USI will stay with the student for life and be recorded with any nationally recognised VET course that is completed.

Students need one form of identity (ID) from the list below:

- Driver's licence;
- Medicare card;
- Australian Passport;
- Visa (with Non-Australian Passport) for international students; or
- Citizenship Certificate.



3.0 Australian Qualifications Framework (AQF)

The AQF was first introduced in 1995 to underpin the national system of qualifications in Australia encompassing higher education, vocational education and training and schools.

The users of the AQF span each education and training sector: schools, vocational education and training and higher education and include the accrediting authorities and institutions providing education and training. The many AQF stakeholders include industry and its representative bodies, unions, professional associations and licensing authorities and governments. Ultimately students, graduates and employers, both Australian and international, benefit from the quality qualifications that are built on the requirements of the AQF.

In Australia, education and training is a shared responsibility of all Commonwealth, State and Territory governments. Education, training and employment ministers collectively own and are responsible for the AQF. <http://www.aqf.edu.au>.





4.0 Competency Based Training and Assessment

All training at Westminster College is based on the principles of Competency Based Training. Delivery and assessment will involve students in accomplishing the tasks required to demonstrate competency in any unit and students will be provided with every opportunity to demonstrate that they can carry out required tasks.

Competency based training and completion is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a program of training.

Competency based training programs are comprised of competency standards set by industry that each student is assessed against to ensure all the outcomes required have been achieved.

Progression through a competency based training program is determined by the student demonstrating that they have met the competency standards through the training program and related work, not by time spent in training. This way, students may be able to complete a program of learning much faster.

Registered training organisations (RTOs) have the prime responsibility for assessment of competency, consistent with the provisions of the Standards for registered Training Organisations (RTO) 2015. However meaningful and on-going consultation is required with the employer and the apprentice around the development, delivery and monitoring of a training plan and the attaining of competencies within the relevant qualification.



5.0 What is a Training Package?

A Training Package is an integrated set of nationally-endorsed Competency Standards, Assessment Guidelines and Australian Qualifications Framework (AQF) qualifications for a specific industry, industry sector, or enterprise.

NOTE: Each Performance criteria in a Training Package is the desired outcome and not to be used as the curriculum.

Each Training Package:

- Provides a consistent and reliable set of outcomes for training, recognising and assessing people's skills, and may also have optional support materials;
- Enables nationally recognised qualifications to be awarded through direct assessment of workplace competencies;
- Encourages the development and delivery of flexible training which suits individual and industry requirements; and
- Encourages learning and assessment in a work-related environment, which leads to verifiable workplace outcomes.

5.1 Training Package Endorsed Components

The nationally endorsed components include the Competency Outcome Standards, Assessment Guidelines and Qualifications Framework. These form the basis of training and assessment in the Training Package and, as such, they must be used.

5.2 Competency Outcome Standards

Each unit of competency identifies a separate workplace (simulated workplace) requirement and includes the knowledge and skills that underpin competency as well as language, literacy, numeracy and occupational health and safety requirements.

The units of competency must be adhered to in training and assessment to ensure consistency of outcomes.

Competency standards are the nationally endorsed benchmarks against which competency can be measured.

5.3 Training Package Support Materials

A range of stakeholders such as RTOs, individual trainers and assessors, private and commercial developers and government agencies produce Training Package support materials.

All RTOs produce training strategy material to suit the needs of individual trainees, client companies or enterprises or individual qualification training plans.

Similarly, assessors prepare assessment tools to cover individual trainee circumstances and situations. Assessment tools are tailored to provide support where individuals require support.

Specialised commercial companies develop training support materials professionally. Government or industry-sponsored groups such as Industry Skills Councils also develop training support material.



5.5 What is Competency?

The broad concept of industry competency concerns the ability to perform particular tasks and duties to the standard of performance expected in the workplace. All definitions of competence mention the need for a standard to be measured against. If a standard does not exist, then the judgement of competence cannot be made.

Competency requires the application of specified skills, knowledge and attributes relevant to effective participation in an industry, industry sector or enterprise.

Competency covers all aspects of workplace performance and involves performing individual tasks such as:

- Managing a range of different tasks;
- Responding to contingencies or breakdowns; and
- Dealing with the responsibilities of the workplace, including working with others.

Workplace competency requires the ability to apply relevant skills, knowledge and attributes consistently over time and in the required workplace situations and environments.

In line with this concept of competency, Training Packages focus on what is expected of a competent individual in the workplace as an outcome of learning, rather than focusing on the learning process itself.

5.6 Principles of Assessment

Competency based assessment is different from other types of assessment which have traditionally been used in education and training. In competency based assessment, skills and knowledge are assessed against specific criteria as set out in competency standards.

Differences between competency based assessment and traditional forms of assessment are:

1. Competency based assessment is criterion-referenced

Learners are not assessed against each other, but against standard criteria.

2. Competency based assessment is evidence-based

A decision about whether a person is competent is based upon evidence provided by the candidate.

The evidence may be demonstrated or produced by the candidate or gathered by the assessor.

3. Competency based assessment is participatory.

Candidates are involved in the process of assessment.

Assessment links together the three (3) elements leading to effective workplace performance competency standards, training and practice.

Assessment is the process of gathering evidence and making judgements about whether the standards specified have been met and whether the evidence is sufficient to indicate competence.

