



**WENTWORTH**  
**I N S T I T U T E**

**OF**  
**HIGHER EDUCATION**

## **Student Handbook**

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# Welcome to

## Wentworth Institute of Higher Education

As a Wentworth Institute of Higher Education (“WIN Higher Education” or “WIN”) student, you are now a valuable member of our global community where we strive to have a multinational mix of students in a quality focused, and culturally rich environment. We are passionate about student satisfaction, the quality of our education, and the quality of the overall learning experience our students receive. We purposely keep our student groups small and cap our intakes each semester so that you will quickly get to know your fellow classmates and work as a team. Here at WIN Higher Education we aim to give you the best opportunity in your chosen profession by preparing you as thoroughly as possible so that you can confidently seek to establish yourself in the right career.

Our well-equipped classrooms, computer laboratories and lecture theatre ensure the highest quality education and access to the latest equipment in the industry. This is central to our success at WIN - our commitment to an industry-aligned, relevant course ensuring our graduates are well equipped for the workforce.

This handbook has been developed by staff to assist you in settling in and to guide you in understanding the policies and regulations of WIN. Make sure you get a chance to look through it and note its key points. Don't forget that our website is also full of additional and detailed information if you want to know more about a topic addressed in this book or anything else about WIN or living in Sydney.

While we expect you to study diligently, we also hope that your time with us will lead to lifelong friendships. Enjoy the experience, have fun, and work hard. It's a formula that will guarantee success!

If you are a recent arrival to Australia and Sydney, take the time to learn about our culture and everything this great city has to offer, especially the harbour precinct which is easily accessible from WIN.

I welcome you to WIN and wish you the very best for your future studies and career.

Dr Keri Spooner  
Dean

## 1.0 Wentworth Institute of Higher Education Services

### 1.1. Hours of Operation

WIN Higher Education is open from 9.00am to 9:00pm Monday through Friday. All main physical campus facilities can be accessed during this time although the library is by appointment only after 6pm.

In addition, students can access the virtual library at any time (24/7) on the library's home page: [www.win.edu.au/win-library/](http://www.win.edu.au/win-library/)

### 1.2. Services Available

For your information, these are the people you should see for the following issues:

- For class allocations, timetabling issues, payment of fees - Administration, Level 1
  - **Fee enquiries:** [account1@win.edu.au](mailto:account1@win.edu.au)
  - **General enquiries:** [info@win.edu.au](mailto:info@win.edu.au)
- For Academic Advice (queries relating to course progression, subject selection, areas of specialisation) please speak to the relevant Course Director:
  - **Master of Business:** Dr Geoff Breach
    - [geoff.breach@win.edu.au](mailto:geoff.breach@win.edu.au)
  - **Master and Bachelor of Information Technology:** Dr Sai K. Lakkaraju
    - [sai.lakkaraju@win.edu.au](mailto:sai.lakkaraju@win.edu.au)
  - **Bachelor of Interactive Media:** Dr Sai K. Lakkaraju
    - [sai.lakkaraju@win.edu.au](mailto:sai.lakkaraju@win.edu.au)
  - **Bachelor of Business:** Alison Lee
    - [alison.lee@win.edu.au](mailto:alison.lee@win.edu.au)
  - **Master of Professional Accounting:** Dr Keri Spooner
    - [keri.spooner@win.edu.au](mailto:keri.spooner@win.edu.au)
  - **Bachelor of Business (Professional Accounting):** Duy (Linh) Do
    - [duy.do@win.edu.au](mailto:duy.do@win.edu.au)
- For assessments and results – Please speak with your lecturer initially and then follow up with the relevant Course Director (listed above) if required
- For assistance with assessments and goal setting, contact your lecturer, or our Study Support Officer for an individual appointment:
  - **Study Support Officer:** Dr Manjit Kaur Ludher ([studysupport@win.edu.au](mailto:studysupport@win.edu.au))
- For Overseas student health cover (International Students only):
  - **Assistant Registrar of Higher Education:** Wendy Wu
    - [info@win.edu.au](mailto:info@win.edu.au)
- Help with referencing and research:
  - **Study Support Officer:** Dr Manjit Kaur Ludher – Level 3 ([studysupport@win.edu.au](mailto:studysupport@win.edu.au))
  - **Library Officer:** Sarah Edwards - Level 3 ([library@win.edu.au](mailto:library@win.edu.au))
- Referring to legal services:
  - **Registrar:** ([registrar@win.edu.au](mailto:registrar@win.edu.au))

- For Emergency services:
  - **Reception, Level 1** ([info@win.edu.au](mailto:info@win.edu.au))
- For Personal issues:
  - By appointment with the **Registrar** ([registrar@win.edu.au](mailto:registrar@win.edu.au)) (including referral to an external counselling service if necessary).

