

# NSWHE

## Student Information Handbook



RTO: 45961  
CRICOS: 04094A



**Disclaimer:**

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**Acknowledgements**

*NSWHE RTO recognised the following materials a reference to the development to this resource:*

- Users' Guide Standards to the Registered Training Organisations (RTOs) 2015, Australian Skills Quality Authority, Version 2.2, October 2019
- Standards for Registered Training Organisations (RTOs) 2015
- ESOS Act 2000
- National Code 2018

## Enquiries

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## Welcome to our College

On behalf of NSWHE, I welcome you to the course of your choice and encourage you through the application of your learning. NSWHE is a Registered Training Organisation (RTO) delivering high quality accredited and non-accredited training. The College is recognised as one of the leading educational providers and all training delivered by the College meets the requirements set by the Australian National Regulator, the Australian Skills Quality Authority (ASQA) and the Australian Qualifications Framework (AQF).

*Nelson Mandela on the power of education.....*

*Education is the most powerful weapon which you can use to change the world. ...*

*The power of education extends beyond the development of skills we need for economic success. ...*

*Education is a process of "Lifelong Learning" it never stops. We learn everyday of our lives.*

This Student Information Handbook describes some of the expectations of our students. We ask all students to carefully review and familiarise themselves with this Handbook. If you have any questions about anything in this Student Information Handbook or any aspect of your education with NSWHE please don't hesitate to ask your trainer or any of our other wonderful staff.

You have chosen a course that you wish to study in and achieve a qualification.

Our trainers are quality experienced not only in education to be able to train and support you through your course. Our trainers are also industry experienced to be able to take you through the various attributes of the related study from an industry perspective. They will be able to offer great insights of the changes that occur every day within industry. As well as having an online learning system, you will be offered information and resources that will support every unit of competence you study.

Our college offers workshops from industry speakers, and these are either face-to-face or through online video sessions. Our Moodle system has many resources and additional information relating to the unit to assist you with your study through the course.

As the PRINCIPAL of the College, we will support your learning process and assist in all possible ways to help you achieve. If you need assistance, I will be your point of contact for any issues or support you need. Your trainer is there also to assist and support your learning. We wish you every success during your training and trust that the skills you take away will assist you with your future plans and aspirations.

*Welcome to our College.*

Dr Max Conway  
CEO

[info@nswinstitute.com](mailto:info@nswinstitute.com)

## Registered Training Organisation

NSWHE (NSWHE) is a Registered Training Organization (RTO), approved by Australian Skills Quality Authority (ASQA) [www.asqa.gov.au](http://www.asqa.gov.au) and compliant to the Standards for Registered Training Organization (RTO) 2015 to provide nationally accredited and recognized qualifications.

## Students

All students who attend NSWHE are referred to or recruited by and Education/ Migration Agent. If you need to find an agent, please refer to the list on our website [www.nswinstitute.com](http://www.nswinstitute.com) or Contact Us and we will refer you to a suitable organisation.

## Mission, Philosophy and Vision

**Mission** - The provision of recognised articulated pathways for international students to gain Australian National qualifications from highly qualified personnel within a diverse student environment.

**Vision** - To provide individuals the educational abilities for the utilisation of mechanisms to affect a world and an environment that they choose to participate within.

We believe that 'opportunity comes from knowledge' and hence our vision is to assist all our students in developing themselves both personally, vocationally and through higher education. NSWHE believes in a holistic approach to education. It offers students from all over the world the opportunity to develop their potential in an educational environment that is warm, friendly, exciting, and multicultural, free from discrimination and harassment.

Australia's diverse population and strong educational tradition make it particularly suited to international education and NSWHE intends to continue to be a significant contributor to Australia's continuing role as a regional leader in education.

## Ethics

NSWHE always undertakes to act in an ethical manner. All activities of NSWHE are carried out honestly, fairly, accurately to give value to our students. High standards of financial probity, marketing and advertising integrity are always maintained. Program delivery benefits students through high standards of education and training, up to date methods, quality materials and expert staff.

## Our Commitment to Quality

NSWHE is committed to excellence and consistent standards of service. To ensure a consistently high quality of service in all NSWHE activities, we have a comprehensive set of Policies and Procedures in place. We comply with the requirements of Australian Skills Quality Authority (ASQA), the National Vocational and Education and Training Regulator Act 2011, the Standards for RTOs for Registered Training Organisations (RTOs) 2015, the Australian Qualifications Framework (AQF) standards, and support the process of continuous improvement.

Our policies and procedures include all aspects of our educational services including:

- Fees and Refund procedures
- Access and Equity policy
- Attendance and Assessment policies and procedures
- Student support services
- Student transfer between providers policy and procedure
- Education Agents policy
- Non-discrimination
- Complaints and appeals

*Our Policies and Procedures may be viewed on our website [www.nswinstitute.com](http://www.nswinstitute.com).*

## Education Information for your Course

The information needed to complete the course, including all exercises, assessments and reading requirements are found in Learner Guides and Assessment Resources which will be issued through the Learning Management system (LMS) once enrolled to complete each Unit and Task.

- The work becomes more complex in higher level qualifications. Our qualifications range from Certificate IV to Graduate Diploma.
- In higher level qualifications students are required to do independent research on different topics and this includes referenced websites or literature searching.
- Assessments may also include a Project/Portfolio, this encourages reflective learning.
- The trainer may also provide handouts, case studies and additional assessment instructions from time to time. These should be used as directed by the Trainer.
- The Units of Competency for the course are listed on the course brochure. Once you have enrolled, we keep track of course progress on our Student Management System, Students have access at all times to completed and up to date assessment results.
- On-the-job and/or practical assessment is also required for most Units of Competency, and this can take several forms:
  - simulated on-job performance through competency assessments in practical workshops
  - recognition of current competency assessment by observation and challenge testing
  - audio-recorded, digital and videorecorded work performance
  - work based projects
  - work team activities

## Aims and Objectives

Our courses provide an integrated program bringing together practical work and individual study and research with simulated business practices.