All assessments carried out by RTOs are required to demonstrate compliance with the four principles of assessment:

- Validity;



- Reliability;
- Fairness; and
- Flexibility.

5.7 What is evidence?

As an assessor you will need to make a decision or series of decisions about whether the person/s being assessed has achieved the required competence. To do this you may be involved in deciding what evidence is required. Whether you have this task or not you will probably have to provide feedback to the candidate about the suitability of the evidence. To be able to do this you need to understand what evidence is and what makes it suitable.

In a competency based system, evidence is something that supports the candidate's claim of competency, or their having achieved a competency standard, a learning outcome or performance outcome.

Evidence can be collected on a wide range of measurable aspects of performance. These may include:

- Products that have been made;
- Processes that have been carried out;
- Underpinning knowledge and understanding; and
- Underlying attitudes.

8.8 Plagiarism

Westminster College follows a procedure for making sure that the work students submit is their own. The procedure is that a student sign an assessment declaration form declaring that all the works are of his/her own, and where works are sourced, they are appropriately acknowledged with appropriate references. Westminster College trainers may use plagiarism detection software where they believe that student work might have been plagiarised. Students who are found to have plagiarised their work will go through disciplinary procedure where the outcomes may range from receiving a warning to failing in the assessment in question (assessed as Not Satisfactory).



6.0 Professional Development

- 1.16. *The RTO ensures that all trainers and assessors undertake professional development in the fields of the knowledge and practice of vocational training, learning and assessment including competency based training and assessment.*

Standards for Registered Training Organisations (RTO) 2015

6.1 Policies and Procedures

As a trainer and/or assessor or an employee of Westminster College you are required as a component of your induction and professional development process to read and gain an understanding of all of the college's policies and procedures which will be made available to you.



7.0 Client Services

The College is committed to high standards in the provision of vocational education and training and all other client services. All staff are obliged to follow the provisions of the College Client Services Policy.

The College in all of its dealings will meet the requirements of the:

- WHS Act;
- EEO, Access and Equity and Anti Discrimination and Harassment Acts;
- College Code of Practice;
- Industry Requirements;
- All other relevant legislation;
- Information covering this legislation are always available to all clients at reception;
- Management directs all clients to familiarize themselves with the provisions of the Client Services Policy and with the above mentioned legislation;
- Staff will behave courteously and professionally at all times when in contact with clients;
- All clients will receive fair and equitable service;
- All clients will receive clear and concise information about College Products, services, prices, refunds, policies and procedures and any College activity which affects them prior to and after registration;
- All administrative activities will be carried out in accordance with legislative requirements for the protection of clients;
- Information about students, agents and other clients will remain confidential;
- Management will provide prompt and accurate responses to all client inquiries;
- Decisions regarding student enrolments and assessments will be based on written evidence;
- All assessments will be fair, reliable, valid and moderated against other assessment activities;
- All grievances will be treated seriously and confidentially and follow set grievance procedures;
- Clients have the right to involve third parties in dispute resolution at any stage;
- All clients will receive the services that they have paid for and will not be charged for services not received;
- Students will be able to train in a productive, non-discriminatory environment and be provided every opportunity to become competent; and
- No policy and procedure of the College intends to or does remove the right of an individual to take further action under Australia's consumer protection laws or any other relevant legislation.

7.1 Critical Incident Management

7.1.1 Policy

This Policy relates to critical incidents directly involving staff and/or students on any campus which impact not only on the individual but also on other member of the College community. Where a Critical Incident is defined as a traumatic event where: physical safety or life is threatened such as rape, personal assault, an armed robbery, hostage situation, act of violence, accident, natural disaster or suicide.

- 1.1 Being witness to, or being involved in, a critical incident such as a robbery, act of violence, accident or suicide can affect people. Early appropriate professional intervention following an incident can assist in minimising psychological, physical, educational and social effects and the related human and financial costs to organisations in particular Work-cover.



- 1.2 The College has a responsibility to abide by relevant Acts of Parliament such as Occupational Health and Safety Act (NSW) 2000, Mental Health Act (NSW) 2007, Disability Services Act (NSW) 1993, Freedom of Information Act (Commonwealth) 1982.
- 1.3 The College has a responsibility to staff and students in terms of their physical safety and emotional well-being so the optimal learning and employment outcomes can be achieved.
- 1.4 Co-ordinated, systemic institutional procedures enable rapid, appropriate and comprehensive responses to a critical incident.

Therefore it is the Policy of this College to ensure optimal educational and employment outcomes for all students, through effective Comprehensive Critical Incident Management, which:

- 2.1 Enables the College community to deal with all stages of critical incidents promptly and professionally in order to prevent the development of post-traumatic stress syndrome or harm to the learning environment.
- 2.2 Supports pro-active strategies which will help minimise the occurrence of some critical incidents.
- 2.3 Encourages the early identification of potentially critical incidents within the College.
- 2.4 Ensures critical incidents in the workplace are managed in line with established Quality Management and Occupational Health and Safety objectives and Emergency or Disaster procedures.
- 2.5 Provides clearly accessible and understood directions for all personnel caught up in a critical incident.
- 2.6 Assists people to cope with critical incidents by providing appropriate practical and psychological support.
- 2.7 Provides appropriate assistance to people who may require longer term assistance.
- 2.8 Ensures ongoing training, support and review for staff

