WINDSOR
COLLEGE

STUDENT HANDBOOK

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CRICOS Provider Code 03560K
Registered Training Organisation No. 41090
Windsor College Pty Ltd trading as Windsor College Australia



Windsor College Australia

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Welcome!

Welcome to Windsor College Australia and thank you for considering us as your preferred study destination in Melbourne, Australia.

We value you and acknowledge that all students come to us with different life and educational background. Whether you have just finished school or are a mature age student with significant life experiences, we are here to provide you with the highest quality of education to help you succeed. Our progressive education model aims to develop your potential and help you prosper. Our range of innovative courses seeks to equip our students with the necessary knowledge and skills to lead the change in our technology-driven society.

It is our goal to make your academic journey with Windsor College Australia a worthwhile one. We are committed to offering our students a unique learning experience. We work closely in partnership with industry experts to equip you with the best job ready skills. We endeavour to provide excellent teaching and learning environment and facilities to deliver quality education. We have two state of the art campuses in Melbourne CBD. Our staff are committed, well qualified and experienced in the provision of quality teaching and learning. Improving our student experience and learning outcomes remains a top priority at Windsor College Australia. We introduce new ways of thinking and learning for our students to develop themselves into lifelong learners.

I truly believe our success lies in your success. I am looking forward to seeing you on campus, and am truly excited to see what we can accomplish together during your learning journey at Windsor College Australia. I wish you the best in your studies and hope this is a new beginning of your exciting future.

Sincerely,
Clement Eruva Savari CEO

Orientation Program

Orientation is conducted in the first week of your Course. Its purpose is to fully inform new students of most aspects of life at the College and to provide an introduction to studying, Melbourne's costs of living, transportation, facilities, banking and accommodation. In addition, College staff will be introduced, a tour of the College and an opportunity to ask questions will be given. It is essential that you attend the orientation program otherwise you may miss out on information that affects your study, your Visa or your enjoyment of your stay in Australia.

Our orientation program covers the information listed below:

- Fees and refunds
- English skills and study
- Assessment
- Recognition of prior learning (RPL) / credit transfers
- College contact people
- Student visa conditions
- Working and your student visa
- Overseas Student Health Cover (OSHC)
- Banking and tax file numbers
- Transport and travel to and from campus
- Communication (e.g. internet and mobile phones)
- Complaints and Appeals
- Critical Incident
- Student Code of Conduct
- Course progress requirements
- Completion of the course in the normal amount of time
- Keeping address and contact details up-to-date
- Support services for students
- Legal services for students
- Emergency and health services for students
- College facilities and resources
- Access for information on students' employment rights and conditions (e.g. Fair Work Ombudsman)

Student orientation self-assessment

After your orientation program please go through the list below and make sure that you can check off each item as having been done and understood. If there are any items that you cannot check off, then you must contact the Student Support Team so that these matters can be properly explained to you.

Have you:

- ☑ Been provided with a copy of the Student Handbook
- ☑ Checked your enrolment status and make any amendments of information necessary
- ☑ Obtained the names and contact details of key administrative personnel in the College
- ☑ Acquired course materials as necessary
- ☑ Understood the terms "cheating" and "plagiarism" as they pertain to College study
- ☑ Familiarised yourself with the key support services of the College
- ☑ Understood the type of assessment you will receive in your course
- ☑ Understood the criteria, weighting, and submission dates of the assessments you have been set
- ☑ Understood the nature of the feedback you are likely to receive from trainers

- ☑ Appreciated the need for balance between academic and social experiences at the College
- ☑ Understood the number of contact hours you have per week
- ☑ Located the toilets in the College
- ☑ Located the emergency exits in the College
- ☑ Familiarised yourself with the public transport timetable
- ☑ Understood the College's course progress requirements
- ☑ Understood work-based training and assessment requirements
- ☑ Understood legislative and regulatory requirements that affect studies

Responsibilities of Students

- Understand the requirements of a unit of competency in order to be deemed as Competent.
- Understand the course assessments requirements in order to be deemed as having satisfactory course progress.
- Seek assistance and advice from trainers in relation to problems in meeting assessment timeframes, extensions, re-submissions and any special considerations such as illness.
- Follow requirements of assessment items and submission guidelines
- Avoid plagiarism, cheating or collusion.
- Accept fair, helpful and timely feedback on assessment items including evaluation of performance and progress in a unit of competency/ in the course
- Be aware of Windsor College Australia policy and procedures.
- Abide by Student Code of Conduct.



Courses, Entry Requirements and Fees

Introduction

Windsor College Australia (the College) is an RTO (Registered Training Organisation) and meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards agreed to by Federal, State and Territory Governments in Australia. The National VET Regulator, ASQA (Australian Skills Quality Authority), monitors and subjects the College to regular external audits to verify compliance to the Standards for RTOs 2015. In addition, as a CRICOS provider, the College has to ensure that we provide educational services according to the ESOS Legislative Framework for Overseas students which includes the ESOS Act 2000 (Cth) and National Code 2018 Standards. Moreover as an ELICOS (English Language Intensive Courses for Overseas Students) provider, the College has to meet the ELICOS Standards 2018.

Courses/ Qualifications offered

Windsor College Australia also offers the following accredited and nationally recognised qualifications.

Course Name	CRICOS Course Code	Duration	Tuition Fee	Material Fee
BSB30120 Certificate III in Business	108457C	52 Weeks	$9,400	N/A
BSB40120 Certificate IV in Business	108458B	52 Weeks	$9,400	
BSB50420 Diploma of Leadership and Management	104308D	52 Weeks	$9,400	
BSB60420 Advanced Diploma of Leadership and Management	108461G	52 Weeks	$9,400	
SIT30821 Certificate III in Commercial Cookery	109857A	52 weeks	$14,110	Material fee = A$ 1,250 Knife Kits fee = A$ 250 Uniform fee = A$ 190
SIT40521 Certificate IV in Kitchen Management	109522B	78 weeks	$18,190	Material fee = A$ 1,250 Knife Kits fee = A$ 250 Uniform fee = A$ 190
SIT50422 Diploma of Hospitality Management	114110B	90 weeks	$22,190	Material fee = A$ 1,250 Knife Kits fee = A$ 250 Uniform fee = A$ 190
CHC33015 Certificate III in Individual Support	108536D	52 weeks	$9,400	N/A
CHC43115 Certificate IV in Disability	108539A	52 weeks	$9,400	

Entry Requirements for International Students

CRICOS Code	Qualification	Entry Requirements

108457C	BSB30120 Certificate III in Business	• Over 18 years of age at the commencement of the course
		• A minimum English language proficiency of IELTS 6.0 or equivalent
		• Must have successfully completed Year 12, or secondary studies in the applicant's home country which are equivalent to an Australian Year 12 qualification
		• Must have:
		  • Access to a computer, tablet, or mobile phone
		  • Access to the Internet
		  • Access to a video and audio recording device
		  • Computer skills including the ability to access an online video conferencing software, to use Microsoft Word and Adobe Reader, to download, scan and upload documents, and to access online materials. However, student support is available when required.

108458B	BSB40120 Certificate IV in Business	• Over 18 years of age at the commencement of the course
		• A minimum English language proficiency of IELTS 6.0 or equivalent
		• Must have successfully completed Year 12, or secondary studies in the applicant's home country which are equivalent to an Australian Year 12 qualification
		• Must have:
		  • Access to a computer, tablet, or mobile phone
		  • Access to the Internet
		  • Access to a video and audio recording device
		  • Computer skills including the ability to access an online video conferencing software, to use Microsoft Word and Adobe Reader, to download, scan and upload documents, and to access online materials. However, student support is available when required.

104308D	BSB50420 Diploma of Leadership and Management	• Over 18 years of age at the commencement of the course
		• A minimum English language proficiency of IELTS 6.0 or equivalent
		• Must have successfully completed Year 12, or secondary studies in the applicant's home country which are equivalent to an Australian Year 12 qualification
		• Must have:
		  • Access to a computer, tablet, or mobile phone
		  • Access to the Internet
		  • Access to a video and audio recording device
		  • Computer skills including the ability to access an online video conferencing software, to use Microsoft Word and Adobe Reader, to download, scan and upload documents, and to access online materials. However, student support is available when required.

108461G	BSB60420 Advanced Diploma of Leadership and Management	• Over 18 years of age at the commencement of the course • A minimum English language proficiency of IELTS 6.0 or equivalent • Must have successfully completed Year 12, or secondary studies in the applicant's home country which are equivalent to an Australian Year 12 qualification • Have completed a Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions). or Have two years equivalent full-time relevant workplace experience in an operational or leadership role in an

CRICOS Code	Qualification	Entry Requirements

		enterprise.
		• Must have:
		  • Access to a computer, tablet, or mobile phone
		  • Access to the Internet
		  • Access to a video and audio recording device
		  • Computer skills including the ability to access an online video conferencing software, to use Microsoft Word and Adobe Reader, to download, scan and upload documents, and to access online materials. However, student support is available when required.

109857A	SIT30821 Certificate III in Commercial Cookery	• Over 18 years of age at the commencement of the course • A minimum English language proficiency of IELTS 6.0 or equivalent • Must have successfully completed Year 12, or secondary studies in the applicant's home country which are equivalent to an Australian Year 12 qualification
109522B	SIT40521 Certificate IV in Kitchen Management	• Over 18 years of age at the commencement of the course • A minimum English language proficiency of IELTS 6.0 or equivalent • Must have successfully completed Year 12, or secondary studies in the applicant's home country which are equivalent to an Australian Year 12 qualification
114110B	SIT50422 Diploma of Hospitality Management	• Over 18 years of age at the commencement of the course • A minimum English language proficiency of IELTS 6.0 or equivalent • Must have successfully completed Year 12, or secondary studies in the applicant's home country which are equivalent to an Australian Year 12 qualification

Other Course Cost

Other Course Costs (As Applicable)	Amount
Enrolment Fee (Non-refundable)	$200.00
RPL Assessment per unit	$200.00
Credit Transfer	No Charge
Re-submission of Assessment*	No Charge
Relearning of a unit	$500
Appeal Fees	NIL
Change of Course	No Charge
Interim Academic Transcript	No Charge
Certificates/Testamur on Completion	No Charge
Issuance of 'Statement of Attainment	No Charge
Issuance of Replacement Qualification	$50.00
Replacement Student ID	$20.00
Late Payment Fee	$20.00
Student Photocopying	10c per page
Student Printing	10c per page
Late assignments submission fee per unit	$150.00
Additional kitchen practical classes **	$150 per day

For VET courses, 2 re-submissions of assessment are free. If a student is still "Not Yet Competent" after 2 re-submissions of assessment, the student will need to re-learn the relevant unit and pay for the Relearning of a unit fee. ** Absent from practical classes without medical certificate



Course Contents, Modes of Study and Assessments

VET Courses

For VET courses, the study period is 10 weeks. Class refers to the allocated study hours to an International student which is 20 hours per week.

For each course delivered at Windsor, students are given a timetable that allocates units for each 10 weeks period of teaching. Windsor College Australia has documented training and assessment strategies for its courses. These are continuously reviewed in consultation with industry and improved to ensure that it meets the requirements of the relevant training package or VET accredited courses.