Students bring their whole self to study and also to a business or work. Our courses are designed to help students use all their abilities to become competent in the chosen course.

## College contact details

Students' first point of contact is the Chief Executive Officer who can be contacted as indicated below:

Address: 51-53 Murray Street, Pyrmont NSW 2009

Phone: 02 9692 9607

Email: [info@nswinstitute.com](mailto:info@nswinstitute.com)

Hours of Operation: The College's hours of operation are: 8.00am – 9.00pm, Monday – Saturday

In case of critical incidents during non-business hours, you can contact the CEO at: [info@nswinstitute.com](mailto:info@nswinstitute.com)

## Course information

A full description of the course structure and content is given in the brochures which is located on our website at [www.nswinstitute.com](http://www.nswinstitute.com).

## Courses offered

BSB50420 Diploma of Leadership and Management – 52 weeks

BSB80320 Graduate Diploma of Strategic Leadership – 52 weeks

ICT50220 Diploma of Information Technology – 78 weeks

10773NAT Certificate IV of TESOL – 52 weeks

## Entry Requirements

NSWHE has the following entry requirements.

- International students over 18 years old
- International students will have an IELTS score of a minimum of 5.0 or equivalent to enter Certificate IV level.
- International students will have an IELTS score of a minimum of 5.5 or equivalent to enter Diploma and Graduate Diploma level.
- Test results must be no more than 2 years old.
- GTE and SOP or Pre-Enrolment Questionnaire.
- If students enrolling in the Graduate Diploma course do not have a Bachelor and or 2 years' work experience, they must have an interview to ensure ability and readiness to complete the course.
- All students are required to complete a Language Literacy and Numeracy (LLN) Skills Assessment.



For student visa applications, the table below outlines the minimum scores accepted for each test.

English language provider test	Minimum test score	Minimum test score where combined with at least 10 weeks ELICOS	Minimum test score where combined with at least 20 weeks ELICOS
International English Language Testing System	5.5	5	4.5
*Test of English as a Foreign Language (TOEFL) paper based	527	500	450
TOEFL internet-based test	46	35	32
Cambridge English: Advanced (Certificate in Advanced English)	162	154	147
Pearson Test of English Academic	42	36	30
Occupational English Test**	Pass	Pass	Pass

## Language Literacy and Numeracy (LLN)

NSWHE ensures that each student who enrolls in a course as per the scope of registration is placed into an LLN Assessment Skills Test. This is completed at Orientation to confirm the student is capable of completing the course and at the correct level of AQF. If the student's LLN assessment shows learning difficulties an intervention strategy will be commenced. This may include English language remedial help or other assistance as appropriate.

## Mode of Study

Face to Face for 14 hours per week and 6 hours of online study per week.

## Course durations (Volume of Learning)

The arrangements for completing the course requirements are very flexible and will allow students to structure learning around the demands of life. A constant feedback process is used to monitor course progress.

People learn at different speeds and where one student may have a natural ability to learn one set of competencies quickly, but be slower at acquiring others. Generally speaking, it is advised that all full-time course work be completed within a reasonable time frame.

Students are required to submit work regularly at a rate of not less than a study module or unit per month or two months, and certainly within three months. If circumstances will prevent a student from completing the course requirements within these timeframes, they should notify the RTO and discuss options for completion at a different pace.

## Amount of Training required

If students come with prior study or workplace experience, they may be able to complete a course in a faster time frame. The experience and prior learning for the course can be discussed during the enrolment process.

NSWHE administration will ask for the student's USI and transcript – this transcript can assist a student in respect of any Credit Transfers from previous courses.

## Competency Standards

Courses we deliver state the outcomes expected from students and Trainers deliver training and skill development to meet these competencies and then assess these competencies. The emphasis has been taken away from what the teacher or trainer does. Accredited courses must now be stated in terms of what the student is expected to achieve at the end of the training.

The language of training may seem a little formal and confusing, but it should make it easier for you to build a skills profile for your chosen profession:

- a **competency** is the skill or knowledge that applies to work functions and roles.
- **assessment criteria** are the evidence that must be present to show that a student can both do and repeat the skill.
- a **standard** is the level which is expected to be performed for the skill.
- **performance criteria** are the elements that must be taken into account when judging practical work.

Students are encouraged to keep a portfolio of all work completed which will allow it to be used to show employers or when applying for other courses.

## Unique Student Identifier (USI)

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

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

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

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

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

## Student Orientation

All starting students will be taken through a College orientation conducted by PEO or delegate. It is essential for students to attend this session to understand NSWHE's academic system and familiarise themselves with College facilities and services.

Students are required to bring their passport or other valid forms of ID at this time in order to make identification for their student card. During orientation, all queries regarding course structure and timetables will be answered. The orientation is conducted on the first day of class or as soon as possible within a week of commencing the course.

### First Day of Class

On the first day of class trainers will:

<ul style="list-style-type: none"><li>• Check the names, student number and registration of each student</li></ul>	<ul style="list-style-type: none"><li>• Ask students to sign documents required to finalise enrolment</li></ul>
<ul style="list-style-type: none"><li>• Direct all students not on the roll to the PEO</li></ul>	<ul style="list-style-type: none"><li>• Ascertain, through discussion, the learning and assessment needs of the students.</li></ul>
<ul style="list-style-type: none"><li>• Explain the attendance and results recording procedure to be used</li></ul>	<ul style="list-style-type: none"><li>• Identify possible English problems and refer to PEO</li></ul>
<ul style="list-style-type: none"><li>• Provide each student with a Subject Outline (includes subject aim, learning outcomes, delivery and assessment strategies, resources) and explain the outline to the students</li></ul>	<ul style="list-style-type: none"><li>• Start training</li></ul>

## Orientation

### Introduction

- Welcome to the College by Principal Executive Officer or their representative.
- Tour of the College and Emergency and Evacuation Procedures, Assembly point and Work Health and Safety.
- Power point slideshow