Procedure

1. Ensure that all staff are aware of critical incident management through Staff Handbook and Professional Development. Staff will comprise:
 - Principal/CEO;
 - Student Services Officer; and
 - Member of Counselling Service.
2. Ensure students are aware of critical incident management through the Student Handbook
3. All critical incidents must be recorded using the Incident Report Form (completed for each incident) and sent to the Principal /CEO
4. The Principal/CEO will assess the incident and make a decision as to how to manage the incident – who to involve
5. Incident management is organised by the Principal/CEO
6. Results of management are recorded on the Incident Report Form



8.0 College and Course Information Sheet

8.1 RTO Registration

The College is a Registered Training Organisation (RTO), registered by the Australian Skills Quality Authority (ASQA) to the Standards for registered Training Organisations (2015). The College is also registered on the Commonwealth Register of Institutions & Courses for Overseas Students (CRICOS). The registration can be validated by <http://training.gov.au/Organisation/Details/91244>.

8.2 Nationally Accredited & Internationally Recognised Courses

All College courses are nationally accredited and nationally recognised, fulfilling the requirements of the National Training Packages.

8.3 Protection of Student Fees

The College protects student's tuition fees through TPS. The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. For more information please go to <https://tps.gov.au/Home/NotLoggedIn>.

8.4 Student Protection through Legislative Requirements

Westminster College follows all relevant Commonwealth and State laws and regulations. All of these documents and more can be sourced at (<http://www.austlii.edu.au/databases.html>). These acts form complex laws and legislations that all businesses must follow. Westminster College ensures its policy and procedures are in line with these regulations and provide the following summary of each for student's information. Students are encouraged to seek further information on each piece of legislation by accessing the Acts online or by speaking with a student services officer.

8.4.1 Commonwealth of Australia Acts

8.4.1.1 Copyright Act 1968

The copyright act is designed to protect the ownership and usage of books, websites, logos, songs photos and many other forms of creative media. When using resources in the learning environment Westminster College ensures it complies with the act by ensuring all resource owners are noted and the all copies/distribution of copyrighted materials does not exceed regulated usage.

All students should ensure that any materials used when undertaking assessments should respect these laws and all quotes referenced appropriately.

For more information: http://www.austlii.edu.au/au/legis/cth/consol_act/ca1968133/



8.4.1.2 Disability Services Act 1986

In Australia laws are in place to allow people with disabilities a fair chance to work or learn in a field of choice. These laws forbid businesses from discriminating against people with disabilities. This is well supported by many services in place to help organisations adapt their workplace to ensure all people can gain access to work or education if they desire it.

Students with disabilities are given equal access to training through Westminster College and Westminster College does not discriminate its employee based on Disability.

For more information: http://www.austlii.edu.au/au/legis/cth/consol_act/dsa1986213/

8.4.1.3 Education Services for Overseas Students Act 2000

The ESOS Act is designed to provide international students quality education and training. It outlines a set of standards designed to ensure the level of service provided to overseas students meets or exceeds their expectations. The act sets out to:

- Provide financial tuition assurance for course fees paid by International Students;
- Enhance Australia's reputation for quality educational services; and
- Complement Australia's migration laws.

Information on the ESOS Act was provided in your enrolment pack and will be discussed during your orientation. If you require any further information, please speak to a student services officer or at the following website.

For more information: <http://www.comlaw.gov.au/Series/C2004A00757>

8.4.1.4 Equal Employment Opportunity Act 1987

The EEO Act is designed to promote a fair system for employment selection which is based on ability to do the job role. This is done through its support of the sexual and racial discrimination acts, its support of the Equal Employment for Women in the Workplace Act, its support of the anti discrimination act and through ensuring fair outcomes for part, full time and casual based employment and promotes a fair workplace for all.

Westminster College promotes equal opportunities for all people through acceptance and celebration of differences.

For more information: http://www.austlii.edu.au/au/legis/cth/consol_act/eeoaa1987642/

8.4.1.5 Migration Act 1958

The Migration Act is designed to support the national migration systems in place in Australia. This is done through:

- Regulation of all migration services;
- Provide appropriate visas for entry and remaining in Australia; and
- Provide services to facilitate the removal and deportation of who are in breach of this act.

As an international student you have an obligation under the law to ensure you maintain your agreed standards of compliance as outlined in your visa. Please don't hesitate to discuss your concerns with a student services officer.

For more information: http://www.austlii.edu.au/au/legis/cth/consol_act/ma1958118/



8.4.1.6 Racial Discrimination Act 1975

This act is designed to support each state and territory based legislation to ensure that all people are not discriminated against for their racial background. Australia is very multicultural and to ensure a fair society for all, the act provides systems to allow legal prosecution for those who do not comply.

For more information: http://www.austlii.edu.au/au/legis/cth/consol_act/rda1975202/

8.4.1.7 Sex Discrimination Act 1984

This act is designed to ensure that all people (especially women) are not disadvantaged through discrimination of others for:

- Family responsibilities;
- Potential pregnancy; and
- Marital status.

For more information: http://www.austlii.edu.au/au/legis/cth/consol_act/sda1984209/

8.4.1.8 Workplace Relations Act 1996 (including amendments 2001, 2002, 2005, 2006)

Australia has a number of legislative policies to support a fair labour market, high employment levels, improved living and work standards, cooperative enterprise bargaining and agreements, fair award wages, involvement of unions in the workplace, assisting employers and employee set a balance of life and work priorities and respecting the diversity of the Australian workforce.

