



WESTERN SYDNEY
COLLEGE

International Student Handbook

International College of Australia Pty Ltd T/A Western Sydney College
RTO Code: 45360 | CRICOS Provider Code: 03690M





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1. WELCOME TO WESTERN SYDNEY COLLEGE

Welcome to Western Sydney College! We are delighted to have you with us and to provide high-quality vocational qualifications to students from around the world.

As an international student, you enrich our campus with your unique cultural background and life experiences, contributing to a vibrant, multicultural learning environment. Western Sydney College is dedicated to delivering professional, adult education in a supportive, industry-aligned setting to prepare students for the demands of a globalized workforce.

Our educational programs and pathways are designed to cultivate the skills needed for success in the international marketplace, developing graduates who are industry-ready and equipped to excel in a globalised world. As a Registered Training Organisation (RTO) under Australia's National VET Framework and regulated by the Australian Skills Quality Authority (ASQA), we provide nationally and internationally recognized qualifications based on Australian National Training Packages.

To support your transition and success, our International Student Handbook offers valuable pre-arrival information and practical guidance to help you adjust to life in Australia and at our College. It covers cultural and social differences you may encounter, along with day-to-day tips to ensure your experience here is positive and fulfilling.

The Student Handbook also outlines key requirements and expectations for your studies, including your rights and responsibilities, available resources, and terms related to vocational qualifications in Australia.

We hope your time with us is filled with enriching learning experiences, and we wish you every success in your studies and beyond!

Sincerely,

Suraj REGMI
PEO
Western Sydney College

2. ABOUT WESTERN SYDNEY COLLEGE

Western Sydney College is an Australian Registered Training Organisation (RTO) operating under the National Vocational Education and Training (VET) Quality Framework. This is a regulated framework which is administered by the Australian Skills Quality Authority ([ASQA](#)). Our registration details are located on the [National Register for VET](#).

We are required to maintain registration with the Commonwealth Register of Institutions and Courses for Overseas Students ([CRICOS](#)) to offer services to international student visa holders. All CRICOS registered training providers are regulated by ASQA under The Education Services for Overseas Students (ESOS) Act 2000 ([ESOS Act 2000](#)) and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (the National Code).

We deliver Australian Qualifications Framework ([AQF](#)) qualifications which are drawn from Australian National Training Packages and recognised within Australia and internationally. National training Package qualifications are developed by Industry Skills Councils in consultation with industry bodies, regulators, training providers and other stakeholders.

WSC specialise in Civil Construction design, Information Technology, Commercial Cookery, Kitchen and Hospitality Management, Leadership and Management, Business, Banking and Accounting courses and maintains close professional links to industry within Australia to ensure our training is at the leading edge of industry developments.

Our Mission

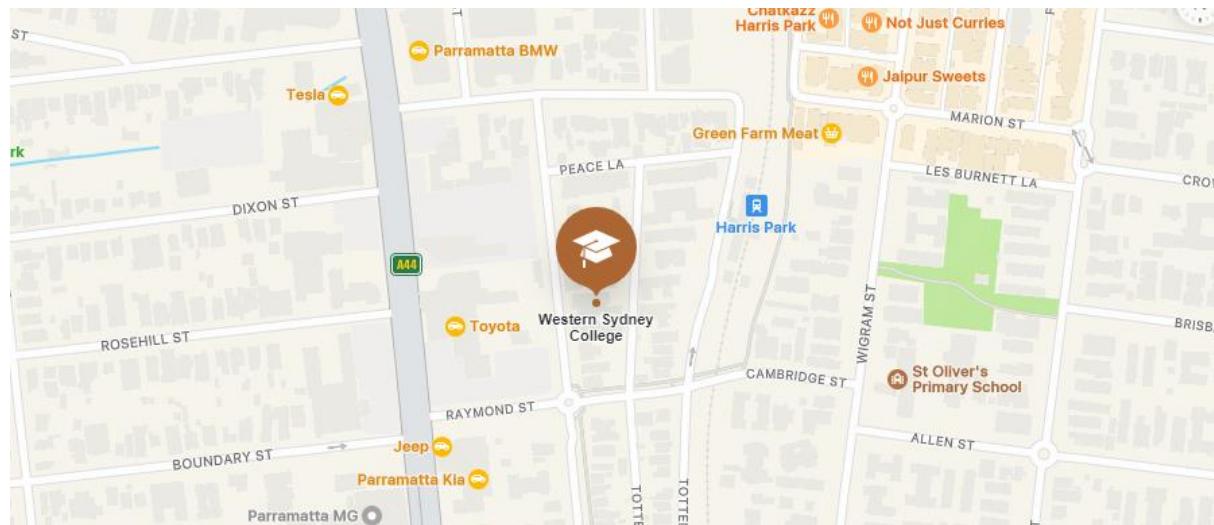
Our mission is to deliver quality education that shall equip our students with the required skill set, to join the workforce or pursue further education. Our core business is supporting our students on the path to achieving their goals and aspirations by developing practical and academic skills, knowledge and capability.

3. LOCATION

International College of Australia Pty Ltd T/A Western Sydney College

Parramatta Campus

55 High St Parramatta NSW 2150



M : 02 86287973

E : info@wsc.nsw.edu.au

W : www.wsc.nsw.edu.au

Melbourne Campus

Level 3/20 Queen Street, Mel, VIC 3000



M : 02 86287973

E : info@wsc.nsw.edu.au

W : www.wsc.nsw.edu.au

Parking

Students who prefer to travel by their own vehicles can park on the street or secure car parking on the college premises in Parramatta. Students at Melbourne campuses can use secure paid parking close to the campus.

Public Transport

Parramatta Campus

Harris Park Station / Parramatta Train Station, Parramatta Transport Interchange

Melbourne Campus

Flinders Street Station

4. STAFF CONTACT PERSON

Contact Person	Roles and responsibility	E-mail
Suraj Regmi	Principal Executive Officer	ceo@wsc.nsw.edu.au
Habib Yousuf	Academic Manager	habib@wsc.nsw.edu.au
Bishakha Manandhar	Intervention Officer	bishakha@wsc.nsw.edu.au
Sarita Tamang	Accounts Officer	accounts@wsc.nsw.edu.au
Munshi SALAUDDIN	Work Placement Coordinator	Salauddin@wsc.nsw.edu.au
Binod Karki	Marketing Manager	marketing@wsc.nsw.edu.au
Rushav Shrestha	Student Support Officer	info@wsc.nsw.edu.au
Suruchi Gurung	Student Support Officer	suruchi@wsc.nsw.edu.au
Ram Kaucha	Work Placement Support Officer	ram@wsc.nsw.edu.au
Suchitra Rai	Student Support Officer	support@wsc.nsw.edu.au
Kritik Maharjan	Student Support Officer	support@wsc.nsw.edu.au
Michael Delton	Language, Literacy & Numeracy (LLN) Support	Blue.dalton@gmail.com

After hours Emergency contact Suraj Regmi 0452234090 or suraj.regmi@wsc.nsw.edu.au

5. COURSE INFORMATION

Course 1	BSB50420 Diploma of Leadership and management
CRICOS Code:	104371H
Course Duration:	This qualification will be delivered over 75 weeks, including 54 weeks of training and assessment spread over 6 terms of 9 weeks each and 21 weeks of holidays.
Description:	<p>This qualification reflects on the role of individuals who apply knowledge, practical skills and experience in leadership and management across a range of enterprise and industry contexts.</p> <p>Individuals at this level display initiative and judgement in planning, organising, implementing, and monitoring their own workload and the workload of others. They use communication skills to support individuals and teams to meet organisational or enterprise requirements.</p> <p>They may plan, design, apply and evaluate solutions to unpredictable problems, and identify, analyse, and synthesise information from a variety of sources.</p>
Packaging rules:	Six (6) core and six (6) elective units are required for the award of the BSB50420 Diploma of Leadership and Management. Units have been selected in accordance with the packaging rules and are relevant to the work outcome, local industry requirements and qualification level.
Link:	https://training.gov.au/Training/Details/BSB50420 *For more information, please visit https://wsc.nsw.edu.au
Course 2	BSB60420 Advanced Diploma of Leadership and Management
CRICOS Code:	106161B
Course Duration:	This qualification will be delivered over 65 weeks, including 45 weeks of training and assessment spread over 5 terms of 9 weeks each and 20 weeks of holidays.
Description:	This qualification reflects the role of individuals who apply specialised knowledge and skills, together with experience in leadership and management, across a range of enterprise and industry contexts.

	<p>Individuals at this level use initiative and judgement to plan and implement a range of leadership and management functions, with accountability for personal and team outcomes within broad parameters.</p> <p>They use cognitive and communication skills to identify, analyse and synthesise information from a variety of sources and transfer their knowledge to others, and creative or conceptual skills to express ideas and perspectives or respond to complex problems.</p>
Packaging rules:	Five (5) core and five (5) elective units are required for the award of the BSB60420 Advanced Diploma of Leadership and Management. Units have been selected in accordance with the packaging rules and are relevant to the work outcome, local industry requirements and qualification level. The latest release of the qualification and packaging rules can be found at the following link:
Link:	https://training.gov.au/Training/Details/BSB60420
	*For more information, please visit https://wsc.nsw.edu.au
Course 3	BSB80120 Graduate Diploma of Management (Learning)
CRICOS Code:	106162A
Course Duration:	This qualification will be delivered over 104 weeks, including 72 weeks of training and assessment spread over 8 terms of 9 weeks each and 32 weeks of holidays
Description:	<p>This qualification reflects the role of individuals who apply highly specialised knowledge and skills in the field of organisational learning and capability development. Individuals in these roles generate and evaluate complex ideas. They also initiate, design, and execute major learning and development functions within an organisation. Typically, they would have full responsibility and accountability for the personal output and work of others.</p> <p>This qualification may apply to leaders and managers in an organisation where learning is used to build organisational capability. The job roles that relate to this qualification may also include RTO Manager and RTO Director.</p>
Packaging rules:	Three (3) core units and five (5) elective units are required for the award of the BSB80120 Graduate Diploma of Management (Learning). Units have been selected in accordance with the packaging rules and are relevant to the work