Reception can always refer you to the appropriate person to assist you whenever necessary.

### **1.3. Facilities**

Students have access to a range of facilities including a student lounge, a sprawling outside eating area, table tennis, and microwaves. Students also have access to state-of-the-art computer laboratories, studio facilities, a green room configured to professional standards and the latest motion capture equipment, and a library with computers on Level 3. The cafe downstairs offers special discounts to our students. The WIN Students' Association arranges luncheons or dinners from time to time.

#### **1.3.1 Accessing Facilities**

##### ***1.3.1.1 The Library***

The library contains both hardcopy and online resources as well as extra computers that students can use to conduct research or complete assignments. There are also individual and group study spaces available.

##### ***1.3.1.2 The Virtual Library***

As a result of COVID-19 and the move off campus, Wentworth Institute of Higher Education has invested heavily in additional online resources that can be accessed off campus to further compliment your study needs.

The databases consist of both subscription databases (such as Gale, Informit, JStor and Sage) and several open education resources all of which are free for students to use.

Student instructions for accessing the virtual library can be found on each subject home page in Canvas and an online demonstration of how to access and work with these resources has been recorded and is also available on Canvas.

##### ***1.3.1.2 Computer Labs and Software***

Wentworth Institute of Higher Education has several computer laboratories for both teaching and student use. Computer Lab classes are held in Labs 301, 401 and 402, whilst Lab 306 (in the Library) is not used for classes, but has over 20 computers dedicated to being available to students to complete both individual and group work.

All IT students have access to eduLAB, a virtual lab environment, that can be accessed by a computer with internet access from anywhere. A student can access all the IT subject related software installed in the computer labs, and can complete tutorials, and submit

their work through eduLAB. A tutor can monitor, provide help, and assess students' work in real time.

Every student is provided with an institutionally funded Office 365 licence so that the standard Office suite of products (Word, Excel, Outlook, Powerpoint etc) can be accessed by students free of charge. For Accounting students, the institute will also provide you with a version of MYOB (Mind Your Own Business) in order to complete your accounting studies. Bachelor of Interactive Media students can access all BIM software free of charge on campus and with arranged student discounts when off-campus.

### **1.3.1.3 The Green Room**

Wentworth Institute of Higher Education offers a complete green room which allows filmmakers to shoot full body wide-shots and superimpose subjects onto virtual backgrounds. Professional motion capture is also available.

The Green Room is only available to Bachelor of Interactive Media students who have been fully trained in the use of green room equipment and software. Booking, management and expectations of students in using this facility is covered in your Bachelor of Interactive Media classes.

## **1.4. Student Card**

In order to obtain a student card, you will need to have your photograph taken at Reception (Level 1). Your student card will be processed and created, and we will inform you when it is available for collection, or you can have it posted to your address. Your student card can be used as a concession card at participating museums, theatres, cinemas etc. Student cards will be available at the Reception desk.

Your student card won't provide you with travel concessions on public transport. International students are required to pay full fares.

There is a charge of \$15 for replacement of a lost student card.

## **1.5. Online Learning Management System (Canvas)**

All students have access to the Canvas E-Learning System (WIN Learning) and can log in with a student ID and your registered WIN Email Address. Accessing WIN Learning is essential for all students, as your subject sites will contain course information and materials, exercises and discussions, and further resources.

If you have any queries about access, additional information and clarification is available from the Reception desk or by contacting [info@win.edu.au](mailto:info@win.edu.au).

## **1.6. Student Mail**

If you wish to get your mail delivered to WIN, students' mail will be kept at Reception.

## **1.7. Overseas Student Health Cover (International Students Only)**

Overseas Student Health Cover (OSHC) is a government requirement and is also available for families. Family includes the student, their spouse and any dependent children of the student up to 18 years of age who have been authorised to enter and reside with the student at the same address in Australia.

Bupa is our preferred organisation to provide health cover to single international students. For a quick online quote click [here](#).