### College Information and Documentation

- Student review of the Student Handbook. The handbook is discussed, and students invited to ask questions and clarify all points. Students sign back page (acknowledgement of understanding) of the handbook.
- Student ID cards
- Student contact noted into Change of Details forms
- USI confirmed
- Rules and responsibilities of students at our College
- Resubmissions of assessment tasks and costs
- Plagiarism and paraphrasing
- Word count for answering assessment questions
- Login into computers and ID issued to students

**Students are directed specifically to the following information to adjust to life in Australia:**

- Information with Living in Australia
- Student Safety
- Sydney Transport, trains, buses, ferries, taxis.
- City Library information
- Accommodation options
- Legal Services
- Emergency Health Services

**Other policies and procedures**

- Complaints and Appeals processes
- Attendance and Academic requirements as per Visa Condition.
- Facilities / resources inclusive of main point of contact at College + Student Support services (counsellor details)
- Visa requirements
- Some important information regarding immigration requirements
- Working regulations under student visa
- Information about Overseas Student Health Cover (OSHC)
- Introduction to Australian Health system

**Students registered into classes.**

**Students provided with the following information:**

- Academic Calendar
- Course information
- Trainer and Assessor introductions
- Student Support Information
- Complete the Student induction Declaration

## **International Students**

NSWHE is bound by the Education Services for Overseas Students (ESOS) Act and the National Code (2018) when dealing with international students. International students are also expected to abide by all current legislative requirements.

<https://www.legislation.gov.au/Details/F2017L01182>

## **Student Visa Requirements**

- Students must abide by visa conditions, or the student visa could be cancelled. Different visa conditions apply to family members.
- You can check your visa conditions in Visa Entitlement Verification Online (VEVO):  
[https://www.border.gov.au/Busi/visas-and-migration/visa-entitlement-verification-online-\(vevo\)](https://www.border.gov.au/Busi/visas-and-migration/visa-entitlement-verification-online-(vevo))
- You must comply with the state and territory laws of Australia.

## Attendance and Academic Progress Requirements

Students who are in Australia on student visa are required to:

- Attend NSWHE for 20 hours of supervised tuition per week; and
- Maintain a satisfactory academic record at all times i.e., such that at their current rate of academic progress (in excess of 50% success) they will be able to complete their course by their due completion date.

All students are required to abide by all legislation and NSWHE terms and conditions.

Illness or other excused absences must be supported by documentary proof. These should be submitted as soon as possible after the absence and be available to submit to Department of Home Affairs (DHA).

All international students need to be reminded that DHA will want to see evidence of average course attendance - including start and finish dates as well as academic performance (i.e., academic transcripts) in excess of 50% success for visa maintenance and extensions. In addition to that students must notify the College of the change of contact details as soon as they occur and make sure that they have valid visa at all the time. As part of the supervision of overseas students on student visas NSWHE must notify DHA about student failure to maintain satisfactory academic progress via the Provider Registration and International Students Management System (PRISMS). <https://prisms.education.gov.au>

## Work Conditions for Student Visa Holders

Student visa holders have permission to work included with the visa. Students and their families must not breach the work conditions that apply to their student visa.

Students cannot work until the course has commenced in Australia. Once your course has commenced students are permitted to work a maximum of 48 hours per fortnight when the course is in session, and unlimited hours when the course is not in session. <https://www.education.gov.au/rights-international-students-work>

Work that is a formal registered part of the course is not included in the limit of 48 hours per fortnight.

Voluntary, unpaid work, is not included in the limit of 48 hours per fortnight if it:

- Is of benefit to the community
- Is for a non-profit organisation
- Is genuinely voluntary (that is, you are not paid either in cash or other—board and lodging is acceptable).

If the voluntary work could have been undertaken by an Australian resident who would have received a wage, then this is included in the 48 hours.

## Family Members Granted Permission to Work

### Family Members

- Must not start work until the primary visa holder has commenced their course in Australia; and
- Can work up to 48 hours per fortnight.

A fortnight is a period of 14 days commencing on any Monday and ending on the second following Sunday.

An example of how 48 hours a fortnight is calculated: After their course has commenced, a student visa holder works the following numbers of hours over a four (4) week period:

- Week one (1) - 15 hours work
- Week two (2) - 25 hours work
- Week three (3) - 25 hours work
- Week four (4) - 10 hours work

In the fortnight comprising weeks one (1) and two (2) above (40 hours worked in that 14-day period) or in the fortnight comprising weeks three (3) and four (4) above (35 hours worked in that 14-day period), the work condition is not breached. However, the student visa holder has breached their work condition in the fortnight comprising weeks two and three above (50 hours worked in that 14-day period). Students found to have breached their work conditions might be subject to cancellation of their visa.

## Tax File Number

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

## Overseas Student Health Cover (OSHC)

Students can select an approved OSHC provider and pay for the policy. NSWHE will only refer to providers below as students must to complete this task as an individual.

If an education agent arranges the OSHC coverage, students need to know the name of the health insurance provider, the date that the policy starts and finishes and should be aware of the terms and conditions of the policy. Students will also need to know the policy number to include in the visa application.

You do not need OSHC if you are:

- a Norwegian student covered by the Norwegian National Insurance Scheme
- Swedish student covered by Kammarkollegiet
- a Belgian student covered under the Reciprocal Health Care Agreement with Australia

<b>AHM</b>	<a href="http://ahmoshc.com/english.aspx">http://ahmoshc.com/english.aspx</a>
<b>NIB</b>	<a href="http://www.nib.com.au/overseas-students">http://www.nib.com.au/overseas-students</a>
<b>Bupa</b>	<a href="http://www.bupa.com.au/health-insurance/cover/oshc">http://www.bupa.com.au/health-insurance/cover/oshc</a>
<b>Medibank</b>	<a href="http://www.medibank.com.au/oshc/">http://www.medibank.com.au/oshc/</a>
<b>Allianz (Worldcare)</b>	<a href="https://www.oshcallianzassistance.com.au/">https://www.oshcallianzassistance.com.au/</a>
<b>Compare All</b>	<a href="http://www.bupa.com.au/health-insurance/cover/oshc">http://www.bupa.com.au/health-insurance/cover/oshc</a>

## Financial Capacity Requirements

You need to have enough money that is genuinely available to you, to pay for your course fees, and travel and living costs for you and your accompanying family members while you are in Australia.