	<p>outcome, local industry requirements and qualification level. The latest release of the qualification and packaging rules can be found at the following link:</p> <p>Link: https://training.gov.au/Training/Details/BSB80120</p> <p>*For more information, please visit https://wsc.nsw.edu.au</p>
Course 4	ICT50220 Diploma of Information Technology
CRICOS Code:	106159G
Course Duration:	This qualification will be delivered over 78 weeks, including 54 weeks of training and assessment spread over 6 terms of 9 weeks each and 24 weeks of holidays
Description:	The ICT50220 Diploma of Information Technology reflects the roles of individuals with specialized skills who handle moderately complex tasks in diverse ICT functions. These professionals work independently or as part of a team, applying advanced networking, programming, back-end web development, business analysis, and cloud engineering skills across various industries.
Packaging rules:	Six (6) core units and fourteen (14) elective units are required for the award of the ICT50220 Diploma of Information Technology. Units have been selected in accordance with the packaging rules and are relevant to the work outcome, local industry requirements and qualification level.
Link:	https://training.gov.au/Training/Details/ICT50220
	*For more information, please visit https://wsc.nsw.edu.au
Course 5	ICT60220 Advanced Diploma of Information Technology
CRICOS Code:	106160C
Course Duration:	This qualification will be delivered over 78 weeks, including 54 weeks of training and assessment spread over 6 terms of 9 weeks each and 24 weeks of holidays.
Description:	The ICT60220 Advanced Diploma of Information Technology is designed for those with significant experience in technical or managerial roles, allowing them to tackle complex tasks and lead teams or strategic initiatives. This qualification emphasizes advanced data management, cyber security, full-stack web development, and IT strategy, empowering individuals to optimize systems and

	enhance organizational performance in a rapidly evolving technological landscape.
Packaging rules:	Six (6) core units and ten (10) elective units are required for the award of the ICT60220 Advanced Diploma of Information Technology. Units have been selected in accordance with the packaging rules and are relevant to the work outcome, local industry requirements and qualification level.
Link:	https://training.gov.au/Training/Details/ICT60220 *For more information, please visit https://wsc.nsw.edu.au
Course 6	FNS50222- Diploma of Accounting
CRICOS Code:	111699C
Course Duration:	This qualification will be delivered over 65 weeks, including 45 weeks of training and assessment spread over 5 terms of 9 weeks each and 20 weeks of holidays.
Description:	This qualification reflects professional accounting job roles in financial services and other industries, including tax agents, accounts payable and accounts receivable officers, payroll service providers, and employees performing a range of accounting tasks for organisations in a range of industries. Individuals in these roles apply solutions to a range of often complex problems and analyse and evaluate information from a variety of sources. They apply initiative to plan, coordinate and evaluate their own work and provide guidance to others within defined guidelines. Work functions in the occupational areas where this qualification may be used are subject to regulatory requirements. Refer to the FNS Financial Services Training Package Companion Volume Implementation Guide or the relevant regulator for specific guidance on requirements. This qualification includes units that comprise an approved Tax Practitioner Board (TPB) course in Australian taxation law and commercial law, which are relevant for registration as a tax agent. Persons seeking registration with the TPB should check current registration requirements with the TPB, as registration requirements are reviewed regularly.
Packaging rules:	Seven (7) core and Four (4) elective units are required for the award of the FNS50222 Diploma of Accounting. Units have been selected in accordance with the packaging rules and are relevant to the work outcome, local industry requirements and qualification level.

	<p>Elective units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.</p>
Link:	<p>https://training.gov.au/training/details/FNS50222</p> <p>For more information, please visit https://wsc.nsw.edu.au</p>
Prerequisites:	<p>Prior to commencing this qualification an individual must have completed the following units of competency (or equivalent).</p> <p>FNSACC321 Process financial transactions and extract interim reports.</p> <p>FNSACC322 Administer subsidiary accounts and ledgers.</p> <p>FNSACC418 Work effectively in the accounting and bookkeeping industry.</p> <p>FNSACC421 Prepare financial reports (this unit is the equivalent version of BSBFIA401 Prepare financial reports).</p> <p>These competencies entryway have been achieved through completion of the following (or their equivalent):</p> <p>FNSSS00014 Accounting Principles Skill Set or FNS40222 Certificate IV in Accounting and Bookkeeping.</p>
Course 7	FNS60222- Advanced Diploma of Accounting
CRICOS Code:	111700D
Course Duration:	<p>This qualification will be delivered over 78 weeks, including 54 weeks of training and assessment spread over 6 terms of 9 weeks each and 24 weeks of holidays.</p>
Description:	<p>This qualification reflects the role of individuals working in accounting and seeking professional recognition, including tax agents, accounts managers and business analysts; and to employees performing a range of accounts management tasks for organisations in a range of industries. At this level individuals are expected to apply theoretical and technical skills in a range of situations and to display initiative and judgement in planning activities. They have autonomy in performing complex operations and can be responsible for planning, coordinating and evaluating the work of others within broad parameters.</p>
Packaging rules:	<p>Three (3) core and Eleven (11) elective units are required for the award of the FNS60222 Advanced Diploma of Accounting. Units have been selected in accordance with the packaging rules and are relevant to the work outcome, local industry requirements and qualification level.</p>

	<p>Elective units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.</p>
Link:	https://training.gov.au/training/details/FNS60222
Prerequisites	<p>Prior to commencing this qualification an individual must have completed the following qualifications (or equivalent).</p> <p>FNS50222 Diploma of Accounting; or its superseded version FNS50217 Diploma of Accounting or equivalent, provided the listed elective unit BSBTEC402 Design and produce complex spreadsheets (or equivalent) has been completed by those seeking to enrol.</p>
Course 8	FNS40222 Certificate IV in Accounting and Bookkeeping
CRICOS Code:	110013B
Course Duration:	This qualification will be delivered over 78 weeks, including 6 terms of 9 weeks and 24 weeks of holidays.
Description:	<p>This qualification reflects the job roles of workers in the accounting industry, including BAS Agents and contract bookkeepers; and of those employees performing bookkeeping tasks for organisations in a range of industries. It includes preparing and lodging business and instalment activity statements, and providing advice or dealing with the Commissioner on behalf of a taxpayer in relation to activity statements. Individuals in these roles apply theoretical and specialist knowledge and skills to work autonomously, and exercise judgement in completing routine and non-routine activities.</p> <p>Persons providing a business activity statement (BAS) service for a fee or other reward must be registered by the Tax Practitioners Board (TPB) and this qualification is currently cited as meeting the TPB education requirements for registration. Other conditions apply, including a designated period of experience. Persons seeking BAS agent registration should check current registration requirements with the TPB, as registration requirements are reviewed regularly.</p>
Packaging rules:	Ten (10) core and Three (3) elective units are required for the award of the FNS40222 Certificate IV in Accounting and Bookkeeping. Units have been selected in accordance with the packaging rules and are relevant to the work outcome, local industry requirements and qualification level.

	<p>Elective units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.</p>
Link:	https://training.gov.au/training/details/FNS40222
	*For more information, please visit https://wsc.nsw.edu.au
Course 9	RII60520 Advanced Diploma of Civil Construction Design
CRICOS Code:	114409E
Course Duration:	This qualification will be delivered over 104 weeks, including 80 weeks of training and assessment spread over 8 terms of 10 weeks each and 24 weeks of holidays.
Description:	<p>This qualification reflects the role of an individual working as a senior civil works designer or a para-professional designer, who supports professional engineers. They perform tasks that are broad, specialised, complex and technical and include strategic areas and initiating activities. They are responsible for the design of complex projects to ensure the implementation of the client's site requirements and are required to demonstrate self-directed application of theoretical and technical knowledge and initiate solutions to technical problems or management requirements.</p> <p>Licensing, legislative, regulatory or certification considerations</p> <p>Licensing, legislative, regulatory and certification requirements that apply to this qualification can vary between states, territories, and industry sectors. Users must check requirements with relevant body before applying the qualification</p>
Packaging rules:	Five (5) core units and seven (7) elective units are required for the award of the RII60520 Advanced Diploma of Civil Construction Design. Units have been selected in accordance with the packaging rules and are relevant to the work outcome, local industry requirements and qualification level.
Link:	https://training.gov.au/Training/Details/RII60520
	*For more information, please visit https://wsc.nsw.edu.au
Course 10	CHC52025 Diploma of Community Services
CRICOS Code:	118777D

Course Duration:	This qualification will be delivered over 104 weeks, including 80 weeks of training and assessment spread over 8 terms of 10 weeks each and 24 weeks of holidays.
Description:	This qualification prepares individuals for roles as community services workers engaged in the delivery, management, and coordination of person-centred services for individuals, groups, and communities. At this level, workers possess specialized skills in community services and operate autonomously within their defined scope of practice, guided by senior management. They play a crucial role in supporting individuals to initiate positive changes in their lives, enhancing their personal and social wellbeing, and may also oversee the work of other staff and volunteers. Responsibilities may include case management and program coordination. To attain this qualification, candidates must complete a minimum of 240 hours of work as specified in the Assessment Requirements of the competency units. The skills acquired through this qualification must be applied in compliance with Commonwealth and State or Territory legislation, Australian standards, and industry codes of practice. At the time of publication, there are no specific occupational licensing, certification, or legislative requirements associated with this qualification.
Packaging rules:	Twenty (20) units including twelve (12) units, and eight (8) elective units are required for the award of the CHC52025 Diploma of Community Services. Units have been selected in accordance with the packaging rules and are relevant to the work outcome, local industry requirements and qualification level.
Link:	https://training.gov.au/training/details/CHC52025/qualdetails *For more information, please visit https://wsc.nsw.edu.au
Workplace Component	240 hours. 12 weeks * 20 hours each = 240 hours.
Course 11	SIT40521 Certificate IV in Kitchen Management
CRICOS Code:	109556C
Course Duration:	78 Weeks. 60 weeks teaching period + 18 weeks Term break
Description:	This qualification reflects the role of chefs and cooks who have a supervisory or team leading role in the kitchen. They operate independently or with limited guidance from others and use discretion to solve non-routine problems.

	<p>This qualification provides a pathway to work in organisations such as restaurants, hotels, clubs, pubs, cafes and coffee shops, or to run a small business in these sectors.</p> <p>The skills in this qualification must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.</p> <p>No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.</p>
Packaging rules:	<p>Thirty-three (33) units including twenty-seven (27) core units, and six (6) elective units are required for the award of the SIT40521 Certificate IV in Kitchen Management. Units have been selected in accordance with the packaging rules and are relevant to the work outcome, local industry requirements and qualification level.</p>
Link:	<p>https://training.gov.au/Training/Details/SIT40521</p> <p>*For more information, please visit https://wsc.nsw.edu.au</p>
Workplace component	<p>It is important to note a workplace unit forms part of this qualification and learners are required to complete tasks outlined in the training package elements and performance criteria.</p> <p>Workplace logbook will be provided by WSC, and students are required to maintain on a daily basis a record of activities / tasks performed during work placement. This will be monitored by WSC Workplace assessor during scheduled site visits. Daily activities / logbook entries are to be signed by the workplace supervisor each day.</p>
Prerequisite and sequence of the units	<p>Students are required to complete the following units before approaching any kitchen practical units, as they are prerequisites for many other units:</p> <p>SITXFSA005 Use hygienic practices for food safety SITXFSA006 Participate in safe food handling practices SITHCCC027 Prepare dishes using basic methods of cookery SITHKOP010 Plan and cost recipes</p>

Work Placement Schedule

Term	Week number	Hours
Term 6	Week 3 to 10 complete 48 service period x 5 hour shifts a week*	240

TOTAL Minimum hours	240
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*Please note Hospitality shifts may vary in time due to business needs. WSC has allocated approximately 5 hours per shift based on industry standards.