### **The nearest Medical Practitioner**

Dr George O'Young is a General Practitioner (GP) doctor located at Centennial Plaza, Shop 2, 290-300 Elizabeth St, Surry Hills 2010 (convenient - across the road from the Elizabeth St campus). Pay \$40 for a standard consultation and then claim back from your OSHC provider who will refund you \$37.50. Make sure you mention that you are a student at Wentworth Institute!

If you wish to see a female doctor, Dr Gloria Xu Medical Practice, Shop QG1, Prince Centre, 8 Quay St Haymarket (phone: 02 9212 2839), has consultation available for a low fee. Please mention that you are a student at Wentworth Institute and ask for the student discount.

Please be aware that unless it is a life-threatening emergency, avoid attend a hospital for a medical visit. Hospitals will charge you \$400/visit, very little of which your OSHC provider will reimburse to you. Visit a local doctor (or GP) if you need medical attention.

### **1.8. Student Accommodation (International Students Only)**

If requested, WIN will provide details of a range of accommodation options in Sydney. However, WIN is not responsible for, and makes no guarantees about accommodation services or costs.

Most international students in Australia choose to live in shared accommodation with other international students.

## **2.0 Student Responsibilities/Code of Behaviour**

WIN students are expected to conduct themselves in a safe, healthy and courteous manner at all times while on the premises. Such behaviour is expected in terms of their attitudes and interactions with all staff, their fellow students, as well as all visitors and formal guests of WIN.

### **2.1 Code of Behaviour**

Students of WIN are expected to:

- refrain from smoking anywhere on WIN's premises
- refrain from drinking and/or eating in any study area including the library;
- refrain from unacceptable behaviour including the use of bad language, alcohol and drugs on campus;
- refrain from the use of devices which may disrupt classes. e.g. mobile phones or portable

entertainment equipment.

- identify and report any possible hazards from equipment, facilities and the environment
- comply with and assist in WIN's emergency procedures;
- ensure that no students, staff, or visitors to WIN experience discriminatory, harassing or bullying behaviour;
- report any discriminatory behaviour, harassment or bullying to the Registrar or the Dean;
- comply with the assessment information outlined in the Student Handbook and subject outlines;
- engage in legitimate academic and non-academic conduct (see **Section 2.4 Misconduct**);
- Return all textbooks and/or learning materials in good working order at the conclusion of each semester.
  - Subject to the student's individual Offer Letter, students will have their Material Fee Deposit refunded at the completion of the course, once all materials have been returned in good condition.
  - Please see your Offer Letter for further information.
- follow WIN's policy and procedures for dealing with complaints or grievances;
- attend class regularly and punctually
- abide by the WIN Acceptable use of IT Policy and acknowledge misuse of WIN ICT resources may result in disciplinary actions and financial penalties.
- adhere to all examination rules (**see Section 2.2 Examination Rules**).
- Refrain from the submission of fraudulent documents or information to WIN to aid in the approval or granting of an application or influencing an application to WIN. Applications include for a supplementary examination, reduced penalty, or Reduced study load application, Deferment, extension on assessment, or any other submission or incident. And in addition, for the use of discrediting WIN staff or other students.

To not uphold the Code of Behaviour may result in the cancellation of your enrolment.

If you are an international student, please note that erratic attendance and erratic progress will identify you as a non bona-fide student and may be grounds for the cancellation of your enrolment (Standard 9, National Code 2018).

## 2.2 Examination Rules

### 2.2.1 On Campus Invigilated Exams

#### Admission to Exam Room

- All seats are numbered. You must sit at your allocated desk.
- Follow all the instructions given by exam supervisors.
- Display your current WIN student identification card on your examination desk for the duration of the exam.
  - Students without an ID card will be required to provide other official photo identification such as an Australian driver's licence or passport at the time of the exam. Students without proper ID will not be permitted to sit the exam.
- Students should bring pens, pencils, erasers, rulers and other drawing



instruments that may be needed for an exam.

- Mobile phones and smart watches must be given to the exam supervisor for safe keeping during the examination. They will be returned at the end of the examination.

#### **Materials Permitted/Not Permitted in the Exam Room**

- Any other electronic devices (excluding calculators where permitted in your exam) are banned from all exam venues.
- Switch off all mobile telephones and/or any other communication equipment, before the exam commences and place them in your bag.
- You will be asked to leave your bag in the designated bag area.
- You are not allowed to bring any unauthorised aids or materials into the examroom.
- Water bottles are permitted into the exam room. Please be advised that waterbottles are to be a clear plastic bottle, without labels.