Course Contents

BSB30120 Certificate III in Business	
Core units	
BSBCRT311	Apply critical thinking skills in a team environment
BSBPEF201	Support personal wellbeing in the workplace
BSBSUS211	Participate in sustainable work practices
BSBTWK301	Use inclusive work practices
BSBWHS311	Assist with maintaining workplace safety
BSBXCM301	Engage in workplace communication
Elective units	
BSBTEC301	Deliver and produce business documents
BSBTEC302	Design and produce spreadsheets
BSBTEC303	Create electronic presentations
BSBPEF301	Organise personal work priorities
BSBINS302	Organise workplace information
BSBPEF403	Lead personal development
BSBMKG434	Promote products and services

BSB40120 Certificate IV in Business	
Core units	
BSBCRT411	Apply critical thinking to work practices
BSBTEC404	Use digital technologies to collaborate in a work environment
BSBTWK401	Build and maintain business relationships
BSBWHS411	Implement and monitor WHS policies, procedures and programs
BSBWRT411	Write complex documents
BSBXCM401	Apply communication strategies in the workplace
Elective units	
BSBPEF402	Develop personal work priorities
BSBPEF403	Lead personal development
BSBPMG430	Undertake project work
BSBMKG434	Promote products and services
BSBTEC303	Create electronic presentations
BSBINS302	Organise workplace information

BSB50420 Diploma of Leadership and Management	
Core units	
BSBCMM511	Communicate with influence
BSBCRT511	Develop critical thinking in others
BSBLDR523	Lead and manage effective workplace relationships
BSBOPS502	Manage business operational plans
BSBPEF502	Develop and use emotional intelligence
BSBTWK502	Manage team effectiveness
Elective units	
BSBOPS504	Manage business risk
BSBSTR502	Facilitate continuous improvement
BSBSUS511	Develop workplace policies and procedures for sustainability
BSBTWK503	Manage meetings
BSBOPS505	Manage organisational customer service
BSBPMG430	Undertake project work

BSB60420 Advanced Diploma of Leadership and Management	
Core units	
BSBCRT611	Apply critical thinking for complex problem solving
BSBLDR601	Lead and manage organisational change
BSBLDR602	Provide leadership across the organisation
BSBOPS601	Develop and implement business plans
BSBSTR601	Manage innovation and continuous improvement
Elective units	
BSBHRM614	Contribute to strategic workforce planning
BSBSTR602	Develop organisational strategies
BSBXCM501	Lead communication in the workplace
BSBOPS504	Manage business risk
BSBSUS511	Develop workplace policies and procedures for sustainability

SIT30821 Certificate III in Commercial Cookery	
Core units	
SITHCCC023	Use food preparation equipment *
SITHCCC027	Prepare dishes using basic methods of cookery *
SITHCCC028	Prepare appetisers and salads *
SITHCCC029	Prepare stocks, sauces and soups *
SITHCCC030	Prepare vegetable, fruit, eggs and farinaceous dishes
SITHCCC031	Prepare vegetarian and vegan dishes *
SITHCCC035	Prepare poultry dishes *
SITHCCC036	Prepare meat dishes *
SITHCCC037	Prepare seafood dishes *
SITHCCC041	Produce cakes, pastries and breads *
SITHCCC042	Prepare food to meet special dietary requirements *
SITHCCC043	Work effectively as a cook *^
SITHKOP009	Clean kitchen premises and equipment *
SITHKOP010	Plan and cost recipes
SITHPAT016	Produce desserts *

SITXFSA005	Use hygienic practices for food safety
SITXFSA006	Participate in safe food handling practices
SITXHRM007	Coach others in job skills
SITXINV006	Receive, store and maintain stock *
SITXWHS005	Participate in safe work practices
Elective units	
SITHCCC025	Prepare and present sandwiches *
SITHCCC026	Package prepared foodstuffs *
SITHCCC040	Prepare and serve cheese *
SITHCCC039	Produce pates and terrines *
SITXINV007	Purchase goods

** SITXFSA005 Use hygienic practices for food safety*
** SITHCCC027 Prepare dishes using basic methods of cookery*
^ will be also assessed including during work placement

SIT40521Certificate IV in Kitchen Management	
Core units	
SITHCCC023	Use food preparation equipment *
SITHCCC027	Prepare dishes using basic methods of cookery *
SITHCCC028	Prepare appetisers and salads *
SITHCCC029	Prepare stocks, sauces and soups *
SITHCCC030	Prepare vegetable, fruit, eggs and farinaceous dishes *
SITHCCC031	Prepare vegetarian and vegan dishes *
SITHCCC035	Prepare poultry dishes *
SITHCCC036	Prepare meat dishes *
SITHCCC037	Prepare seafood dishes *
SITHCCC041	Produce cakes, pastries and breads *
SITHCCC042	Prepare food to meet special dietary requirements *
SITHCCC043	Work effectively as a cook *^
SITHKOP010	Plan and cost recipes
SITHKOP012	Develop recipes for special dietary requirements *
SITHKOP013	Plan cooking operations *

SITHKOP015	Design and cost menus *
SITHPAT016	Produce desserts *
SITXCOM010	Manage conflict
SITXFIN009	Manage finances within a budget
SITXFSA005	Use hygienic practices for food safety
SITXFSA006	Participate in safe food handling practices
SITXFSA008	Develop and implement a food safety program *
SITXHRM008	Roster staff
SITXHRM009	Lead and manage people
SITXINV006	Receive, store and maintain stock *
SITXMGT004	Monitor work operations
SITXWHS007	Implement and monitor work health and safety practices
Elective units	
SITHCCC026	Package prepared foodstuffs *
SITHCCC039	Produce pates and terrines *
SITHCCC040	Prepare and serve cheese *
SITXINV007	Purchase goods
SITXHRM007	Coach others in job skills
SITXWHS005	Participate in safe work practices

** SITXFSA005 Use hygienic practices for food safety*
** SITHCCC027 Prepare dishes using basic methods of cookery*
^ will be also assessed including during work placement

SIT50422 Diploma of Hospitality Management	
Core units	
SITXCCS015	Enhance customer service experiences
SITXCCS016	Develop and manage quality customer service practices
SITXCOM010	Manage conflict
SITXFIN009	Manage finances within a budget
SITXFIN010	Prepare and monitor budgets
SITXGLC002	Identify and manage legal risks and comply with law
SITXHRM008	Roster staff

SITXHRM009	Lead and manage people
SITXMGT004	Monitor work operations
SITXMGT005	Establish and conduct business relationships
SITXWHS007	Implement and monitor work health and safety practices
Elective units	
SITXFSA005	Use hygienic practices for food safety
SITHCCC043	Work effectively as a cook *^
SITHCCC023	Use food preparation equipment *
SITHCCC025	Prepare and present sandwiches *
SITHCCC026	Package prepared foodstuffs *
SITHCCC027	Prepare dishes using basic methods of cookery *
SITHCCC028	Prepare appetisers and salads *
SITHCCC029	Prepare stocks, sauces and soups *
SITHCCC030	Prepare vegetable, fruit, eggs and farinaceous dishes *
SITHCCC031	Prepare vegetarian and vegan dishes *
SITHCCC035	Prepare poultry dishes *
SITHCCC036	Prepare meat dishes *
SITHCCC037	Prepare seafood dishes *
SITHCCC039	Produce pates and terrines *
SITHCCC040	Prepare and serve cheese *
SITHCCC041	Produce cakes, pastries and breads *
BSBTWK503	Manage meetings

** SITXFSA005 Use hygienic practices for food safety*
** SITHCCC027 Prepare dishes using basic methods of cookery*
^ will be also assessed including during work placement

Course Delivery

A number of approaches to course delivery are used by College staff. Course delivery approaches include face-to-face delivery for our Commercial Cookery and Hospitality Management courses and online and face-to-face delivery for our Business and Leadership and Management courses. During class time students will be expected to participate by, for example, answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and role playing situations. Students are also expected to conduct self-study during the duration of the course.

Course Assessments

A number of approaches to course assessment are used by Windsor. Assessment approaches may include observation, logbook/third party report, research, project, and written test/work. The following course have compulsory work placement:

Courses	Work Placement Hours
SIT30821 Certificate III in Commercial Cookery	200 Hours
SIT40521 Certificate IV in Kitchen Management	200 Hours
SIT50422 Diploma of Hospitality Management	200 Hours

Students will be given advance warning of the time and form of any assessment and will not be expected to sit an assessment they have not prepared for. Students will be given an opportunity for two reassessments for any competencies not achieved on the first attempt.

Pathways

While Windsor may not offer all the qualifications indicated within the pathway, Windsor identifies relevant progression that may be attained in each course. The College has a pathway arrangement with The Hotel School.

Course Credit

Windsor College Australia recognises AQF and VET qualifications and VET statements of attainment issued by any other RTO. Students can apply for the course credit/s. Windsor College Australia will process and give student a record of the course credit/s. Course credit/s may lead to a shortening of a student's course duration. There is no reduction in tuition fees if Credit Transfer is applied for or granted. For detailed information, refer to Windsor's Credit Transfer Policy and Procedure on Windsor's website

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is a process designed to recognise previous formal or informal learning, work and life experiences that the student may have had to the extent that they are relevant to the course outcomes. The RPL process allows students to receive recognition under these circumstances and therefore enable them to focus more on areas they need to achieve competencies in order to gain their qualifications Students who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL). Students must complete an application form for RPL and attach supporting evidence as required. This evidence must be clearly identifiable, and support the applicant's case for Recognition of Prior Learning by addressing the relationship of evidence with each Unit of Competency.

Application for RPL includes a fee of $200AUD per unit of competency.

Qualifications/ Certificates to be issued

VET students completing all assessment requirements for a qualification will be awarded a certificate corresponding to the completed course. VET students completing assessment requirements for part of a qualification will be awarded a Statement of Attainment indicating which modules or units of competency they have completed.

Training facilities

Our college has two campuses in Melbourne. The first campus that provides training classrooms and administration of the college is located at Level 2, 310 King Street, Melbourne VIC 3000 while our training kitchen is conveniently located at the 178 – 180 Victoria St, Richmond VIC, 3121. The main campus is close to the Flagstaff Railway Station and Southern Cross Railway Station which is about a 10-minute walk from the nearest train station. Convenient tram access is also available on Latrobe Street. They are equipped with technologically up to date learning and teaching equipment and resources. Students can also access learning resources from our library.

Course Timetables

Sample course timetables can be accessed on the website.

Access to Student Records

Students can access personal information held by the College and may request corrections to information that is incorrect or out of date.

All students will be provided with timely access to their personal record should they so desire.

- If a student needs to access their personal records held by College, a written request is to be made to the Student Support Officer.
- Student Support Officer will arrange suitable time for student to access and view their personal records within 10 working days of request being received.
- Where a student views their personal record, such viewing will be made in the presence of the Student Support Officer or CEO, who shall provide the student with their file and retrieve such file when the student has completed viewing their records.
- Student have a right to request for correction to information in student records which are incorrect or out of date by providing appropriate proof.
- Student have right to request copies of the content of their file and such copy will be provided by photocopying the original document and, if warranted, such copy shall be verified as a true and accurate copy.
- The student will not be charged for a copy of their student file record except re-issuance of qualifications, statements of attainment and records of results.
- At the time of viewing no other person shall be present unless specifically requested by the student. Where such other person is present the name of such person will be obtained and endorsed in the student file together with the date of viewing.
- No other person will be provided with access to a student file unless the student approves such access in writing. Where such other person views a student file the protocols as outlined above will be followed. No copies of student file documents will be provided to such other person unless the student provides a written authorisation specifically naming the document copies to be provided.