Course 12	SIT50422 Diploma of Hospitality Management
CRICOS Code:	111702B
Course Duration:	This course has a duration of 78 weeks. However, those who have completed the SIT40521 Certificate IV in Kitchen Management- with WSC will receive 20 credit transfers and will be able to complete the course in 2 terms (20 weeks of training and assessments + 6 weeks of holidays). Each term consists of 10 weeks of training and assessments, followed by a 3-week holiday.
Description:	This qualification is tailored for highly skilled senior operators who adeptly combine a wide range of hospitality skills with managerial expertise and a solid understanding of the industry to effectively coordinate hospitality operations. These professionals work independently, overseeing teams and making a variety of operational business decisions. The qualification serves as a pathway to careers in various sectors of the hospitality industry, particularly for those aiming to become departmental or small business managers. Graduates can find opportunities with a diverse array of employers, including restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops. Additionally, this qualification fosters multiskilling while allowing for specialization in areas such as accommodation services, cookery, food and beverage, and gaming. Potential job titles for holders of this qualification include banquet or function manager, bar manager, café manager, chef de cuisine, chef pâtissier, club manager, executive housekeeper, and front office manager.
Packaging rules:	Twenty-eight (28) units including eleven (11) core units, and seventeen (17) elective units are required for the award of the SIT50422 Diploma of Hospitality Management. Units have been selected in accordance with the packaging rules and are relevant to the work outcome, local industry requirements and qualification level.
Link:	https://training.gov.au/Training/Details/SIT50422

*For more information, please visit <https://wsc.nsw.edu.au>

Workplace component	<p>It is important to note a workplace unit forms part of this qualification and learners are required to complete tasks outlined in the training package elements and performance criteria.</p> <p>Workplace logbook will be provided by WSC, and students are required to maintain on a daily basis a record of activities / tasks performed during work placement. This will be monitored by WSC Workplace assessor during scheduled site visits. Daily activities / logbook entries are to be signed by the workplace supervisor each day.</p>
Prerequisite and sequence of the units	<p>Students are required to complete the following units before approaching any kitchen practical units, as they are prerequisites for many other units:</p> <p>SITXFSA005 Use hygienic practices for food safety SITHCCC027 Prepare dishes using basic methods of cookery</p>

Work Placement Schedule

Term	Week number	Hours
Term 6	Week 3 to 10 complete 48 service period x 5 hour shifts a week*	240
TOTAL Minimum hours		240

*Please note Hospitality shifts may vary in time due to business needs. WSC has allocated approximately 5 hours per shift based on industry standards.

Course 13	SIT60322 Advanced Diploma of Hospitality Management
CRICOS Code:	111703A
Course Duration:	This course has a duration of 104 weeks. However, those who have completed the SIT40521 Certificate IV in Kitchen Management and SIT50422 Diploma of Hospitality Management - with WSC will receive 24 credit transfers and will be able to complete the course in 4 terms (40 weeks of training and assessments + 12 weeks of holidays). Each term consists of 10 weeks of training and assessments, followed by holiday/Term break. The schedules are as below:
Description:	This qualification is designed for highly skilled senior managers in the hospitality industry, who utilize a broad array of hospitality skills alongside specialized managerial expertise and extensive industry knowledge to effectively coordinate operations. These professionals operate with a significant degree of autonomy and are tasked with making strategic business management decisions that impact their organizations. By obtaining this qualification, individuals can pursue

	<p>career opportunities across various sectors within the hospitality industry, including restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops. It supports multi-skilling while also allowing for specialization in areas such as accommodation services, cookery, food and beverage, and gaming. Potential job titles for graduates include area manager or operations manager, café owner or manager, club secretary or manager, executive chef, executive housekeeper, executive sous chef, food and beverage manager, head chef, motel owner or manager, and rooms division manager.</p>
Packaging rules:	Thirty-three (33) units including sixteen (16) core units and seventeen (17) elective units are required for the award of the SIT60316 Advanced Diploma of Hospitality Management. Units have been selected in accordance with the packaging rules and are relevant to the work outcome, local industry requirements and qualification level.
Link:	https://training.gov.au/Training/Details/SIT60322
	*For more information, please visit https://wsc.nsw.edu.au
Workplace component	<p>It is important to note a workplace unit forms part of this qualification and learners are required to complete tasks outlined in the training package elements and performance criteria.</p> <p>Workplace logbook will be provided by WSC, and students are required to maintain on a daily basis a record of activities / tasks performed during work placement. This will be monitored by WSC Workplace assessor during scheduled site visits. Daily activities / logbook entries are to be signed by the workplace supervisor each day.</p>
Prerequisite and sequence of the units	<p>Students are required to complete the following units before approaching any kitchen practical units, as they are prerequisites for many other units:</p> <p>SITXFSA005 Use hygienic practices for food safety SITXFSA006 Participate in safe food handling practices SITHCCC027 Prepare dishes using basic methods of cookery</p>

Work Placement Schedule

Term	Week number	Hours
Term 8	Week 3 to 10 complete 48 service period x 5 hour shifts a week*	240
TOTAL Minimum hours		240

Western Sydney College is not offering the following qualifications at the Melbourne Campus:

- SIT40521 Certificate IV in Kitchen Management
- SIT50422 Diploma of Hospitality Management
- SIT60622 Advanced Diploma of Hospitality Management
- CHC52025 Diploma of Community Services

6. DELIVERY MODE

Western Sydney College employs a blended delivery mode that integrates both face-to-face and online learning, creating a dynamic educational experience for students. With 13.5 hours dedicated to in-person instruction, students actively engage with instructors and peers, facilitating interactive discussions and collaborative learning. Complementing this, the college provides 6.5 hours of supervised online learning, allowing students the flexibility to access course materials and participate in activities at their convenience. During these online sessions, students are guided by the Trainer and Assessor, who supports them in completing quizzes, activities, and tutorials. This hybrid approach not only caters to various learning preferences but also ensures that students receive a well-rounded education that combines direct interaction with the convenience of online resources.

7. WORK PLACEMENT COMPONENT

The work placement component at Western Sydney College plays a crucial role in the Hospitality Management and Community Service qualifications, providing students with invaluable hands-on experience in real-world settings. This practical component allows students to apply their theoretical knowledge in various hospitality environments, such as hotels, restaurants, and community organizations, where they can develop essential skills including customer service, teamwork, and problem-solving. By engaging with industry professionals and participating in day-to-day operations, students gain insights into the standards and practices that define successful hospitality and community service sectors. Additionally, the work placement fosters networking opportunities, enhancing students' employability and preparing them for a smooth transition into the workforce upon graduation. Overall, this component is integral to cultivating a well-rounded educational experience that empowers students to excel in their chosen fields. The following courses have work placement as below:

Courses	Delivery Mode	Work Placement
SIT40521 - Certificate IV in Kitchen Management	13.5 hours face-to-face on campus and 6.5 hours online	240 Hours of Work Placement in total
SIT50422-Diploma of Hospitality Management	13.5 hours face-to-face on campus and 6.5 hours online	240 Hours of Work Placement in total
SIT60322 Advanced Diploma of Hospitality Management	13.5 hours face-to-face on campus and 6.5 hours online	240 Hours of Work Placement in total
CHC52025 Diploma of Community Services	13.5 hours face-to-face on campus and 6.5 hours online	240 hours

8. MOODLE LEARNING

Western Sydney College utilises the Moodle platform as its Learning Management System (LMS), providing a straightforward and intuitive interface that caters to students, trainers, and administrative staff. This platform is equipped with a wealth of resources designed to enrich the learning experience. Features such as the online attendance register, real-time chat rooms, and interactive discussion forums encourage student engagement and connectivity. Essential documents, including the Moodle Manual and the Harvard Reference Guide, offer valuable support, while session plans and assessment materials create a structured learning environment. Trainers can effectively communicate important updates through online announcements, and students have access to a diverse array of resources, including presentation slides, self-study guides, quizzes, weekly activities, and instructional videos. The discussion forum fosters collaborative learning, and tools like the marking guide assist trainers in evaluating student performance efficiently. Furthermore, all assessment submissions and resource materials are managed through Moodle, making it an indispensable tool for enhancing the overall learning experience at Western Sydney College.

The screenshot shows the Western Sydney College Moodle homepage. The top navigation bar includes a user profile for 'Ram Kaucha' (Student). The left sidebar has a 'Dashboard' icon, 'Site home' (which is highlighted in blue), 'Calendar', 'Private files', and 'Site administration'. The main content area has a 'WESTERN SYDNEY COLLEGE' logo and a 'Student Information Centre' section. This section contains a 'WSC Forms' link and a list of forms that can be used for various purposes like replacement of student card, confirming enrollment, and booking LLN. The right sidebar has a 'Navigation' menu with 'Dashboard', 'Site home' (selected), 'Site pages', and 'Courses'.

9. STUDENT SUPPORT SERVICES

During your enrolment, WSC will deliberately engage with you on a number of occasions. We do this by requesting you to complete enrolment documentation, discussions over the phone, enrolment interview and finally during your orientation. One of the important objectives of these engagements is to understand what support services you may need to fully participate in your study. You will be asked various questions about your support needs or your "individual needs". This is simply the term we use to define what your needs are and this enables us to organise the appropriate support services. Make sure you take the most of this opportunity and let us know if you need support.

10. WHAT SUPPORT IS AVAILABLE?

WSC will use a combination of our own services and the services of referral agencies to either provide or refer you to the following support services:

- Language, Literacy and Numeracy Support
- Pre- Enrolment Support
- Studying and Learning Coaching
- Academic Support
- Counselling Support
- Disability Access
- Medical Services Referral
- Legal Services Referral
- USI Help
- Housing / Accommodation Services Referral

If you need support during your course, please approach and inform reception and you will be connected with the best person who can assist you. If the matter is sensitive and you do not feel comfortable discussing it with reception, simply inform reception that you would like to meet with the Academic Manager. It is our absolute priority to provide you with the support needed to enable you to progress in your study and complete your chosen course. WSC is committed to our student's welfare both during and after hours of study. Support and Referral services are free of cost.

