WINSLOW COLLEGE

STUDENT HANDBOOK

CRICOS Code: 03982K & RTO Code: 45800

Version 1.5, September 2026

1 TABLE OF CONTENTS

WELCOME TO WINSLOW COLLEGE MELBOURNE 3
REASONS TO STUDY AT WINSLOW COLLEGE 4
WINSLOW COLLEGE LOCATION 4
WINSLOW COLLEGE CONTACT INFORMATION 4
ESOS FRAMEWORK 4
VET COURSES OFFERED AT WINSLOW COLLEGE 5
ADMISSIONS AND ENROLMENT 7
APPLYING FOR A VISA 7
COURSE CREDIT 8
GENERAL INFORMATION ABOUT LIVING IN MELBOURNE 9
ACCOMMODATION 10
FURTHER INFORMATION ABOUT ARRIVING IN MELBOURNE 14
ARRIVING AT MELBOURNE AIRPORT 15
WINSLOW COLLEGE POLICIES AND PROCEDURE 17
FEES, CHARGES AND REFUNDS 21
ACADEMIC PROGRESS, COMPLETION AND ATTENDANCE POLICY 26
ASSESSMENT POLICY 27
TRANSFER OF PROVIDER POLICY 30
COMPLAINTS AND APPEALS POLICY 32
ISSUING CERTIFICATION POLICY 34
STUDENT PLAGIARISM AND CHEATING POLICY 34
DEFERMENT, SUSPENSION AND CANCELLATION POLICY 35
ACCESS AND EQUITY POLICY 39
OVERSEAS STUDENT ORIENTATION 40
OVERSEAS STUDENT SUPPORT SERVICES 41
STUDENT SUPPORT SERVICES 41
HEALTH AND SAFETY 42
PRIVACY POLICY 42
CONCLUSION 43

WELCOME TO WINSLOW COLLEGE MELBOURNE

Welcome to the Winslow College and thank you for choosing to study with us. Whether you are seeking to update or upgrade your skills or seeking a new career path, our team of friendly and dedicated staff will assist you make the most of your experience with us.

This handbook was developed to provide you with pre-enrolment information and to help guide you through the duration of your study. It contains information about relevant and important processes and procedures, which directly affect you and helps us maintain our high standard of education delivery.

The purpose of this Handbook is to provide you with all the information you need to know about studying with Winslow College and living in Australia.

This handbook provides you with the information you need to know about what courses are available and how to apply to study, a guide to applying for your visa, approximate costs of living in Australia, services, emergency numbers and more. Additionally, what to do when you arrive at the airport, as well as other important information such as working in Australia, options for accommodation, bringing family, schooling for children and so much more.

The first section of this Handbook details the courses Winslow college offers, how you can apply, including how to apply for your visa. There is further information about arriving in Australia, as well as an introduction to living and studying in Melbourne.

*NOTE: Details of living expenses, transport and general expenses are a guide only. All expenses are an average and are dependent on location, distance from the city and common laws.

During your orientation program, you will be provided with further information and tips to help you to adjust to studying and living in Australia.

For additional information about living and studying in Melbourne you can visit:
https://www.studyaustralia.gov.au/en

The web site includes a useful guide about studying and living in Australia that you can download.

Please take some time to read this handbook and familiarise yourself with the content.

REASONS TO STUDY AT WINSLOW COLLEGE

Winslow College is conveniently located in Melbourne CBD, our college is easily reached by public transport or by car and is well serviced with car parks in the area.

We strive to provide the best possible equipment, learning environment, relevant curriculum, teachers, and trainers that are highly qualified with current industry experience to ensure that you get a qualification that is highly regarded by industry.

WINSLOW COLLEGE LOCATION

The main office is located at

Level 9, Tenancy 1, 620 Bourke Street, Melbourne, VIC 3000 www.winslow.edu.au

Winslow also delivers training at the following locations:

- Level 9, Tenancy 1, 620 Bourke Street, Melbourne, VIC 3000
- 172 Victoria St, Richmond VIC 3121 (Training Kitchen)
- 14/65 Mark Street, North Melbourne, 3051

Please note that depending on the courses students are enrolled in, the delivery location may vary.

WINSLOW COLLEGE CONTACT INFORMATION

If you require support or assistance with your course or aspects of your stay in Australia, please contact the Academic Coordinator who will assist or direct you to the appropriate support.

If you are having trouble contacting the Academic Coordinator, please make an appointment through reception. Contact reception on 1800 961 580.

If you require urgent assistance to do with your course and it is after 5.00pm call the after-hours emergency number +61 452 644 536.

*NOTE: If your emergency is related to an accident, fire or you are in danger, please call "000".

If you are not well or have hurt yourself, you will need to either go to the hospital or medical centre closest to you.

ESOS FRAMEWORK

The Australian Government wants international students to have a rewarding, enjoyable and safe experience when they come to Australia to study. Australia's education and training system offers high quality services and protection for international students to ensure they make the most of their time here. Australia offers all levels of education to international students—from school (with some limitations depending on age and support from their family in Australia), through foundation and English language intensive courses, to vocational education and training (VET) and higher education. The laws that protect international students form the Education Services for Overseas Students (ESOS) framework. They include the Education Services for Overseas Students Act 2000 and the ESOS National Code 2018.

More information at: https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx

VET COURSES OFFERED AT WINSLOW COLLEGE

Winslow College offers the following courses:

*Please refer the Winslow college Course Fees Structure on our website for prices.

SIT30821 - Certificate III in Commercial Cookery
SIT40521 - Certificate IV in Kitchen Management
SIT50422 - Diploma of Hospitality Management
SIT60322 - Advanced Diploma of Hospitality Management
BSB50420 - Diploma of Leadership and Management
BSB60420 - Advanced Diploma of Leadership and Management
BSB80320 - Graduate Diploma of Strategic Leadership
CPC30220 - Certificate III in Carpentry
MSF30322 - Certificate III in Cabinet Making and Timber Technology
RII50520 - Diploma of Civil Construction Design
CPC50220 - Diploma of Building and Construction

General Entry Requirements for VET COURSES are as below:

- All applicants must be aged 18 years or over at the time of applying for admission to all the courses.
- Successful completion of Australian Equivalent Year 12 qualification or higher is required
- for entry into all courses.
- For English Language Requirements, please refer to the Table 1: English Language test score as specified in the Admissions and Student Selection Policy and Procedure.

In addition, for VET courses:

- All VET course applicants will be required to demonstrate their Language Literacy Numeracy (LLN) Proficiency and Digital Literacy capabilities and complete an LLN and Digital Literacy assessment prior to the commencement of the course as per the Winslow college Pre-training and LLN and Digital Literacy Policy and Procedure. Winslow College uses LLN Robot for the assessment.
- Applicants should have basic computer and MS Office skills (Word, Excel and Power Point).
- Applicants should be in possession of their personal computer (the minimum configuration should be Intel Core i3 (sixth generation or newer) or equivalent. Operating System: Microsoft Windows 10 Professional x64, Memory: 4 GB RAM, Storage: 120 GB internal storage).

Requirement specific to the Advanced Diploma of Leadership and Management program:

- Successful completion of Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions).

Requirement specific to the Graduate Diploma program:

- Have completed a Diploma or Advanced Diploma qualification in related fields of study and 3 years equivalent full-time relevant workplace experience at a significant level of leadership and management responsibility and/or complexity in an enterprise. OR
- Have completed a Bachelor degree in related fields of study and 2 years equivalent full-time relevant workplace experience at a significant level of leadership and management responsibility and/or complexity in an enterprise. OR
- Have five years equivalent full-time relevant workplace experience at a significant level of leadership and management responsibility and/or complexity in an enterprise.

Requirements specific to Hospitality programs:

- The full set of chef's uniforms, featuring the Winslow College logo, are supplied by Winslow College and must be purchased directly from the Institute. Measurements will be taken during Orientation.
- Candidates should be able to handle and cook dairy products and non-vegetarian food items including pork and may involve alcohol.
- Due to the physical and practical nature of these courses, students must be physically able to perform assessment tasks in a kitchen and/or simulated environment. Therefore, students enrolling in these course(s) are required to undertake a **Pre-Course Physical Examination during Orientation**. This assessment assists trainers and Student Support Staff in identifying any physical requirements and in providing appropriate support to ensure safe and successful participation in the course.

Requirements specific to Carpentry and Cabinet Making and Timber Technology programs:

- The full set of Carpentry/Cabinet uniforms, featuring the Winslow College Institute logo, are supplied by Winslow College and must be purchased directly from the College. Measurements will be taken during Orientation.
- Due to the physical and practical nature of this course, students must be physically able to perform assessment tasks in a Carpentry workshop and/or simulated environment. Therefore, students enrolling in this course is required to undertake a **Pre-Course Physical Examination** during Orientation. This assessment assists trainers and Student Support Staff in identifying any physical requirements and in providing appropriate support to ensure safe and successful participation in the course.

Requirements specific to Diploma of Civil and Construction program:

- The use of Personal Protective Equipment (PPE) such as safety steel boots, high vest, gloves, and hard hat is mandatory during site visits. Details regarding PPE requirements will be provided during Orientation. Students are responsible for obtaining and wearing the required gear.

NOTE:

- Winslow College does not promise overseas students any possible migration outcomes from undertaking any courses or guarantee successful education assessment outcomes for the overseas or intending overseas student.
- Winslow college does not warrant that enrolment in, or completion of the course will enable a student to obtain any employment or to remain in Australia upon completion of the course.
- You may be re- assessed for subsequent courses if you have not successfully completed the currently enrolled course.

ADMISSIONS AND ENROLMENT

Winslow College accepts applications from all students who meet the entry requirements. Applications are accepted on a first come, first served basis. However, if a course is full and your application has been accepted you will be offered a place in a course starting later.

To apply to enrol in a course, you must complete the Online Student Application Form. The form can be filled online and submitted. You can download a copy from the website www.winslow.edu.au

If you are applying for any academic credits, you should indicate this on your enrolment and supply certified copies of your transcripts so we can assess your application. For further information, see the section on Credits Transfers in this Handbook below.

Once you have completed the Online Student Application Form and gathered all the necessary documentary evidence, send it to our admissions team at admissions@winslow.edu.au

A non-refundable application fee of AUD $300 shall apply.

You will be contacted within 14 days with the outcome of your application and to confirm your details.

Once your application is approved, a letter of offer and written agreement that sets out the terms and conditions of your enrolment and all the details of the course that you have enrolled in, as well as a tax invoice with the amounts and timing for payments.

You need to sign and return the agreement to confirm your enrolment.

An electronic Confirmation of Enrolment (eCoE) will be issued once we have received the signed written agreement from you and Initial tuition fee payment.