You might need to provide evidence of your financial capacity with your visa application. Check the Document Checklist Tool (disclaimer) to find out the evidence you need to provide. - <https://www.homeaffairs.gov.au/>

If the Document Checklist Tool lists evidence of financial capacity as a requirement, it must be included at the time of lodgement, or your visa application could be refused without requests for further information. If you do not need to provide this evidence with your application, we have discretion to ask you for this during the application process.

If you need to provide evidence of financial capacity, you will be able to demonstrate this by providing one of the following:

- **Evidence** of funds to cover travel to Australia and 12 months' living, course and (for school aged dependants) schooling costs for the student and accompanying family members
- **Evidence** that you meet the annual income requirement

## Change of Student Contact Details

Students are obligated to keep NSWHE informed of their current contact details and to inform NSWHE immediately of any change in these details. Students should be advised that if they do not receive any College or authority correspondence due to incorrect contact details at NSWHE, they are fully responsible.

## Student Welfare & Guidance

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

- a) Student support services available to students in the transition to life and study in a new environment;
- b) Legal services;
- c) Emergency and health services;
- d) Facilities and resources;
- e) Complaints and appeals processes, and
- f) Any student visa condition relating to course progress and/or attendance as appropriate.

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

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

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

NSWHE has designated members of staff or members of staff to be the official point of contact for students. The student contact officer in the first instance is College Reception who will immediately refer the individual to the Training Manager or the most senior Staff/Administrative Member, on site at the time, and they will have access to up-to-date details of the College's support services.

NSWHE has enough student support personnel to meet the needs of the students enrolled with the College.

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

<b>Problem</b>	<b>Website</b>	<b>Phone no</b>
Alcoholism	<a href="http://www.aa.org.au">www.aa.org.au</a>	1300 222 222
Anxiety (including phobias & Obsessive-Compulsive Disorder)	<a href="http://www.health.nsw.gov.au/">http://www.health.nsw.gov.au/</a>	9391 9000
Asthma	<a href="https://asthma.org.au/">https://asthma.org.au/</a>	1800 278 462
Consumer credit and debt	<a href="https://financialrights.org.au/">https://financialrights.org.au/</a>	1800 007 007
<b>Crime stoppers (report crime anonymously)</b>		1800 333 000
Crisis counselling (Wesley Mission)	<a href="https://www.lifeline.org.au/">https://www.lifeline.org.au/</a>	13 11 14
Depression (National Initiative)	<a href="http://www.beyondblue.org.au/">http://www.beyondblue.org.au/</a>	1300 22 4636
Disabilities	<a href="http://www.ideas.org.au/">www.ideas.org.au/</a>	1800 029 904
Domestic violence	<a href="https://www.1800respect.org.au/">https://www.1800respect.org.au/</a>	1800 737 732
Drug addiction: Narcotics Anonymous	<a href="http://www.na.org.au">www.na.org.au</a>	1300 652 820
Drugs and mental health	<a href="https://positivechoices.org.au/">https://positivechoices.org.au/</a>	1800 250 015
Families & friends with mental illness	<a href="https://www.sane.org/">https://www.sane.org/</a>	1800 18 7263
Eating disorders	<a href="https://thebutterflyfoundation.org.au/">https://thebutterflyfoundation.org.au/</a>	1800 33 4673
Eczema	<a href="http://eczema.org.au/">http://eczema.org.au/</a>	1300 300 182
<b>Emergency services (police, fire, ambulance)</b>		000
Epilepsy	<a href="http://www.epilepsy.org.au/">www.epilepsy.org.au/</a>	1300 374 537
Family planning information	<a href="http://www.fpnsw.org.au/">http://www.fpnsw.org.au/</a>	1300 658 886
Gambling Counselling	<a href="https://www.gambleaware.nsw.gov.au/">https://www.gambleaware.nsw.gov.au/</a>	1300 858 858
LGBTQIA+ Support Services	<a href="https://gendercentre.org.au/">https://gendercentre.org.au/</a>	
Grief support	<a href="https://grief.org.au/">https://grief.org.au/</a>	1800 222 200
Hepatitis C	<a href="https://www.hepatitisaustralia.com">https://www.hepatitisaustralia.com</a>	1800 437 222
HIV/AIDS	<a href="http://www.afao.org.au/">http://www.afao.org.au/</a>	9557 9399
Telephone Interpreter Service	<a href="https://www.tisnational.gov.au/">https://www.tisnational.gov.au/</a>	131 450
Legal information and advice	<a href="https://www.legalaid.nsw.gov.au/">https://www.legalaid.nsw.gov.au/</a>	1300 888 529
Mental health advice	<a href="https://wayahead.org.au/">https://wayahead.org.au/</a>	1300 794 991
<b>Poison Information Centre</b>		131 126
<b>Police Assistance Line (non-emergency)</b>		131 444
Pregnancy counselling	<a href="https://pregnancyhelpaustralia.org.au/">https://pregnancyhelpaustralia.org.au/</a>	1300 139 313
Rape Crisis Centre	<a href="http://www.nswrapecrisis.com.au/">www.nswrapecrisis.com.au/</a>	1800 424 017
Relationship counselling	<a href="http://www.interrelate.org.au/">www.interrelate.org.au/</a>	1300 473 528
Schizophrenia	<a href="https://www.onedoor.org.au/">https://www.onedoor.org.au/</a>	1800 843 539
Smoking - Quitline	<a href="https://www.icanquit.com.au">https://www.icanquit.com.au</a>	13 78 48
Suicide Prevention	<a href="http://www.beyondblue.org.au/">http://www.beyondblue.org.au/</a>	1300 22 4636
Victims of crime support	<a href="http://victimsocrime.com.au/">http://victimsocrime.com.au/</a>	1800 000 055
Women's refuge referral service	<a href="https://www.womenscommunityshelters.org.au/">https://www.womenscommunityshelters.org.au/</a>	1800 152 152



## **Fees for Welfare Services**

Internal counselling services and referrals to external services will be provided at no additional fee to students. External services may incur fees and the College will support the student financially for visits as negotiated with the provider.