Student Visa Requirements

The Department of Home Affairs (DHA) Immigration and Citizenship publishes a full list of mandatory and discretionary student visa requirements on their web site. Follow the https://immi.homeaffairs.gov.au/ link for details.

Department of Home Affairs (DHA) Immigration and Citizenship

According to the Department of Home Affairs (DHA) Immigration and Citizenship, International Students must provide evidence that satisfies the assessment factors applicable to you to be granted a student visa. Assessment factors include your financial ability, English proficiency, likely compliance with the conditions of your visa and any other matters considered relevant to assessing your application". Additional information on student visa issues is available on the DHA Internet site on https://immi.homeaffairs.gov.au/ and the Study in Australia internet site https://www.studyaustralia.gov.au/english/latest-travel-and-visa-advice/updates/step-by-step-guide-to-visa-and-entry-r equirements

Change of address

Upon arriving in Australia, you are required to advise the College of your contact details including:

- your current residential address, mobile number (if any) and email address (if any)
- who to contact in emergency situations
- any changes to those details, within 7 days of the change.

This is extremely important. The College may send warning notices to you which are aimed at helping prevent breaches of your visa conditions. It is your responsibility and in your own interests to ensure that you always update your contact details at the College to ensure you receives important information about your course, fees and possible breaches of your student visa. Additional information on student visa issues is available on the Department of Home Affairs Immigration and Citizenship website.

Full time study and participation

Australian law requires International students to study at a full-time study load. A full-time study load is normally a minimum of 40 hours per week for 36 weeks each calendar year or continuous 12-month period. Please be aware that students who have unsatisfactory course progress will be reported to the ESOS Agency and Department of Home Affairs (DHA) Immigration and Citizenship. Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period. Unsatisfactory course progress for two consecutive study periods will be reported to the ESOS Agency and DHA Immigration and Citizenship. The College is required to monitor, review and takes intervention action when a student is at risk of not progressing satisfactorily or completing their course.

Overseas Student Health Cover (OSHC)

Overseas student health cover (OSHC) is insurance that provides cover on the costs for medical and hospital care which international students may need while in Australia. OSHC will also pay for most prescription drugs and emergency

ambulance transport. If you are an international student studying in Australia, you must purchase an approved OSHC policy from a registered health benefits organisation - commonly referred to as health funds before applying for your visa. You will need to buy OSHC before you come to Australia, to cover you from when you arrive. You will also need to maintain OSHC throughout your stay in Australia. You must also purchase appropriate health covers for dependants who will accompany you in Australia.

Satisfactory Course Progress

For VET courses, a study period is 10 weeks. Unsatisfactory course progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period. If international students do not have satisfactory course progress they will be reported to the ESOS Agency and DHA Immigration and Citizenship which may lead to cancellation of your visa. The College will monitor all students' course progress, identify students who are "at risk" of breaching this requirement and act to assist student who are "at risk" through meetings and counselling sessions. Being "at risk" of not meeting satisfactory course progress requirements occurs when a student:

- Does not successfully complete, or demonstrate competency in at least 50% of the course requirements in a study period or
- is unable to complete a course within the expected duration of study as recorded on the CRICOS register after having their program reviewed by Director of Studies; or
- Is absent for 28 consecutive days without prior approval or a medical certificate from a registered medical practitioner.

For further information, please refer to Monitoring Course Progress Policy and Procedures.

School-aged dependents

There are requirements for compulsory school attendance for children or dependents of international students. In Victoria it is compulsory for children to attend school until the age of 17. The choice of schools includes public schools, private schools and religious schools. People over the age of 17 can continue to attend school until they have completed year 12. Dependents of persons holding a student visa may be required to pay full fees in any school, College or university that they enrol in whilst in Australia.

Student transfers between Registered Providers

Under the ESOS Framework, the College cannot enrol students seeking to transfer from another College before that student has completed 6 months of their principal course of study except in some circumstances. If you want to transfer before completing 6 months of your principal course, you need to ask the College for a Release. The six months is calculated as six calendar months from the first day of your principal course. Your principal course is usually the final course of study you will undertake. For further information, please refer to Windsor Transfer between registered providers Policy and Procedures.

Working in Australia

Immigration laws allow students to work for a limited number of hours whilst studying on a student visa in Australia. Students can currently work 40 hours per fortnight during the College study time and full-time during breaks. However, work is not always easy to find and under no circumstances can students rely on income earned in Australia to pay tuition fees. Students are not permitted to work if it interferes with their study.

Students' Employment Rights and Conditions

You can access services for information on your employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

Student Enrolment Procedures

Assessing Student's Qualifications, Experience and English Proficiency

Windsor College Australia will assess all students' enrolment applications to ensure that they meet the enrolment requirements of the course to ensure their ability to complete the qualification. Windsor College Australia will determine the amount of training they provide to each learner with regard to their existing skills, knowledge and experience. For further information, please refer to Assessing Student's Qualifications, Experience and English Proficiency Procedures.

Refund Procedures

Windsor College Australia ensures that all students are treated fairly, and with integrity while assessing their refund application. All refunds are to be signed off by the CEO. For Windsor College Australia's default on the agreement, refunds

will be made within 14 days of the default date. All other approved claims for refund are paid within 4 weeks of receiving the refund application form to the student.

All refunds applications are to be submitted at the campus reception and the following procedures followed in assessing the application.

The refund if applicable will be remitted to the nominated bank accounts of the student or the nominated bank account of the student's immediate family member(s) that has been authorised by the student to be able to receive a refund in respect of the overseas student identified in the written agreement, consistent with the ESOS Act.

Please note the below refund policy in relation to 'Tuition Fees' and should not be confused with 'enrolment' fees which is non-refundable unless mentioned.

PROCEDURE

All refund information is made available to students prior to enrolment process and is included on the 'Enrolment Acceptance Agreement' which the student signs prior to acceptance into a course of study with the Windsor and money accepted from a student. Student also has access to information on refund policy via student handbook, which is provided to each student on the orientation day.

1) Refunds due to non-delivery of course by Windsor (Provider Default):

Under section 46A of the ESOS Act a registered provider defaults, in relation to an overseas student or intending overseas student and a course at a location, if:

- the provider fails to start providing the course to the student at the location on the agreed starting day; or
- after the course starts but before it is completed, it ceases to be provided to the student at the location; and
- the student has not withdrawn from the course before the default day. Refunds under the above conditions will be paid in full to the student within 14 days.

Windsor may arrange within 14 days for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. Please refer to the information under Tuition Protection Scheme.

2) Refunds based on student applications:

All applications for refund except refund for Windsor College Australia's default must be made in writing by way of the 'Application for Refund' form and submitted to the Administration department.

The assessment of refund applications shall be granted as indicated below:

Student Default Circumstances	Calculation of Refund
Student fails to start a course due to visa refusal (before	course commencement)
Student's visa refused after he/she has already commenced the course	Windsor will retain on the account of administrative cost: either 5% of the course fees (Tuition fees + Non-tuition fees) received by Windsor in respect of the student; or $500; whichever is less.
Student's withdrawal in at least 10 weeks prior to agreed start date	Windsor will retain weekly tuition fees for part of the course that has already been delivered to the student before the day student's visa got refused; Non-tuition fees are non-refundable.
Student's withdrawal in at least 4 weeks prior to agreed start date	Windsor will retain on the account of administrative cost: 10% of the study period fees for VET courses received by Windsor in respect of the student. Non-tuition fees are non-refundable.
Student's withdrawal in less than 4 weeks but 2 weeks prior to agreed start date	Windsor will retain on the account of administrative cost: 50% of the study period fees for VET courses received by Windsor in respect of the student. Non-tuition fees are non-refundable.
Student's withdrawal in less than 2 weeks prior to course start date	Windsor will retain on the account of administrative cost: 75% of the study period fees for VET courses received by Windsor in respect of the student. Non-tuition fees are non-refundable.
Student's withdrawal after he/she has already commenced the course but 2 weeks prior to beginning of their next study period.	Windsor will retain tuition fees for the whole duration of that study period for VET courses. Non-tuition fees are non-refundable.
Student's visa cancelled due to student actions / Student withdraws from the course without notification	Windsor will retain tuition fees for the student's current study period for VET courses and refund any pre-paid tuition fees for their next study period.
Compulsory Health Insurance	Windsor will retain tuition fees for the student's current study period for VET courses and refund any pre-paid tuition fees for their next study period. Refer to OSHC Provider

Definition of terms used in Refund Table above:

Course fees	The total amount of fees including pre-paid tuition fees and non-tuition fees.
Weekly tuition fees	A daily tuition fee is calculated outcome of total tuition fees for the course divided by number of calendar days in the course. Then, to get weekly tuition fees simply multiply the outcome by 7.
Non-tuition fees	Enrolment fee; Fees to cover text books or uniforms, which student use while they study the course.
Study period fees	A study period is 10 weeks for VET courses. Tuition fees are charged in full for each study period and must be paid according to the Enrolment Acceptance Agreement.

3) Appealing Refund decisions:

Refer to the Student Complaints & Appeals Procedure from the Windsor Student Administrations department if you wish to appeal Windsor's decision taken on your refund decision.

4) Further information

If tuition fees remain outstanding, Windsor reserves the right to withhold any Certificates and Records of Results or Statements of Attainment achieved by the student. Windsor will refund any monies due to the student, to the student's education agent (where applicable).

Tuition Protection Scheme - Refer to www.tps.gov.au for detailed information.

Under the Tuition Protection Service (TPS) framework, all providers have a statutory obligation to report to the TPS Director and the ESOS Agency about provider and student defaults. This is the first layer of tuition protection for students. One of the main objectives of the TPS is to ensure that the placement and refund processes for students are quick and streamlined. The default notification requirements are to ensure students are looked after following a default in a timely way.

Provider default –

Under section 46A of the ESOS Act a registered provider defaults, in relation to an overseas student or intending overseas student and a course at a location, if:

- the provider fails to start providing the course to the student at the location on the agreed starting day; or
- after the course starts but before it is completed, it ceases to be provided to the student at the location; and the student has not withdrawn from the course before the default day.

Note: Section 46A sets out further rules prescribing when a provider defaults.

Under section 46B of the ESOS Act, Windsor will notify the ESOS Agency and the TPS Director of the default within 3 business days of the default occurring. Under section 46B Windsor will also notify students in relation to whom the default is happened. Under section 46D of the ESOS Act, Windsor will satisfy its tuition protection obligations to students within 14 days after the day of the default (the provider obligation period) to satisfy your tuition protection obligations to the student as set out in the section. This may include placing students who are referred to the TPS in a suitable alternative course.

Student default - Under section 47A of the ESOS Act, an overseas student or intending overseas student defaults, in relation to a course at a location, if:

- the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- the student withdraws from the course at the location (either before or after the agreed starting day); or
- the registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following:
    - the student failed to pay an amount payable to the provider for the course;
    - the student breached a condition of his/her student visa;
    - misbehaviour by the student (Note: the student is entitled to natural justice under subsection 47A(3)).