APPLYING FOR A VISA

Once you receive your electronic Confirmation of Enrolment, you will need to apply for your visa. Information about applying for a visa can be found at: https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing. This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, and permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with your visa application, or Winslow College has a range of education agents who can assist you to apply for a course, arriving in Melbourne, joining Winslow College and help with your visa application. You can see the list of agents that have an agreement with us: Meshed Group Enterprise Education Management System -- Agent List By Country

NOTE: Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process.

If your visa is not approved, you will receive a refund as per the Refund Policy stated in Refund Section of this Handbook. You need to fill the refund form and provide documents to support your application.

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa and in turn your course. Conditions include (but are not limited to) that you must:

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study
- Only work if you have been given permission to do so as part of your visa grant
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia

- Notify Winslow College of your Australian address and any subsequent changes of address within 7 days
- Complete the course within the duration specified in the CoE
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.

If you are travelling with your family, you will need to provide their documents as well.

Keep all documents and passport in your carry-on luggage while in transit and then in a safe and secure place once settled.

It is important to make copies of all documents and leave them behind with family or close friend so they can be sent to you if you lose or damage the copies you have.

NOTE: If you intend to bring your family with you, they will also need to have visas and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates.

For more details – visit Department of Home Affairs

Unique Student Identifier

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a secure online record of the nationally recognised training completed by an individual. From 2015, all students participating in nationally recognised training must have a USI. The USI will make it easier for you to find and collate your VET achievements into a single authenticated transcript and will also ensure that your VET records are not lost.

As part of your enrolment, you must either supply your USI (if known) or provide authority for us to create or access your USI on your behalf. If you are providing the authority, you must also provide a suitable form of identification as listed on the relevant section of the Enrolment Form.

If you would like to create your own USI, please visit:

Welcome to USI - Unique Student Identifier

Course Credit

Course credits may be achieved by Credit Transfer or by Recognition of Prior Learning (RPL) Both Credit Transfer and RPL are formal recognition of the previous studies you have completed, or work experience for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

Winslow College can grant a Credit Transfer to your course for units / module that you have already completed with another RTO or authorised training organisation. A Credit Transfer can be applied when it is established that the unit /module you have already completed is equivalent to the unit/ module in your course.

To apply, fill in the Credit Application Form and submit it at the same time of your enrolment/application. You can apply for credit transfers at any time however, it is best if you do this as part of your enrolment. By applying for credits as a part of your enrolment any potential credits are known, and planning can be done for your course timetable and study required. Additionally, it helps to ensure there is no need for adjustments to your visa after you have arrived in Australia and commenced your course, as the duration of your course will be established prior to your arrival.

Attach certified copies of transcripts from your previous course to the credit application. In some cases, we may ask for additional information about the subject or unit you previously studied so we can determine equivalence.

Your Course Credit Application may be returned to you if you do not provide the required information. In some cases, credit transfers may lead to a reduction in the course fees as there is less work involved in offering your course.

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work or unrecognised training, potentially life experience can be formally recognised and reduce the amount of required study or cover the entire course in specific circumstances.

Winslow College has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to apply for RPL. We encourage you to discuss RPL with one of our trained team to ascertain if RPL may be suitable for you and ideally apply for RPL at the time of enrolment, however you may apply up to 2 weeks into your course.

To decide if RPL is suitable for you, we will look at how much experience you have in relevant areas aligned to the course, your work history, and any previous training you have completed. If RPL is determined as a possibility for you, you will be provided with RPL information that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

A trainer/assessor will be available to assist you throughout this process.

If you choose to progress with RPL you will need to officially apply by filling in an application form. Return your evidence and application form to and your application will then be assessed for suitability. If accepted, you will be contacted by an assessor to progress the RPL process.

In the instance your application for RPL is not successful you will need to participate in full training and assessment to achieve your qualification. You will be advised in writing.

If successful, the RPL process usually involves gathering evidence to demonstrate skills, knowledge, and experience, responding to questions, completing tasks, and depending on the area, observation of your work skills in your workplace.

Fees are applicable for Recognition of Prior Learning, and you will be advised of these fees upon contacting us.

You will be advised in writing of the outcome of your Course Credit Application. If successful any adjustments to duration of your course, course fees or anything else will be advised in this communication.

- There is no charge to apply for Credit transfers.
- NOTE: Only applicable to VET courses.
- Refer to our Credit Transfer Policy in this document.

Fees are applicable for Recognition of Prior Learning, and you will be advised of these fees upon contacting us.

GENERAL INFORMATION ABOUT LIVING IN MELBOURNE

**Please note all figures provided below are in Australian dollars and are indicative only. These costs can vary significantly depending on where you live in Melbourne. You should be prepared in case the indicative living costs suggested below are greater than stated below.*

For more information visit the Department of Home Affairs website. https://www.homeaffairs.gov.au

Migration regulations in Australia require international students to show evidence that they can contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience whilst in Melbourne.

While international students can supplement their income with money earned through part-time work in Melbourne, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they don't have to rely on such work to meet all their expenses.

Students must demonstrate that the funds they are relying upon to meet the costs of studying in Melbourne will be genuinely available to them during their stay.

Under the Migration regulations' prospective student visa applicants and their family members must have access to the following funds to meet the living costs requirements:

ACCOMMODATION

- Shared House - $243 per week
- Homestay- $345 per week
- One Bedroom Unit - $480 per week
- Managed Apartment - $487 per week

Other living expenses

- Groceries and eating o - $140 to $290 per week
- Gas, electricity - $10 to $20 per week
- Phone and Internet - $15 to $30 per week
- Public transport - $8 to $55 per week
- Car (after purchase) - $150 to $260 per week
- Entertainment - $80 to $150 per week

Schooling and day care for children

If you are bringing school aged children with you when you study in Australia, you will need to arrange for them to attend school. The requirements for enrolling students and school fees vary across Australian states and territories, and across schools.

Following is a summary of the fee arrangements for public schools in each of Australia's states and territories, along with links to the relevant websites for more detailed information. Where you have dependent children that need to attend childcare or school, you should be aware of the following costs:

Current costs for public schooling range from:

- Prep to Grade 6 -$13,259
- Years 7- 10 (Junior Secondary) - $17,607
- Years 11-12 (Senior secondary) -$19,760
- *Boarding or private schools are an option - $15,000 to $30,000 per year

Where you have younger dependent children that need to attend childcare, you should be aware of the following costs.

Typical childcare costs in Victoria are as follows:

- Centre-based childcare from $70 to $188 x per day
- Family day care (through council) from $7.50 to $16.80 per hour
- Outside of school, Hours Care - $15 to 45 per session.

NOTE: You should also be aware that the above costs for childcare and schooling are in addition to living costs.

To find out more about application processes and costs go to:

- https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs
- https://www.study.vic.gov.au/en/international-student-program/live-and-study-in-victoria/cost-of-living
- https://www.insiderguides.com.au/cost-of-living-calculator/

Cost of living

As of May 2024, the 12 month living costs are:

- Student (Primary Applicant) AUD 29,710
- Spouse or de facto partner AUD 10,394
- Dependent child AUD 4,449

Future financial capacity evidence requirement updates will be made on an annual basis in line with the CPI increases, with implementation at the end of each financial year.

If you plan to rent your own home in Melbourne, you will need to allow for a rental bond equivalent to 4 to 6 weeks rent. Weekly rental costs vary from suburb to suburb and according to the size and quality of accommodation. If you are sharing a home, you may be requested to pay a portion of the bond. Please contact Student Support Services if you would like some assistance in finding suitable accommodation.

You can find further information here: https://studymelbourne.vic.gov.au/living-here/accommodation

Public and shopping facilities

All Australian major towns and capital cities have shopping facilities including supermarkets, department stores, novelty, and specialty shops as well as general services such as banks and generally a post office.

Opening hours are generally:

- 7 days a week – 9:00am – 5.30pm
- Late night shopping until 9:00pm on Thursdays or Fridays.
- Somesupermarkets are open 24 hours a day seven days a week.
- Mainstream grocery stores in Australia include Coles, Woolworths, Foodworks, IGA and Aldi.
- Major department stores in Australia include Myer and DavidJones, Big W, Kmart, and Target.
- Specialty stores include fresh fruit and vegetable markets, butchers, health food, international grocery stores.

Facilities close to Winslow College

Post Office

- Address: Melbourne GPO - The Strand, 250 Elizabeth Street, Melbourne
- Phone: 13 13 19 or (03) 9203 3040
- Timings: Mon - Fri: 8:30am - 5:30pm, Saturday 9.00am - 5.00pm *Sunday Closed

Automatic Teller machines (ATMs)

- Food works - 323-331 Latrobe Street, Melbourne; ANZ Bank - 100 Queen Street, Melbourne; City Groceries - 422 Queen Street, Melbourne
- Queen Victoria Market - Queen Street, Melbourne
- *Google - Post office or ATM in the area you are living for those closer to your home once accommodation has been secured.

Medical Centres near Winslow College

Melbourne City Medical Centre	Swanston Street Medical Centre
68 Lonsdale Street, Melbourn	393 Swanston Street
Tel: (03) 9639 9600	Tel: 03 9205 7500

Open 7 days a week	Open - Monday to Saturday

*Google Medical Centres in the area you are living for those closer to your home once accommodation has been secured.

Australian Currency

The currency of Australia is the Australian Dollar. Ideally, you should change some money into Australian dollars before you arrive to ensure you have money for any immediate expenses. If you have not been able to do this, you can generally find a currency exchange at the airport. If your flight arrives in Melbourne either very late at night or early hours of the morning the exchange may not be open. Hence, we encourage you to at least have some Australian dollars with you.

Once you have arrived in Melbourne you can change more money into Australian dollars at any bank or currency exchange.

NOTE: Most Melbourne banks are not open on the weekend. If you are arriving on the weekend, it is best to exchange currency at the airport exchange. Bank fees are generally lower than currency exchange outlets, so where possible plan to use a bank for any large sums of exchange.

You should not carry large sums of money with you, it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia.

The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks.

Find out more about money matters by visiting: https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs

Budgeting

Once you have settled in, we highly recommend you work out a weekly budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and childcare, if applicable.

It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes.

Read more about budgeting at Home - Moneysmart.gov.au

Banking

We advise you to set up an Australian bank account on your arrival into Melbourne to avoid the necessity of carrying large amounts of cash. Additionally, you may need to pay for accommodation, utilities, and services via a direct debit from your bank account.

- You will need to visit a bank and present your passport and evidence of residency.
- For further information on opening a bank account: http://www.ausbanking.org.au/
- Banks are generally open from 9.30am – 4pm Monday to Thursday, and 9:30am – 5:00pm on Friday.
- There are some banks that open on Saturdays and Sundays. Do a google searches for branches near you when you arrive at your accommodation or first come to Winslow College.
- Once you have opened your bank account you will find that most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for withdrawals and, in most instances, deposits 24 hours a day.