#### **Conduct During the Exam**

- You will not be admitted to the exam more than 30 minutes (including reading time) after your exam has commenced.
- No toilet breaks are allowed unless for medical reasons which have been documented prior to the exam period.
- You cannot leave the room in the first 30 minutes of your exam (including reading time).
- You cannot leave the exam room during the last 10 minutes of the exam.
  - If you want to leave before the final 10 minutes of the exam, quietly notify the supervisor by raising your hand and remain in your seat until exam papers are collected.
- Students must not gain, or attempt to gain, access to any electronic devices that have been brought into the examination room.
- Writing is not permitted during reading time (unless specified on your exam cover sheet). From the moment the supervisor indicates the exam has ended, all writing is to immediately cease.
- Students must not communicate in any way with another student once they have entered the final examination venue and until they leave the venue.
- At the conclusion of the exam, you need to remain in your seat until exam papers are collected and counted and can leave the room only once the supervisor gives permission to do so.
- You cannot leave the exam room with any confidential materials, including the exam paper, answer book, graph paper, drawing paper or any other materials.

***If it is alleged that a student has breached these rules at any time during the examination, the matter will be reported to Academic Integrity Committee.***

***If misconduct is proven, a range of penalties apply, including (for example) failure in the subject, or exclusion from the Institute.***

### **2.2.2 On-Line Exams**

- Students are to record their attendance prior to the commencement of the exam.
- Students are required to have their video/camera on for the duration of the exam period.
- At the commencement of the exam, the subject coordinator will read the exam instructions to students
- The subject coordinator remains online in the Zoom link for the duration of the exam to answer any questions from students or deal with other issues.
- Fifteen minutes prior to the end of the exam period, the subject coordinator advises students, via the Zoom link, that they have 15 minutes in which to upload their answers to the Canvas exam drop box.
- Students must upload their answers via the exam drop box in Canvas by no later than the end of the exam period.

### **2.2.3 Take-Home Exams**

- The exam paper will be made available on the subject's Canvas site at the advised time.
- Students must upload their answers via the exam drop box in Canvas by no later than the exam submission time.
- Students are to treat their work in the same way as a final exam would be treated and the submitted exam papers will be subject to plagiarism checking.

## **2.3 Passive Withdrawal Policy**

A student who has not commenced classes in their first semester; or has taken unscheduled leave without contacting WIN; or has not completed his/her course and does not return to studies after a scheduled holiday break; or does not attend all timetabled classes for five (5) consecutive business days, has thereby passively notified WIN that he/she will not be continuing his/her studies.

WIN may notify the Department of Home Affairs via Provider Registration and International Students Management System (PRISMS) that the student has ceased studies or ceased their intention to study and for Department of Home Affairs to consider cancelling the student's enrolment.

## **2.4 Misconduct**

### **2.4.1 Student Academic Misconduct Policy (Extract)**

***Updated from Academic Integrity and Student Misconduct Policy v2 (March 2022) and Academic Integrity and Student Misconduct Procedure v2 (March 2022).***

Students at Wentworth Institute of Higher Education ("WIN Higher Education") are entitled to engage in the educational process free from disruptive or inappropriate behaviours. WIN Higher

Education is committed to ensuring that there are clearly defined standards of behaviour and conduct for all enrolled students, so that all students are afforded a safe and productive environment in which to study.

WIN Higher Education upholds the principle that academic integrity relies on the application of honesty, trust, fairness, respect, and responsibility in all scholarly endeavours. Students of WIN Higher Education are expected to conduct themselves in their academic studies honestly and ethically, and to carefully acknowledge the work of others in all their academic activities. **Students of WIN Higher Education must also avoid engaging in contract cheating that undermines academic integrity.**

The following section outlines WIN Higher Education's responses in instances where students do not adhere to academic integrity standards and allegations of academic misconduct are made. The policy applied to all students of WIN Higher Education, in respect of all actions and activities (including inaction or inactivity) relating to, or impacting on, WIN Higher Education or its students and staff or any relevant person involved.