## **Student Support Services**

### **Academic and Vocational Counselling**

Students may receive academic or vocational counselling from the College, instructors or other qualified person. Trainers will monitor student progress and provide counselling or support as appropriate, and where needed refer the student to the PEO, depending on the nature of the problem.

### **Personal Counselling**

Students experiencing distress or discomfort are invited to approach either of the PEO who will treat each case confidentially and refer the student to the most appropriate agency for assistance with whom the student considers they will feel comfortable with. Where necessary the PEO will assist the student to access external professional assistance as required. All staff will always treat clients with courtesy and empathy.

The College offers external services via a counselling service – this service is a payable program by the College and will be provided onsite - Contact PEO for details.

### **Students with special learning needs**

If you have any special learning difficulties or needs, please contact the PEO as we can make arrangements to provide you with support. You may elect to complete a special self-test to highlight areas of difficulties with language, comprehension or numeracy which will help us decide how best we may assist you with your learning.

We are able to assist you by providing mentoring or adjusting assessments for your special needs. Where the issue is one where we feel we are not able to provide you with the specialist help you require, we will refer you to people who can help you.

Help with Foundation Skills are integrated into course work and many assessment tasks help you develop:

- Reading and comprehension
- Communication with others, both orally and in writing
- Interacting with others
- Work planning and solving problems

The College also offers a link to a counsellor if you are seeking assistance and would like a referral to a qualified counsellor. This service is offered through our college and by speaking to the PEO and arrangement can be set up for you to speak to the Counsellor and the college will pay for the service.

## **Mentoring and additional assistance**

We provide mentoring to help you with any issues you may have regarding your course work. This can be arranged in person for you by speaking to the PEO. You can also contact us by telephone, email or mail at any time during business hours and we will respond as soon as possible. We also use Skype / Zoom and also with our LMS to keep in touch with distance students, and you can get practical demonstrations this way. The use of webinars allows us to share 'real-time' discussions, group tutorials and alternatives to workshops.

## **Identification of At - Risk Students**

At-risk students are addressed through several intervention strategies. Students are categorised as being at-risk if they:

- Have failed half or more of their units in a given teaching period; and/or
- Have failed the same unit twice; or
- Demonstrate difficulty with set diagnostic assessment pieces early in each teaching period.

Intervention can also be triggered through a student's referral from the individuals below:

- The student themselves.

This intervention strategy includes provision for:

- Where appropriate, advising students on the suitability of the course in which they are enrolled;
- Assisting students by advising them of opportunities for a student to be reassessed for tasks in units or subjects where they have previously been assessed Not Competent (NS/NC) or demonstrate the necessary competency in areas in which they not previously been able to demonstrate competency.

## **Activation of Intervention Strategies (Study Plan) & Identification Intervals**

Students identified as requiring intervention will be contacted by their respective trainers by telephone in the first instance or by letter in the second, and an interview organised to determine an action plan at the earliest convenience.

The second (2<sup>nd</sup>) stage of intervention will be immediately implemented if a student is deemed by their trainer to be unresponsive to the strategy and therefore the PEO will conduct an interview and determine a forward progress plan or alternative strategies such as suspension or cancellation.

## **Intervention Strategy (Study Plan)**

Intervention Strategy (Study Plan) developed by trainers and/or the PEO will involve the student undertaking remedial work to assist in gaining competency. Remedial tasks may be conducted at the College or at a student's convenience dependant on the task required. This service will be provided at no additional cost to the student unless it conflicts with the reassessment fee structure.

# Code of Practice for Students

## Meeting Student Expectations

Regarding policies and procedures, students can expect that NSWHE will:

- Ensure that all admission, selection, enrolment, assessment and academic progress policies and procedures are valid, explicit, fair and reliable;
- Guarantee that changes to courses, administrative procedures and regulations will not be made without appropriate notice and will not disadvantage currently enrolled students provided that satisfactory academic progress is made;
- Ensure that complaints and grievances are dealt with quickly and satisfactorily in accordance with procedures;
- Provide a healthy and safe environment in accordance with NSWHE WHS policies and procedures; and
- Comply with the privacy act and the freedom of information act and ensure that students have access to information held about them in accordance with these acts.

NSWHE will provide students with timely and accurate information as follows:

- Clear statements of the objectives, goals and assessment details of all subjects offered at the commencement of study in those subjects.
- Access to accurate and clear information about financial costs and available support services to enable students to make an informed choice about their applications for study.
- Access to accurate and timely information about subjects and courses including subject objectives, course content, assessment, workloads and attendance requirements.
- Dissemination of results within a reasonable time of completion of subjects or units of study and feedback on those results by teaching staff.

NSWHE will assure the quality of its programs of study through:

- A teaching and learning environment that meets quality standards for its courses, its teaching and its physical and academic infrastructure;
- A study environment in which students can engage in rational debate and freely express alternative points of view in that debate; and
- Reasonable access for students to academic staff for individual consultation, support, and guidance.

NSWHE will enable student participation and feedback through:

- Allowing for, and encouraging considered feedback on students' teaching and learning experience in subjects and courses;
- Incorporating student feedback into NSWHE's continuous improvement cycle; and
- Providing for the representation of students on relevant decision-making committees.