Many department stores, supermarkets, petrol stations and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods.

There are several major banks with branches in Melbourne CBD close to Winslow College where students can open an account.

Legal Services

If for any reason you need legal advice from a solicitor while you are in Australia, you can go to LIV's online Legal Referral Service. This is a free referral service, and the solicitors who you will be referred to provide the first 30 minutes consultation for free. After that you will have to pay.

The website is https://www.liv.asn.au/Referral

As this is the Law Academy of Victoria, it has a listing of all solicitors and their specializations, so it is the most reliable place for information regarding solicitors.

For more information visit the Study Melbourne Website, there is a great deal of additional information that will assist you plan your stay with us.

www.studymelbourne.vic.gov.au

Important Note:

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

FURTHER INFORMATION ABOUT ARRIVING IN MELBOURNE

Airport Pick-up

Winslow College can arrange to have you picked up from the Melbourne airport.

Please contact our admission team to arrange for an Airport Pick up. You will be required to fill and email us the 'Airport Pickup Request form' along with a copy of your airline ticket.

The airport picks up service does incur a fee. Please confirm this fee with our admissions team when requesting the service.

Melbourne's Climate

Melbourne has a temperate oceanic climate and is well known for its changeable weather conditions. This is mainly due to Melbourne's geographical location. This temperature differential is most pronounced in the spring and summer months and can cause very strong cold fronts to form. These cold fronts can be responsible for all sorts of severe weather from gales to severe thunderstorms and hail, large temperature drops, and heavy rain. Additionally, some days of high temperatures, sometimes hitting 40+c. It is highly recommended to listen to the weather reports, either on radio or during the daily and evening news on the TV. This will help you to be appropriately dressed for the weather conditions.

Working in Australia

As a student visa holder, you can work up to 40 hours a fortnight during term time and as many hours as you like during holidays.

- For more information you can phone the Department of Home Affairs (DOHA).
- Visit the following website to find out more about working in Australia, including how to find a job.
- https://www.studyaustralia.gov.au/english/live/work

Driving in Victoria

If you are in Victoria on a temporary student visa you can drive on your current and valid overseas driver's license, but it must be in English or contain an English translation and you must also carry photo id. In Australia we drive on the left side of the road.

The driver and all passengers must wear seatbelts.

If you want to drive, you will need to have the appropriate driver's license. This will usually require you to pass a knowledge test, a practical driving test, and an eyesight test. In Australia, drivers' licenses are issued by state and territory governments.

For more Information visit http://www.vicroads.vic.gov.au/Home

Public Transport

- Trams, trains, and buses all run under the MYKI system, so you can use your ticket on any or all of these.
- Information about Melbourne's public transport and using a MYKI is available at this website: ptv.vic.gov.au/tickets/myki/
- Melbourne's train and tram services run:
    - Monday to Thursday 5amand midnight
    - Friday and Saturdays – hours extended to 1am.
    - Sunday – 7:00am to 11:00pm

Melbourne's buses run:

- Monday to Friday 8:00am – 9:00pm
- Saturday 8:00am – 9:00pm
- Sunday 9:00am – 9:00pm Visit public transport Victoria at: https://www.ptv.vic.gov.au/

NOTE: Here you will find a Free iPhone app that lets you view service times, use the journey planner, and set your favourite stops. The app gives you real-time departures and arrivals for all tram stops. It stores timetables locally on your phone, so it does not use your data pack / cap when using offline departure.

LOCAL TAXIs

- http://www.13cabs.com.au/ PH:132 227
- http://www.silvertop.com.au/ PH: 131 008
- UBER is an alternative service to taxis and is often a cheaper fare.

Download the UBER app to call an UBER to your location. This will require debit or credit card details to be able to use this service. The fare is automatically taken from your account when you arrive at your destination.

NOTE: No cash fares are permitted.

ARRIVING AT MELBOURNE AIRPORT

When you arrive in Melbourne, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back.

When you have passed through the Entry Control Point, you will collect your baggage and exit via Customs and Quarantine (AQIS).

Once you have your luggage you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane. If customs officers decide that the item you are bringing in are not safe, they will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs.

TAXIs

Melbourne taxis will be available at each terminal. Simply ask where the taxi rank is.

Taxi fares from Melbourne Airport to Melbourne CBD will cost from $88.

Additional charges may apply for taxis waiting at the airport taxi rank, or those that commute to their destination via tollways.

For further information, a few links are below:

http://www.maximelbourne.com.au

http://silvertaxiairport.com.au

http://www.jetbus.com.au/melbourne/

UBER

As suggested earlier UBER is an alternative taxi service, if you have the opportunity before arriving in Melbourne to download and set up the UBER app – you may choose to call an UBER for your trip.

There is designated UBER pick up points located at Melbourne Airport, ask one of the airport staff for direction.

NOTE: Before leaving the airport, we suggest you may want to visit one of the travellers' information stands to see what Melbourne has to offer during your stay.

There is an information service on the ground floor of the arrival's hall in the international terminal (T2) and the Domestic terminal (T1).

AUSTRALIA'S EMERGENCY SERVICES

Australia police protect people and properties, detect, and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe. For emergencies such as fire, ambulance or police, phone 000.

When you dial 000, you will be asked whether you want fire, ambulance, or police and why you want this assistance. Additionally, you will be asked your name, address, and phone number.

Fire

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

Ambulance

Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. To access an ambulance, call 000.

General Medical Assistance

For emergency medical treatment visit a casualty department of a public hospital, or at some medical Centre's. Casualty departments within the public hospitals are open 24 hours a day, 7 days a week.

Public and private hospitals are listed in the White Pages telephone under 'Hospitals' and you can also find them by searching on the internet.

If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local Medical Centre.

Be aware there can be extensive delays in casualty departments. Patients are prioritised on a severity basis and what symptoms they are displaying.

For anything related to your stay in Melbourne you can contact Department of Home Affairs.

Department of Home Affairs (DOHA)

808 Bourke Street, Docklands, Melbourne, Phone 131881

Lost passport, visa or any other travel documents immediately contact Australian Passport office on 131232 or The Australian Diplomatic or Consular Mission using the link below.

https://dfat.gov.au/about-us/our-locations/missions/pages/our-embassies-and-consulates-overseas.aspx

OVERSEAS STUDENT HEALTH COVER

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Melbourne to cover you from when you arrive. The Department of Home Affairs requires you to maintain OSHC for the duration of your time on a student visa in Australia.

You can choose to take out OSHC with a provider recommended by us, or with the Australian OSHC provider of yourchoice. There are five providers of OSHC in Australia. Visit these websites to find detailed information on what theycover and to decide which provider is right for you.

- Australian Health Management OSHC www.ahmoshc.com
- BUPA Australia https://www.bupa.com.au/health-insurance/oshc
- Medibank Private www.medibank.com.au/Client/StaticPages/OSHCHome.aspx
- OSHC World care www.oshcworldcare.com.au
- NIB OSHC https://www.nib.com.au/overseas-students

Your OSHC will help you pay for any medical or hospital care you may need while you are studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency.

For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Department of Health and Ageing's (DoHA) Frequently Asked Questions.

- OSHC does not cover dental, optical or physiotherapy.
- If you want to be covered for these treatments you will need to buy additional private health insurance, such as:
  - Extra OSHC provided by some OSHC providers.
  - International travel insurance; or
  - General treatment cover with any Australian private health insurer.
  - You can find a list of these providers and search for the one that suits you best at www.privatehealth.gov.au or www.iselect.com.au

WINSLOW COLLEGE POLICIES AND PROCEDURE

Entry Requirements

Entry requirements differ from course to course. These would be as defined in the Training and Assessment Strategy for each of the courses and can also be found in the Individual Course Flyers at Winslow College

General Entry requirements for all VET courses are as below:

- Applicants must be 18 years of age or above at the time of commencement.
- For English Language Requirements, please refer to the Table 1: English Language test score as specified in the Admissions and Student Selection Policy and Procedure. (Winslow College follows Course Australian Core Skills Framework (ASCF) level guide.) In the absence of formal English qualifications Winslow College may proffer English Placement Test.
- Applicants should have basic computer and MS Office skills (Word, Excel and Power Point).
- Students must bring their own laptops to facilitate the training and assessment. Recommended Laptop requirements: Core i3 Processor, 4 GB of RAM, Operating system; Windows 7 or later version, Screen; 10" or higher, Microsoft Office or Open Office Program, Adobe Reader and Antivirus Program.
- Hospitality candidates should be able to handle and cook dairy products and non-vegetarian food items including pork and may involve alcohol.
- All VET course students will be required to undertake LLN and Digital Literacy Test to identify Language, Learning and Numeracy capabilities at the time of Orientation (prior to commencing the

courses). The outcome of LLN Proficiency and Digital Literacy will help the trainers and Student Support Staff to identify the learning needs and make provisions for additional academic support where required.

Meeting English language requirements

You might need to provide evidence of your English language skills at the time you submit your visa application. To find out the evidence you need to provide use the Document Checklist tool:

https://immi.homeaffairs.gov.au/visas/web-evidentiary-tool

NOTE: The Department can ask you for evidence of your English language skill after you have submitted your application, at any time while processing your application, even though the Document Checklist tool shows that you don't need to provide evidence of your English language skill when you submit your application.

The table below shows the English language test providers and the minimum overall band scores you must achieve to meet the student visa English language requirement.

English language test scores				
	Column 1	**Column 2**	**Column 3**	**Column 4**
Item	**Test name**	**Minimum test score**	**Minimum test score: if principal course is accompanied by at least 10 weeks of an ELICOS; or if a standard foundation program; or if an extended foundation program; or if an eligible pathway program.**	**Minimum test score: if principal course is accompanied by at least 20 weeks of an ELICOS.**
1.	C1 Advanced	Overall band score of 161.	Not accepted for purposes of subclause 500.213(1) of Schedule 2 to the Regulations.	Not accepted for purposes of subclause 500.213(1) of Schedule 2 to the Regulations.
2.	CELPIP General	Overall band score of 7.	Overall band score of 6.	Overall band score of 5.
3.	IELTS Academic	Average band score of 6.0.	Average band score of 5.5.	Average band score of 5.0.
4.	IELTS General Training	Average band score of 6.0.	Average band score of 5.5.	Average band score of 5.0.
5.	LANGUAGECERT Academic	Overall band score of 61.	Overall band score of 54.	Overall band score of 46.
6.	MET	Overall band score of 53.	Overall band score of 49.	Overall band score of 44.
7.	OET	Overall band score of 1210.	Overall band score of 1090.	Overall band score of 1020.
8.	PTE Academic	Overall band score of 47.	Overall band score of 39.	Overall band score of 31.