For more information: <http://www.industrialrelations.nsw.gov.au/Home.html> and http://www.austlii.edu.au/au/legis/cth/consol_act/wraolaa1996489/

8.4.2 New South Wales Acts

8.4.2.1 Anti Discrimination Act 1977

The Anti Discrimination Act 1977 is a NSW state based Act which supports the National Acts in Discrimination as described in National Legislation Section within this handbook. The NSW Act is designed to ensure that the act of discrimination against people is made unlawful and promote equality amongst all people. This includes discrimination based on:

- Race;
- Gender;
- Sexual Orientation;
- Transgender;
- Material or Domestic status;
- Disability;
- Responsibilities as a carer;
- HIV infection; and/or
- Age.

To support this legislation the Anti Discrimination Board was formed to address complaints or matters raised by persons who feel discrimination has occurred.

For more information: <http://www.legislation.nsw.gov.au/maintop/view/inforce/act+48+1977+cd+0+N>



8.4.2.2 Industrial Relations Act 1996

The Industrial Relations Act 1996 is designed to ensure that each worker in NSW is given the opportunity to ensure all industrial relations outcomes to be fair and just. This includes the provision of a set of standards that all business must adhere to when negotiating with employee.

The act's objectives are to:

- Promote an efficient and effective economy in NSW;
- To strengthen employer/employee enterprise agreements;
- To facilitate employee standards through industry awards;
- To ensure equal pay is given to all workers doing equal levels of work;
- Provide resolution for industrial disputes; and
- To promote innovation and equitable productive workplace relations.

For more information: <http://www.legislation.nsw.gov.au/maintop/view/inforce/act+17+1996+cd+0+N>

8.4.2.3 Work Health and Safety Act 2011

The Work and Health Safety (WHS) Act 2011 is designed to promote a safe working environment for all employees in NSW. It defines the responsibilities of the employer and the employees in the role to support safe working.

The act's objectives are to:

- Promote health safety and welfare of people at work
- Reduce the risks of health and safety whilst working
- Promote a safe work place for all
- Facilitate consultation and cooperation between employees and employers
- Provide strategies to reduce and eliminate workplace health and safety risks
- Provide strategies for management and systems for handling dangerous goods
- Manage the framework for OHS legislations

For more information: http://www.austlii.edu.au/au/legis/nsw/consol_act/whasa2011218/

8.4.2.4 Privacy and Personal Information Act 1998

The privacy and personal information act is designed to ensure that all people have a right to privacy and that any information provided to any organisation must respect the owners' privacy. This is done through ensuring security of information is maintain at all times, including usage, retention and managing the distribution of these details.

The act is supported by the Privacy Commissioner who oversees the management of the framework to support the act and investigate complaints and make recommendations therein.

For more information: <http://www.legislation.nsw.gov.au/maintop/view/inforce/act+133+1998+cd+0+N>

8.4.2.5 The National Vocational Education and Training Regulator Act 2011

The VET act is designed to support the provision of quality and integrity of training services to all students in NSW. It does this by providing:

- Ensuring colleges meet their national agreed standards;
- Ensure college provide quality of service in its training systems;



- Supporting the compliance of the ESOS act; and
- Promote consistency of quality of training provided in NSW.

For more information: <http://www.comlaw.gov.au/Details/C2011A00012>

8.4.2.6 Workplace Injury Management and Workers' Compensation Act (1998)

This act is designed to provide a system to facilitate the process of ensuring all workers injured in the workplace have access to prompt medical treatment and provided with fair compensation thereafter. This is done through:

- Assist in preventing workplace injuries and reducing risk
- Facilitate the prompt treatment and management of workplace injuries
- Provide system to facilitate employees in their return to work
- Provide income and support for employees and their families during incapacitation
- To ensure these services are fair, affordable and viable
- Promote awareness and management of risks, injury prevention and return to work programs

For more information: <http://www.legislation.nsw.gov.au/maintop/view/inforce/act+86+1998+cd+0+N>

8.4.3 Regulations and Codes

- Work Health & Safety Regulation 2011
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007

The information provided in the Commonwealth and/or State Acts and/or Regulations listed above is the guiding advice for the development of Westminster College policies and procedures.

8.5 Code of Practice

Westminster College follows all provisions and directions of the National Code of Practice as applied in Westminster College Code of Practice. This information can be found in the Legislation Information Folder.

8.6 Dissemination of Legislative Information, College and Course Information

Information covering all legislative requirements, College and course details, including Policy and Procedure documentation is disseminated to all students as both pre and post registration information through the following:

- College Policies and Procedures Manual
- Student Handbook
- Staff & Student Information Folder (Legislative Requirements)
- Student Orientation Handbook
- Student memos and notices
- Student Meetings
- Student and Staff notice boards
- Mail outs
- College Brochure, Posters
- College Website
- Reception



8.7 Access and Equity

The College follows Access and Equity principles in all dealings covering student and staff selection, registration (employment) and induction

In accordance with current legislation, the College prohibits discrimination and harassment towards any group or individuals in any form, inclusive of

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Physical or intellectual or psychiatric disability, or any organism capable of causing disease
- Homosexuality (male or female, actual or presumed)
- Age (in relation to compulsory retirement)

Student and staff placements, grievance considerations, College policies, procedures and practices, physical facilities, training practices are all conducted with sole regards to considerations of appropriate selection criteria, qualifications, experience, timetabling restrictions, student needs, and physical accessibility.