Note: Subsection 47A(2) - A student does not default for failing to start a course on the agreed starting day if he/she does not start that course because the provider defaults in relation to the course at the location under subparagraph 46A(1)(a)(i).

Provider Obligation Period - If a student or intending student defaults Windsor will provide a refund in accordance with the requirements under either section 47D or 47E of the ESOS Act, depending on which section applies to the circumstances of the default situation.

Note:

- A student can pay full fees if the student wishes to, but the student is not required to pay more than 50% of the total tuition fees up front for the course before the student commences the course that is more than 25 weeks.
- 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.

Student Code of Conduct

Purpose

The purpose of the Student Code of Conduct is to ensure that there is a peaceful and conducive environment at the College for all students and staff.

Scope

The Student Code of Conduct applies to all students of the College, across all courses and modes of delivery.

Student Rights

All students have the right to:

- be treated fairly and with respect by College staff and other students;
- learn in an environment free of discrimination and harassment;
- learn in a supportive and stimulating environment to pursue their goals;
- access counselling if desired or required;
- privacy concerning records that contain personal information, subject to statutory requirements;
- information about assessment procedures at the beginning of the subject/competency/module and progressive results as they occur;
- lodge a complaint without fear of retaliation or victimization;
- have Principles of Natural Justice applied during any investigation process concerning a breach of the Student Code of Conduct.

Student Responsibility

All students have a responsibility to:

- treat other students and College staff with respect and fairness
- follow any reasonable direction from a member of College staff
- refrain from swearing, drinking and eating in classrooms and other learning areas (water only allowed).
- behave responsibly by not littering, harassing fellow students or staff, damaging, stealing, modifying or misusing College or other student's property
- behave responsibly by not being under the influence of drugs and alcohol.
- refrain from using mobile phones, pagers or any other electronic devices that may disrupt classes.
- attend all scheduled classes and College activities and do all assessment tasks and examinations honestly, and not engage in plagiarism, collusion or cheating.
- follow normal safety practices, including following both written and verbal directions given by College staff.
- not to behave in a way that would offend, embarrass or threaten others.
- comply with all lawful regulations, rules or procedures of the College that pertain to them.
- pay all fees, and charges as per the Enrolment Acceptance Agreement and within the required timeframe.
- attend all meetings called by the college to discuss academic or course progress
- meet or carry out all activities agreed with the College in relation to maintaining course progress or academic performance

Breach of Conduct

A Student breach of conduct occurs when a student behaves in a manner described below:

- Assaults, attempts to assault or threatens a person on the College premises.
- Acts contrary to Equal Opportunity practices of the College which is committed to the prevention and elimination of discrimination on the grounds of: Age; Impairment; Industrial activity; Lawful sexual activity; Marital status; Physical features;
- Political belief or activity; Pregnancy; Race; Religious belief or activity; Sex; Status as a parent or a carer; Personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes.
- Disobeys or disregards any lawful direction given by an officer of the College.
- Acts dishonestly or unfairly in connection with an examination, test, assignment or other means of assessment conducted by the College
- Deliberately obstructs any teaching activity, examination or meeting of the College
- Engages in any conduct or activity prejudicial to the management and good governance of the campus.
- Deliberately obstructs or attempts to deter any officer or employee of the College in the performance of their duties
- Wilfully damages or wrongfully deals with any College property.
- Attends the College whilst under the influence of alcohol or affected by drugs, etc. or possesses uses or traffics a drug of addiction or drug of dependence within the meaning of the Crimes Act 1958 or the Drugs Poisons and Controlled Substances Act 1981 or any Act in substitution thereof.
- Carries or uses such items as firearms, knives, syringes, etc. as a weapon
- Fails by or within the agreed required date or period, to pay any fee or charge payable to the College
- Fails to comply with WHS regulations or wilfully places another person in a position of risk or danger
- Constantly interrupts class time through the use or presence of mobile phones and pagers
- Uses abusive language.
- Fails to attend meetings called to discuss academic or course progress
- Fails to carry out actions or engage in activities agreed with the College to maintain course or academic progress.

Plagiarism

Plagiarism is to copy work without acknowledging the source and is a form of cheating in study environment. Plagiarism involves using the work of another person and presenting it as one's own. Students are expected to acknowledge the intellectual property of others used in the preparation of their assessment related work.

The penalty of plagiarism/ cheating will depend on the severity of the plagiarism, whether the student is a repeat offender, whether there is evidence of deliberate deceit and whether another student has been coerced into participating in the plagiarism.

Repeated plagiarism/ cheating behaviour can result in students being expelled from the College.



Student Support Services

The Director of Studies, ELICOS Coordinator, student contact officers, teaching staff and administrative staff of the College are available to provide general advice and assistance with matter such as studying, accommodation, English language problems and counselling. Windsor is committed to providing continuous support to all its students so that they can adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of the course. For this purpose, Windsor determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses. Windsor ensures that all students have access to support services for individual academic or non-academic issues during the entire period of enrolment at Windsor.

PROCEDURES

Nominated Student Support Officers / Student Contact Officers

Windsor has, by employment and contract, a person or persons with formal qualifications in counselling and/or relevant experience who is able to advise and provide counselling to students in an intercultural context about academic and future progress advice, welfare matters and, ensures that these counselling services are available and accessible by students at suitable times.

The college has designated some members of its staff as the Student Contact Officers that are the official points of contact for overseas students. The Student Contact Officers have access to up-to-date details of the college's support services.

The Director of Studies, ELICOS Coordinator, Student Support Officers, teaching staff and administration staff of Windsor are available to provide general advice and assistance with matters such as academic and future progress counselling, studying, homework, accommodation, English language problems and counselling. Students requiring special or intensive assistance must contact the Director of Studies/ the Student Contact Officer who may refer them to external support services if required. Windsor will not charge for support services it supplies for referring students to external support services. Students may have to pay any fees charged by external support services they that they use.

Whilst all staff employed at Windsor has the shared responsibility of providing support to all students, Windsor has nominated 'Student Support Officers / Student Contact Officers' who are primarily the first point of contact. These officers are responsible for establishing the needs of students, arranging relevant services in order to assist with student issues and are available on campus at all times during Windsor's standard operation hours.

Students can contact the student support officers directly or via student administrations/ reception and an appointment will be organised as soon as practical.

Currently the role and responsibility of the 'Student Support Officers' are maintained by following:

Student Support Officers / Student Contact Officers

Support Services	Name	Phone:	Email:
Student Support Officer-Academic	Clement I Eruva Savari	03 9663 0272	ceruva@windsorcollege.edu.au
Student Contact Officer/ Student Support Officer	Jacqueline Flores	03 9663 0272	jacqueline@windsorcollege.edu.au
Student Contact Officer/ Student Support Officer	Coren Mendoza	03 9663 0272	coren@windsorcollege.edu.au
Student Contact Officer/ Student Support Officer	Beatrice Mel	03 9663 0272	beatrice@windsorcollege.edu.au
Student Contact Officer/ Student Support Officer	Angel Aduana	03 9663 0272	accounts@windsorcollege.edu.au
Student Support Officer/ ELICOS Coordinator – English Language Assistance /Academic & Future Progress	Elena Claydon	03 9663 0272	elena@windsorcollege.edu.au
Regional Marketing Specialist	Alexandra Torres Pavez	03 9663 0272	alexandra@windsorcollege.edu.au

This information is also made available to students at the time of orientation.

Student Support Policy and Procedures

This policy ensures that all students have access to support services for individual academic or non-academic issues during the entire period of enrolment at Windsor. includes following

- Principles of access and equity
- Academic issues
- Reasonable adjustment
- Personal / Social issues
- Accommodation
- Emergency and Health services
- Legal Services
- Social Programs
- Student Orientation Program
- Change of address

This policy can be viewed at www.windsorcollege.edu.au/policies-and-procedures/

Academic issues

The College will provide reasonable support to overseas students to enable them to achieve expected learning outcomes regardless of the overseas student's place of study or the mode of study of the course, at no additional cost to the overseas student.

Personal / Social issues

There are many issues that may affect students' social or personal lives.
Students have access to the student Support officers through normal College hours to gain advice and guidance on personal issues, accommodation issues, or family / friend issues. Where the Student Support Officer feels further support should be gained, a referral to an appropriate support service will be organised at no cost to the student.

Student counsellors	Location	Contact details
Student Welfare Counsellor – by appointment	On-Campus	Phone 03 9663 0272

Accommodation

While Windsor do not offer accommodation services or take any responsibility for accommodation arrangements, the student support team is able to refer students to appropriate accommodation services and is always available to discuss any issues or concerns a student may have with their accommodation arrangements.
All students are encouraged to have accommodation organised prior to arrival in Australia.

Referral Services Available	Name & Location	Contact Phone
Hotel	Holiday inn	03-9619 9199, 1800 899 960
Hostel	Melbourne Metro YHA	03-9329 8599
Real Estate (Rental)	Ray white, Jason, Barry plant	Check your local yellow pages

Emergency and Health services

An up to date list of medical professionals is always available at the reception. Any student with medical concerns should inform the student support officer who will assist them in finding an appropriate medical professional.
Local medical services are as follows:

Referral Services Available	Name & Location	Contact Phone
Hospital (Emergency)	RMH City Campus Grattan Street Parkville 3050 Epworth Freemasons Hospital 166 Clarendon Street East Melbourne VIC 3002	Ph: 03-9342 7000 Fax: 03-9342 7802 03-9483 3833
Doctor	CBD Medical Clinic Ground Floor 20 McKillop Street MELBOURNE Barresi Ben Dr Level 4, 250 Collins St MELBOURNE	03-9600 2929 03-9650 9372
Dentist	Dr. Greg J Barton Dr Madeline Sinclair	03-96545105 03-9650 7422
Optometrist	A.P. Optometrists Yim Kwok Leung Optometrist	03-9670 6955 03-9663 7708
Registered Psychologist	Youn (Elly) Shin	003 8672 3108

The emergency phone number for an ambulance in Australia is '000'. (This number should only be dialled in an emergency when you require ambulance, police, or fire attendance.)

Legal Services
Windsor is able to provide some advice and guidance on a limited range of situations. Where the Student Support Officer finds it appropriate for students to gain professional legal advice, they will refer students to an appropriate legal professional.

Referral Services Available	Name & Location	Contact Phone
Free legal advice	Victorian Legal Aid 350 Queen St. Melbourne 3000	03-92690234
	Springvale Legal Service	03-9545 7400
Lawyer	Lewis Holdway 20 Queen St Melbourne 3000	03-96299629

Students' Employment Rights and Conditions

You can access services for information on your employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman that can be accessed from the following link https://www.fairwork.gov.au/.

Social Programs

Apart from the Student Orientation Program, the Student Support Officer will occasionally organise social events that allow all students enrolled with the Windsor to mingle and socialise. These events may range from cultural and sightseeing events, to dinners, excursions and sporting events.
Students are welcome to forward any suggestions to Windsor's Student Support Team.

Student Orientation Program
All students are required to attend an orientation program at the beginning of their studies. This orientation program is managed by the Student Support Officers.

Change of address

Upon arriving in Australia, you are required to advise the College of your contact details including:

- your current residential address, mobile number (if any) and email address (if any)
- who to contact in emergency situations
- any changes to those details, within 7 days of the change.