9.	TOEFL iBT	Total band score of 67.	Total band score of 51.	Total band score of 37.

Reference: Migration (English Language Tests and Evidence Exemptions for Subclass 500 (Student) Visas) Instrument 2025 - Federal Register of Legislation

If you need to provide evidence of your English language skill, you must provide evidence that you:

- have obtained a certain test score in an English language test that the Department has approved, or
- fall into an exemption category listed below.

Reference: https://immi.homeaffairs.gov.au/visas/web-evidentiary-tool

You do not need to provide evidence of an English test score with your visa application if one of the following applies:

- you are a citizen and hold a passport from United Kingdom [British National (Overseas) passports are not acceptable as evidence of competent English], United Sates of America, Canada, New Zealand or Republic of Ireland.
- you are an applicant who is a Foreign Affairs or, Defence sponsored student or a Secondary Exchange student (AASES).
- you are enrolled in a principal course of study that is a registered school course, a standalone English Language Intensive Course for Overseas Students (ELICOS), a course registered to be delivered in a language other than English, or a registered post-graduate research course.
- you have completed at least 5 years' study in English in one or more of the following countries: Australia, UK, USA, Canada, New Zealand, South Africa, or the Republic of Ireland.
- in the 2 years before applying for the student visa, you completed, in Australia and in the English language, either the Senior Secondary Certificate of Education or a substantial component of a course leading to a qualification from the Australian Qualifications Framework at the Certificate IV or higher level, while you held a student visa.

Reference: Subclass 500 Student visa (homeaffairs.gov.au)

Student Selection

Applicants must provide copies of their academic qualifications (this can include overseas qualifications or qualifications/statements of attainment completed/attained within Australia). Only certified copies are accepted. Agents are also authorised to certify documents for this purpose. Students who provide false information (such as qualifications, IELTS scores etc) on their application may have their offer cancelled/enrolment at a later stage even, stating the reasons for cancellation.

Students who wish to apply for Recognition of Prior Learning ("RPL") or Credit Transfer should fill in the RPL application form which will be assessed by the Administration team in consultation with Academic Coordinator.

Applicants who wish to defer the start date of their course, after having received a CoE, may be able to do so. (Refer to 'Deferral, Suspension, Cancellation Policy').

Admission of a student transferring from another provider will be processed as per the 'Transfer of Provider Policy'.

Admissions Process

Applicants must complete and return the Student Enrolment Form and fill in all sections and provide all required information. After receiving the Enrolment Form, Academic Support will assess the application. If deemed necessary, such as, where there is a doubt as to the requirements of entry into the course being fulfilled or where there is a clarification to be sought regarding the enrolment details, Winslow College will inform the applicant via SMS or email of the date and time the phone / face to face contact would be made.

Winslow College will inform the prospective student of the outcome of the application including eligibility of RPL/Credit Transfer and suitability of course, via e mail or SMS.

If all applicable information is not provided at the time of interview, a "conditional letter of offer" can be issued stating what is required to be provided before the CoE can be issued.

If a student is enrolled in another course before coming to Winslow College and their enrolment at Winslow College is subject to them achieving the other course, this must be noted on the CoE and a reminder set to check whether the student completed the course satisfactorily before entering Winslow College to commence studies. This may happen when a student is required to complete an English course before coming to Winslow College.

Applicants with disabilities should indicate on their Enrolment Form, their disability status. Such students may be asked to provide further details of their disability for Winslow College to assess whether there are any special study requirements. No policy or practice of Winslow College will discriminate against persons with disabilities except where, in the opinion of the CEO and RTO Manager, the provision of additional goods, services or facilities would impose unjustifiable hardship on Winslow College. Winslow College reserves the right to reject applications on the grounds that it would be either in the best interest of Winslow College and/or the student to do so.

Applicants will receive a Letter of Offer and Acceptance of Agreement Form which will contain information on:

- identify the course or courses in which the student is to be enrolled and any conditions applicable to their enrolment.
- provide an itemized list of course money payable by the student.
- provide information in relation to refunds of course money.
- Set out the circumstances in which personal information about the student may be shared between Winslow College and the Australian Government and designated authorities and, if relevant, the Tuition Protection Service.
- Advise the student of his or her obligation to notify the registered provider of a change of address while enrolled in the course.

The following information, in relation to refunds of course money in the case of student and provider default, will also be included:

- amounts that may or may not be repaid to the student.
- processes for claiming a refund.
- a plain English explanation of what happens in the event of a course not being delivered.
- a statement that "This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws".

The offer letter and the acceptance of agreement must be returned, and the indicated fees paid before the Electronic Confirmation of Enrolment (eCoE) is issued.

No promise of migration outcomes

Winslow College does not promise overseas students any possible migration outcomes from undertaking any courses or guarantee successful education assessment outcomes for the overseas or intending overseas student. Winslow College does not warrant that enrolment in, or completion of, the course will

enable a student to obtain any employment or to remain in Australia upon completion of the course. You may be re- assessed for subsequent courses if you have not successfully completed the currently enrolled course.

FEES, CHARGES AND REFUNDS

Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose Providers are unable to fully deliver their course of study. In the case of provider or student default, and in the unlikely event that we are unable to discharge our obligations to those students affected by the end of the provider obligation period, the Secretary and TPS Director will be contacted in writing. The TPS Director must provide the student with options for suitable alternative courses (if any such courses are available) or provide a refund for unexpended tuition fees – the TPS director will use a legislative instrument to calculate the unspent portion of pre-paid fees.

Fees

Tuition fees include:

- fees for lectures, tutorials, tutoring sessions, training, excursions, fieldwork, laboratories, or practical experience that form part of the student's course (whether mandatory or not) or are intended to assist the student to progress in their course or are ancillary to the activities that form part of the student's course listed previously.

Non-tuition fees include:

- learning resources
- tool kit
- health insurance, or
- administration, or
- accommodation (other than accommodation that the student occupies for a short time while undertaking training, excursions, fieldwork, or practical experience to which paragraph (2)(a) applies), or
- assisting the student to apply for or hold a student visa.

All relevant fees are clearly mentioned in the International Enrolment Form, Letter of Offer and Acceptance Agreement for International Students. Prior to a student enrolling, fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student, then any fee increases will be required to be paid for the extended component of the course. The new fees will apply to all New Enrolments/ Re-enrolments payments due from the published effective date.

Students need to pay for other fees and charges for Airport Pick-up, Re-assessment Fee, Charge for Lost ID Card, Charge for Lost Certificate (Qualification Certificate and Record of Results/ Statement of Attainment) etc.

Other fees at Winslow College (all prices in AUD):

Item Details	Fee
Enrolment Fee (Non-Refundable)	$ 300
Re-Enrolment Fees (after cancellation of enrolment)	$ 300
Re-Enrolment of Unit	$ 300 Per Unit
Unit re-assessment for Theoretical units	$ 250
Unit re-assessment for practical kitchen class unit	$ 500
Unit re-assessment due to plagiarism or other form of student misconduct	$ 300

RPL	$ 300 per Unit
English Placement Test	$ 20 per test
Printing costs	$ .12 per sheet (12 cents)
Administration Fee – Changes to enrolment agreement (Change of CoE) For instance; deferral of enrolment, withdrawal, suspension	$ 300
Re-issuing of Student ID	$ 20
Re-issue of an Academic Transcript, Certificate, Diploma	$ 50
OSHC Single/Family	Will vary depending on the provider and at the time of application Charges
Late Fee Payment	$ 50 per week
Bank charges for international transactions	$ 30 dollars shall be applied for all International Bank Transfers
Airport Pick-up (if requested)	$ 150

*Subject to credit card provider and bank.

Materials Fee is not refundable if the student cancels the enrolment less than 28 days before course commencement.

Paying Fees

Winslow College cannot accept course money from the student until the student has signed or otherwise accepted the Letter of Offer and returned signed Acceptance Agreement Form.

Winslow College may accept course money received at the same time as the verification of Acceptance Agreement (for example, if a student sends a signed Acceptance Agreement with an accompanying payment or brings the payment along with the Acceptance Agreement into Winslow College's office).

A faxed copy or a scanned copy of the "Acceptance Agreement"/ is suitable as notification of acceptance, if it is signed.

Under the ESOS legislation providers cannot require students to pay more than 50 per cent of their tuition fees before they start the course. However, students, or the person responsible for paying the tuition fees, may choose to pay more than 50 per cent of their tuition fees before they start their course. This option has been included in the Enrolment form and Offer and Acceptance Agreement.

All students enrolled into a course who only pay 50 percent or lesser tuition fee upfront by mutual agreement, are liable for payment of the reminder of the course fee once they commence the course. If students withdraw and where refunds are not due and where balance of the course fee is owed to Winslow College, students are required to remit the reminder of the course fee owed. Recovery of monies due to Winslow College, will be initiated and if students fail to remit the reminder of the course fee, services of Debt Collectors will be enlisted for recovery of outstanding dues.

Fees to be paid will be set out and agreed to by each student in their written agreement with the provider. Winslow College will facilitate a payment plan with students for ease of payments, setting out when any remaining fees are due to be paid once the student starts their course and this will be mutually agreed upon and a payment plan signed by the student. **This is not to be construed as 'No Fees due', past a payment date under the instalment plan, if the student were to withdraw at any time after starting the course and where only a part payment for the course has been made.** Services of debt collectors may be used by Winslow College at its discretion to recover amount due from students that owe monies to Winslow College.

Winslow College is entitled to accept all tuition payments. However, should the intake be unavailable to the student after payment has been received, every reasonable effort will be made to accommodate the student in the next available intake. New students must pay the full amount of all invoiced tuition fees in

cleared funds prior to issuing CoE. Re-enrolling/continuing students must pay the full amount of all invoiced tuition fees in cleared funds prior to reissuing CoE.

The signed student acceptance agreement with associated documentation must be submitted to Winslow College with the payment of enrolment fee and other agreed initial payment for issue of CoE(s). eCoE will be provided once the student acceptance agreement has been completed in full and signed dated by student, initial payment (amount as stated on Letter of Offer) is settled in full and required document(s) is submitted.

Students must hold Overseas Health Cover (OSHC) prior to arrival in Australia. The student must make payment for OSHC prior to the issuance of the CoE, if the OSHC arrangement is made by Winslow College.

If a course duration is for a period of 25 weeks or less, the tuition fees will be charged in full. We do not accept pre-paid tuition fees from any prospective student until a Student Acceptance Agreement has been signed. Student pre-paid tuition fees must be received before student commences the course.

Invoice(s) provided to students will clearly detail the due dates for payment of tuition fees. Students may approach Winslow College if they have circumstances that warrant an alternative payment structure being agreed. A payment plan may be warranted with several progressive payments.

All refunds are to be approved by the RTO Manager.