NSWHE will ensure students' human rights by:

- Providing a study environment that is free from harassment, discrimination and abuse of power, and one which respects the privacy of individuals;
- Treating students with courtesy and respect;
- Providing equitable treatment irrespective of gender, sexual orientation, race, ethnic or cultural background, disability, marital status, age or political conviction; and
- Allowing students to express dissent or political and religious views and to engage in peaceful protest, subject to complying with the laws of Australia and not endangering the safety of other students, staff or members of the community.

## Student Responsibilities

During their time engaged in NSWHE activities, NSWHE expects students to assume the following responsibilities:

Regarding policies and procedures, students must:

- Ensure that they are aware of, and understand the policies and procedures concerning their enrolment and use of NSWHE facilities and any property or facilities used by NSWHE to deliver activities, and to comply with NSWHE rules and policies and procedures as contained in the NSWHE Student Handbook and on the NSWHE web site;
- Respect all NSWHE property and facilities, including the library and computing resources and to respect the rights of others to use these facilities;
- Maintain academic integrity; and
- Not engage in frivolous complaints or grievances where there are no demonstrable or substantiated grounds for complaint.

Regarding timely and accurate information, students must:

- Attend classes and submit work in a timely manner; and
- Supply accurate and timely personal and other information to NSWHE, recognising that NSWHE is required to comply with the privacy act and the freedom of information act.

Regarding their educational experience, students must:

- Be well informed about course requirements and to plan appropriately;
- Take joint responsibility for their learning and to accept responsibility for moving towards intellectual independence.
- Monitor their own progress in the teaching and learning environment and academic program, in the context of reasonable access to academic staff for assistance and to the various academic support services;
- Prepare for and actively participate in learning experiences such as discussion and debate;
- Incorporate feedback into their learning experience, and be aware of the specific rules and course requirements applying in the school of their course of study; and
- Conduct themselves in a professional manner while undertaking professional placement and fieldwork and respect the confidentiality of client or commercial information made available to them as part of their placement.

With respect to participation and feedback, students must:

- Provide considered and honest feedback to NSWHE and its staff on the quality of teaching and services; and
- Participate actively in and contribute to the committees on which they are representatives or members.

With respect to human rights, students must:

- Treat staff and other students with respect and courtesy;
- Treat other members of NSWHE equitably irrespective of cultural background, disability, gender, sexual orientation, marital status, age or political conviction;
- Respect the rights of other members of the NSWHE community to express dissent or different political or religious views, subject to those actions or views complying with the laws of Australia and not endangering the safety of other members of the community;
- Show awareness of and sensitivity towards other cultures; and
- Respect the opinions of others and to engage in rational debate in areas of disagreement.

## Standards of Behaviour

This Code of Conduct establishes the following standards of behaviour for students while they are studying at NSWHE. At all times students must:

- Follow all NSWHE regulations and requirements and respond to all lawful and reasonable directions from staff;
- Be aware that all forms of academic dishonesty or misconduct are unacceptable and that NSWHE may take measures to test compliance;
- Use all equipment and resources appropriately, legitimately and safely following all work health and safety requirements; and
- Follow the recognised policy and procedures for grievances complaints and resolutions.

These Standards also establish any of the following behaviour as unacceptable:

- Wilful unlawful and/or violent and/or unsafe disruptions of teaching, tutorials, lectures, periods of instruction or other learning-based activities;
- Bullying, assaulting, harassing, intimidating or displaying aggressive, disruptive or ill-mannered behaviour towards others;
- Interfering with, or causing wilful or negligent damage or defacing to any NSWHE property;
- Theft of NSWHE or any personal property;
- Attending under the influence, or in possession, of alcohol, drugs or any prohibited substance;
- Attending with weapons or items likely to cause harm or intimidation to others at any time;
- Smoking within five (5) metres of building openings, air-conditioning intakes, gas storage areas or upon any external stairways or balcony; and
- Discriminating against anyone on the grounds of gender identity, sexual orientation, lawful sexual activity, marital, parental or carer status, pregnancy, breastfeeding, age, physical features, impairment, race, ethnicity, political or religious belief or activity, or industrial activity, health status, both known or presumed, including HIV, viral hepatitis or STI status, or engagement in sex work or illicit drug use.

## Breaches of the Code of Conduct

Students who breach the standards of this Policy may be subject to disciplinary action through the NSWHE's Counselling & Discipline Policy and Procedures.

Serious breaches may involve permanent expulsion from NSWHE and, in cases of suspected criminal activity, may involve referral of the matter to the relevant law enforcement authorities.

# Assessment

## Process

Each qualification offered by NSWHE includes a required package of Units of Competency (subjects) which can be reviewed on the website [www.nswinstitute.com](http://www.nswinstitute.com). Each Unit of Competency (UOC) includes multiple assessment methods. These methods include:

- Written Assignments; and/or
- Projects; and/or
- Role Play; and/or
- Demonstration/Presentation including Observation; and/or
- Question and Answer.

Each individual course assessment method explanation can be requested by contacting [info@nswinstitute.com](mailto:info@nswinstitute.com) and the explanation will also be supplied at your orientation. A delivery strategy adopted by NSWHE is that each UOC, including assessment methods, will be presented at the commencement of training delivery and student will be required to acknowledge this.

## Resubmissions

Resubmission of assessments relates when the Assessor has asked for a rework of the assessment task. Students can resubmit twice for free. Each subsequent resubmission is at a cost of \$50 per submission per Task of the Unit of competence. If the task or unit is not completed as Satisfactory after all tasks have been submitted four times students must re-enrol at a cost of \$400 per unit.

The assessor checks the assessment documents for plagiarism after being submitted to the assessor. It is a requirement that the assessments must NOT record over 20% of plagiarised work before being submitted to the assessor for marking.

Our college offers a support for any issues that arise with the LMS, please email [info@nswinstitute.com](mailto:info@nswinstitute.com)

## Assessment Responses from Students

It is important to understand the instructions for each task. Each course level requires a certain amount of writing to be completed for the questions.