This is extremely important. The College may send warning notices to you which are aimed at helping prevent breaches of your visa conditions. It is your responsibility and in your own interests to ensure that you always update your address details at the College to ensure you receives important information about your course, fees and possible breaches of your student visa.

Additional information on student visa issues is available on the Department of Home Affairs website.



Complaint and Appeal Procedures

Despite all the efforts of Windsor to provide satisfactory services to its students and other clients, complaints and appeals may occasionally arise, requiring informal or formal resolutions. Windsor aims to provide an accessible mechanism for students to have their complaints and appeals attended; and to ensure that resolutions are reached within timely manner.

Windsor aims to manage and respond to allegations involving the conduct of:

a) Windsor, its trainers, assessors or other staff;
b) Windsor trainers, assessors or other staff
c) Windsor student; or
d) Windsor authorised agents/ if applicable other third parties that provide services on behalf of Windsor.

Windsor's complaints policy and appeals policy ensures the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process.

Complaints and Appeals Policy and Procedures aims to provide an accessible mechanism for students to have their complaints and appeals attended; and to ensure that resolutions are reached within timely manner. This policy applies to all students enrolled at Windsor College Australia as well as Windsor Staff and third parties.
For additional information on procedure to lodge a complaint or appeal, check the Complaints and Appeals Policy and Procedures available at www.windsorcollege.edu.au/policies-and-procedures/

Critical Incident Policy and Procedures

The College has and implements a documented policy and process for managing critical incidents that could affect the overseas student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm. Students can request a copy of the Critical Incident Policy and Procedures from the Student Support Officer.

Deferment, Suspension and Cancellation of Enrolment Policy and Procedures

Deferment, suspension or cancellation of study during enrolment Policy and Procedures provides the method in which a student may defer, suspend, or cancel their enrolment with Windsor College Australia.
This policy can be viewed at www.windsorcollege.edu.au/policies-and-procedures/

Monitoring Course Progress Policy & Procedures

Windsor College Australia is required to implement a course monitoring policy and procedure for all CRICOS registered VET courses. The policy ensures that all students' academic performance is monitored, and students are given every opportunity to achieve the required course progress for each course they are enrolled in.
For additional information on how students course progress is monitored and reported on, please see the Monitoring Course Progress Policy and Procedures available at www.windsorcollege.edu.au/policies-and-procedures/.

Transfer of Students Between Providers

This policy ensures that Windsor College Australia does not enrol any transferring international student prior to the completion of 6 months of their principal course, unless that student has been granted a release and the release has been recorded in PRISMS by their current provider.
This policy can be viewed at www.windsorcollege.edu.au/policies-and-procedures/

Use of Personal Information

Windsor College Australia respects the privacy of your personal information. Windsor is subject to the National Privacy Principles ("NPPs") under the Privacy Act 1988 (Cth). The following Privacy Policy outlines the type of information that is collected by Windsor College Australua and how we use and protect that information

How Windsor collects Personal Information

Generally, Windsor will collect personal information directly from you, when you deal with Windsor by telephone, fax, letter, email and include any information provided to us by application form. The type of personal information that Windsor collects depends on the circumstances of collection and on the type of service you request from Windsor. The particular purpose for which personal information is collected by Windsor is generally either specified or reasonably apparent at the time the information is collected. Windsor usually collects information such as your name, address, contact number, occupation, gender, date of birth, email address and credit card details and in the case of students, academic results and student welfare information. It is not Windsor's general practice to collect sensitive information and
we will only collect sensitive information with your consent.

Windsor only collect information that is personal and is voluntarily provided by the student. On occasions, Windsor may collect personal information about you from another individual and/or organisation. For example, Windsor may collect personal information from:

- Commonwealth and State agencies;
- a company for whom you work;
- other individuals and/or organisations with whom you have any dealings;
- an employment recruitment agent or agency;
- a student related recruitment agent or agency.

How Windsor uses Personal Information

Windsor uses personal information for the primary purpose for which it was collected, or for secondary purposes which are related to the primary purpose.
Generally, Windsor uses personal information for the following purposes:

- to conduct its business as an education provider;
- to communicate with you;
- to assist in the management and improvement of services, including analysis of future employee and student needs;
- to provide products and services that have been requested or previously agreed to;
- to undertake marketing activities;
- in the case of students, to comply with the specific reporting requirements of the Education Service for Overseas Students Act 2000 (ESOS) and the Revised National Code 2007.



Living in Melbourne

Australia
Australia is a land of contrasts: sweeping golden beaches, coral reefs rich with marine life, tropical rainforests, mountain ranges, vast grazing lands and sparse deserts. One of the oldest continents, Australia is the only country to occupy an entire continent. Surrounded by the Indian and Pacific Oceans, Australia has many animals and plants, which are unique on the planet. The surface geology is typically old and flat with a major mountain range stretching down the eastern coast and another mountain range in the north west of the continent.

Victoria
About 36 per cent of Victoria is forest. The Murray is the State's longest river and there are a number of large inland lakes. Victoria's vast coastline extends over 1600 kilometres, bordering the Southern Ocean and Bass Strait and separating the Australian mainland from Tasmania. Victoria is the most densely populated of Australia's 8 States and Territories. Some 26 per cent of all Australians live in Victoria and, of those, most reside in Melbourne, the nation's second largest city and capital of this state.

Melbourne
Melbourne is the capital of the State of Victoria. It is situated on the Yarra River and around Port Phillip Bay with its beautiful beaches and water sports facilities. It is a beautiful spacious city with all the parks, gardens, sporting venues and scenic places that Australian space and natural resources allow. Melbourne is a world-renowned cultural, artistic, financial and communications centre served by an international airport, a cargo and passenger seaport, and rail links to neighboring States.

Melbourne, voted the world's 'most liveable city', enjoys clean fresh air and beautiful parks and gardens. Melbourne is considered to be the shopping capital of Australia and offers some of Australia's biggest shopping complexes as well as sophisticated, exclusive boutiques and a host of lively and popular markets. One quarter of Melbourne's population was born overseas making it one of the world's most multicultural cities. There are now people from 140 nations living harmoniously together. This broad ethnic mix has brought many benefits to the city including a wide range of cuisines and over 2,300 elegant restaurants, bistros and cafes. Melbourne has an excellent public transport system with trams, trains and buses providing an extensive network throughout the city and suburbs.

The population is approximately 4 million. Melbourne is a sprawling city with suburbs extending up to 50km from the centre of the city.

The city centre is on the banks of the Yarra River, 5km from Port Phillip Bay. The city centre features world class

- department stores
- historical architecture
- theatres, galleries and arts centres

Melbourne is only a short distance from many beautiful beaches as well as the Victorian mountain regions, where skiing is popular during winter. The city and surrounding suburbs are well serviced by a public transport network of buses, trains and trams. A multicultural city enriched by 170 ethnic groups. Sometimes called the culinary capital of Australia, Melbourne has a vast array of restaurants, offering a variety of international cuisine. Bustling Chinatown in the heart of

the city, serves up the finest of Asian cuisine and culture. Several other Melbourne streets are dedicated to Vietnamese, Japanese, Italian and Greek food - cuisine to suit every palate and many to suit a student's budget.

A Good Choice for Study

There are more than 50,000 overseas students studying in Australia and each year approximately 15,000 students from the Asia Pacific region arrive in Australia to continue their education. They have chosen Australia for several reasons:

- Australia has a high quality education system, the equal of any country in the world
- Australia offers traditional education in reputable schools, Colleges and universities
- Awards from Australian institutions of higher education are recognized internationally
- Australian universities, Colleges and schools have established networks of support to help overseas students
- The Australian education system includes informality and accessibility of academic staff, the availability of computers, small
- group tutorials and close supervision
- Living costs and tuition costs compare well with other countries and most overseas students are permitted to work part-time.
- Australia is a safe, stable country with a pleasant climate.

Climate

Melbourne enjoys a temperate climate with four distinct seasons in the year - spring, summer, winter and autumn. Below is a guide to the average daily temperatures:

Spring	September - November 12-22 degrees
Summer	December to February 28-32 degrees
Autumn	March to May 12 - 20 degrees
Winter	June to August 10 - 15 degrees

Melbourne does not have a specific wet season - it can rain at any time of the year. Sports and other outdoor activities are possible at all times of the year.

Festivals

- International Comedy Festival
- International Festival of the Arts
- Chinese New Year Parade
- Moomba Festival.

International sporting events:

- Spring Racing Carnival (Melbourne Cup)
- Australian Open (Grand Slam tennis)
- Grand Prix Motor Racing
- World Series and Test cricket
- Bells Beach Surf Classic

Art

Australian contemporary arts reflect the world's oldest continuous cultural traditions and also a diverse, multicultural society. Our visual and performing arts communities receive international acclaim for their vibrancy, originality and cutting-edge work in the arts, literature, stage and cinema, dance, classical music and contemporary Australian rock music.

The National Museum of Australia opened as part of Australia's Centenary of Federation celebrations in 2001. It is co-located with the Australian Institute of Aboriginal and Torres Strait Islander Studies in the nation's capital city of Canberra and adds to more than 1000 museums throughout Australia.

Multiculturalism
More than 100 ethnic groups are represented in Australia, making Australia one of the most culturally diverse countries in the world. Australia's dynamic multiculturalism can be attributed to its unique combination of Indigenous cultures, early European settlement and immigration from all parts of the world.

Australians value the wealth of cultural diversity and social sophistication that international students bring to our campuses and our communities. We take great care in looking after international students and helping them to adjust to the Australian way of life. International students also gain great benefits from their education in Australia and make lifelong friendships.

Language
Although English is the official language, a host of other languages are spoken in Australia. As one of the most culturally diverse countries in the world many Australians are naturally fluent in other languages. More than 2.4 million Australians speak a language other than English at home. Within the education and training system about 15 per cent of those of working age studying for an educational qualification have English as a second language. More than 800,000 Australians speak a European Union language, apart from English, in the home. Another 800,000 Australians speak an Asian language in the home.

In Australia not only is there the opportunity to improve your English through specialist study in an English- speaking environment but all sectors of Australian education and training provide tuition in many other languages as well.
English as it is spoken in Australia is very easily understood by nearly all people from other English-speaking nations. While there are some minor differences in accent between the cities and country areas the difference is much less than you will find in America, Britain and Canada where French is also spoken. As you improve your English in Australia you will learn some of our slang, and have much fun explaining the meanings to your friends and relatives at home.

Religion
Australia is predominantly a Christian country however; all religions are represented in our multicultural society. Australians respect the freedom of people to practice their choice of religion. Churches, mosques, temples and synagogues are located in most major cities.

Clean, safe, cosmopolitan
Students from all over the world come to Australia to take advantage of our world-class education and enjoy our friendly hospitality and cultural diversity. Australia has low crime rates and strict gun control laws providing a safe environment in which to learn and travel. With one of the highest standards of living in the world, Australia offers modern transport systems, convenient telecommunications, cosmopolitan shopping complexes and excellent health services. Visitors from many parts of the world are attracted by Australia's spectacular natural environment and the distinctive personality and friendliness of the Australian people. Australia is rich in the arts and is keen to preserve and display its diverse cultural heritage. Australians are also environmentally conscious and keen to preserve the country's natural beauty and scenery. Our Clean Up Australia campaign is being adopted worldwide.