Deferring Commencement

Where an applicant elects to defer commencement of a Winslow College program for which an Letter of Offer has been accepted (by payment of course fees), any tuition fees or deposits paid will be held for up to 6 months from the original commencement date, to be applied to the new commencement date, on the condition that the written application to defer commencement has been received from the applicant by Winslow College **not less than 28 days prior to the original commencement date.**

Every reasonable effort will be made to accommodate the applicant in a later course intake as per his or her choice. If the fee for the course to be attended is greater than that of the course originally selected, the applicant shall pay the balance in cleared funds to Winslow College within a designated time frame.
Once the 6-month period after deferment lapses the applicant would be required to re-apply to Winslow College.
Student is entitled to deferral only once (1 term equalling to 3 months). In the circumstance where a student elects to defer commencement more than once (for a valid reasonable reason), administrative charges may be charged.
Where a student has packaged their enrolment with English at other providers/Winslow College, the deferral will be reviewed and will be subject to valid reason for further deferral. For a student who defers a course and then withdraw from the deferred course, the original Course Start Date before deferment(s) will be used as the Course Start Date for his/her refund calculation.

Suspension of Course

The student must pay outstanding fees (till date the suspension commences) prior to applying for application of suspension. Additionally, the student must pay the tuition fees during the period of suspension in advance. Once, the payments are made, then the application of suspension will be processed for further action.

Provider Default

Provider Default (International Students): This occurs when, a registered provider has defaulted in relation to an overseas student or intending overseas student. and a course at a location if either of the following has occurred:

a) the provider fails to start to provide the course to the student at the location on the agreed starting day.
b) the course ceases to be provided to the student at the location at any time after it starts but before it is completed; and the student has not withdrawn before the default day. (Reference: Provider default Section 46A)
c) To avoid doubt, a registered provider defaults if the provider is prevented from providing a course at a location because a sanction has been imposed on the provider under Part 6.

If this happens, Winslow College will notify students and the Tuition Protection Service (TPS). Winslow College has 14 days after the day of the default (the provider obligation period) to satisfy Winslow College tuition protection obligations to the student as set out in the section.

Should the above arrangement not be suitable to the student, Winslow College will arrange for its TPS process to promptly offer affected students a place in a suitable alternative course(s). The student's acceptance of the alternative course offer in writing will relieve Winslow College from its obligation to refund all course money to the student. Percentage of fees, for training left to achieve will be refunded to the student.

Additional information regarding TPS process is available on Winslow College web site and TPS (Tuition Protection Service - Department of Education, Australian Government) web site or by contacting Winslow College.

In the case of Provider Default, if student selects to receive the refund of unexpended (not spent) tuition fee, the refund amount = weekly tuition fee x weeks in default period.

Student Default

Student Default occurs when the overseas student or intending overseas student has defaulted in relation to a course at a location if the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or the student withdraws from the course at the location (either before or after the agreed starting day).

Student Default also occurs when the registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following events:

- the student failed to pay an amount he or she was liable to pay the provider, directly or indirectly, to undertake the course.
- the student breached a condition of his or her student visa.
- misbehaviour by the student.
- the student fails to comply with the terms and conditions of the enrolment and the enrolment is cancelled by Winslow College.
- the student has not met the minimum requirements to commence subsequent courses

A student also defaults if they have been **refused a student visa Section 47 D (5) (b)**; and the refusal was a reason for one or more of the following acts or omissions by the student that directly or indirectly caused the student to default in relation to the course at the location:

- the student's failure to start the course at the location on the agreed starting day.
- the students' withdrawal from the course at that location.
- the student's failure to pay an amount he or she was liable to pay the provider, directly or indirectly, to undertake the course at that location. (Reference: ESOS Act Section 47D (5)

Students are also deemed as having defaulted in the case of visa refusal, due to misleading or fraudulent documents. this is not part of the written agreement and therefore cannot be covered by section 47D of the ESOS Act, the section of the ESOS Act in this regard is section 47E.

Refunds

The guiding principles for approving and making refunds are:

- The student has been provided a copy of the fees, charges and refund policy and acknowledges and agreed to the terms and conditions of the fees, charges, and refund policy on signing the student acceptance agreement (See: Letter of Offer and Acceptance Agreement).
- Requests for refunds must be made in writing using the Withdraw/Refund Application Form.
- The application for refund will be reviewed by the RTO Manager and if warranted will be authorised for payment.
- Winslow College will provide a refund of the amount (if any) required by the student acceptance agreement.

Winslow College will notify the Secretary via PRISMS of any students that complete their course early, transfer to another provider, defer or are suspended or have their enrolment cancelled or change the expected completion date of study.

Refund Policy Special Conditions

Winslow College reserves the right, should circumstances arise, to increasing the amount of refund due and / or waiver the conditions after due consideration, the requirements for those students who are forced to withdraw for reasons of a compassionate and compelling circumstances, which are deemed to be reasonable and genuine such as: death of a close family member of the student, or major political upheaval or natural disaster in home country it is Chief Executive Officer's discretion whether to approve this request.) Documentation is required to validate claim.

Overseas Student Health Cover (OSHC): Where a student has had a visa refusal, the student is required to contact the Insurance Health provider to discuss refund of OSHC.

Non-Refundable Items

In the other following cases, there will be **no refunds** applicable:

No refund will be made, **and the full course fee is payable where a student fails to complete, withdraws from, or does not commence WINSLOW COLLEGE program** (where they have not formally withdrawn).

How and when a Refund will be paid

A refund will only be paid where a withdrawal/refund application form has been completed and processed in favour of the student. This form MUST be filled, signed, and dated by a student in person. Supporting evidence(s) MUST be provided to validate the withdraw/refund request. All sections of the refund application form must be completed by the student and signed and dated, associated documentation is required to facilitate approval for refund.

Any refund will be made to a student's nominated bank account indicated on his/her valid withdrawal/refund application. No refund will be paid to a third party unless it is indicated at the time the withdrawal/refund application is lodged. However, if a student paid his/her fee through credit card, the eligible refund will be paid back to that credit card. The signature of student will be matched to student's signature on file and if different, the refund will not be processed.

Should the form and associated documentation be incomplete this may delay the processing of claim for refund.

Once the completed refund claim form is received, it will be assessed and the refunds due to the student will be paid within 4 weeks (28 days) of receiving completed written application on the appropriate form with associated documentation.

All refunds will be made in Australian Currency only. Bank charges for refund will be deducted from the refund amount. Winslow College is not responsible for any transaction loss because of currency exchange fluctuations, delays, or loss of refund in transit (due to incorrect bank detail provided by a student.

If a student is dissatisfied with Winslow College's decision in relation to their refund request the student may lodge an appeal under the Complaints and Appeals Policy and Procedure.

A student may elect to have any unexpended pre-paid tuition fee transferred to an alternative Winslow College program if he/she has an approved application for the alternative Winslow College program. However, the transfer request must be lodged within the stipulated timelines from the course start date of enrolled course. And this transfer of fees is non-refundable and cannot be transferred again to another alternative Winslow College program.

PRIVACY

Access to personal information about the student may be shared between Winslow College and the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. This information includes personal and contact details, course enrolment details and changes, and the circumstances of any suspected breach by the student of a visa condition.

It is a condition of enrolment at Winslow College that the student agrees for Winslow College to obtain a credit report from a credit reporting agency which may contain personal credit information about the student in relation to credit provided by Winslow College. This is to:

a) assess an application by the student; and/or

b) notify other credit providers or training institutions of a default by the student; and/or

c) exchange information with other credit providers as to the status of the student's credit account, where the student is in default with other credit providers; and/or

d) assess the credit worthiness of the student.

It is a condition of enrolment that the student consents to Winslow College obtaining a consumer credit report to collect overdue payment on commercial credit, Part IIIA of the Privacy Act 1988 and Privacy (Credit Reporting) Code 2014 (CR Code).

ACADEMIC PROGRESS, COMPLETION AND ATTENDANCE POLICY

The monitoring of and awareness of student progress plays an essential role in ensuring that international students experiencing academic difficulties and who are at risk of not satisfactorily completing a course of study can be identified and provided with appropriate academic support and counselling and access to appropriate student services.

All overseas students are clearly informed about the requirements to achieve satisfactory academic progress and, where applicable, attendance in each study period, prior to their commencement in any course.

Course completion within the expected duration of study

Winslow College is required to manage student's course progress and workload to ensure they complete within the specified timeframe as outlined in the Confirmation of Enrolment (COE) and in accordance with

the CRICOS registered course curriculum. In addition, Winslow College must monitor each student's enrolment to ensure that they undertake no more than one-third of their course Online or by Distance learning and are enrolled in at least one face to face subject in each compulsory study period, unless the student is completing the last unit of their course.

Winslow College maintains and tracks academic progress via the Results and the Student Management System (SMS). Alerts and warnings are communicated to the Students by the Academic Support Officer.

Students' class schedules for each term/ study period are monitored to ensure that students are meeting the minimum 50% competency requirement and are achieving satisfactory academic progress.

Academic support services staff develop the capacity within Winslow College to meet the needs of students who have additional needs, or disadvantaged or vulnerable, to enable then to achieve successful education and wellbeing outcomes.

Winslow College will only report unsatisfactory academic progress on PRISMS and advise Australian Department of Home Affairs if:

a) All internal and external complaints/appeals processes have been completed and the decision or recommendation supports Winslow College as the registered provider, or

b) the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period, or

c) the overseas student has chosen not to access the external complaints and appeals process, or

d) the overseas student withdraws from the internal or external appeals processes by notifying the Australian Department of Home Affairs will be notified only after the student has received an Intention to Report Letter and is subject to the outcome of any appeals, which is in favour of reporting the student to the DHA.

Extending Course Duration

Winslow College will only extend the duration of the student's study where the student is assessed as not being able to complete the course within the expected duration, as specified on the students COE, as the result of:

- Compassionate or compelling circumstances as assessed based on demonstrable evidence, or.
- Implementing or being in the process of implementing, an Intervention Strategy for students who are at risk of not meeting satisfactory academic/ course progress, or.
- Approved deferment or suspension of study has been granted in accordance with Standard 9 (see Deferral Suspension Cancellation Policy).

All Intervention Strategies or Extensions will be assessed individually, considering the circumstances of the student.

ASSESSMENT POLICY

Winslow College ensures that:

- all assessment options and processes implemented follow competency-based assessment and Training Package requirements.
- all assessments ensure the integrity of the VET system.
- assessment complies with the Principles of Assessment (POA) as prescribed in the Standard for RTOs.
- evidence submitted for assessment is assessed in accordance with the Rules of Evidence (ROE) as prescribed in the Standard for RTOS; and

- all assessments are conducted by individuals who meet the necessary requirements as noted in the Standards for RTOs.