### Example:

Certificate II level course the word count for each answer should be around 50 words

Certificate III level course the word count for each answer should be around 100 words

Certificate IV level course the word count for each answer should be around 150 words

Diploma level course the word count for each answer should be around 250 words

Advanced Diploma level course the word count for each answer should be around 500 words

It is important to read the instructions for the question – if the says write a paragraph and give examples, make sure you do this or you may have to redo your answers.

Make sure that your answers are in your **own words** (paraphrased) and do not cut and paste and answers from

- Internet
- Student Guide
- Other people's work

## Definitions

**Cheating** - This is the use of any means to gain an unfair advantage during the assessment process. Cheating may include copying a friend's answers, using mobile phones or other electronic devices during closed book assessments, bringing in and referring to pre-prepared written answers in a closed book assessment and referring to texts during closed book assessments amongst others.

**Plagiarism** - Plagiarism is the submission of somebody else's work as if it was the student's own. This may include copying all or part of another person's thoughts or ideas and representing them as your own. If a student fails to identify the original source of some or all the submission this also constitutes plagiarism. If a student copies another student's work and passes this off as their own, then this is also a form of plagiarism and cheating.

During assessment students will read about ideas and gather information from many sources. When students use these ideas in assessments, they must identify who produced them and in what publications they were found. If students do not do this, they are plagiarising. If students are including other people's work in submissions e.g., passages from books or websites, then reference should be made to the source.

**Collusion** - This is the presentation by a student of an assignment as his or her own which is the result of unauthorised collaboration with another person or persons. Collusion involves the cooperation of two or more students in plagiarism or other forms of academic misconduct or cheating. Both collusion and plagiarism can occur in group work.

## Issuance of Qualifications

*Qualifications for accredited courses are nationally recognised under the Australian Qualifications Training Framework and may provide pathways to further education with other VET providers or Universities. Upon successful completion of all the requirements of a course of study, students are eligible to receive their Qualification or Statement of Attainment.*

Upon exit, if students do not complete all required subjects at competent level, they will not be eligible to receive a Certificate. They will, however, be eligible to receive a Statement of Attainment for their successes.

AQF certification documentation is required to be issued to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete and providing all agreed fees the learner owes to the RTO have been paid.

All qualifications and statements of attainment issued will be issued without alteration or erasure and be identified by a unique College student number – printed on the qualification or statement. NSWHE will maintain a record of all qualifications issued for a period of 30 years.

## Lost testamurs

If you lose your copy of the qualification, we can replace it providing you give us proof of identity and pay an administrative fee of \$100. The fee may be waived testamurs lost in natural disasters.

# Recognition of Prior Learning (RPL) and Exemptions

## Recognition of Prior Learning

Students may apply for RPL based on previous and/or current work experience, life experience or non-accredited training. Only the supervising trainer as the course PEO may validate an RPL status. Students are required to indicate their intention to apply for RPL upon enrolment and complete the RPL Information kit which is available at reception. Students will be informed in writing as to the results of their application and if any further evidence is required.

## Exemptions and National Recognition

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

The granting of RPL will reduce course length. Any adjustments to course price due to RPL or exemptions must go through the PEO only. Forms are available at the College Reception or on the website at <https://www.nswinstitute.com>

*RPL attracts a skills assessment fee of \$150 that is non-refundable if you do not pass the Skills Analysis. If you pass the skills analysis for the RPL then the \$150 is part of the full course RPL cost.*

## Work Health and Safety

RTO maintains a strict adherence to the principles of Duty of Care to its staff, students and all clients who use the facilities we operate or hire for our administration, classes, workshops and seminars.

We have an impeccable health and safety record, and we count on you to help us maintain this. We operate under a formal safety plan that requires all staff and students to remain vigilant of environmental conditions that pose a health and safety risk and to report any likely cause of accident and injury immediately to minimise risks.

If at any point during the course you, your trainer or assessor deems that you are at risk in undertaking an activity, then the activity will be stopped.

## Critical Incidents

Refer to Policy on website [www.nswinstitute.com](http://www.nswinstitute.com) - This Policy relates to critical incidents directly involving staff and/or students on any campus which impact not only on the individual but also on other member of the College community.

## Locate a First Aider

At the administration/reception office



## Our Facilities and Resources

Our classrooms are modern, spacious, air-conditioned and have good lighting. They have computers for shared use. They are fitted with data projector, TV's, and furniture for both teachers and students.

General facilities for students include:

- Modern classrooms
- Library
- Common area including computers
- Kitchenette and breakout area
- Free Wi-Fi

### Toilets

Toilets are located near the elevators. Male Toilet is next door to lift 1; Female Toilet is next door to the lift 3.

### Lunch Room

The student amenities area (lunch and recess area) is located nearby the exit door. (Opposite classroom 4)

It has a fridge, microwaves, and sink. Students can bring food from home and use the facilities.

There are plenty of tables and chairs and some lounges to relax in.

Remember to clean up after you eat and to use the rubbish bins provided.

### Library

Student library is located on the right corridor (Opposite classroom 8).

Open Monday to Friday 8 am to 8 pm.

Students are welcome to borrow from the library by signing out using the sign out book at reception.

Feel free to donate items to the library that your fellow students may find useful.

### Computer

The student computers are located in Classrooms & the entrance corridor.

Computers can be used Monday to Friday 8 am to 8 pm

Computers all have internet access and Microsoft Office – Word, Excel, and PowerPoint

### Free Wi-Fi

We offer free Wi-Fi for students within the college.

### Photocopying and printing

A photocopier and printer are available for students to photocopy or print. (Fees apply, Photocopying / Printing (B/W)

\$0.20 per page, Photocopying / Printing (Colour) \$0.40 per page)

## Rules Ensuring Comfort & Convenience

As NSWHE is a place for training and learning certain rules apply, during the conduct of courses, for the convenience and comfort of all students and staff. Compliance with rules is a condition of entry to NSWHE.