Information technology Support

Information technology is integral to the requirements for all qualifications. For students who need additional assistance in information technology skills, WSC offers the student the opportunity to undertake additional training through **coaching sessions** provided by a WSC Information Technology support person. Students are to request this support through student services.

It is expected that students have access to personal computers and are able to use their computers in order to access learning resources and complete tasks in the course.

Technology support in developing technology skills may include:

- additional tutorial times for students to work in small groups with their coach/mentor.
- Allowing the student to complete training in information technology and specific software programs before continuing with the rest of the course

Technology skills reasonable adjustment might include:

- allowing the use of adaptive technology supplied by the student.

Information technology Skills support details: Name: Rushav Shrestha

Email: rushav@wsc.nsw.edu.au

Availability: On request

Training Materials

WSC uses training and assessment resources from RTO Works, specifically their Hospitality Works range, and has a complete set of training materials which includes the following:

- *User Guide*: The User Guide provides important information relating to the delivery of quality training and assessment.
- *Trainer Guide*: The Trainer Guide provides the trainer with training content, activities, delivery resources, and links to videos, further reading and additional material to help guide delivery. The Trainer Guide is in the 'Training' folder for each unit.
- *Student Guide*: The Student Guide provides students with learning content, activities and links to videos, further reading and additional material to help develop knowledge and skills.
- *PowerPoint presentation*: Each trainer and student guide are supported by a PowerPoint presentation. The slides highlight key learning points.
- *Session Plan*: At Western Sydney College, a session plan is a detailed outline that guides instructors in delivering effective lessons and ensuring that learning objectives are met. Each session plan includes key components such as the topic to be covered, specific learning outcomes, instructional activities, and assessment methods. It serves as a roadmap for trainers, helping them organize the flow of the session, allocate time for various activities, and incorporate interactive elements that engage students. By providing a structured approach to teaching, session plans enhance the overall learning experience and ensure that students receive comprehensive and coherent instruction throughout their courses.
- *Trainer Guide Mapping*: A trainer guide mapping is included with each unit of competency. It shows how the content of each guide aligns to the unit of competency. A trainer guide mapping is found in the 'Training' folder for each unit

WSC Trainers

Trainer Qualifications

As part of the Standards, the WSC's training and assessment may only be delivered by trainers and assessors who have:

- The vocational competencies at least to the level being delivered and assessed
- Current industry skills directly relevant to the training and assessment being provided, and
- Current knowledge and skills in vocational training and learning that informs their training and assessment.

In addition, training and assessment may only be delivered by persons who have:

- Certificate IV in Training and Assessment (TAE40110 or TAE40116), or its successor*, or
- a diploma or higher-level qualification in adult education.

WSC must also ensure that all trainers and assessors undertake professional development in the fields
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of:

- knowledge and practice of vocational training, and
- learning and assessment, including competency-based training and assessment.

Your trainers will:

- recognise the cultural diversity of all students.
- ensure equal treatment of all students.
- encourage full participation and assist all students to achieve the course outcomes.
- provide equal access to resources.
- refer students with specific learning problems to appropriate agencies.

Education Support and Tutorials

Our trainers want you to do well in your study, so we offer education support strategies such as:

- Demonstrating procedures.
- Providing opportunities for 'hands-on' experience and practice.
- Individual in-class support and advice to students.
- Encouraging students to work at their own pace.
- We offer additional tutorial times for students to work in small groups with their trainers.
- You can book a tutorial by email – ask Student Services about tutorial bookings or email your trainer directly to organise your tutorial time

11. ADMISSION AND ENROLMENT PROCESS

Step 1 (Course Selection). Select from our range of courses listed on the website or on the International Prospectus. Before selecting the course, please read the Student Handbook and all the information on our website.

Step 2 (Enrolment Application). If the student is interested to apply for a course with WSC, the agent or a representative from WSC or Student support officer shall provide [Enrolment Application form](#) and an invoice for \$250 (non-refundable). Once the payment has been made, student shall submit the receipt, completed enrolment application form along with the evidence of IELTS proficiency (Average Score of 6 in Academic test) or equivalent, copies of High School Certificate (For Diploma and Advanced Diploma Year 12 or equivalent and for Certificate IV year 11 or equivalent) outcome, qualifications/work experience and other relevant documents either to the agent, or WSC representative.

If the student is on shore, the documents must be provided to the Student support officer via email or post:

Student Support Officer Western Sydney College
55 High St, Parramatta NSW 2150 Email: admissions@wsc.nsw.edu.au

Step 3 (Student Offer). WSC will respond on the application for enrolment, and if found suitable, the applicant will be sent a Letter of Offer and Student Agreement to ensure the position for the student in

the next intake. Letter of Offer is valid for 28 days only. After this date, the position will be offered to another applicant. It is important to note that the offer made by WSC is conditional based on the student meeting the minimum requirements for the course. The offer letter/agreement will:

- Identify the course or courses in which the student is to be enrolled and any conditions on his or her enrolment
- Provide an itemized list of course money payable by the student (Summary of Fees)
- Provide information in relation to refunds of course money
- Set out the circumstances in which personal information about the student may be shared between the registered provider 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 circumstance of any suspected breach by the student of a student visa condition
- Advise the student of his or her obligation to notify the registered provider of a change of address within 5 working days while enrolled in the course
- The course content and duration and qualification offered if applicable
- Details of any arrangements with another registered provider, person or business to provide the course or part of the course
- Indicative course-related fees including advice on the potential for fees to change the student's course and applicable refund policies
- Information about the grounds by which the student's enrolment may be deferred, suspended, withdrawn or cancelled
- A brief description of the ESOS framework made available electronically by DOE [ESOS Legislative Framework](#)

Step 4 (Confirmation of Enrolment). To accept the offer, the student must complete the offer letter and Student Agreement and return it to the WSC. The signed agreement must be received before the student offer expires. The student is also required to pay the amount indicated in offer letter from the total tuition fees for successful admission to a program. These documents must be submitted to an agent or WSC representative. If the student is applying from within Australia, they are also required to supply a copy of their personal details and student visa page(s) from their passport and a copy of their OSHC card.

Agent or WSC representative or onshore overseas students should submit the Student Agreement and support documents by mail, or email with full invoiced payment to:

Student support officer Western Sydney College

Once all required documentation and payment have been received, WSC will send the student the following items:

- a Confirmation of Enrolment form (CoE)
- confirmation of course commencement details
- a tax invoice for the payment of tuition fees
- Overseas Student Health Cover (OSHC) information
- Student Visa / Travel / Accommodation Confirmation Form

These documents shall be sent to the student's nominated postal address. The student may also nominate to have these document sent to the agent.

Step 5 (Visa Application). Once the student receives the Confirmation of Enrolment, they may apply for a Student Visa (subclass 500). More information on applying for a visa can be found at:

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

Students must allow enough time between lodging the application and the start date of the course, as it can be a lengthy process.

If the student visa is refused, they must notify the WSC as soon as possible to access a full refund of their tuition fees. The student will not be refunded the application fee of \$250.

Visa Conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. These conditions include (but are not limited to):

- Complete the course within the duration-specific in the CoE
- Maintain satisfactory academic progress
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with the principal education provider for 6 calendar months, unless issued a letter of release from the provider to attend another institution
- Notify your training provider of your Australian address and any subsequent changes of address within seven calendar days.

For a full list of **mandatory** and **discretionary** student visa conditions please visit the [DHA](#)

Step 6 (Induction / Course Commencement). The student shall be notified of the course commencement details at the point of confirmation of enrolment. On arrival at WSC (usually 10:00am on the first day of the course), the student will participate in an induction program. It is critical that the student's personal WSC-ISB-V4.00-Nov 2025

details are confirmed including the following:

- Accommodation details
- Contact details – mobile phone number and email address
- Next of kin details
- Overseas Student Health Cover (OSHC)
- Individual needs
- USI requirements

WSC does not guarantee automatic success in the study for any student, automatic entry into another course, any employment/visa outcome or anything which is outside the control of the college.

12. ENTRY REQUIREMENTS

- Must be 18 years of age or older at course commencement.
- For Diploma/Advanced Diploma level: Students must have completed Australian Year 12 or equivalent or have completed AQF Certificate IV/Diploma or relevant qualification.
- For Certificate IV, Students must have completed Australian Year 11 or equivalent or have completed AQF Certificate III or relevant qualification.
- An overall valid academic IELTS score of at least 6 or equivalent unless exempted (please refer to the DHA website for [Acceptable English Evidence](#) and Exemptions); an English proficiency of intermediate level or above from an approved ELICOS provider; have successfully completed at least an Australian Certificate IV qualification within the last 2 years; or have successfully passed Western Sydney College's English Placement Test.
- *Note that other English language tests such as PTE and TOEFL can be accepted. Students are required to provide their results so that it can be confirmed they are equivalent to IELTS 6.
- For Packaged courses, the student cannot progress to the higher qualification unless the student has (successfully) completed the lower qualification.
- Different courses may have prerequisite requirements, please visit our [website](#) for more details on individual course requirements.

Department of Home Affairs (DHA)

The Australian Government's Department of Home Affairs provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application. Visit [DHA](#) for the latest information.

Department of Home Affairs Information line: 131881

26 Lee St Sydney NSW 2000

13. ORIENTATION TO THE COLLEGE AND THE COURSE

Student services staff will organise your orientation. On your first day at our college, the team will welcome you, answer your questions and give you information about:

- About the College and welcome
- Our vision and mission
- Campus virtual picture
- Student diversity → Course delivery
- College facilities and student resources
- An overview of WSC assessments
- Mandatory online learning attendance
- USI Number
- Financial obligations
- WSC Staff
- Facilities and support
- Intervention strategy
- Academic rules
- Counselling procedures
- General campus rule
- New term information
- Student security and safety tips
- Student Support information
- WSC responsibility
- Students' responsibility
- Point of contact
- First aid officer
- Floor warden
- Emergency evacuation procedures
- Fire evacuation assembly points
- WSC location and contact details
- Our photo gallery

You are required to attend an orientation session and sign off on this activity. We will ask you to complete a form that updates your personal details for the College database, including more information about your background.

STUDENT CARD

When you start at the College, Student Services Officer will arrange for you to receive an WSC student card. On orientation day, you will receive your student card after the session is finished. The student card can be used as a concession card at museums, theatres, cinemas, etc. These cards are not valid on public transport in Sydney, as international students must pay the adult fare. There is a charge of \$10 for the replacement of a lost card

14. COLLEGE ACADEMIC CALENDAR AND INTAKES

The academic year of Western Sydney College is:

Courses	<u>Civil Construction Design, and Hospitality Courses</u>	<u>Business, IT, and Accounting Courses</u>
Term 1	10 Weeks	9 Weeks
Break	3 Weeks	4 Weeks
Term 2	10 Weeks	9 Weeks
Break	2 Weeks	3 Weeks
Term 3	10 Weeks	9 Weeks
Break	3 Weeks	4 Weeks
Term 4	10 Weeks	9 Weeks
Break	4 Weeks	5 Weeks

15. COURSE TIMETABLE AND RESULTS

Timetables and room allocations are set in advance but may change each term. Timetables will be sent out before the term starts, and the results will be posted accessible on the student Moodle portal and RTO Manager. New students will receive their timetable during an orientation day, and once you are able to log in to the Student Portal, please check your timetable online.