Procedure

1. Information covering legislative requirements and the College policy and procedure documentation is available to all staff and students through the following:
 - Client Services Policy;
 - Student Handbook;
 - Staff Handbook;
 - Legislation Information Folder;
 - College Policy and Procedure Manual;
 - Registrar Manual;
 - Professional Development Schedule;
 - Staff Meetings;
 - Reception; and
 - College notice boards.

Correspondence with staff and students

2. When required programs are to be designed and wherever possible facilities set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by all staff and clients;
3. Any staff member or client with a grievance concerning College action with regard to these policies should follow the College Grievance Policy and Procedure; and
4. If such a grievance cannot be adequately solved internally, all staff and clients are advised to avail themselves of the services and advice provided by government bodies



8.8 Client Selection and Enrolment

All students entering the College will have evidence of their English Proficiency assessed by the College in accordance with the provisions of their visa, Australian Residency and the Assessment level of their country of origin.

The English entry requirement for any vocational course is an IELTS score of 5.5 or its equivalent. These requirements will be provided in the College's pre-registration information

Given the results of the students English Proficiency Assessment the College will recommend the appropriate front-end (bridging) English course that upon completion will allow the student to enter the vocational courses.

The starting point for the student and hence the length of time the student will be required to undertake a front end (bridging) English course will be determined by the results of the assessment and any visa conditions.

If during a course trainers notice that a student is having problems with English they are to bring the situation to the attention of the academic head

From 5 November 2011, the department (DIBP) will accept test results from the following specified English language tests for Student visa purposes taken in any country. Below are the test score equivalencies:

English Language Tests for Student Visas											
Test	Test Score Band										
IELTS	4.0	4.5	5.0	5.5	6.0	6.5	7.0	7.5	8.0	8.5	9.0
TOEFL iBT	31	32	35	46	60	79	94	102	110	115	118
PTE Academic	29	30	36	42	50	58	65	73	79	83	86
Cambridge English: Advanced (CAE)	32	36	41	47	52	58	67	74	80	87	93
OET	Pass	Pass	Pass	Pass	Pass	Pass	Pass	Pass	Pass	Pass	Pass
TOEFL PBT	433	450	500	527	550	n/a	n/a	n/a	n/a	n/a	n/a

Legend:

- International English Language Testing System (IELTS);
- Test of English as a Foreign Language internet-Based test (TOEFL iBT); and
- Pearson Test of English (PTE) Academic.

Procedure

1. Upon registration students provide evidence of English proficiency
2. English Proficiency may be evidenced by any of the following:
 - a. IELTS test results – score of 5.5 points;
 - b. Other internationally recognised testing results;
 - c. Certificate of completion of an English course completed in Australia at an Intermediate level or above;



- d. Completion of another course in Australia that had the same English entry requirement i.e. Diploma, trade certificate, university degree;
 - e. HSC – completed in Australia;
 - f. HSC Foundation studies completed in Australia; and
 - g. ESL – completed as part of HSC completed in Australia.
3. The College assess evidence – and if sufficient student entry into vocational courses continues to be processed.

Students with below the required levels will be assessed by the College or entered into an appropriate front end English course.

8.9 CRICOS Students

Students registering under CRICOS i.e. on student visa must complete a min. of 36 weeks of supervised tuition for a minimum of 20 hours per week on premises per year.

8.10 Streamline Visa Processing (SVP)

Westminster College is approved for recruiting students under the government's Streamline Visa Processing (SVP) scheme. Under this system, students seeking to enrol in the Westminster College course must apply to Westminster College or a Westminster College authorised Agents (listed on the website <http://www.westminster.nsw.edu.au/Agents/>) and with appropriate and sufficient primary evidence of the source of funds sufficient to sustain the duration of his/her stay in Australia.

The nature of the evidence of the financial sources will depend on the level of the country that student is from. (<http://www.immi.gov.au/Study/Pages/student-visa-assessment-levels.aspx>). Students from Level 1 & 2 countries will have to fill out financial declaration form whereas students from Level 3 country will have to fill out compressive financial checklist form and provide appropriate evidence. Estimated cost for a student for the Australian living cost of Aud\$18,610.00 per year PLUS tuition fees which is specific to Westminster College. If the student is accompanied by the partner, further Aud\$6,615.00 per year living needs to be added to the estimated required fund. These costs do not include airfare costs and may vary from individual to individual due to choice of location and living style.



8.11 College Orientation

All registering students are required to undertake an orientation procedure provided by appropriate College staff. The orientation session is usually held few days before the start the term. During this procedure students will be provided with a Student Handbook and all College and course policies and procedures will be explained.

8.12 Client Academic & Vocational and Personal Counselling

When required or requested students will receive counselling for academic and vocational purposes from College staff. For personal counselling a suitably qualified person will be provided.

8.13 Language, Numeracy and Literacy Support

Language, Numeracy and Literacy support will be provided in all subjects as normal tuition practice. Students requiring extra support will be provided that support upon request.

8.14 Client Services

College is committed to high standards of client services and all staff are obligated to follow this provision through the Client Services Policy.

8.15 Quality Control of Training and Assessment

All College training and assessment comply with the Standards for Registered Training Organisations (RTOs) 2015. These standards are maintained through continual staff professional development, monitoring, industry liaison, internal auditing and both internal and external moderation.