### **Alcohol**

Alcohol is NOT permitted on NSWHE premises. It being an educational Institution, the influence of alcohol spoils the learning environment of the Institution.

### **Smoking**

NSWHE is a NON-SMOKING workplace, and we ask for your assistance not to smoke on college premises or within the building.

### **Drugs**

You must NOT bring drugs to NSWHE. Anybody found doing any sort of dealing with drugs will be expelled from the Institution and will be reported to the police.

### **Spitting**

Spitting is NOT allowed in public places in Australia. It is against the law, and you can be fined if you are caught spitting.

### **Firearms and Knives**

It is against the law in New South Wales to carry firearms or knives at the public places. You must NOT bring any firearms, knives or any kind of weapons to NSWHE. Anybody found with any sort of weapons will be expelled from the Institution and will be reported to the police.

### **Dress**

Dress should be neat and tidy, giving a professional look to students. Revealing clothing, or any clothing considered by management to be offensive will not be allowed.

### **Mobile Phones**

All mobile phones should be switched off during class or any seminar. You can use the mobile phones out of class sessions, during the breaks and in the common room.

### **Litter**

Please use the rubbish bins provided for the litter.

### **Other Important Tips**

Never leave your belongings unattended. In case anything is lost, check at Reception and in the student room. Keep NSWHE premises clean and do not write anything on the walls or on the desks. All students are required to leave NSWHE premises in neat and tidy condition.

## Evacuation of Buildings

### FIRE/SMOKE OR IMMEDIATE EMERGENCY CONDITIONS

All students are to follow three primary safety principles during any emergency:

- Follow the instructions of Public Safety and Fire or Police Department personnel and College staff.
- **DO NOT PANIC**
- **DO NOT USE ELEVATORS**

If an emergency condition arises here is what to do:

#### If you hear the fire bell

- **Don't panic**
- **Listen for a warning that the alarm may only be a test**
- If requested to evacuate remain calm and proceed with orderly evacuation
- Follow College staff to the exit signs and use the **Fire Exit stairwells only**
- Go to the designated safety area and wait with staff and students
- Your trainer will check your name against the class roll
- **NEVER USE THE ELEVATORS UNLESS DIRECTED BY FIRE DEPARTMENT**
- **Do not return to fire/smoke floor until instructed to do so.**

## Privacy

NSWHE will follow the 10 national privacy principles in the handling of personal information of students / employees.

- **Collection** - NSWHE will collect only the information necessary for one or more of its functions. The individual will be told the purposes for which the information is collected.
- **Use and disclosure** - personal information will not be used or disclosed for a secondary purpose unless the individual has consented, or a prescribed exception applies.
- **Data quality** – NSWHE will take all reasonable steps to make sure that the personal information it collects uses or discloses is accurate, complete, and up to date.
- **Data security** – NSWHE will take all reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification, or disclosure.
- **Openness** – NSWHE will document how they manage personal information and when asked by an individual, will explain the information it holds, for what purpose and how it collects, holds, uses, and discloses the information.
- **Access and correction** - the individual will be given access to the information held except to the extent that prescribed exceptions apply. The NSWHE will correct, and update information errors described by the individual.
- **Unique identifiers** - commonwealth government identifiers (Medicare number or tax file number) will only be used for the purposes for which they were issued. NSWHE will not assign unique identifiers except where it is necessary to carry out its functions efficiently.

- **Anonymity** - wherever possible, the NSWHE will provide the opportunity for the individual to interact with us identifying themselves.
- **Trans border data flows** - the individual's privacy protections apply to the transfer of personal information out of Australia; and
- **Sensitive information** – NSWHE will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

## Privacy Notice and Student Declaration

The Privacy Notice and Student Declaration is a statement acknowledged by a student to indicate awareness that personal information collected from the student may be used together with training and/or assessment activity information. The privacy statement lists the ways information about the student is held, used, disclosed and managed.

The Privacy Notice and Student Declaration is minimum mandatory content for inclusion in a Declaration.

Under the *Data Provision Requirements 2012*, The RTO is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NS/NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by The RTO for statistical, regulatory and research purposes. The RTO may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and Researchers.
- Personal information disclosed to NS/NCVER may be used or disclosed for the following purposes:
  - Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
  - Facilitating statistics and research relating to education, including surveys;
  - Understanding how the VET market operates, for policy, workforce planning and consumer information; and,
  - Administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

# Student Induction Declaration (Information Handbook)

## Understanding of College Rules

I, ..... College Student ID No: .....  
acknowledge that all NSWHE and Course Information, Enrolment Terms and Conditions, Registration and Course fees and Refund Policy and visa conditions have been provided and fully explained to me during my College Orientation and that I understand and agree to abide by all of these terms and conditions.

I understand:

- That if I am in jeopardy of breaching any of these terms and conditions NSWHE will initiate a warning and reporting procedure;
- That if I am in breach of any of these terms and conditions, my enrolment from NSWHE will be cancelled and if I am on a visa my details will be forwarded to the Department of Home Affairs with a recommendation for the cancellation of Student (Temporary) visa;
- That while I am on a Student (Temporary) visa in Australia, I am obligated to attend NSWHE for 20 hours of supervised tuition on-site;
- That I am required to maintain, as NSWHE defines (100%), a satisfactory rate of academic progress, doing all the required assignments, appearing in all the required tests/examinations (written/oral), attending all the required seminars and being on time on all occasions;
- That I will notify NSWHE of any change of contact details;
- That I must always remain 'financial' and will pay all Tuition Fees on time;
- That I will always maintain my Overseas Student Health Cover Insurance;
- That I have read and understood all NSWHE rules, policies and procedures as detailed in the student handbook and on NSWHE website, all course and marketing information, Student Orientation; and
- That I again understand and agree that if I am in breach of any of these conditions my enrolment will be cancelled, and recommended to the Department of Home Affairs (DHA) for cancellation of student visa (if applicable).

.....  
Signature

.....  
Date