16. CONDUCT OF ASSESSMENT

Assessment Overview

Assessments at the college are conducted in line with the curriculum and are competency-based. This means that students are evaluated against the standards set forth in the units of competency within the relevant National Training Package, following established assessment guidelines. The assessment process includes various components such as ongoing evaluations during training to monitor progress, performance assessments at the conclusion of each training unit, and the recognition of prior learning or current competencies. This comprehensive approach ensures that students are adequately prepared and assessed on their skills and knowledge throughout their educational journey.

Assessment Methods

To effectively gauge student competence, a variety of assessment methods are employed, each designed to gather sufficient evidence of skills and knowledge across different tasks. The primary assessment methods include:

- Case Study: Students analyze real or fictional business scenarios and respond to questions designed to meet performance criteria.
- Project: This involves answering task-based questions and gathering evidence through research and practical tasks over the teaching period.
- Written Report: A summary report submitted after workplace visits or group activities in the classroom.
- Role Play/Simulation/Practical Demonstration: Conducted in the classroom to simulate real work situations.
- Written Knowledge Tests: Final tests requiring students to answer short questions assessing their knowledge and application of skills.
- Presentation: Students prepare a PowerPoint presentation, showcasing their communication skills and understanding of previously submitted work in a simulated business environment

Submitting Assessments

Students are required to submit completed written assessments either electronically or in hard copy by the specified due date set by their Trainer. Each assessment allows for two attempts, provided the submission is complete and on time. If the first attempt is late or incomplete, the student forfeits their first two attempts and is allowed only one final attempt. If a student receives a "Not Yet Satisfactory" (NYS) result on the first attempt, they can resubmit within three working days after receiving feedback but must make a genuine effort to address the gaps identified. Failure to rectify the assessment or resubmit in its original state will result in a final NYS and a "Not Yet Competent" (NYC) grade for the unit. To achieve full qualification, students must demonstrate competency in each unit; otherwise, they will receive a Statement of Attainment for the units they have successfully completed.

Recognition of Prior Learning

In accordance with the VET Quality Framework, the college offers students the opportunity to have their prior learning recognized toward their qualifications or units of competence. This process allows students to receive credit for existing skills and knowledge, ensuring that their educational experience is tailored to their individual backgrounds and competencies. This recognition is essential for students to efficiently progress through their studies and achieve their career goals.

17. FACILITIES AND EQUIPMENT

The Western Sydney College has its administration areas, lecture rooms, computer rooms, student common areas, and lounge areas on both Parramatta and Melbourne campus. Training facilities include:

- Fully resourced-lecture rooms
- Suitable training equipment set up safely and securely.
- Adequate acoustics, ventilation, and lighting
- Amenities for meal breaks
- Toilet facilities
- Computers with access to the Internet
- Simulated room for Training Kitchen for Kitchen Management & Hospitality Management Courses.

18. STUDENT ATTENDANCE

The Western Sydney College will record and monitor student attendance throughout the course. All course participants are required to attend a minimum of 13.5 hours of face-to-face and 6.5 hours of online learning per week to meet their student visa requirements and to gain maximum benefit from the classes.

Students whose attendance falls below 70% and who are not passing their subjects are identified as having unsatisfactory course progress and are actively managed through a structured intervention process. The Student Management System generates reports in the second week, week five, and at the end of each term to identify these students. Those with attendance below 70% receive warning emails from the Intervention Officer, who reaches out to understand the reasons for their absences and to offer potential support. Absences may stem from various issues, such as homesickness or social challenges, which can be addressed by the student support team or Professional Development and Counselling officers. All communication, including emails, phone calls, and counselling records, is documented and monitored by the Intervention Officer. Students who maintain attendance at or above 70% and demonstrate satisfactory course progress are considered to meet the College's standards. However, those who do not respond to warning notices regarding their attendance and course progress will be managed according to National Code standard 10 but will not be reported to the Department of Education and Training (DET) solely for attendance issues. Notifications sent to students inform them of their rights to access internal and external complaints and appeals processes, allowing them 20 working days to respond, with postal times and public holidays taken into account

19. MONITORING COURSE PROGRES

The college has established a strategy to routinely monitor course progression, particularly in relation to assessment submissions. This process involves both administrative staff and assessors, especially when students miss crucial assessment submission dates. Regular assessments ensure that students remain on track and receive the necessary support when they fall behind.

Method of Recording Course Progression

When students miss assessment submissions or receive a "Not Yet Competent" (NYC) grade, these incidents are documented in their records of attainment and may also be recorded through the Learning Management System (LMS). Students are promptly notified via email about missed submissions or NYC grades, following a standard template for "Assessment Not Submitted."

Monitoring Course Progress

If a student receives more than 50% missed submission or NYC notices within a term, student support will issue a warning, utilising a template for "Consecutive Missed Submissions." This warning may also be communicated through the LMS. At this stage, students are expected to collaborate with assessors to develop a plan for catching up, which may include one-on-one support, mentoring, retraining, and a structured study plan for reassessment.

Progression to Formal Warning

Should a student fail to respond to course progression notices, the college will issue formal first and second warnings. At these stages, students are encouraged to consult with management, including the Principal or Counsellor. If attendance issues accompany course progress concerns, the college may develop an Intervention Plan with the student. This plan will outline necessary competencies, assessments to be addressed, support strategies, and a formal agreement regarding responsibilities. Relevant templates for warnings and intervention plans are available for reference.

Intent to Report (ITR) Based on Course Progress

Once an Intent to Report (ITR) is issued, the student has twenty working days to appeal the decision, as only an appeal can halt the cancellation process. To keep the student informed, a reminder is sent after ten working days. Administration will also reach out via phone or text to notify the student of important correspondence affecting their enrolment.

ITR Outcomes

The outcomes of the ITR process may include various intervention strategies. The college proactively monitors student progress and implements intervention strategies as soon as a student is identified as being at risk of unsatisfactory course progress or attendance, recognising the correlation between the two. Possible interventions include guidance on course suitability, one-on-one tutoring, scheduling reassessment and retraining events, and information regarding potential reporting to the Department of Home Affairs (DHA) for unsatisfactory progress or attendance.

Intervention strategies:

WSC proactively monitors student progress and applies intervention strategies as soon as a student

is identified as being at risk of not making satisfactory course progress or attendance, understanding that both are often linked.

When a student is identified as not making satisfactory course progress or attendance, the following intervention strategies may be applied but are not limited to:

- Guidance concerning the appropriateness and suitability of course/s undertaken by the student
- One on one tutoring
- Scheduling of re-assessment and retraining events
- Information concerning the potential need to report the student to DHA and cancellation of his or her enrolment if student maintains unsatisfactory course progress or attendance
- Information regarding the complaints and appeals policy
- Counselling
- External support mechanisms to be determined based on individual student needs

Leave

In cases of compassionate or compelling circumstances, the Student Support team, in consultation with the Principal or trainer, may grant a student special leave for up to two weeks. If a student's circumstances necessitate leave for longer than two weeks, they should apply for deferment. Documentary evidence is required for both special leave and deferment applications to validate the circumstances presented.

SUMMARY OF ATTENDANCE AND COURSE PROGRESS NOTIFICATIONS

Warning Letter (Email) # 1 Not Yet Competent for satisfactory course progress and/or attendance below 70%	Students who do not meet the minimum criteria established by the Intervention Officer will receive an email notification regarding their attendance status and Not Yet Competent status for course progress during the study period, specifically at week 6 and/or week 10 of the term
Warning letter (Email) #2 URGENT second warning - If they do not respond to warning letter #1 and do not at satisfactory course progress/attendance we will send an intervention letter	Students who consistently do not meet the minimum course progress standards set by the Intervention Officer by the end of the term or by Week 6 of the following term will receive an email notification warning them about their course progress during that period. These students are required to attend an intervention meeting at the College and will be given a period of 10 working days to initiate the internal and external appeals process
Warning letter #3 Intention to report to the Department of	If students do not respond to the warning letters or the offer of support through intervention, and do not initiate any appeal

<p>Home and Affairs This will occur when: There is no response to warning letters #2 and intervention has not been taken up. Unsatisfactory course progress at the end of 2nd consecutive study period. Where there are no compassionate grounds established, - College intends to report unsatisfactory course progress.</p>	<p>process, the Intervention Officer will escalate the matter to the Principal/Academic Manager and send a final notification to the student. This notification will inform the student that the College will report their unsatisfactory course progress to the Department of Home Affairs. This action will take place in week 6 of the second consecutive term or at the end of the second consecutive study period. Students are allowed 20 working days to engage in the internal and external appeals process.</p>
<p>Notification to Department of Home Affairs– No response to warning letter #3, intervention meeting, and no appeal.</p>	<p>Western Sydney College sends the NOICC notice generated by PRISMS via email to the student while also keeping a copy in the student's file. The student is provided with an opportunity to respond to the NOICC and clarify their circumstances</p>

20. COURSE VARIATIONS, SUSPENSION, DEFERMENT AND CANCELLATION

In some circumstances, the College and/or the student can vary the timetable, the course, or the enrolment status. This will be considered on a case-by-case basis.

Change of course form is available at Student Services Area, and one of the WSC Marketing or Admissions officers will assist the student with the enquiry. It is applicable during the first week of enrolment only with extra fees of \$150 per application.

Other enquiries related to Withdrawal/Cancellation, deferment form, and change of timetable may discuss with Student Services and refer to the admissions team or the PEO.

The situations include:

- Defer commencement date.
- Suspension of enrolment
- Cancellation of enrolment (by the student or the College) Change in schedule
- Change of course.
- Change of timetable

21. ACADEMIC SKILLS SUPPORT

Our trainers and assessors are able to provide students with advice and support on-site through the

Student Portal using the chat features. Students have access to trainers and assessors during college hours to request assistance. Study Support is offered to the learner in the following ways:

- via the student portal
- in the library space with small groups with a trainer through one-on-one tuition via the internet or face-to-face

For academic skills support including essay writing and referencing, students must request this through student services and will be provided with specific academic skills support to meet their needs provided by WSC. Students are highly encouraged to attend the regular academic support session held during the Term.