Health care
Australia has a very good health care system. All Australians pay a Medicare levy (additional tax) to fund the public health system and ensure everyone gets access to public system doctors, hospitals and other health care services. People who pay extra into a private health insurance fund receive certain privileges when they use private health care services. As well as the usual services available in just about any Australian suburb or town, most Australian institutions also provide special health care services and advice for students.

International students studying in Australia are required to have Overseas Student Health Cover (OSHC) for the duration of their student visa.

Food
Australia has a fantastic variety of food. Our top quality meat, fish, fruits and vegetables are exported to markets all around the globe. There is a large range of fruit and vegetables available at Australian produce markets. You should have no difficulty in finding the foods that you are used to at home.
You can sample almost every type of cuisine available throughout the world in our many restaurants. There are elegant restaurants or typical Aussie pubs. Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices can be found at bistros or cafes. And for those who like takeaway, most of the major global fast food chains are well represented. The adventurous can try some of our 'bush tucker'.

Electricity
The electrical current in Australia is 240/250 volts AC, 50 cycles. The Australian three pin plug is extremely safe. Adaptors are usually required for most foreign appliances. A transformer may be required if you bring an appliance from overseas that operates on a different voltage.

Transport
With one of the highest standards of living in the world, Australia offers modern transport systems. Australia has an extensive public transport system that includes trains, buses, tramways, ferries, two major national airlines and a number of regional airlines. Metropolitan areas are divided into zones and your ticket type and cost depends on which zone you are going to travel in and for how long. Tickets can be bought at train stations, on buses and trams and at news agencies. Tourist students may drive in Australia on a valid overseas drivers licence but if the document is not in the English language the visitor must carry a translation with the permit. An international driving licence is not sufficient by itself.
Metered taxicabs operate in all major cities and towns. You will find taxi ranks at transport terminals, main hotels or shopping centres or you can hail taxis in the street. A light and sign on the roof indicates if a cab is vacant. There is a minimum charge on hiring and then a charge per kilometre travelled. Taxi drivers do not have to be tipped.

Telephones
Australia has a modern telecommunications system with mobile and internet access generally available at low cost. Public telephones are available at all Post Offices, shopping centres and are often situated on street corners. Public pay phones accept a variety of coins and Phonecards. Phonecards are pre-paid for use in public pay phones and can be bought at a large number of retail outlets in denominations of $A5, $A10, $A20 and
$A50. Credit phones take most major credit cards such as American Express, Visa, Mastercard and Diners International and can be found at international and domestic airports, central city locations and hotels.
Mobile phones are very popular and can be purchased from a number of retailers.

Sports and recreation
Australians are very keen on sport and outdoor activities and have gained a worldwide reputation, both as individuals and as teams. Hosting the Year 2000 Olympic Games in Sydney highlights Australia as a leading destination for international events. Australia has more than 120 national sporting organisations and thousands of state, regional and club bodies. It is estimated that 6.5 million people, about a third of the population, are registered sports participants. While there are over 120 sporting organisations, Australians also take part in bushwalking, fishing, boating and water sports.

Entertainment
Campuses offer spacious surroundings suitable for social, sporting and other outdoor activities. They are also centrally located for students to experience the sophistication of our cities and excitement of our entertainment facilities. There are plenty of opportunities for international students to have an enjoyable time with friends.

Travel
During holiday breaks, you may like to venture beyond the capital cities to experience more of Australia's spectacular natural environment and great physical beauty—national parks, The Great Barrier Reef, Kakadu, Uluru and the Tasmanian Wilderness.

Australia welcomes overseas students
Overseas students are welcomed in Australia because they:

- contribute to the development of people and institutions both in their home country and in Australia.
- contribute to the Australia's research capability
- develop cultural, educational and economic links between Australians and people of other nations. Australia has a long history of involvement in international education development, staff and student exchange programs and scholarships.

Study Methods
In Australia, much emphasis is placed upon private (individual) study along the lines of assignments, on research and learning to analyse data and present arguments about subject matter, and on being willing to defend one's argument. All these involve heavy use of libraries, intensive note taking in lectures, and active participation in the learning process (as opposed to passive listening and rote learning).

To be a successful student in Australia, you will need to adapt to these methods of learning, but most education institutions in Australia are very willing to help as they offer counselling services and assistance to develop effective study skills. Many lecturers in Australia have vast experience teaching overseas students, they understand the difficulties in getting used to different study methods and they will be patient in helping you to develop new skill

Money and banks
Australian currency is the only legal tender in Australia. When you first arrive, money from other countries can be changed at the exchange facilities located at international airports, banks and major hotels. Travellers cheques are easier to use if already in Australian dollars, however, banks will cash travellers' cheques in virtually any currency. Major hotels and some shops, depending on individual store policy, will cash travellers' cheques.

It is a good idea to set up an Australian bank account. You will need to provide your visa and evidence of residency. Banking services in Australia are extremely competitive. Over 20 local and numerous international banking groups are represented in Australia. All major banks have a branch in cities and regional centres.

Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24 hours a day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods. More information on banking is available at Study in Australia

Normal bank trading hours

- 9.30 am – 4.00 pm Monday to Thursday
- 9.30 am – 5.00 pm Friday
- Some banks are open Saturday mornings

Credit cards
Credit cards are widely accepted around Australia. The most commonly accepted credit cards are American Express, Bankcard, Diners International, MasterCard, Visa and their affiliates.

Currency
Australia uses a dollars and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are $5, $10, $20, $50 and $100. Coins used are the silver coloured 5 cent, 10 cent, 20 cent and 50 cent and the gold coloured $1 and $2 coins. Australia's development of the polymer (plastic) banknote heralds the introduction of advanced banknote technology for the new millennium and rewrites world standards in design. Not only does this leading-edge polymer technology offer immense security benefits but its concepts of cleanliness, environmental responsibility and recyclability set an example for the world to follow.

Tipping
Tipping is not the general custom in Australia and service charges are not added to accounts by hotels and restaurants. In better-class restaurants, it is usual to tip food and drink waiters up to 10 per cent of the bill for good service.
Porters have set charges at railway terminals, but not at hotels. However, at any time, tipping is a matter of individual choice.

Budgeting
You should work out a budget covering accommodation, food, transport, clothing and entertainment. Childcare, if applicable, should also be taken into account.
The average international student in Australia spends about $360 per week on accommodation, food, clothing, entertainment, transport, international and domestic travel, telephone and incidental costs. School students in Australia typically spend a little less - about $265 a week - on accommodation and food, entertainment, transport and associated items. While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course and lifestyle.

Accommodation
The following types of accommodation are available for International students:

Full Board (Homestay)	AU$200 - AU$270 per week
Student house	AU$150 - AU$200 per week
Half - Board	AU$150 - AU$200 per week (plus expenses)
Leasing a House/Flat	AU$200 - AU$350 per week (unfurnished)

This accommodation can be booked prior to arrival. Two weeks advance notice is required before you depart for Australia. Further details can be obtained from the International Student Welfare Officer.
Some useful internet sites for housing are:
http://sha.com.au/
http://www.find-studentaccommodation.com/ http://www.youthcentral.vic.gov.au/ http://www.studyinaustralia.gov.au/

Transport
Australia has an efficient public transport system (buses, trains and trams) in all cities. Many students ride bicycles on campus and some even have their own car for longer travel. There are also train, bus and air services between cities and towns. Students using public transport can apply for a student concession card that entitles them to discounted fares.

Overseas Student Health Cover (OSHC)*
International students are required by the Government to join a private health insurance scheme. The OSHC premium cover must be paid before a student visa is issued. You will need to pay the OSHC premium at the same time as the tuition fees. The OSHC entitles you to free hospital cover and 85% of standard doctor's fees. Annual rates are AU$479* for single coverage. OSHC is also charged on a pro-rata basis for shorter courses.
* Rates are from NIB OSHC and current as of as of 27 July 2023

Cost of Living
Melbourne is a reasonably priced city providing good quality affordable living and abundant accommodation. Students will need about A$20,290 per year (excluding tuition) to cover living expenses. According to the Government Website,

Study in Australia, Australia is a sophisticated, friendly and affordable country which enjoys one of the highest standards of living in the world. The average international student in Australia spends about $360 per week on accommodation; food; clothing; entertainment; transport; international and domestic travel; telephone; incidental costs.

The cost of living depends a lot on the kind of accommodation a student chooses. A married student with dependents will need approximately an additional A$7,100 per year for each dependent.
The lifestyle in Australia is safe and friendly. Australians have a high standard of living. The climate is pleasant, there is plenty of food and the vast natural resources in Australia enable most people to live well.

Fruit, vegetables and meat are available fresh and at reasonable prices. Clothing and personal effects are usually good quality and available at a wide variety of prices.
Below is a price table of typical daily items. This is only a guide. Remember that you can shop around for items such as clothing and shoes to find a cheaper source.

Food	Personal Effects/Services
Milk 1 litre $1.80	Shoes 1 pair $70.00
Bread 1 loaf $2.50	Jeans 1 pair $80.00
Apples 1 kg $4.00	Toothpaste 140g $2.50
Potatoes 1 kg $1.00	Shampoo 500ml $3.00
Beefsteak 1 kg $15.00	T-shirt $20.00
Eggs 1 dozen $4.00	Hairdresser $20.00 to $40.00
Cereal 1kg $3.00	Newspaper $2.00
Fruit Juice 2 litres $4.00	Cinema ticket $15.00
Rice 1 kg $2.00	Public transport city an inner suburbs $7.00 for a day pass

School-aged dependents

There are requirements for compulsory school attendance for children or dependents of international students. In Victoria it is compulsory for children to attend school until the age of 17. The choice of schools includes public schools, private schools and religious schools. People over the age of 17 can continue to attend school until they have completed year 12. Dependents of persons holding a student visa may be required to pay full fees in any school, College or university that they enrol in whilst in Australia.