Definitions

Competency based assessment is a system of collecting evidence, about a person's performance to a pre-set competency standard with emphasis placed on what a person can do (the outcome) rather than comparing a person's achievement to others. There is no concept of pass or fail, only competent (C) or not yet competent (NYC).

Competency means the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.

Recognition of Prior Learning (RPL) means an assessment process that involves assessment of an individual's relevant prior learning and experience (including skills and knowledge obtained through formal and informal learning) to determine the extent to which the individual meets requirements specified in the training product.

a) formal learning refers to any learning that occurs place through a structured program of instruction and is linked to the attainment of a formal qualification or award, such as certificates, diplomas, or higher education degree.

b) non-formal learning refers to any learning that occurs through a structured program of instructions without resulting in a formal qualification or award such as in-house training and business-run professional development or on-the-job training.

c) informal learning refers to any learning results through experience of work-related, social, hobby or community work.

Assessment modes may include:

- On-the-job
- As part of training
- Off-the-job (Simulation)
- Completion and submission of assignments / work projects
- Recognition of Prior learning (RPL)

Evidence gathering methods commonly used by Winslow College may include, but are not limited to:

- Projects
- Written Assignments
- Workplace assignments
- Workplace performance
- Documentation
- Demonstration
- Questioning
- Role play
- Simulation
- Oral presentations
- Written tests
- Portfolio
- Third party reports.

Students who experience unforeseen circumstances or have special needs that affect their performance in an assessment may be eligible to apply for special consideration and reasonable adjustment to assessment.

Special consideration may apply to students who during training or assessment experience one of the following circumstances:

a. Serious illness or psychological conditions for example, hospital admission, serious injury, severe anxiety, or depression (requires doctor's certificate).
b. Bereavement.
c. Hardship/Trauma for example, victim of crime, sudden unemployment.
d. Other exceptional circumstances (to be assessed on application).

Students wishing to apply for Special Consideration in the above circumstances may do so by discussing their circumstances with Academic Coordinator Winslow College.

Approved applications for Special Consideration may be subject to one of the following outcomes:

a. Extension of submission date (not beyond 6 months).
b. Deferred Assessment.
c. Additional assessment.
d. No action.
e. Withdrawal from course without penalty.
f. Resubmit/reassessment; or
g. Opportunity to recommence course, dependent on availability on another date.

Students are allowed two chances to be "reassessed" for an assessment which has previously been deemed "Not Yet Competent" without any charges. Fees may apply for a third chance to be reassessed, at the discretion of Training Manager/ Coordinator of Winslow College. Students must undertake further learning and possibly re-enroll, therefore paying a further course fee if they have exhausted all three (3) chances to be Reassessed for any Unit of Competency and are still deemed "Not Yet Competent" for any Unit of Competency.

All assessments are undertaken by suitable qualified Assessors who have both assessor competencies and vocational competencies at least to the level being assessed, and as prescribed in Standard 1 and Schedule 1 of the Standards for RTOs 2015.

Assessment outcomes are recorded as one of the following:

a. Competent (C) - Students are deemed 'competent' when they have consistently demonstrated their skills and knowledge to the standard required in the workplace, for a full unit/module.
b. Not Yet Competent (NYC) – Students are deemed 'Not Yet Competent' when they are unable/have not demonstrated appropriate levels of competence in accordance with the minimum performance standards for a full unit/module.

Students assessed as 'Not Yet competent' shall receive feedback and guidance from the Assessor and may be required to undergo further training before re-assessment.

Credit Transfer and Recognition of Prior Learning

All students are offered access to Course Credit through Credit Transfer and Recognition of Prior Learning (RPL), upon enrolment. (See Recognition & Credit Policy)

Plagiarism, Cheating and Collusion in Assessment

Plagiarism, cheating and collusion in assessment are expressly prohibited. Students cannot submit any piece of work for assessment that is not entirely their own work nor assist other Winslow College students with assessed work. Students cannot accept assistance from other Winslow College students with assessed work, nor submit the same piece of work for assessment, as another learner/student of Winslow College.

All cases of plagiarism, cheating and collusion are treated as a serious matter and will be reviewed and treated on a case-by-case basis.

Depending on severity and circumstances, penalties of plagiarism, cheating and collusion may include one or more of the following (i.e., sanctions may not be discrete):

- Completion and resubmission of a new assessment task; and/or
- All parties receiving a "Not Yet Satisfactory" result for the assessment task; and/or
- Verbal or written warning; and/or
- Suspension or expulsion from the course.

Student records will be noted with all investigated and proven incidents and all incidents will be reviewed by the CEO Winslow College. (See Plagiarism, Cheating and Collusion Policy)

Appeals

Students have the right to appeal an assessment decision. (See Appeals Policy)

Access and Equity

Students have fair and equal rights to assessment. (See Access and Equity Policy).

TRANSFER OF PROVIDER POLICY

Incoming Student Transfer (transfer to Winslow College from another provider)

If the student has completed more than six months of their principal course of study, the application process proceeds as for all overseas students. Where a student has NOT completed six months of their principal course of study, they are informed that they need to provide a letter of release to support of their application.

To support the application, they can be provided with a Conditional Letter of Offer which clearly states that an offer of a place is subject to the condition that they acquire a letter of release. If no satisfactory letter of release is obtained from, the application process is discontinued and the student informed that they are unable to transfer at this time. The student is to be informed that they may reactivate their application when the 6-month period has passed.

In event that the student cannot continue with their course of study due to the original course or institution ceasing to be registered, or because of sanctions placed on the original institution by the regulators, no letter of release is required. Evidence of this occurrence would need to be placed in the student file. Winslow College, as the receiving registered provider must not knowingly enrol any student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study except where:

- the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS,
- the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered,
- the original registered provider has provided a written letter of release,
- the original registered provider has had a sanction imposed on its registration by the ASQA as the ESOS Agent, that prevents the student from continuing studies, or
- 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.

Outgoing Student Transfer (transfer from Winslow College to another provider)

Students wishing to transfer to another provider must first complete a Transfer of Provider Request Form, along with any supporting documentation. All requests will be assessed individually, considering the circumstances of the student and if the transfer will be in the best interest of the student. All requests will

be processed within 10 working days from the date of submission, with a Letter of Release or Letter of Refusal being provided. Notwithstanding the outcome, the student has 20 days to access Winslow College's Complaint and Appeals process.

The approval of transfer of a student to another institution does not indicate the agreement to provide any refund.

Winslow College will consider a Transfer of Provider Request and grant a Letter of Release under the following circumstances:

- Compassionate or compelling circumstances,
- The provider and the course better meet the student's academic capabilities and requirements,
- Winslow College has ceased to be registered or the course in which the student is enrolled has been cancelled or ceased to be registered, or the course is not delivered as outlined in the written agreement by fault of Winslow College as the provider,
- There is evidence that the overseas student's reasonable expectations about their current course are not being met,
- There is evidence that the overseas student was misled by the registered provider or an education or migration agent regarding the registered provider or its course and the course is therefore unsuitable to their needs and/or study objectives,
- An appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student,
- Winslow College 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
- 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,
- Exceptional circumstances (documentation required to support circumstances and a letter of offer from another provider is required.),
- Special circumstances in which the Winslow College may consent to the transfer request because transfer is in the best interests of a student, including but not limited to our having assessed that:
  - even after engaging with our intervention strategy to assist the overseas student in accordance with Standard 8 (refer to Overseas Student Intervention Strategy Policy) the student will be reported because they are not able to achieve satisfactory course progress at the level they are studying.
  - a reasonable timeframe for assessing and replying to the overseas student's transfer request having regard to the restriction period.

If a Letter of Release is granted, then this will be issued at NO cost to the student.

Students should also be informed that they are to contact Australian Department of Home Affairs to seek advice on whether a new Student VISA is required.

Winslow College will not grant a Letter of Release under the following circumstances:

a) The request is within six months of commencement of the principal program with Winslow College,
b) The student does not have a valid Letter of Offer from the receiving provider,
c) The student has financial difficulties or outstanding payments for Winslow College services,
d) Where Winslow College does not agree that the transfer is in the students' best interest or academic capabilities,
e) The new course provider is not a CRICOS provider.

In the instance of a refusal of transfer Winslow College will issue a Letter of Refusal to Transfer to the student, stating the reason or reasons for refusal and inform the student of their right to appeal this decision. Winslow College Will provide the student with access to the appeals and complaints process in accordance with Standard 10 (see Complaints and Appeals Policy and Procedures), within 20 working days.

Winslow College must not finalise the student's refusal status in PRISMS until the appeal finds in favour of the registered provider, or the overseas student has chosen not to access the complaints and appeals processes within the 20-working day period, or the overseas student withdraws from the process.

COMPLAINTS AND APPEALS POLICY

1. The handling of a complaint or appeal is to commence within **ten (10) working days** of complaint or appeal lodgement.
2. Where Winslow College considers more than **sixty (60) calendar da**ys are required to process and finalise the complaint or appeal, Winslow College will inform the complainant or person lodging an appeal in writing, including reasons why more than 60 calendar days are required; and regularly updates the complainant or person lodging an appeal on the progress of the matter
3. A written record of all complaints and appeals is maintained by Winslow College inclusive of all details, lodgement, response/s and resolution.
4. A formal complaint or appeal will be at zero cost to the complainant/appellant
5. The complainant/appellant may be accompanied by a support person at any relevant meeting.
6. The complainant/appellant will have access appropriate access to his/her records, following the Winslow College Records Management Policy.
7. The complainant/appellant will receive a written statement of the decision made, including details of the reasons behind the decision.
8. The complainant/appellant will have the opportunity to access an independent body to Winslow College to review his/her complaint or appeal following the internal Winslow College process been exhausted.
9. Winslow College will maintain the enrolment of the complainant/appellant during the Complaints and Appeals process.
10. Decisions or outcomes in the favour of the complainant/appellant shall be implemented immediately.
11. Complaints and Appeals are to be handled in the strictest of confidence and privacy must be maintained at all times.
12. Complaints and appeals are to be considered based on procedural fairness and lead to opportunities for improvement as a **Continuous Improvement Report**.

Informal Complaint Procedure

The initial stage of any complaint or feedback will be when the client directly communicates with the relevant Winslow College staff member and raises the issue/s at hand. The Winslow College staff member will attempt to provide a solution to the issue presented. If the client is dissatisfied with the solution presented, they may initiate the formal complaint process. Students dissatisfied with the response to the informal response

Formal Complaint Procedure

The informal complaint and appeals procedure must be explored first. A ***Complaint and Appeal form*** must be completed. This form is made publicly available and can be found online Complaints and Appeals Form. The form must be lodged **within 7 working days** from the occurrence of an event.

Once the complaint is received, the Training Manager/Academic Manager/Admin Manager will convene an independent panel to hear the complaint; called the (complaint and appeals committee). The independent panel shall not have had any previous involvement with the complaint or appeal.