Academic Skills Support Officer details:

Name: Habib Yousuf

Email: habib@wsc.nsw.edu.au

Availability: Via appointment

22. OVERSEAS STUDENT HEALTH COVER

All international students must have health insurance known as Overseas Student Health Cover (OSHC) to cover them and their family members during they stay in Australia. Department of Immigration requires international student to buy an OSHC before they arrive in Australia.

You can obtain OSHC online by visiting the OSHC providers' websites. You have the right to choose your own OSHC provider even where WSC makes a specific recommendation.

Visit the below websites for detailed information on different OSHC offered:

<https://www.ahmoshc.com.au/>

<https://www.oshcallianzassistance.com.au/>

<https://www.bupa.com.au/health-insurance/oshc>

<https://www.nib.com.au/overseas-students>

Medical treatment in Australia is expensive and many of the unforeseen accident or sickness, your insurance may cover most of expenses. OSHC can assist you to meet the costs of medical and hospital care if needed when in Australia. OSHC will also pay limited benefits for pharmaceuticals and ambulance services. OSHC does not cover dental, optical and physiotherapy. If you or your family members would like to be covered with additional items you will need to buy extra covers. Please contact your OSHC provider for any additional cover.

For more information about OSHC:

<https://www.health.gov.au/>

23. TRAVEL ARRANGEMENTS

Students must make their own travel arrangements and arrive at least one week before the start of International Student Orientation to allow enough time for settling-in and adjusting to a new environment. If you are travelling with family, you can bring their original or certified copies. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you

24. ENTRY TO AUSTRALIA

When you first arrive in Australia, you will need to make your way through Immigration and customs officer and show your passport and incoming passenger card. The Immigration Officer will check your documents and may ask you a few questions about your stay in Australia.

Once you have passed through the immigration checks you will move to baggage claim (follow the signs) and collect your luggage. Check that nothing is missing or damaged and if something is missing or damaged go to the Baggage Counter and advise them of your problem. Staff at the Baggage Counter will help you to find your belongings or lodge a claim for damage.

After luggage collection, you will pass through customs and your baggage may be checked further. Be careful about what you bring to Australia as there are strict quarantine laws. Some items you might bring from overseas can carry pests and diseases that Australia doesn't have. You must declare all food, meat, fruit, plants, seeds, wooden souvenirs, animal or plant materials or their derivatives.

Getting from the Airport

There are many options for you to get to your accommodation, please follow the links:

<https://www.taxiscombined.com.au/>

<http://www.sydneytrains.info/> <https://transportnsw.info/> <https://www.opal.com.au/>

25. ACCOMMODATION

The student is also required to arrange temporary accommodation for their initial period in Australia (until permanent accommodation can be established). Temporary accommodation can be a hotel or a hostel. Students can find temporary accommodation through:

<https://www.gumtree.com.au/s-short-term/sydney/c18295l3003435?sort=rank> <https://www.airbnb.com.au>

<https://www.bedssi.com/> <https://urbanest.com.au/>

If you know someone in Australia, this is a great way to settle into life here. Your friends or family can provide advice, support and encouragement during your first days in Australia. However, if you are under the age of 18 you must obtain approval from your education provider first.

Once these arrangements have been made, the student is requested to notify the WSC of the following:

- Confirmation of temporary accommodation including address, Confirmation of travel booking and the planned arrival time, carrier, airport, etc.
- phone number
- Contact details on arrival in Australia (must include a mobile phone where possible)

This information is to be provided in the WSC Student Visa/ Travel/ Accommodation Confirmation Form and submitted to agent or WSC representative or Student support officer directly by mail or email to:
Email: admissions@wsc.nsw.edu.au

26. BRINGING YOUR FAMILY

If you intend to bring your family members with you, they will need to have a valid visa and health insurance. Family members include your spouse or de-factor partner and your children under 18 years of age. Before bringing your spouse or children to Australia, you must prove that you can support them financially. For more information, <https://www.homeaffairs.gov.au/>

Issues to Consider

Rather than bringing your family together with you to Australia, some students may find it useful to arrive first, settle into studies, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them.

If you have children who need to attend childcare or school, you will need to be aware of the following costs:

- Long day care or Centre-based care approx. AUD \$90-\$200 per day
- Family day care approx. \$ 10-\$25 per hour
- In-home care approx. \$32-\$40 per hour
- Outside school hours care approx. \$25 -\$30 per hour

For more information, visit <https://www.mychild.gov.au/childcare-information/options>

If you have school-age children, you will need to make arrangements for your children to enter school in Australia. Current annual school fees for primary public school is approx. \$5200. To assist you to locate a school suitable for your child, the following web-links will provide a wealth of information about schooling options:

- <https://education.nsw.gov.au/public-schools/going-to-a-public-school/finding-a-public-school>
- <https://www.deinternational.nsw.edu.au/study-options/study-programs/temporary-residents>

Further information about living in Australia is available at the Department of Home Affairs: [Life in Australia](#)

27. COST OF LIVING

The Department of Home Affairs has set financial requirements you must meet to receive a student visa for Australia. From 10th May 2024, the 12-month living cost is:

Primary applicant	AUD 29,710
Spouse or de facto partner of the student primary applicant (not applicable to Student Guardian applicant)	AUD 10,394
Dependent child	AUD 4,449
Annual school costs	AUD 13,502

For further information, please refer to <https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

All costs are per year in Australian dollars. To convert to your currency, visit <http://www.xe.com>

The Australian Government provides information and guidance on managing your finances. You can read more at www.moneysmart.gov.au

28. WORKING IN AUSTRALIA

If you have been granted your student visa, you will receive permission to work with your visa grant. This will also apply to any family member travelling with you on your student visa. You are not allowed to work until your course has started and you can work up to 48 hours a fortnight while your course is in session (not counting any work undertaken as a registered component of your course of study). However, you can work more than 48 hours per fortnight during holiday. Your family members are not allowed to work until you begin the scheduled course. Family members are allowed to work up to 48 hours per fortnight at all times after your course has commenced.

Further information about student visa conditions, visit

<https://www.homeaffairs.gov.au/trav/stud/more/visa-conditions/visa-conditions-students>

Tax file number

You must obtain a Tax File Number to be able to work in Australia. This is available from the Australian Tax Office <https://www.ato.gov.au/Individuals/Tax-file-number/>.

Accessing Money

You will need to make sure you have enough funds to support you when you first arrive. It is recommended that you have approximately \$2000 to \$5000 available for the first two to three weeks to pay for temporary accommodation, transportation and miscellaneous expenses. You should bring most of this money as either Traveler's Cheque or on an international credit card. Traveler's cheques can be cashed at any bank or currency exchange in Australia. Please note that it is not safe to bring large sums of money with you!

You can transfer money into Australia by electronic telegraph or telegraphic transfer at any time. This is a fast option and will take approximately 48 hours, but the bank will charge a fee for every transaction. Automatic Teller Machines are located everywhere (including at the airport) and you can immediately withdraw cash from your overseas bank account at ATMs displaying the Cirrus Logo.

Clothing

While in Australia you will need mostly summer clothes. If you arrive in June or July, the coldest months of the year, you may need to bring or buy winter clothing and blankets. You may also need to purchase a heating appliance once you arrive.

On most campuses, students usually dress informally, or in smart casual. Jeans or trousers with t-shirts, blouses, sneakers or anything that is comfortable. Shorts are often worn during the summer months and sandals are the most common footwear.

Shopping

Most Australian cities and towns have shopping centers and malls which open 7 days a week from 9am till 6 pm. Supermarkets such as Woolworths, Coles, Aldi, IGA are present in most suburbs and malls for everyday grocery and food items. Department stores such as Target, Big W, and Kmart, Myer, David Jones sell clothing, home ware and electrical etc.

For a detailed list of shopping malls and supermarket

<https://www.westfield.com.au/sydney> <https://www.woolworths.com.au/>

Education Agents

Education agents promote various Australian education programs and institutions internationally and are a good way for students to apply to study in Australia. Most agents speak both English and the local language so this makes the application process a lot simpler and generally hassle-free for students and parents. Most do not charge for their service as they collect a commission from the institution you choose to attend. However, some agents do charge small amounts or offer additional services for which they charge. You can check with your Australian education provider for contact details of agents they recommend.

Please Note: Education Agents are NOT licensed to provide migration advice. Please check the WSC website for a full list of agents.

29. RESULTS AND CERTIFICATES

On completing the training program with WSC, you will receive a nationally recognised qualification. The qualification is recognised within the Australian Qualifications Framework. Qualifications are formatted to a uniform standard to ensure they are valid documents and will be instantly recognised throughout Australia. A qualification issued by WSC will be accompanied by a transcript which will detail the units of competence issued within the qualification.

Where a student does not complete the entire course requirements, they may be entitled to receive a Statement of Attainment. A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units. A Statement of Attainment can be used as a basis for recognition of your current competence with other Registered Training Organisations within Australia.

A statement of results will be available to you upon request throughout your training. This will provide you information of your progress.

30. PROTECTION FOR OVERSEAS STUDENTS

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

The ESOS framework protects student rights, including:

- The right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from a provider and the provider's agent
- The requirement to sign a written agreement with the provider before or as fees are paid, setting out the services to be provided, fees payable and information about refunds of course money. A copy of the written agreement will be kept by the student and the RTO
- The right to get the education paid for. The ESOS framework includes consumer protection that will allow students to be placed in another course if the provider is unable to teach the course.
- The right to know:
 - How to use the provider's student support services.
 - Who the contact officer is for overseas students.
 - How to apply for course credit.

- How to apply for enrolment deferment, enrolment suspension or cancellation.
- The provider's requirements for satisfactory progress in the courses of study.
- How attendance will be monitored.
- How to use the provider's complaints and appeals process.
- The student responsibilities include:
 - Satisfy the student visa condition.
 - Maintain Overseas Student Health Cover (OSHC) for the period of the stay.
 - Meet the terms of the written agreement with the provider.
 - Inform the provider of any change of address.
 - Maintain satisfactory course progress.
 - Follow the provider's attendance policy.

A full copy of the ESOS Framework is available at the following link: [Click Here](#)

31. YOUR FEEDBACK

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students to contribute to our continuous improvement processes, so we are always striving to do better.

All students will be provided with an Evaluation Form after delivery of each unit ends. Students will provide feedback on unit resources, trainer & assessor's performance and institute's facilities.

All students will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete after achieving the qualifications. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

We also welcome feedback from you at any time by written letter, email and phone.

32. STUDENT DEFERRAL OR SUSPENSION

Students, if unable to attend for a period of time, may lodge an Application to Defer Studies for approval by the Academic Manager. Deferment is usually granted once only and for a period no longer than two terms. The return date will be at the discretion of the institute. Students will be advised of such requirements at the deferment interview. An Application to recommence studies must be completed and approved by the Academic Manager.