Important Contacts

Fire, Ambulance and Police Emergency	Phone 000
Translating and Interpreting Service	Phone 131 450
Life Line 24 hour Counselling Services	Phone 131 114
Victoria Police Centre	313 Spencer St, Docklands VIC 3008 Ph: (03) 9247 6666
Melbourne Visa Office	2 Lonsdale Street, Melbourne VIC 3000 Ph: 0422 197 205
Australian Taxation Office	2 Lonsdale St, Melbourne VIC 3000 Ph: 13 28 61
Medibank Private Office	720 Bourke St, Docklands VIC 3000 Ph: 1300 576 282
Doctors	Clinic: Sinha J L Mr 55 Exhibition St, Melbourne, VIC 3000, Ph: 9650 1014 or 9827 2930
	Clinic: AAA Doctors 3rd Floor, 423 Bourke St, Melbourne, VIC 3000 Ph: 9642 2456
Hospital:	St Vincent's Hospital Melbourne 41 Victoria Pde, Fitzroy, VIC 3065 Ph: 9288 2211
	The Alfred Hospital Commercial Road, Melbourne, VIC 3004 Ph: 9276 2022
	The Royal Melbourne Hospital Grattan Street, Parkville, VIC, 3052 Ph: 9342 7000
Dentist	Dentist Melbourne Clinic Suite 302, 620 Bourke Street, Melbourne VIC 3000 Ph: (03) 9998 2636
Counselors	Relationship Matters 4/255 Bourke Street, Melbourne VIC 3000 Ph: 1300 543 396
Pharmacies/Chemists	Exhibition Pharmacy 7/242 Exhibition St, Melbourne VIC 3000 Ph:9662 9444
	Nova Pharmacy Shop 55 QV Retail Centre, Swanston St, Melbourne VIC 3000 Ph:9654 4470

	Melbourne City Pharmacy 7/108 Bourke St, Melbourne VIC 3000 Ph: 9639 9797
Community Health Centre	Out Doors Inc 231 Napier St, Fitzroy, VIC, 3065 Ph: 9419 381
Physiotherapist	Melbourne Sports Medicine Centre Level 4, 250 Collins St, Melbourne, VIC, 3000 Ph: 9650 9372
Religious Institutions	Anglican Anglican Church of Australia Diocese of Melbourne 209 Flinders Ln, Melbourne VIC 3000 Ph: (03) 9653 4220
	Catholic St Paul's Cathedral Melbourne Cnr Flinders St & Swanston St Melbourne VIC 3000 Ph: (03) 9653 4333
Islamic	Islamic Society of Victoria 90 Cramer Street, Preston VIC 3072 Ph: 0417 889 956
Hindu	Hindu Society of Victoria Shri Shiva Vishnu Temple 52 Boundary Rd, Carrum downs, VIC 3201 Ph: 03 9782 0878
Buddhists	Melbourne Buddhist Centre. 23 David St, Brunswick VIC 3056 Ph: (03) 9380 4303
Lawyer & Migration Agent	James Au & Associates, Suite 301, Level 3/50 Market St, Melbourne, VIC 3000, Ph: 9614 8887
Law Institute of Victoria	Level 13/140 William St, Melbourne VIC 3000, Ph: 9607 9311
Study in Australia	http://www.studyinaustralia.gov. au/
Youth Central	http://www.youthcentral.vic.gov.au/
Fair Work Ombudsman	https://www.fairwork.gov.au/



Relevant Legislation

A range of legislation is applicable to all staff and students. Information on relevant legislation can be found at the following websites.

Work Health & Safety	http://www.worksafe.vic.gov.au/
Equal opportunity	http://www.humanrightscommission.vic.gov.au/
RTO & CRICOS registration	http://www.asqa.gov.au
Educational Services for Overseas Students (ESOS)	https://www.education.gov.au/esos-framework
Department of Home Affairs Immigration and Citizenship	https://immi.homeaffairs.gov.au/
Education and Training reform Act	Education and Training Reform Act 2006 https://www.legislation.vic.gov.au/in-force/acts/education-and-training-reform-act-2006/099

It is the responsibility of all staff to ensure the requirements of relevant legislation are met at all times. Use the web sites indicated, or contact the Enrolment Officer if you require further information.

There may be additional, course-specific, legislation that is relevant. Information about this legislation will be communicated during the course.

The ESOS Fact Sheet

The ESOS International Student Fact Sheet – International education: ensuring quality and protecting students

Australia welcomes international students

Coronavirus (COVID-19) information for international students
International students are an important and valued part of Australia's world class education system. Those impacted by the COVID-19 pandemic can find a range of resources and support on the Department of Education website.

Additional information can also be found on the Study in Australia website, the official Australian Government website for international students.

Australian laws protect international students
The Australian Government wants international students to have a rewarding and enjoyable experience when they come to Australia to study. Australia offers high quality education services and protects the rights of international students to ensure you make the most of your time here.

This fact sheet contains important information for student visa holders about living and studying in Australia, including your consumer rights and responsibilities as an international student and key things you should know before and during your study.

As a student on a student visa, you benefit from Australian laws that ensure high standards of education, facilities and support services while you are in Australia. You also have rights to information about your course and the education institution you wish to study with before and during your enrolment. The Education Services for Overseas Students (ESOS) framework offers you financial protection in case your education institution does not deliver what it has promised you.

You can find out more about the framework on the Department of Education website.

Before you begin your studies

Choosing a course to study
As an international student, you can only study a course with an education institution listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). All education institutions registered on CRICOS have met the quality standards set out in Australian law, which ensures you receive the best possible education services.

CRICOS is a good place to start when you want to find a course or education institution to study with.

Using an education agent
International students **do not** have to use an education agent. You can enrol directly with an Australian education institution. Information about what education institutions offer is usually on their websites.
If you want to use an education agent, it's best to pick one used by the education institution you want to study at. You can find a list of education agents on the education institution's website.
The law requires education institutions to only use education agents that act honestly and with integrity. Agents must give you accurate advice about the courses on offer, including entry requirements, and information about living in Australia. You should still be careful and alert when dealing with agents to ensure you enrol in a course that is suitable for you and will help you achieve your learning goals.
In Australia, education agents cannot give you information on visa and immigration matters – only migration agents can do this. You can find out more about using migration agents at the Department of Home Affairs website.

If you think your education agent might be behaving dishonestly or unethically, you should stop using them immediately and contact your education institution directly.

Written agreements or contracts between the student and institution
Under Australian law, an education institution must have a written agreement with you outlining the services they will provide, all the fees you are required to pay, and conditions for refunds of money you pay for the course.

The written agreement is a legal contract. You should read it carefully and make sure you fully understand what it says before signing it. You and your education institution must follow whatever is set out in the written agreement once you have accepted it, so you should keep a copy of it. Should you ever make a complaint about your education institution, you will need to refer to your written agreement. You can find out more about making complaints on page 6 of this fact sheet, **Making complaints and getting help**.

Your rights before you enrol
Even before you enrol with an education institution, under Australian law you have the right to:

- receive current and accurate information about the courses, entry requirements, all fees and modes of study from your education institution and your education institution's agent;
- sign a written agreement with your education institution before or at the time you pay fees. You do not have to pay the education institution any money or fees until you accept the agreement;
- seek a refund in certain situations for course money you have paid. Information about refund arrangements must be included in your written agreement;
- get the education you paid for. The law includes tuition protections that will allow you to be placed in another course or receive a refund if your education institution is unable to teach your course (known as a provider default), visit the TPS website for more information;
- access complaints and appeals processes; and
- request to transfer to another education institution and have that request assessed by your education institution.

Paying your tuition fees
From 14 December 2015, changes to Australian law give international students more choice about how they pay their fees. Previously you could not pay more than 50 per cent of your fees before you started a course. Now you can **choose** to pay more than 50 per cent of your tuition fees before you start. For example, you or the person who is paying your fees may decide this is a good idea if the Australian dollar exchange rates mean you will save money by paying more of your fees early.

Your education institution may ask you if you would like to pay more than 50 per cent of your fees before you start your course. This is your choice. Your education institution cannot require you to pay more, unless you are doing a short course of 25 weeks or less. If your course is longer than 25 weeks, you cannot be asked to pay more than 50 per cent of your tuition fees before you start.

Your education institution may wish to organise a payment plan so you can start regularly paying the rest of your tuition fees once you start the course. Your written agreement should include an itemised list of all the fees you will be charged for your course, including your tuition fees, and information on how they will be paid and what refund arrangements apply.

In Australia there are also very strong protections for students' fees, which you can learn more about on **page 6** of this fact sheet under Protecting your tuition fees.

What happens if you can't start the course because your visa is refused?
If you have paid fees to an education institution and your visa is refused, you are entitled to a refund. Under Australian law, the education institution is allowed to keep either 5 per cent of the tuition fees you paid or $500, whichever is the lowest amount, and must refund you the rest.
If your visa is refused after the course was due to start, the education institution can keep tuition fees for the number of weeks that have passed since commencement and must refund you the rest of the fees.

What happens if you decide you don't want to start or continue the course?
If you change your mind and do not want to start the course, you may be entitled to a refund.
If you have a written agreement with the education institution, the amount of your refund will depend on the written agreement, which should tell you what will or will not be repaid to you.
If you do not have a written agreement, you have the right to receive some of your fees back. Under Australian law, the education institution is allowed to keep either 5 per cent of the fees you paid or $500, whichever is the lowest amount, and must refund you the rest of the tuition fees you paid them.

During your studies

Support services for you in Australia

Under Australian law your education institution must offer you support services to help you adjust to study and life in Australia, achieve your learning goals and maintain satisfactory progress in your learning. This support is available because we recognise that Australia may be a new environment for students, with different laws, culture and customs.
Your education institution must give you free information and advice on:

- support and welfare services available at the education institution;
- legal services;
- emergency and health services;
- facilities and resources;
- complaints and appeals processes;
- any student visa condition that relates to the course you are studying; and
- services international students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

Many education institutions also offer career advice services. You should ask them whether they can help advise you on working and careers.

Welfare for students under 18 years of age

If you are under 18 years of age, you will only be granted a visa if there are adequate arrangements in place for your accommodation, support and general welfare. This is for your personal safety and applies for the length of your student visa or until you turn 18.

If you are under the age of 18, your visa application must demonstrate that you will be accompanied by a parent, legal custodian or an eligible relative. If you will not be living with one of these people, your education institution can agree to be responsible for approving your accommodation, support and general welfare arrangements while you are in Australia on a student visa.

If your education institution has approved your living and general welfare arrangements, but you wish to change them, you **must** have the approval of your education institution before you do so. This is because your education institution must advise the Department of Home Affairs as soon as possible about changes to living and welfare arrangements for students under 18.

If you don't have your education institution's approval, this may be reported to the Department of Home Affairs. If this happens, you will be in breach of student visa condition 8532 and your visa may be cancelled.
Visit the Department of Home Affairs website for more information about visa requirements and welfare arrangements for students under the age of 18.

Your responsibilities as an international student in Australia

Your student visa

As an international student on a student visa, you must:

- comply with your student visa conditions;
- ensure you have and continue to maintain your Overseas Student Health Cover (OSHC) for as long as you stay in Australia on a student visa;
- tell your education institution if you change your address or other contact details;
- meet the terms of your written agreement with your education institution; and

- maintain satisfactory course progress and attendance.

Information about visa conditions for student visa holders is available on the Department of Home Affairs website, or call 131 881 on Monday – Friday from 9am to 5pm inside Australia (except public holidays).

Academic integrity and misconduct

The Australian Government and education institutions take issues of academic integrity very seriously. Education institutions have many ways of detecting cheating or plagiarism in exams and assessments.

Using ghost writing services, asking someone to take an exam in your place, or any other kind of academic misconduct will result in serious action being taken against you. Your enrolment or student visa could be affected or cancelled altogether.

If you are struggling with your studies, it's best to ask your education institution what support services they can offer you.

Your consumer rights and protections

Protecting your tuition fees

Australia is widely recognised as a world leader in protecting the tuition fees of international students through its Tuition Protection Service (TPS). The TPS assists international students whose education institutions are unable to fully deliver their course of study, and ensures that international students can either:

- complete their studies in another course or with another education institution; or
- receive a refund of their unspent tuition fees.

In the unlikely event your education institution is unable to deliver a course you have paid for, they have obligations to offer you an alternative course or, if you do not accept the alternative course, pay you a refund of your unspent prepaid tuition fees. If your education institution is unable to meet these obligations for some reason, the TPS will assist you in finding an alternative course or getting a refund if a suitable alternative is not found.

Visit the TPS website for more information. If you are a student whose provider is unable to fully deliver your course, you can call (02) 6271 3440 for assistance.