The student will be contacted within **Ten (10) working days** of the complaint been received and a time will be organised for them to attend a meeting with the complaint committee. The complaints and appeals committee will review all evidence presented at the meeting and make a decision regarding the complaint or appeal. This decision will be communicated to all parties involved **within five (5) working days** of making the decision in the form of a letter.

Should the complainant or appellant be dissatisfied with the outcome of this process, external mediation and resolution is available. A request for external mediation or dispute resolution must be made in writing.

The privacy of the complaint and the complainant will be maintained at all times.

Internal Appeals Process

If the complainant is not satisfied with the decision made by the panel in the stage above, the complainant may lodge an appeal with the CEO within **7 working days**.

An appeal may also be lodged If the student is not satisfied with the outcome of one or more of the following

- course fees and refunds
- transfers between courses or providers
- intention to report to Home Affairs for unsatisfactory course progress or attendance
- cancellation of enrolment
- deferment and suspension of studies
- incorrect advice given by an education agent
- refusing admission to a course
- your private education provider's handling of your complaint or appeal, including complaints about:
- grades and assessments
- academic misconduct decisions
- Overseas Student Health Cover.

If the student is not satisfied with the decision made at the internal appeal stage, the student is then referred to external authorities to initiate an external appeals process.

External Appeals Process

The following people/organisations are available:

Online: A student can make a complaint online by visiting the website of Ombudsman and completing the online complaint form at Contact us | Commonwealth Ombudsman

Telephone: Students can contact Commonwealth Ombudsman (International Students Division) by telephone, 10am to 4pm (Mon-Tue, Thu-Fri), 10am – 2pm (Wed) Australian Eastern Standard Time (AEST). In Australia, call: 1300 362 072 (calls from mobile phones at mobile phone rates). Outside Australia, call +61 2 5117 3600.

First Nations people can contact on Indigenous line at 1800 060 789.

Using an interpreter: If a student wants to make a complaint in his/her own language then they can call the Translating and Interpreting Service (TIS) in Australia on 131 450.

If you are deaf, hearing or sight impaired: Students can contact Commonwealth Ombudsman (International Students Division) via the National Relay Service

Mail: Students can write a letter and post it to: Overseas Students Ombudsman GPO Box 442 Canberra ACT 2601 AUSTRALIA

Contact a solicitor; or Contact the Law Institute of Victoria, Level 13, 140 William Street, Melbourne VIC 3000, and telephone +61 3 9607 9311 Check Looking for Legal Help for more details.

ISSUING CERTIFICATION POLICY

All students who have completed a training program which leads to the award of a full AQF qualification will receive:

- A testamur, and
- A record of results.

AQF certification documentation will be issued to a student within 30 calendar days of the client being assessed as meeting the requirements of the Training Package or VET Accredited course:

- If the training program in which the client is enrolled in is complete; and
- Providing all agreed fees, the client owes to the RTO have been paid.

AQF certification documentation will not be issued to an individual without Winslow College being in receipt of the verified unique Student Identifier for that individual, unless an exemption applies, as per the requirements of the Student Identifier Act 2014.

If an exception applies, in accordance with SRTOs, Winslow College will inform the student prior to either the completion of the enrolment or commencement of training and assessment, whichever comes first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

AQF certification documents can be re-issued to a client, upon written request. Replacement certification documentation will incur a fee, as noted in Winslow College 'Schedule of Fees'.

STUDENT PLAGIARISM AND CHEATING POLICY

Plagiarism is the act of misrepresenting as one's original work the ideas, interpretations, words, or creative works of another. These include published and unpublished documents, designs, music, sounds, images, photographs, computer codes and ideas gained through working in a group. These ideas, interpretations, words, or works may be found in print and/or electronic media.

One of the core functions of Winslow College is to develop students' ability to apply critical reasoning to assessment activities through independent thought and to make decisions that reflect the student's considerations of the task or workplace requirement. Winslow College acknowledges that to develop this ability, the student will study the work of others via issued textbooks, learning material or through their research. However, students in their learning must acknowledge, through appropriate **referencing**, earlier work from which they have drawn information.

Referencing demonstrates that the student has read the issued material or has undertaken their research in other sources. Failure to reference appropriately is considered unethical academic behaviour and will result in a student's work not being accepted.

Students should understand that assignment and project work submitted for assessment must consist of the original effort. It is insufficient to simply copy work from other sources and submit it, even if those sources are appropriately acknowledged. Work submitted by a student must have an original component.

Careless or inadequate referencing or failure to reference will be considered poor practice. Where careless referencing is identified, the student will be required to correct the error and resubmit an assignment.

Cheating is defined as "a form of deceit to gain an advantage for the cheat." At Winslow College, cheating is usually related to taking unauthorised material into assessments. Winslow College Trainers have a responsibility to explain expectations related to any assessment, what constitutes cheating, and to promote a climate of honesty in students.

Dealing with Plagiarism and Cheating

In the case of suspected plagiarism or cheating, the trainer/assessor will report the incident to the RTO Manager. The Academic Coordinator, in consultation with the trainer/assessor, will determine if the plagiarism has resulted from poor academic practice or was intentional. This preliminary step may involve an informal interview with the student.

If it has been determined that the plagiarism has arisen from poor academic practice, the student is to be requested to revise the work and resubmit it for the assessment. If, after consideration of the above factors it is determined that the plagiarism was intentional, the student's work is not to be accepted and the student is to be issued with an alternative assessment assignment to complete. The student is to be given a formal warning (in writing) by the Academic Coordinator explaining the seriousness of the incident and the consequences if the student is found to plagiarise again. Students who commit plagiarism after being formally warned are to be cancelled on Academic Misconduct from the program they are enrolled in.

Appeals against decisions regarding plagiarism will be managed as per the Complaints and Appeals policy of Winslow College.

DEFERMENT, SUSPENSION AND CANCELLATION POLICY

Winslow College may only enable students to defer or suspend their studies, cancellation from course including granting a leave of absence, during the course through formal agreement in certain limited circumstances.

Student Misconduct: also, misbehaviour, is defined as students who display unacceptable behaviour in accordance with the Student Handbook and Code of Conduct. To ensure all students receive equal opportunity to gain the maximum benefit from their training, any person(s) displaying the following dysfunctional or disruptive behaviour may be asked to leave the session and/or the course.

In accordance with the National Code 2018, Winslow College can defer or suspend a student's enrolment on the grounds of compassionate or compelling circumstances:

a) Serious illness or injury, where a medical certificate states that the student was unable to attend classes,

b) Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided),

c) Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies,

d) 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 these experiences have impacted on the student (cases should be supported by police or psychologist's reports)

e) Inability to begin studying on the course commencement date due to delay in receiving a Student VISA.

Other circumstances, which in the opinion of the management, may be deemed to constitute reasonable grounds for a student to be having Compassionate or Compelling circumstances

In addition, Winslow College can suspend or cancel a student's enrolment for:

a) Student misconduct

b) Failure to comply with the Offer of Terms as outlined in the Letter of Offer and Acceptance (Written Agreement) for Course Progress or attendance, and any formal warning issued by Winslow College against these processes, which are in accordance with Standard 8 (Overseas student visa requirements)

c) The non-payment of fees in accordance with the Offer of Terms as outlined in the Letter of Offer and Acceptance (Written Agreement) and Payment Schedule

d) The suspension or cancellation of the overseas student's enrolment for these reasons may not take effect until the internal appeals process is completed, unless the health or wellbeing of the overseas student or the wellbeing of others, is likely to be at risk

Application for deferment of course must be made by completing a Deferment Suspension Cancellation Form (DSC) Form with relevant evidence prior to the commencement of the course.

The DSC Form can be submitted via Jotform. The form can be accessed at Deferment Suspension Cancellation (DSC) Form. Once Winslow College has processed the deferment request, the student will receive a written correspondence of the outcome.

An updated Confirmation of Enrolment letter and Enrolment Agreement will be provided to reflect the new training plan.

Winslow College will inform the Secretary of the Department of Education via PRISMS as required under the ESOS Act.

Application for suspension of enrolled course must be made by completing a DSC Form with relevant evidence via Jotform. The form can be accessed at Deferment Suspension Cancellation (DSC) Form.

Applications must be received at least 10 working days prior to the requested Suspension date.

Applications received less than 10 working days prior to the requested Suspension date will not be processed.

In the event of an emergency requiring Suspension, the submission timeline of 10 working days may be waived by the Winslow College.

Once Winslow College has processed the Suspension request, the student will receive a written correspondence of the outcome.

Winslow College will inform the Secretary of the Department of Education via PRISMS as required under the ESOS Act.

Applications for cancellation of enrolment must be made by completing a DSC Form with relevant evidence via JotForm. The form can be accessed at Deferment Suspension Cancellation (DSC) Form.

Once Winslow College has processed the Cancellation request, the student will receive a written correspondence of the outcome from the Academic Support Officer.

a) If the request is denied, then the student may appeal the outcome in accordance with the Complaints and Appeals Policy.

Applications for Withdrawal from a course must be made by completing a Deferral Suspension Cancellation (DSC) Form with any additional evidence via JotForm.

a) Any withdrawal must be done formally with evidence of why the student is withdrawing.
b) Winslow College has the right to refuse a withdrawal where a student has not completed six (6) months of their principal course.
c) Winslow College has the right to refuse a withdrawal on the grounds that the student has outstanding fees or if the student is in the debt recovery process as 'unresolved'.
d) Any refund application will be processed in accordance with the refund policy.
e) Certification of any description will only be processed after all outstanding fees are paid.
f) Certification will be issued within 30 calendar days of these conditions being met.
g) All documentation will be recorded in the student file.
h) In this instance the reasons must be documented and recorded to justify this decision
i) Should the student wish to withdraw and return to their home country, the student must advise Australian Department of Home Affairs to cancel their student visa.

In any given situation that leads to a deferment, suspension, or cancellation of studies, instigated by Winslow College, prior to imposing a suspension/cancellation:

a) Formal written notification will be provided to the student of the intent and reasons for suspension/cancellation.
b) Inform the parent(s)/legal custodian(s) of the student if the student is younger than 18 years of age.
c) The student will be informed of their right to appeal this decision, as well as the timeframe and process for doing so.
d) The student shall have 20 working days to access Winslow College's Internal Complaints and Appeals process in accordance with Standard 10 (Complaints and Appeals).

The deferment, temporary suspension or cancellation of studies cannot take effect until the Internal Complaints and Appeals process has been completed, unless extenuating circumstances relating to the welfare of the student apply.

In the instance of deferral, suspension or cancellation action going ahead Winslow College will inform the overseas student regarding the need to immediately contact Immigration for advice on the potential impact to the student's visa. Winslow College will report the change to the overseas student's enrolment as per section 19 of the ESOS Act.