A student's enrolment may only be deferred or suspended where compelling or compassionate circumstances exist.

WSC appreciates that students experiencing difficult circumstances may need to temporarily take leave from their studies. Student visa holders are entitled to request a temporary deferment or suspension from their education provider where they have compassionate or compelling reasons to do so.

Compassionate or compelling circumstances are generally those that are beyond the control of the student, and which may affect their well-being or their progress such as a serious injury, illness, traumatic experience or the death of a close family member. It may also include when a student does not receive their visa in time, major political upheaval or a natural disaster in the student's home country. In these situations, the student is generally allowed to remain on a student visa, provided they are still enrolled in their course of study and intend to resume their studies.

WSC may also cancel or suspend the enrolment of a student for inappropriate behaviour. Where this occurs, the student will be notified in writing and be informed of their right to access the complaints and appeals processes.

WSC will inform its decision on deferral or suspension in writing to the student and to Department of Education via PRISMS.

33. COMPASSIONATE OR COMPELLING CIRCUMSTANCES

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes.
- bereavement of close family members such as parents or grandparents.
- major political upheaval or natural disaster in the home country requiring emergency travel, and this has impacted the student's studies
- a traumatic experience which could include:
 - involvement in or witnessing a serious accident.
 - witnessing or being the victim of a serious crime, and this has impacted the student (these cases should be supported by police or psychologists' reports) or
- where the registered provider was unable to offer a prerequisite unit.

In these circumstances, the PEO may use professional judgment to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, WSC will request documentary evidence to support the claim where available and will keep copies of these documents in the student's file. We will make notes of the decision in the student file.

34. WITHDRAWLS AND TRANFERS

In the event the students intend to transfer their study to another provider, the Withdrawal/Cancellation form is completed. The student must meet with the Marketing and admissions staff.

- Western Sydney College is responsible for assessing the student's request to transfer within the first 6 months, where WSC is the principal course of study. Such a request will be assessed, and the decision will be explained to the student in a personal interview and writing.

- WSC will consider a student's request to transfer out of the College prior to the first 6 months, and this may be granted where the transfer will not be to the detriment of the student and where exceptional circumstances exist. The transfer request will be granted where any of the following circumstances apply:

- The student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with Western Sydney College intervention strategy to assist the overseas student in accordance with Standard 8 (overseas student visa requirements).
- There is evidence of compassionate or compelling circumstances as per Standard 7: Overseas Student Transfers:

'Compassionate or compelling' circumstances are generally those beyond the control of the overseas student and which have an impact upon the overseas student's course progress or wellbeing. These could include but are not limited to:

- serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes.
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided

major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted the overseas student's studies; or

a traumatic experience, which could include:

- involvement in, or witnessing of a serious accident; or
- witnessing or being the victim of a serious crime, and this has impacted the overseas student (these cases should be supported by police or psychologists' reports); or
- where the registered provider was unable to offer a pre-requisite unit or the overseas
- the student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.

- Western Sydney College fails to deliver the course as outlined in the Offer Letter and Student Agreement.
- There is evidence that the student's reasonable expectations about their current course are not being met.
- There is evidence that the student was misled by Western Sydney College or an education or migration agent regarding Western Sydney College 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 student.

A transfer request will not be granted where any of the following circumstances apply:

- There are no legitimate compassionate or compelling circumstances.
- The student has not paid their fees.
- The transfer may jeopardise the student's progression through a package of courses.
- The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.
- The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.

Where the request is not granted, the reasons for the non-grant of the request will be communicated in writing. The letter will advise the student that they may access the Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

Western Sydney College will not finalise the student's refusal status in PRISMS until the appeal process is complete and either finds in favour of Western Sydney College or until the 20-working day period in which the student can access the complaints and appeals process has passed.

After the first six months of the principal course, no restrictions apply. Therefore, the student is entitled to transfer out of WSC after 6 months, and we will advise and process this request.

35. STUDENT COUNSELLING

It is important that students have access to a range of support mechanisms during their study. If students require assistance or counselling related to study or personal difficulties, they should speak initially with their trainer or the student support officer.

The student support officer can suggest access to specialised support for those who may need further external help or may direct the student to Academic Manager/PEO may refer the student to professional counsellors. All discussions regarding this are in the strictest of confidence.

36. CONTINUOUS IMPROVEMENT

WSC is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

The primary method of reporting opportunities for improvement by students is via the continuous improvement reporting procedure. This procedure allows any person to raise a Continuous Improvement Report for consideration by the Continuous Improvement Committee. Often these reports

will be generated after an opportunity for improvement has been identified by a staff member or student. The Continuous Improvement Report template is available at reception. You are encouraged to provide feedback to WSC so we can improve our services in the future.

37. LANGUAGE, LITERACY AND NUMERACY SKILLS

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach WSC will:

- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered
- Provide clear information to students about the detail of the language, literacy and numeracy assistance available

If needed, refer you to TAFE short courses

38. YOUR SAFETY

Western Sydney College guarantees to meet its duty of care to staff, students and visitors by providing a healthy and safe environment in which to study. At orientation, we will talk to you about emergency evacuation procedures. In an emergency situation, you are to make your way quickly and calmly to the nearest exit and meet your trainer and other students at the collection point for a roll call check. No Smoking is allowed in any area of the College. If you wish to smoke, you must leave the premises. There are rules about smoking within 4 meters of the entrance that must be applied by all staff and students.

For First Aid Kit contact the reception.

You are responsible for:

- Always conduct yourself safely and healthily.
- Ensuring the prevention of injury and disease to yourself, your trainers, and your fellow students
- Identify and report any possible hazards from equipment, facilities, and the environment to your trainer.
- Refraining from smoking
- Refraining from drinking and/or eating in the classrooms.

39. ANTI-DISCRIMINATION

Western Sydney College is committed to providing a fair and equitable College for its students and visitors. Any discrimination or harassment of staff, students, or visitors because of their sex, pregnancy,

race, colour, nationality, ethnic or ethno-religious background, marital status, physical or intellectual or psychiatric disability, homosexuality, or age will not be tolerated.

You are responsible for:

- Ensuring non-discriminatory or harassing behaviour at all times to other students, staff, or visitors to the College.
- Reporting any discriminatory behaviour or harassment to your trainer.

40. COURSE FEES

Students are required to pay an application Fee of \$250(non-refundable) and the first instalment as outlined in the Letter of offer and agreement to be issued a COE. The balance of fees payable for the course must be paid at least 14 calendar days prior to the start dates as detailed in payment plan unless prior arrangements have been made and confirmed in writing. WSC may discontinue training if fees are not paid as required.

WSC does not require international students to pay more than 50% of the tuition fees before the course commencement. However, WSC provides opportunity to students to pay more than 50% of the tuition fees before commencement. Where a student chooses not to pay more than 50% of the fees upfront, each subsequent instalment must be paid in full, on scheduled dates in order to maintain a valid enrolment.

These fees are subject to variation from time to time in regard to Consumer Price Index (CPI) changes within Australia. 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

41. TUITION FEE PROTECTION

WSC is required to apply the Student Tuition Protection Service (TPS) for fees received from International Students. The Fund was established to protect the interests of overseas students on student visas or intending overseas students, who are studying or about to study in Australia (tps.gov.au). The TPS ensures that international students are able to either: (i) complete their studies in another course or with another education provider or (ii) receive a refund of their unspent tuition fees.

Information that explains your rights as a student studying in Australia under the Education Services for Overseas Students Act 2000 can be found on

<https://www.studyinaustralia.gov.au/english/australian-education/education-system/esos-act>

Student cancellation

Students who cancel their enrolment part way through a training program must notify WSC in writing at

the soonest opportunity if consideration of fee reimbursement is required. Once WSC is notified a refund will be issued for the component of training not commenced. WSC is entitled to retain fees for any component of the course completed up until the point of notification by the student cancellation. For details see "Explanatory Guidance on the Education Services for Overseas Students (Calculation of Refund) Specification 2014".

42. REFUNDS

Notification of Cancellation - ITEMISED REFUND must be made in writing to Western Sydney College. Refunds will be refunded in Australian Dollars (AUD) within 28 working days of receipt of a written application. The student must provide own bank account details or indicate in writing the specified person who is entitled to receive a refund on his/her behalf.

Tuition Fee Refund Items

Visa refused prior to course start date.	100% refund of tuition fees excluding the enrolment application fee of \$250.00.
Visa refused after course start date.	WSC will retain fees for any completed study terms the student has been offered, plus the enrolment application fee of \$250.00 (not applicable for offshore students).
Withdrawal notified in writing 28 days or more prior to course start date.	70% refund of tuition fees excluding the enrolment application fee.
Withdrawal notified in writing 28 days or less before the course start date.	50% refund of tuition fees excluding the enrolment application fee.
Withdrawals notified in writing after course start date.	No refund of current term tuition fees including the enrolment application fee.
WSC cancelling or ceasing to provide a course.	Refund of all unspent prepaid tuition fees.

- Enrolment application fee is non-refundable.
- Refunds will normally be processed and finalized within 28 working days from the time the refund request is received. Delays may result if the refunds include OSHC fees due to extended processing times by your medical insurer.
- There are no refunds for public holidays or days you miss due to sickness or other reasons.
- There are no refunds for cancellation, withdrawal or a decision to change providers after the commencement of the course.
- There are no refunds for any student who breaches their visa conditions or fails to meet course requirements.
- In the unlikely event that Western Sydney College is unable to deliver your course in full, you will

be offered a refund of all the unspent course money you have paid to date. The refund will be paid to you within 28 days of the day on which the course ceased being provided. If Western Sydney College is unable to provide a refund or place you in an alternative course our Tuition Protection Service (TPS) will place you in a suitable alternative course at no extra cost to you. Finally, if TPS cannot place you in a suitable alternative course or if there are no suitable alternative courses or offers, you may apply for a refund of the amount of any unspent pre-paid tuition fees you have paid to Western Sydney College. These are any tuition fees you have already paid that are directly related to the course which you haven't yet received. Education Services for Overseas Students (Calculation of Refund) Specification 2014 (<https://www.legislation.gov.au/Details/F2014L00907>) will be used to calculate the refund amount precisely. In the case of provider default there is no requirement for a student to lodge a refund application form.

