Westminster college commits to provide:

- Best possible learning environment
- Best possible computer and printing facilities
- Highly trained and qualified trainers
- Hands-on and practical training
- Friendly and supportive staff
# Key personnel at Westminster

<table>
<thead>
<tr>
<th><strong>Mr Umesh Chand</strong></th>
<th><strong>Dr Tek Lama</strong></th>
<th><strong>MS Pairin Chalyathet</strong></th>
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<tbody>
<tr>
<td><strong>Chief Executive Officer</strong></td>
<td><strong>Academic director</strong></td>
<td><strong>Student Service Manager</strong></td>
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<tr>
<td><strong>Contact</strong></td>
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</tr>
<tr>
<td><a href="mailto:starlineimmi@yahoo.com.au">starlineimmi@yahoo.com.au</a></td>
<td><a href="mailto:lama.teka@gmail.com">lama.teka@gmail.com</a></td>
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- **Mr Umesh Chand**
  - Strategy development
  - Operational management
  - Financial management
  - Industry liaison
  - Marketing management
  - Regulatory compliance

- **Dr Tek Lama**
  - RPL/subject exemption
  - Counselling & intervention
  - Re-assessment
  - Student complaint & appeals
  - Attendance & course progress issues
  - Time tabling
  - Trainer management & professional development
  - Assessment issues
  - Other academic matters

- **MS Pairin Chalyathet**
  - General enquiries
  - Enrolment issues
  - CoE matters
  - Visa & other personal grievances
  - Deferment, suspension & cancellation
  - Attendance & course progress follow up
  - Issuance of testamurs
  - Airport pick-up & accommodation
  - Other administrative matters
Students have rights to:

- Access to college facilities unhindered at all times
- Make a complaint regarding their particular concern (e.g. trainers, training, facilities)
- Demand clarification for any fees and charges
- Access to the college’s student support system
- Get issued testamur once required units for the given qualification is completed
Students have obligations to:

- Update your personal details as soon as they are changed (this is part of your visa condition)
- Attend all classes
- Meet the course progress requirement (i.e. must pass 50% of the course attempted)
- Pay the tuition fees before or on the due date
- Ensure to have a valid visa at all times
- Use college property carefully and abide college policy and procedures at all times
Student visa conditions

- Must satisfy attendance requirement
- Must satisfy course progress requirement
- Must not work more than 40 hours per fortnight (This condition does not apply during approved holiday period)
- Notify the college of the changes of address and other personal details as soon as they occur

“Failure to comply with one or more of the above conditions may result in cancellation of your visa”
Academic rules

- RPL/Subject exemption
  - Student can apply for RPL and be exempted from the subject previously studied
  - Westminster policy and procedure will apply

- Plagiarism
  - Any work a student submits must be his/her own. Copying others’ work and presenting it as his/her own is completely unacceptable. Westminster disciplinary action will apply.

- Results
  - Students can appeals for the assessment if they believe they are unfairly assessed. Student can also apply for re-assessment if they fail one one or more units.
Students can make a complaint or appeal for reconsideration of the decision made by Westminster.
The student wishing to do so must fill out an appropriate form.
Westminster will process the application and notify the student of the decision within 14 working days from the receipt of the application.
If the student is not satisfied with the decision, he/she can use external appeal system (Overseas student Ombudsman) for reconsideration of the Westminster’s decision externally and independent of Westminster.
Counselling procedures

- Counselling and Grievance procedure
  - Class or education problem (See Academic Director)
  - Financial problem (see CEO)
  - Personal and/or welfare problem (see Student Support Officer)
  - Immigration/visa problem (see Student Support Officer)

- General procedure
  - Approach your trainer
  - Approach Academic director if needed
  - Approach Student support officer
  - External Appeal (overseas students ombudsman)
Westminster college has the following obligations under the Workplace health & safety act and work health & safety regulations:

- a safe working and learning premise
- safe equipment and materials
- safe systems of learning
- Appropriate information and instruction

Students are expected to cooperate the college in complying with those obligations.
Anti-discrimination and anti-harassment

- Discrimination against anyone on any ground is illegal in Australia and not allowed in Westminster.
- Harassment is also illegal and Westminster has a robust anti-harassment policy which it strictly adheres to.
- The policy strictly prohibits students and staff from harassing anybody because of his/her:
  - Gender
  - Sexual orientation (i.e., gay or lesbian)
  - Race (including colour, nationality, descent, ethnic or ethno-religious background)
  - Disability (actual or perceived, past or present)
Legal Services

- Should the student needs legal service, he/she can contact legal aid service.
- Legal aid service office is located on the address below:
  Ground floor, 323 Castlereagh Street
  Sydney, NSW 200
  Po Box K847, Haymarket 1238, DX 5, Sydney.

- If there is no office near you, please call:
  Law Access NSW on 1300 888 529 or 1300 889 529
  For further information, you can visit:
  www.lawaccess.nsw.gov.au
For emergencies warranting Police, Fire or Medical attentions, see the reception for immediate assistance. Alternatively, Dial 000 yourself.

For medical attention, please see the reception for the First Aid Kit services.

For after hour assistance, call Umesh Chand (CEO)

Mob:
In the event of an emergency that requires evacuation, all students should follow the instruction of their trainer and the fire warden.

Once students have evacuated the building, they must assemble at Corner of Kent and Liverpool Street.

Only after the rolls have been checked, students and staff should leave the assembly area.

Emergency exits are signposted and there are diagrams located in designated areas.
When the alarm is raised, gather your things and get ready to evacuate.

Wait for the signal by the floor warden (with red or yellow hardhats) to evacuate.

When signal is given, follow your trainers to the assembly area using the fire exit stairs shown in green (Do not use the lift).

Wait in the assembly area for further instruction (Do not leave the assembly area until told to do so).

A roll call will be done to account for everyone.
Evacuation assembly

Outside French "La Guillotine’ Restaurant

Assembly area

Kent street

Westminster College