Should a student enrolment be suspended for a period of 28 days or longer, the student must return home, unless special circumstances exist.

Students must be aware that:

a) Students can only temporarily suspend enrolment for a maximum period of six months,
b) Deferral, Suspension or Cancellation of enrolment may affect the student's VISA,
c) If the enrolment is suspended for a period greater than six months, the student's visa may be cancelled by Australian Department of Home Affairs

WINSLOW COLLEGE EXPECTATIONS AND REQUIREMENTS AND STUDENT CODE OF CONDUCT

The Student Code of Conduct must be followed.

Student rights:

- The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial, and sexual differences, age, disability, or socio-economic status.
- The right to be free from all forms of intimidation.
- The right to work in a safe, clean, orderly, and cooperative environment.
- The right to have personal property (including computer files and student work) and the Registered Training Organization property protected from damage or other misuse.
- The right to have any disputes settled in a fair and rational manner (this is accomplished by the Complaints and Appeals procedure).
- The right to work and learn in a supportive environment without interference from others.
- The right to express and share ideas and to ask questions.
- The right to be always treated with politeness and courtesy.
- The expectation that students will not engage in cheating or plagiarism.
- The expectation that students will submit work when required.
- The expectation that students will maintain consistent academic performance by attending required classes and completing assessments.
- The required level of academic performance is 50% of scheduled sessions.
- The required level of attendance is more than 80%.
- The expectation that all fees will be paid by the due date.

Unacceptable Student behaviour

- Disobeying any reasonable direction by a Winslow College staff member.
- Acting dishonestly when undertaking tests, examinations or reports required for course assessment purposes.
- Failing to return library or other loaned to Winslow College property by the required date.
- Viewing or distributing offensive material via the internet, email, or other means.
- Discrimination, harassment and victimisation.
- Bullying and intimidation.
- Racist or sexist comments.
- Behaving in a disruptive manner, such as swearing, yelling, or using offensive language.
- Using mobile phones during classes.
- Illegal use of drugs or alcohol.
- Stealing, vandalising or causing wilful damage to Winslow College property.
- Endangering the safety of yourself or others.
- Assaulting or attempting to assault anyone while on Winslow College premises.
- Inappropriate possession of guns, knives or other weapons while engaging in Winslow College activities.

Default of tuition fees, non-commencement of studies, plagiarism, not holding a student visa and non-compliance with visa conditions are also seen as unacceptable behaviour.

Procedure for Breach of Student Code of Behaviour

For non-compliance with the Student Code of Behaviour, the following procedure for discipline will be followed except in situations where the CEO determines that the behaviour is sufficient to warrant expulsion. Where a student has been expelled, they will be unable to attend class; however, they will have a right of appeal under the Complaints and Appeals Policy and Procedure.

- **Step 1** - A member of the Institute staff will contact students in the first instance and arrange a counselling meeting to discuss the issue or behaviour and to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties, and included on the student's personal file.
- **Step 2** - Where there is a second breach of the Student Code of Behaviour, students will be invited for a personal interview with the RTO Manager to discuss the breaches further. This meeting and its outcomes will be documented, signed by all parties, and included on the student's personal file.
- **Step 3** - Should a third breach of the Student Code of Behaviour occur after the stage 2 meeting; the student will be provided with a final warning in writing & a time frame in which to rectify the issue. A copy of this letter will be included on the student's personal file.
- After the three steps in the discipline procedure have been followed, and breaches of the Code of Behaviour continue, training services will be withdrawn, and the student will be sent a student cancellation warning letter.

Failure to attend scheduled meetings may result in Winslow College deciding to cancel a student's enrolment.

If Winslow College intends suspending or cancelling the student's enrolment where it is not at the student's request, the student must be informed they have 20 working days to appeal to Winslow College.

If the appeal is not upheld or the student withdraws from the appeal process, then Winslow College must report the student to Department of Education and Department of Home affairs via PRISMS. The suspension or cancelling of the student's enrolment cannot take effect until the appeal process is completed unless there are extenuating circumstances relating the student's welfare.

Suspension or cancellation of enrolment must be reported to Department of Home affairs and may affect the status of a students' visa.

At any stage of this procedure students can access Winslow College complaints and appeals procedure to settle any disputes that may arise.

The written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to act under the *Australian Consumer Law* if the *Australian Consumer Law* applies (Standard 3.4.5 – The National Code 2018).

ACCESS AND EQUITY POLICY

Winslow College provides training services that reflect fair and reasonable opportunity for all clients, regardless of their diversity, allowing everyone to freely participate in the learning environment free from discrimination, harassment, bullying and vilification.

All students will be recruited ethically and responsibly and consistent with the requirements of the National Standards for RTOs 2025 and the National code 2018. Our Access and Equity Policy ensures that student selection decisions comply with equal opportunity legislation. Admissions staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience. Winslow College will ensure that the learning environment promotes and supports diversity of VET students, and it fosters a culturally safe learning environment for First Nations people.

Winslow College will ensure:

a) all training and assessment policies and procedures incorporate access and equity principles.

b) all learners have equitable access to the benefits of training and assessment irrespective of their gender, age, race, religion, culture, linguistic background, marital status, geographic location, socio-economic background, disability, sexual preference, family responsibility or political conviction.
c) all nominations and enrolments into training courses and programs will be always conducted in an ethical and responsible manner, ensuring fairness and compliance with Equal Opportunity legislation; and
d) all learners/clients have equitable access to training resources, facilities, equipment, support services, information, training and assessment personnel, materials, assessment opportunities, training opportunities.

Winslow College seeks to create a learning environment where all students are respected and can develop their full potential. All students are given fair and reasonable opportunity to attend and complete training.

Winslow College will demonstrate its commitment by:

- Selecting students according to a fair and non-discriminatory process
- Making its training relevant for a diverse student population
- Providing suitable access to facilities and resources
- Providing appropriate support services
- Providing appropriate complaints procedures
- Consulting with relevant industry groups
- Raising staff, contractor, and student awareness of equity issues.

Harassment will not be tolerated at Winslow College. If harassment occurs, the person responsible will be subject to disciplinary procedures. Disciplinary action will be taken against any staff or client involved in such behaviour. This may include termination of employment and removal of the client from the training course. Serious cases of harassment may constitute a criminal offence. Winslow College will not tolerate behaviour which is **sexual harassment** and expects all staff, contractors, and clients to treat each other with dignity and respect.

Winslow College will not tolerate **bullying or violent behaviour** and expects all staff, contractors, and clients to treat each other with dignity and respect. Winslow College recognises bullying and violence demeans and infringes the rights of individuals and groups, damaging the work and learning environment.

Winslow College will not tolerate behaviour which **vilifies** another person and expects all staff, contractors, and clients to treat each other with dignity and respect.

Winslow College encourages informal resolutions of discrimination, sexual harassment, bullying and violence, **victimisation**, and vilification grievances in the first instance, as close to the source as possible, with the option of conciliation or investigation of the complaint if necessary.
Complaints will be investigated in a confidential manner and action will be taken to ensure that the discrimination/harassment stops. Appropriate warning or disciplinary action will be taken where harassment is found to have occurred.

OVERSEAS STUDENT ORIENTATION

Winslow College will support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes. Overseas Student Orientation Policy sets out the process for the provision of an age and culturally appropriate orientation program. Where younger students are undergoing orientation, the information and topics are to be age appropriate.

It is a requirement that all students attend an orientation session upon commencement of their studies with Winslow College. Along with general orientation activities, new students may have needs or issues requiring specific support and interventions, therefore question time should be included. The orientation session should be carried out prior to commencement of studies and include 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.

During the face-to-face orientation it is ideal that commencing students meet with their course coordinator, trainers, and student support staff. They will also receive a Student Course Guide / Outline which informs students of the essential requirements of their course being studied and covers delivery and assessment methods of the course.

OVERSEAS STUDENT SUPPORT SERVICES

All students who study at Winslow College will be provided the appropriate support from Academic Coordinators in relation to study, academic issues, accommodation, support, and general welfare arrangements. Overseas students and staff will be given information and advice relating to their personal safety and security.

Students will be provided with contact details referring them to relevant professionals in the instance that they require assistance outside the scope of student services. Any referrals are conducted at no cost to the student, however there may be fees and charges involved where an external service is used by the student. This should be clarified with the student prior to using external services. The following student support services are available and accessible for all overseas students studying with Winslow College:

- student support services available to students in the transition to life and study in a new environment
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes; and
- any student visa condition relating to course progress and/or attendance as appropriate.
- working and employment rights and conditions

Engaging students through an orientation day within the first week of their study period, orientation day will cover key points of the Student Support Program and role of the Academic Coordinator, such as:

- Who their Academic Coordinator is
- When they are available
- Contact details.

STUDENT SUPPORT SERVICES

Services that we can offer to you include:

- Mentoring from appropriately qualified educators including their phone and email contact details.
- Dedicated mentor and mentor groups for each student.
- Receiving English language support.
- Access to a counsellor if required.

- Review of learning materials with the student and providing information in a context you can understand.
- Providing extra time to complete tasks if required
- Providing access to supplementary or modified materials.
- Providing supplementary exercises to assist understanding.
- Supervised study groups.
- Job placement assistance for those participating in courses that require practical placement.
- Online support and exercises for some courses.
- 60Computer and technology support.
- Referral to external support services.

If you require support or assistance with your course or aspects of your stay in Australia, please contact the Academic Coordinator, who will assist or direct you to the appropriate support. If you are having trouble contacting any of these persons, please make an appointment through reception.

HEALTH AND SAFETY

Winslow College must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. Winslow College has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer.
- Seek assistance from a member of staff If you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you are not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with Winslow College emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them. Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc.).

PRIVACY POLICY

In collecting your personal information Winslow College will comply with the requirements set out in the Privacy Act 1988 (Cth), the Privacy Amendment (Private Sector) Act 2001 and the Privacy and Data Protection Act 2014 (Vic), the Freedom of Information Act 1982 (Cth), and the Public Records Act 1973 (Vic).

This means that we will:

- inform you of the purpose for which the information is collected.
- only use the personal information that you provide to us in relation to your study with us.
- ensure your personal information is securely handled and stored.
- inform you of any organisation and the type of organisation to which we disclose personal information e.g., the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g., for statistical purposes.

We will not disclose your personal information to another person or organisation unless:

- we have made you aware that information of that kind is usually passed to that person or organisation.
- you have given written consent.
- we believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person.
- the disclosure is required or authorised by or under law; or
- the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing apecuniary penalty, or for the protection of the public revenue.

CONCLUSION

If you have any queries or require further information about anything in this handbook or a general enquiry, please do not hesitate to contact our friendly team during office hours – 1800 961 580 or send an email to admissions@winslow.edu.au