8.16 Flexible Delivery and Meeting Student Delivery Needs

All courses are delivered on site as modified lectures in English following the competency based training guidelines of the relevant training packages. The college will establish student training requirements upon registration and Trainers will establish the training needs of the students at the start of each delivery unit. Different strategies will be used to meet these learning needs including presentations, role play, case studies, demonstrations, excursions, guest lectures, group work, calculations and exercises, tutorials, audio visual, individual learning, library use, magazines and newspapers. All training is designed to maximise student access and participation and hence the opportunity to achieve competency. Delivery units will be delivered in classroom studios.

8.17 Flexible Assessment and Meeting Student Assessment Needs

All College assessment tasks are designed to allow students to demonstrate that they can satisfactorily complete all tasks as required by the competency units comprising the subject being assessed. The college will establish student assessment requirements upon registration and Trainers will assess student assessment needs at the start of each subject. Assessment tasks may include formal exams, research assignments, presentations, demonstrations, reports, simulations, computer based productions, group and individual work. Assessment tasks are constructed upon the principles of validity, reliability and fairness.



8.18 Repeating Subjects

Students are not permitted to repeat a subject more than once within the duration of their course. Students with not yet competent (NYC) results at the completion of their course will be able to re register into their course to complete these subjects.

8.19 Competency Grades

Westminster College follows a competency system for grading the results of assessment tasks and final delivery unit results. Delivery unit results will be recorded on all official academic transcripts as either 'C' – competent, 'NYC' – Not Yet Competent or 'RPL' for acceptance of Recognition of Prior Learning and Credit Transfer. Early withdrawals from a delivery unit will result in the recording of an 'NYC' whilst non-attempted subjects will be recorded as an 'NA' – not assessed.

Individual UOC assessment methods will be graded 'S' - Satisfactory or 'NS' Not Satisfactory and recorded on the individual assessment method responses as well as the Competency Summary for each UOC.

Students have the right to appeal assessment results and should follow the Student Grievance and Appeals Procedure for this situation.



9.0 Recognition of Prior Learning (RPL)

Students may apply for RPL on the basis of previous and/or current work experience, life experience or non accredited training. Only the supervising trainer as the course academic head may validate an RPL status. Students are required to indicate their intention to apply for RPL upon registration and complete the RPL & Exemption Information kit which is available at reception. Students will be informed in writing as to the results of their application and if any further evidence is required (www.westminster.nsw.edu.au).

10.2 Exemptions and National Recognition

To comply with national recognition standards Westminster College recognises the qualifications issued by other Australian RTO's and will confer an exemption for all previous training resulting in a competent result for the exact same competency units as listed on Westminster College course profiles. Only the supervising trainer and the course academic head may grant exemption status. Students are required to indicate their intention to apply for exemption at the time of registration and complete the RPL & Exemption Information Kit. Students will be informed in writing as to the results of their application and any further evidence is required.

The granting of RPL will reduce course length. DoE/DIBP will be notified as to the new course length. Any adjustments to course price due to RPL or exemptions must go through the Registrar only. Forms are available at <http://www.westminster.nsw.edu.au/> .



10.0 Registration Terms and Conditions

The College requires all students to access and understand all College and course information available on the website, at reception and included in the College application and marketing material. Students will be required to sign a declaration that they have read and understood all terms and conditions before registration and will be bound by these conditions once registration is complete.



11.0 Grievance and Appeals

Westminster College will deal with any complaint and/or grievance in an effective and timely manner. Westminster College has processes in place for all course students to lodge complaints and/or grievances in relation to any matter including academic decisions in relation to a College course or service.

The grievance procedure allows for:

- a) a process for lodging a formal complaint or appeal if the matter cannot be resolved informally, which requires a written record of the complaint or appeal to be kept;
- b) each complainant or appellant has an opportunity to formally present his or her case at minimal or no cost to him or herself;
- c) each party may be accompanied and assisted by a support person at any relevant meetings;
- d) the complainant or appellant is given a written statement of the outcome, including details of the reasons for the outcome; and
- e) the process commences within 10 working days of the formal lodgement of the complaint or appeal and supporting information and all reasonable measures are taken to finalise the process as soon as practicable.

11.1 Complaint/Grievance Submission and Appeals Procedure

Westminster College will manage internal complaints handling and appeals process that is as the following requirements indicate:

- a process is in place for lodging a formal complaint or appeal if the matter cannot be resolved informally;
 - speak to the person with whom you have the complaint/grievance with and try to resolve the issue or problem
IF UNRESOLVED
- Lodge a written complaint to your trainer or reception and ensure that it registered;
 - speak to your Trainer
IF UNRESOLVED
 - speak to the Senior Training Representative
IF UNRESOLVED
 - make an appointment with the CEO

A student must access the complaint, grievance or appeals process within 20 working days of any issue that becomes the reason for the process. After this period where the issue is concerned with a lack of attendance, poor competence outcomes or failed financial payments Westminster College may be required to report the student to DoE.

If the student is not satisfied with the result or conduct of the internal complaint handling and appeals process, Westminster College will advise the student of his or her right to access the external appeals process at minimal or no cost.

If the student chooses to access the College complaints and appeals processes, Westminster College will maintain the student's enrolment while the complaints and appeals process is ongoing.

If the student is still not satisfied with the resolution of the grievance, they are able to seek advice and further assistance from the authorities listed below.