Working in Australia

Australian workplace laws provide basic protection and entitlements for all workers in Australia, including workers from overseas. International students have the **same** entitlements to minimum wages and conditions as Australian workers, as well as superannuation and workers' compensation under Australian workplace laws.

The minimum wages and conditions to which an employee is entitled are set out in awards (also known as modern awards). Awards apply to employees depending on the industry they work in or the job that they do. Awards don't apply when a business has an enterprise agreement or other registered agreement that covers the employee's working conditions. For more information on awards and agreements, visit the Fair Work Ombudsman website.

Australian laws also protect you from being discriminated against at work, for example because of your race, when you are applying for a job, about to begin a job, or any time during your employment. For more information about discrimination at work, visit the Fair Work Ombudsman and Australian Human Rights Commission websites.

The Fair Work Ombudsman (FWO) helps employers and employees to understand their rights and responsibilities at work. The FWO can also investigate suspected breaches of workplace laws. To find out what you should be paid and learn more about your minimum workplace entitlements you can visit the Fair Work Ombudsman website. You can also call 13 13 94 from 8am to 5.30pm Monday to Friday inside Australia (except public holidays). Getting help to resolve a workplace issue will **not** automatically affect your student visa.

You are limited to 40 hours of work per fortnight when your course is in session, and unlimited hours in out of session periods. This is to ensure you are mainly focused on your studies. Work conditions for student visa holders can be found on the Department of Home Affairs website.

Changing education institutions or courses
If you are not satisfied with the course you are doing and wish to transfer to another education institution, before you make the decision to enrol with another education institution you should be aware that there are rules about what you can or cannot do.

If you are a school student and want to change to another education institution before finishing the first six months of your first school course, you must seek permission from your original education institution to transfer. Six months after you start your first school course, you can change to another education institution without asking your original education institution for approval.
For all other students, if you haven't completed six months of your principal course (the final course of study you are undertaking), Australian law says that you can only change education institutions if:

- your original education institution can no longer provide the course you enrolled in;
- your original education institution says they will release you; or
- you have a government sponsor and that sponsor writes a letter saying they support you changing education institutions.

In other words, you will usually need your education institution's permission if you want to transfer before you have completed six months of your principal course.
Your original education institution can only provide a letter of release if:

- you have a letter from another education institution saying they have made you an enrolment offer; and
- where you are under 18, you have the support of your parent or legal guardian, or the education institution wishing to enrol you says they will take responsibility for your welfare.

You should read and understand your education institution's transfer policy, as it should clearly state the reasons that you may or may not be granted a transfer. Your education institution must assess or consider your request to transfer against this policy.

If you are not satisfied with your education institution's decision, you can appeal through their internal appeals and complaints handling process. If you are not satisfied with the outcome of that internal appeal process, your options are outlined in the section below.

If you are thinking about changing your course, you need to ensure that you continue to meet the conditions of your student visa. Further information about the impact of changing courses or education institutions is available on the Department of Home Affairs website.

Making complaints and getting help
If you have a complaint about your education institution, you should talk to them first. Your education institution must have complaints and appeals processes in place to help students resolve their issues.
If you cannot resolve your complaint with an education institution, there are other actions you can take. You will need to find out whether your education institution is a private or government type by searching them and looking at the **Institution type** field on the CRICOS website.

If your education institution is a private (non-government) organisation, you can make a complaint to the Commonwealth Ombudsman using the online complaint form on their website. If you are unable to complete the online form, you can contact them on 1300 362 072 from 10:30am to 3pm AEDT Monday to Friday inside Australia (except public holidays).

If you are studying with a government education institution, which includes most universities and TAFEs, the external appeal body will most likely be the ombudsman for the state/territory or Commonwealth. Your education institution can give you the best information about the appropriate external appeals process for their institution. You can find the contact details of all Australian ombudsmen on the Commonwealth Ombudsman website.

Questions?
If you have any questions or concerns that have not been answered in this fact sheet, you can submit an enquiry on the Department of Education website.

Find out more and connect on social media
Study in Australia is the official Australian Government website for international students. You can connect with it through their website, Facebook, Twitter or YouTube.

The **Fair Work Ombudsman** gives you information and advice about your workplace rights and obligations. You can connect with it through their website, Facebook, Twitter, YouTube or subscribing to email updates.



Contact Details

Who?	Why?	How?
Windsor College Australia	For policies and procedures that affect you	www.windsorcollege.edu.au
The ESOS Agency	For your ESOS rights and Responsibilities – International Students	https://www.education.gov.au/esos-framework/resources/international-students-factsheet
Department of Home Affairs (DHA) Immigration and Citizenship	For visa matters – International Students	https://immi.homeaffairs.gov.au / Phone 131 881 in Australia Contact the DHA office in your country.
Australian Skills Quality Authority (ASQA)	For information on your Vocational education and training	http://www.asqa.gov.au/for-students/for-students. html
The Commonwealth Ombudsman	For information on external complaints and appeals – International Students	https://www.ombudsman.gov.au/complaints/international-student-complaints

Resolve a problem with your Training Provider

As the National regulator of Australian Vocational Education and Training (VET) providers, ASQA uses a range of information sources to ensure that those providers are delivering quality training and assessment services to their students. One source of information is complaints that students report to ASQA. When you make a complaint to ASQA, if your complaint is substantiated, the information will be used to inform how ASQA regulates that provider. ASQA can accept certain types of complaints from both domestic (local) students and from overseas students studying in Australia on student visa. If you're a student experiencing issues with your training provider, in most cases, the best way to resolve the issue is through your provider's complaints and appeals process.

Note: That the Australian Skills Quality Authority (ASQA) is not able to act as the Independent third party for reviewing complaints. ASQA will only consider a complaint if the student includes evidence that they have already exhausted the provider's Complaints and Appeals process. The College supports the following external independent providers for this mediation service at no cost to the students.

International Students on a student Visa:
The Commonwealth Ombudsman
Website: https://www.ombudsman.gov.au/complaints/international-student-complaints

National Training Complaints Hotline
The National Training Complaints Hotline is a joint initiative between the Commonwealth, state and territory governments. Anyone with a complaint or query about the training sector now has one number to call, so they can report a complaint and have it referred to the right authority for consideration.

How to make a complaint
Consumers can register a complaint with the National Training Complaints Hotline by: Phone: 13 38 73 (please select option 4), Monday–Friday, 8am to 6pm nationally.

Other Important Information

Other Important Information that you need to be aware of:

College Notice Boards- at varying times, such as timetables, will be displayed in the student common area. It's in your interest to be aware of the location of these noticeboards and to check at regular intervals.
Facilities available at Windsor College Australia:

- Coffee, tea making facilities
- Microwave
- Computer Lab
- Wireless internet
- Weekly newspapers and magazines
- Student Services Department
- Multilingual staff

Illness and Leave from College:
If you are absent from the college on a scheduled timetable class, you will need to provide the college with a medical certificate for each day you are absent. From time to time the college will the verify the authenticity of the medical evidence provided to the college.

English Only Environment:
The College has a very strict policy for all students, that once you enter the classroom it is a English speaking only environment.

Student ID Cards:
All students will be issued with a student ID card and it is a College requirement that you have your student ID card in your possession at all times. If you lose your student card please see the Student Services department and a re-issue fee will be required.

Student Text Books:
All students must bring their required text book to class each scheduled lesson. Leaving you text book at home is not a valid excuse. If you lose your text book you will need to purchase a replacement copy from the college.

Dress Code and Personal Grooming:

- Tops and shirts must not have any large writing, slogans or offensive words printed on them
- In compliance with WHS regulations all students must wear shirts or tops with sleeves and enclosed shoes at all times

Internet and Computer usage:
Student must comply with all applicable laws and regulations and must respect the legal protection provided by copyright and licenses with respect to both programs and data. The network system available at the college is to be used for education purposes only.

Placement Partners

Cookery and Hospitality Courses

Park Hyatt Melbourne

The Prince Hotel

Sofitel

Savoy Hotel

Compass Group Australia

Pathways

SIT30821 Certificate III in Commercial Cookery

Pathways to the qualification: The preferred pathways for candidates considering this qualification includes holding a SIT20416 Certificate II in Kitchen Operations or other relevant qualification or holding vocational experience in a range of work environments in senior support roles but without a qualification.

Pathways from the qualification: After achieving SIT30821 Certificate III in Commercial Cookery, individuals could progress to undertake studies SIT40521 Certificate IV in Kitchen Management.

SIT40521 Certificate IV in Kitchen Management

Pathways to the qualification: The preferred pathways for candidates considering this qualification include holding a SIT30821 Certificate III in Commercial Cookery or other relevant qualification or holding vocational experience in a range of work environments in senior support roles but without a qualification.

Pathways from the qualification: After achieving SIT40521 Certificate IV in Kitchen Management, individuals could progress to undertake studies SIT50422 Diploma of Hospitality Management.

SIT50422 Diploma of Hospitality Management

Pathways to the qualification: The preferred pathways for candidates considering this qualification includes holding a SIT40521 Certificate IV in Kitchen Management or other relevant qualification or holding vocational experience in a range of work environments in senior support roles but without a qualification.

Pathways from the qualification: After achieving SIT50422 Diploma of Hospitality Management, individuals could progress to undertake studies SIT60316 Advanced Diploma of Hospitality Management (This course program is not available at Windsor College Australia).

BSB30120 Certificate III in Business

Pathways to the qualification: The preferred pathways for candidates considering this qualification include holding a BSB20120 Certificate II in Workplace Skills or other relevant qualification or holding vocational experience in a range of work environments in senior support roles but without a qualification.

Pathways from the qualification: After achieving BSB30120 Certificate III in Business, individuals could progress to BSB40120 Certificate IV in Business or other Certificate IV level qualifications within the BSB Business Services Training Package, or other Training Packages.

BSB40120 Certificate IV in Business

Pathways to the qualification: The preferred pathways for candidates considering this qualification includes holding a BSB30120 Certificate III in Business or other relevant qualification or holding vocational experience in a range of work environments in senior support roles but without a qualification.

Pathways from the qualification: After achieving BSB40120 Certificate IV in Business, individuals could progress to BSB50120 Diploma of Business or other Certificate IV level qualifications within the BSB Business Services Training Package, or other Training Packages.

BSB50420 Diploma of Leadership and Management

Pathways to the qualification: The preferred pathways for candidates considering this qualification include holding a BSB40120 Certificate IV in Business or other relevant qualification or holding vocational experience in a range of work environments in senior support roles but without a qualification.

Pathways from the qualification: After achieving BSB50420 Diploma of Leadership & Management, individuals could progress to BSB60420 Advanced Diploma of Leadership & Management or other Advanced Diploma level qualifications within the BSB Business Services Training Package, or other Training Packages.

BSB60420 Advanced Diploma of Leadership and Management

Pathways to the qualification: The preferred pathways for candidates considering this qualification include holding a BSB50420 Diploma of Leadership and Management or other relevant qualification or holding vocational experience in a range of work environments in senior support roles but without a qualification.

Pathways from the qualification: After achieving BSB60420 Advanced Diploma of Leadership and Management, individuals could progress and undertake studies at a higher level.

WINDSOR COLLEGE AUSTRALIA

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Registered Training Organisation Code: 41090

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