- Tuition fees are not transferable to another student or another institution.
- Commencement of the course is defined as the course start date in the first enrolment application submitted by the student or agent and not subsequent changes to the starting date. Refunds must be applied for within 12 months of the course start date.
- Where a visa has not been received in time to start a course on the agreed date, the student must contact WSC in writing and they will be offered another starting date. Creation of new CoE/s will incur a cost of \$250 per enrolment.
- All refunds will be in Australian Dollars (AUD) or equivalent foreign exchange value at the time of the refund.
- The refunds referred to are net amounts only received by the College and do not include any service charge or commissions levied by your agent or intermediaries acting on your authority.
- Failure to attend and start classes without prior notice by the students on course commencement date and location determined by WSC will be treated as student default. Failure to pay tuition fee instalments as set in payment schedule in offer letter; serious misconduct; and breaching of any student visa condition will also constitute student default. WSC reserves the right of not offering further training and assessment if student defaults and refund the unspent portion of tuition fee. However, a student does not default under this clause, unless WSC accords the student natural justice before refusing to provide, or continue providing, the course to the student at the location.

Additional Fees and Charges

Western Sydney College has the following additional charges as outlined in the Letter of Offer and Written Agreement

Application Fee (Non-Refundable)	\$250
Changes in CoE details	\$50
CoE re-issuance fee	\$250

Overdue tuition fee	\$200/ instance
Refund processing fee	\$250
Deferral fee	\$100
RPL fee per unit	\$250
Re-assessment fee	\$150
Interim academic transcript	\$20
Reference letter	\$10
Re-issuance of records (Certificate & Transcript)	\$100
Student card re-issuance	\$10
Airport pick up arrangement fee	Will be confirmed on request
Temporary accommodation arrangement fee	Will be confirmed on request
Loss of library books	Replacement cost
Loss of course materials issued before cost	Replacement cost
Failure to attend required number of class hours	\$20/hour (starts when student fails to attend more than 20% of class contact hours)

43. PAYMENT METHODS

WSC accepts payment for fees using:

- Pay using BPOINT Payment System.
- Electronic Funds Transfer (account details available on our website).
- Cheque (made payable to WSC).
- International Money Transfer – must include funds to pay for the receipt of the money transfer.
- Payment in cash is not accepted.

Changes to terms and conditions

WSC reserves the right to amend the conditions of the student's enrolment at any time. If amendments are made that affect the student's enrolment the student will be informed seven calendar days prior to changes taking effect. No changes will apply retrospectively.

44. MAKING A COMPLAINT OR APPEAL

You have the right to utilize the Complaints and Appeals process if you are dissatisfied with decisions made regarding your course or the College. This information can be found in the International Student Handbook and on the website. It is important to note that this agreement and the availability of complaints and appeals processes do not diminish your rights under Australia's consumer protection laws (<http://consumerlaw.gov.au/>). Although we hope it won't be necessary, there may be times when you are unhappy with the services provided or wish to contest a decision made by us. We take complaints and appeals seriously and will investigate them thoroughly, considering their causes and implementing actions to prevent recurrence. Complaints can be directed against the RTO, trainers and assessors, other staff members, fellow students at Western Sydney College, or any third-party service providers, including education agents. Complaints may relate to any aspect of our services, while appeals can be made regarding any decisions made by Western Sydney College. An appeal serves as a request for a review of a decision, including those concerning assessments. Throughout the complaints process, we will adhere to the principles of natural justice and procedural fairness, ensuring that each complaint or appeal is handled objectively and consistently, providing everyone with an opportunity to share their perspective. Our internal complaints and appeals process is free of charge. We recommend that you first attempt to resolve the issue informally by discussing it with the relevant person. However, if you feel uncomfortable doing this or have already attempted it without success, you may proceed to the formal complaints and appeals process. To make a complaint or appeal, you must:

- Complete and submit your complaint or appeal in writing using the designated complaints and appeals form, which outlines the required information and is available at reception.
- Submit your complaint within 30 calendar days of the incident, or your appeal within 30 calendar days of the decision being made. We will acknowledge receipt of your complaint or appeal in writing within 3 working days.

We will begin reviewing your complaint or appeal within 5 working days of receiving it. We aim to resolve complaints and appeals as quickly as possible, ideally within 30 calendar days.

If processing your complaint or appeal will take longer than 60 calendar days, Western Sydney College will inform you of this, including the reasons for the delay. Regular updates will then be provided regarding the progress. For assessment appeals, an independent assessor will be appointed to review the decision being contested.

We will communicate the outcome of the complaints and appeals process to you in writing, including the reasons for the decision. If a meeting is necessary, you may bring a support person of your choice to assist you. Generally, your enrolment will remain active throughout any internal appeals process

related to a reporting decision. Additionally, if the appeal concerns our decision to report you for unsatisfactory course progress or attendance, your enrolment will be maintained until the external process concludes and either supports or refutes our reporting decision. If the appeal pertains to our decision to defer, suspend, or cancel your enrolment due to misconduct, we will only take action after the internal appeals process has been completed.

Independent Parties

If the internal process does not resolve your complaint or appeal, you may escalate your case to the Overseas Students Ombudsman (OSO). International students can bring various issues to the OSO, including:

- Denial of admission to a course
- Course fees and refunds
- Denial of course transfer
- Course progress or attendance issues
- Cancellation of enrolment
- Accommodation or work arranged by Western Sydney College
- Incorrect advice from an education agent
- Delays in certain processes, such as issuing results
- Failure to deliver services as stated in the Student Agreement.

More information is available at: <https://www.ombudsman.gov.au/making-a-complaint/overseas-students#quality-of-education-provider>

This service is accessible at no cost for matters that cannot be resolved internally. Further details and contact information are provided below.

We will fully cooperate with the OSO and promptly implement their decisions or recommendations and/or undertake any necessary corrective actions. All actions taken will be communicated to you in writing based on the OSO's decision.

Complaints can also be directed to the following organizations:

National Training Complaints Hotline:

This is a national service for consumers to register complaints regarding vocational education and training. The service will refer consumers to the appropriate agency or authority to assist with their complaints. You can access the Hotline at: Phone: 13 38 73, Monday–Friday, 8 am to 6 pm nationally, Email: ntch@education.gov.au

Australian Skills Quality Authority (ASQA)

You may also file complaints with our registering body, ASQA. It is essential to understand that ASQA does not advocate for individual students and is not responsible for resolving disputes between students and training providers. ASQA uses complaint information to inform its regulatory activities. More information is available at: <https://www.asqa.gov.au/complaints>.

This policy and procedure do not restrict individuals from taking action under Australia's Consumer Protection laws and do not limit the rights of individuals to pursue other legal remedies.

45. WHAT IS RECOGNITION?

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

Recognition guidelines

The following guidelines are to be followed when an application for recognition is received:

- Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for recognition for units of competence or a qualification which are not included in WSC's scope of registration.
- Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- Students who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.

If you consider that you have existing skills that may be recognised please inform WSC when you submit your application.

46. CREDIT TRANSFER FOR YOUR CURRENT COMPETENCE

WSC acknowledges the requirement as an RTO to recognise the awards issued by other RTOs. This is limited to outcomes that are drawn from the national skills framework being units of competence awarded and accurately identified in statements of attainment and qualifications.

What is Credit transfer?

Credit transfer is the recognition of learning achieved through formal education and training. Under the VET Quality Framework, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. Credit transfer allows a student to be awarded a unit of competency based on successful completion of the unit, which has been previously awarded.

Evidence requirements for Credit transfer

A student will be required to present his or her statement of attainment or qualification for examination
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by WSC. These documents will provide the detail of what units of competence the student has been previously issued. Students must provide satisfactory evidence that the statement of attainment or qualification is theirs and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework Implementation Handbook. The student is required to submit copies only which are certified as a true copy of the original by a Justice of the Peace (or equivalent).

Credit transfer guidelines

The following guidelines are to be followed in relation to Credit transfer:

- Students may not apply for Credit transfer for units of competence or qualification which are not included in WSC's scope of registration.
- Students are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for Credit transfer and WSC does not receive any funding when credit transfer is granted.
- Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and students will be advised to seek recognition. In Cookery and Hospitality program some units of competence are delivered as clustered. Students are advised to speak with admission and apply for credit transfer before commencement.
- Credit transfer is only applicable when the units of competency being claimed are issued by an Australian RTO and they are nationally endorsed within the National Skills Framework.

47. ISSUING QUALIFICATIONS AND STATEMENTS OF ATTAINMENT

WSC will issue all Australian Qualification Framework certification documentation (Qualifications or Statements of Attainment) to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete. Please note however that WSC is not obliged to issue a certificate to a completed student if:

- All agreed fees the student owes to WSC have not been paid.
- The student has not provided a valid Unique Student Identifier.

Students should be aware that a:

- **Qualification** is the result of a student achieving the units of competency for a qualification outcome as specified in an endorsed training package or an accredited course. A qualification is a formal certification that a student has achieved learning outcomes as described in the AQF. Technically within the AQF, a qualification is comprised of a testamur and a record of results. A testamur is the actual official certification document that confirms that a qualification has been awarded to an

individual.

- **Statement of Attainment** is issued when the student has achieved one or more units of competency as a result of completing a course which included units of competency only or where the student achieved one or more units of competency as part of an enrolment in a qualification-based course but the student did not achieve all of the units of competency to receive the full qualification.

48. STUDENT RESPONSIBILITES/ CODE OF BEHAVIOUR

While you remain a student at the Western Sydney College, it is your responsibility to:

- To conduct yourself safely and healthily.
- To behave in a manner, that prevents injury and disease to you, your trainer, and fellow students.
- Identify and report to your trainer any possible hazards from equipment, facilities, and the environment.
- To comply with and assist in the College's emergency procedures. • To refrain from smoking anywhere in the College building
- To refrain from drinking and/or eating in the lecture and computer rooms
- Attend class regularly and punctually.
- To discuss any complaints or grievances with your trainer or student services staff.
- Do not be discriminatory, harassing, or bullying at all times to other students, staff, or visitors to the College.
- To report any discriminatory behaviour, harassment, or bullying to student services staff.
- To refrain from unacceptable behaviour including the use of bad language, alcohol, and drugs
- Refrain from the use of devices, this may disrupt classes. E.g., mobile phones and devices.

Students who choose not to comply with the Code of Behaviour will be given a verbal warning in the first instance, a written warning in the second instance, and must meet with the Intervention staff to manage the behaviours. Continuing inappropriate behaviour is grounds for cancellation by the College.

49. WSC STUDENT DECLARATION

The above information is given by the Western Sydney College may be made available to the Commonwealth and State Agencies and the Tuition Protection Services.

Western Sydney College is required under section 19 of the ESOS Act to inform the Department of Home Affairs about certain changes to student enrolment and any breach of a student's Visa condition relating to attendance and academic performance.

All the above information has given by Western Sydney College on orientation day.

It is mandatory for the student to complete all the required information in Student Declaration form that student is agree and understand of the terms and conditions in addition to the policies in Western Sydney College. The Student Declaration form is provided during orientation day.