Overseas Students Ombudsman

<http://www.oso.gov.au/overseas-students/>

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

Call: 1300 362 072* within Australia. Outside Australia call +61 2 6276 0111.

Enquiries 9am to 5pm Monday to Friday Australian Eastern Standard Time (Australian Eastern Daylight Time when daylight savings is in effect)

Email: ombudsman@ombudsman.gov.au

Fax: 02 6276 0123 within Australia. Outside Australia +61 2 6276 0123.

Postal: GPO Box 442 Canberra ACT 2601.

11.2 Appeals Process

A complaints/grievances and assessment appeal process is an integral part of the Standards for Registered Training Organisation (RTO) 2015 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students.

A fair and impartial appeals process is available to all students of Westminster College. If a student wishes to appeal his/her complaint/grievance/assessment result, he/she must first discuss the issue with the trainer/assessor.

If the student would like to proceed further with the request after discussions with the trainer/assessor a formal request is made in writing outlining the reason(s) for the appeal.

11.3 Grounds for Appeal

An application for appeal will be considered where:

- A student claims to be unfairly treated by fellow students or staff;
- A student claims to be unfairly treated by compliance with the Westminster College policy and procedures;
- A student claims a disadvantage because the trainer did not provide a subject outline;
- A student claims disadvantage because the trainer varied without consultation or in an unreasonable way the assessment requirements as specified in the subject outline;
- A student claims disadvantage because assessment requirements specified by the trainer were unreasonably or prejudicially applied to him or her;
- A student is of the view that a clerical error has occurred in the documenting of the assessment outcome; or
- A student claims that there is a discrepancy between the practical observation and the formal assessment.

All appeals are recorded and reviewed at Management Review Meetings. Results of all appeals are communicated in writing to the student, within 20 working days of the result being finalised, and a copy of any communication is also kept on file, both on the complaints register and in the student's individual file.



12.0 Student Information and Conditions

12.1 Course Deferral, Suspension or Cancellation

The College will not allow a student to defer commencement or suspend studies except on the grounds of illness as evidenced by a medical certificate indicating that the student cannot attend studies, other exceptional compassionate circumstances beyond the students control e.g. bereavement.

Students must notify the College in writing stating the exact reason for the course deferral or suspension of studies and accompany the letter with full documentation.

In the case of deferment or suspension due to sickness the student must provide original doctors certificates – from a registered medical practitioner. No other certificates are acceptable.

The college will notify the student in writing as to the decision to cancel the student's registration stating the reasons why.

Any deferment, suspension or cancellation of studies will be notified to the DoE within 20 days via PRISMS. Students will need to be counselled that DoE has the final say as to whether reasons are acceptable.

The college will inform the student of its intention to suspend or cancel the student's enrolment where the suspension or cancellation is not initiated by the student and notify the student that he or she has 20 working days to access the college complaints and appeals process. If the student accesses the registered provider's internal complaints and appeals process, the suspension or cancellation of the student's enrolment under this standard will not take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.

Prescribed Information about an accepted student who does not commence on the nominated date must include:

1. student's full name, gender, date of birth, country of birth, nationality
2. CRICOS course code
3. Agreed starting day and day when the course is expected to be completed.

The College can only defer or temporarily suspend the enrolment of the student on the grounds of misbehaviour by the student (e.g. Disciplinary or plagiaristic reasons)

12.2 Student Leave

It is recommended that all students attend 100% of class time as this tuition is vital for satisfactory academic results. Therefore, all student leave is to be restricted to the official College breaks. In cases of exceptional compassionate circumstances beyond the students control e.g. bereavement and sickness provision may be made for leave entitlements.

In cases of bereavement e.g. death in the family, students must provide the College with documentation covering the reason for bereavement and evidence of return air fares etc.

Sickness must be evidenced by a doctor's certificate from a registered practitioner i.e. with a medical provider number on the certificate. All other certificates are not acceptable. The College must sight original medical certificates before approving medical leave.



12.3 Student Support and Welfare

Westminster College will assist students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation programme that includes information about:

- a) student support services available to students in the transition to life and study in a new environment;
- b) legal services;
- c) emergency and health services;
- d) facilities and resources;
- e) complaints and appeals processes, and
- f) any student visa condition relating to course progress and/or attendance as appropriate.

Westminster College will provide the opportunity for students to participate in services or provide access to services designed to assist students in meeting course requirements and maintaining their attendance.

Westminster College will provide the opportunity for students to access welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues. These services will be provided at no additional cost to the student. If the College refers the student to external support services, the College will not charge for the referral.

Westminster College has a documented critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.

Westminster College has designated members of staff or members of staff to be the official point of contact for students. The student contact officer or officers will have access to up-to-date details of the College's support services.

Westminster College has sufficient student support personnel to meet the needs of the students enrolled with the College.

Westminster College ensures that its staff members who interact directly with students are aware of their and student's rights and obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations.

12.4 Cancellation and Refund

The full Cancellation and Refund Policy is included on the application form and available on the College website. This policy covers default situations by both students and provider and the corresponding method and timing of refund calculation. Students not satisfied with the calculated refund may use the College Grievance procedure and ask for an independent 3rd party consultation. The College Cancellation and refund Policy and procedure do not remove the right of the student to take action under the Australian consumer protection laws.

12.5 Provider Default

Refunds in situations of Provider Default are covered by the provisions of the ESOS Act 2000 and ESOS Regulations 2001. If College does not offer a course on the advertised start date, terminates a course after the course start date or before the course completion date or does not provide a course as advertised due to sanctions by any authority or does not provide a course in full, the College will pay a full refund which equals the total of the course money the College received in respect of the student before the default day plus the application fee. Such refunds will be made within four (4) weeks after the default date.



12.6 Warning and Reporting

In accordance with legislative requirements the College will notify and counsel students of their visa non-compliance and subsequently to advise DIBP or report students to DoE via PRISMS all students who do not comply with the satisfactory academic performance requirements.

The situations that will initiate the College Warning and Reporting Policy and Procedure are a result of the following procedure:

- Trainers complete results records;
- Management collects Results Records at conclusion of delivery unit;
- The records officer enters records into electronic Student Management System and analyses for less than a 50 % achievement of competency.

12.6.1 Course Progress

Westminster College has implemented the Course Progress Policy for CRICOS Providers of VET Courses. Students' course progress is carefully monitored to ensure compliance with the relevant regulatory requirements.

Policy

Westminster College will assess each student's progress every five (5) weeks or at the end of each term whichever comes first. Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period. The length of a study period is determined as a Westminster College semester (18 study weeks).

Westminster College will define course requirements for each study period and be able to identify when a student has not passed or demonstrated competency in 50% or more of the course requirements. The course requirements for each study period will be made clear to the student at the start of the course and each study period. If a student is identified for the first time as not making satisfactory course progress, the intervention strategy is implemented. The intervention strategy must be activated within the first four (4) weeks of the following study period.

12.6.2 Academic Warning

If a student's academic progress is less than 50% competent after any completed and assessed unit of competence as advised from the SMS database records (available to students) the Registrar

- Monitor student academic results upon completion of each study period;
- Mails out unsatisfactory Academic Warning Letter;
- Follows-up warning letter with phone call and organise intervention; and
- Make electronic entry and files copies in student file.

12.6.3 Academic Reporting

Where Westminster College has assessed the student as not achieving satisfactory course progress, The College will notify the student in writing of its intention to report the student for not achieving satisfactory course progress. The written notice will inform the student that he or she is able to access the Westminster College's complaints and appeals process and that the student has 20 working days in which to do so.



Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting the registered provider, The college will notify DoE via PRISMS of the student not achieving satisfactory course progress as soon as practicable.

12.7 Student Warning and Expulsion - Financial

Students must remain up to date with all of their tuition and College fees. Students who are non financial at any time will receive a warning letter and asked to attend an interview. Students remaining non-financial will be expelled and subsequently reported to Department of Immigration and Boarder Protection (DIBP).

12.8 Student Sick Days and Other Absences

Students registered under CRICOS should be advised that the College is not permitted to enter sick days or any other days absent (unless granted Exceptional leave) on attendance records. All unofficial absences, sick or otherwise will be recorded as absences and subject to the above rulings.

12.9 Student Disciplinary Procedures

All College students are subject to Australian civil and criminal laws and to the College Disciplinary Policy and Procedure. The College reserves the right to expel students who break these conditions. In such circumstances students will be reported immediately to DoE and the depending on the seriousness of the incident the Police may be involved.

12.10 Change of Student Contact Details

All students are required to maintain current and accurate contact details with the College at all times. In the event of a change in contact details students are required to complete a change of details form and submit to the Registrar. <http://www.westminster.nsw.edu.au/>

12.11 Expulsion

The College reserves the right to expel students for serious breaches of discipline following appropriate the College disciplinary procedure. No money is refunded for expelled students and in the case of student visa holders, DoE will be notified.

12.12 Visa and Visa Subclass Conditions

It is the responsibility of the student to remain aware of the conditions of their visa and visa subclass and to register for a College course after the student has taken the College letter of offer to DIBP for approval. www.immi.gov.au/students.

12.13 Change of Provider

The college will not enrol a student wishing to transfer from another registered provider prior to the student completing six (6) months of his or her principal course of study except for the circumstances outlined below.

- a. The original registered 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 or territory government that prevents the student from continuing his or her principal course; or
- 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.

The college will not allow a registered student to transfer from the college within the first six (6) months of their course until the college has assessed the student's request to transfer within this restricted period. The college will grant the student's request where:

- a. The transfer will not be to the detriment of the student;
- b. The student has provided a letter from another registered provider confirming that a valid enrolment offer has been made;
- c. The student can register into the other course at an appropriate point in the course; or
- d. The student's current academic progress indicates that the student can manage the new course.

Note that:

1. Students should allow a minimum of five (5) working days to assess the student transfer request the Letter of release, if granted, will be issued at no cost to the student and will advise the student of the need to contact DIBP to seek advice on whether a new student visa is required;
2. If a transfer is granted the college will calculate any refunds according to the Refund Policy and Procedure and provide the student with a written statement; and
3. Students may use the college Grievance and Appeals process or involve an independent 3rd party at any time.

Where Westminster College does not grant a letter of release, the student will be provided with written reasons for refusing the request and will be informed of his or her right to appeal the College's Grievance and Appeals process.



13.0 Acknowledgement Declaration

I acknowledge that I have read and fully understand the contents of this Staff Handbook, which outlines the conditions my employment and responsibilities as an employee of Westminster College.

.....
Name

.....
Signature

.....
Date

.....
Name of Witness

.....
Signature of Witness

.....
Date