### **Definitions**

**Academic Integrity**, in accordance with [TEQSA](#), is *'the expectation that teachers, students, researchers and all members of the academic community act with honesty, trust, fairness, respect and responsibility.'* Breaching academic integrity is also known as 'academic misconduct' or 'academic dishonesty'. All students of WIN Higher Education are expected to uphold academic integrity during their studies. An important way of upholding academic integrity is by contacting the subject coordinator or lecturer if you are having study problems, and working with them on solutions. Studying and learning provides the knowledge expected of a graduate from WIN Higher Education, but any form of cheating means that student could miss important professional knowledge and practice that is needed to succeed in their future career ([TEQSA](#)).

**Academic misconduct or Academic dishonesty** occurs through plagiarism, cheating and/or collusion, fabricating information, contract cheating, recycling, or submitting previous work, or any other conduct that deliberately or inadvertently claims ownership of an idea or concept without acknowledging the source of the information. This includes any form of activity that compromises the academic integrity of the degree of the student or another student and/or their work.

**Plagiarism** occurs when students fail to acknowledge that the ideas of others are being used. Specifically it occurs when:

- Other people's work and/or ideas are paraphrased and presented without a reference;
- Other people's work is copied or partly copied;
- Other people's designs, codes, drawing, programming, videos, and/or images are presented as the student's own work;
- Phrases and passages are used verbatim without paraphrasing, without quotation marks and/or without a reference to the author or a web page; and/or
- Lecture notes as provided by WIN Higher Education academic staff are reproduced without due acknowledgement.

**Cheating** occurs when a student seeks to obtain an unfair advantage in an online or face-to-face examination or in other written or practical work required to be submitted or completed for assessment. Misrepresentation and submitting fraudulent documents such as fake medical

certificates, or allowing another person to sit an exam on a student's behalf, falls under cheating. It also includes failing to comply with online final examination rules of conduct such as talking to another person (online or in the room), failing to turn on the camera when instructed by WIN Higher Education staff, leaving the exam without permission, and/or other incidents contrary to rules of examination conduct.

**Cheating** includes **Contract Cheating (Ghost Writing)**, when a student accesses or attempts to access the services of another individual or organisation to author or partly author an assignment, regardless of whether payment is made. Examples of contract cheating include:

- Purchasing an assignment, examination and/or other assessments from a website which is then submitted as the student's own work; or
- Requesting another person, entity or organisation (paid or unpaid) to write or complete original work such as assignment, examination, and/or other assessments, which is then submitted as the student's own work.

**Collusion** (unauthorised collaboration) involves working with others without permission to produce work which is then presented as work completed independently by the student. It also includes when students allow or enable their work to be copied, either knowingly or unknowingly.

### ***Procedure***

#### **Step 1: Investigation**

Allegations must be made in writing by the relevant academic staff member to Registrar and supported by evidence within 5 working days of discovering the misconduct. Allegations may be altered during the course of an investigation, but the student must be given notice of any change.

The student will be notified of the allegation(s) in writing by email by the Registrar or delegate within five working days to their student email address and/or another email address belonging to the student if necessary.

The Registrar will convene a Misconduct Committee to investigate the matter.

In investigating the matter, the student will have the opportunity to be interviewed by the Academic Integrity Committee within 10 working days of the email being sent. The student may choose to respond to the allegations in writing rather than attend the formal interview. If the student does not attend the interview or submit a response in writing, the matter will be determined in their absence. The relevant academic will also have the opportunity to be interviewed by the Academic Integrity Committee as part of their investigation.

#### **Step 2: Determination by Academic Integrity Committee**

In making a determination the following must be applied:

- Any previous findings relating to a past misconduct allegation or decision should not be taken into consideration at the determination stage; and
- After evaluating the evidence presented, it should be considered whether it is more likely than not, on the balance of probability, that the allegation/s or any number of the allegations against the student can be proven and substantiated.

#### **Step 2(a) Where the student admits the allegation(s) and the conduct is found to have occurred**

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Here the decision may be:

- To impose no penalty because no penalty is warranted; or
- That one or more of the penalties (see Penalty Schedule Guidelines) is imposed.

**Step 2(b) Where the student denies the allegation(s):**

Here the decision may be:

- That the student has satisfactorily addressed the allegation/s and that the allegation/s should be dismissed; or
- That the misconduct is proven and one or more of the penalties (see Penalty Schedule Guidelines) is imposed.

### Determining the Penalty by Academic Integrity Committee

Where a penalty is appropriate, the following should be considered when determining whether the misconduct is Proven or Not Proven, then Minor or Major (note that misconduct in any form of marked examination or contract cheating must be classed as Major):

- Any previous findings of misconduct and penalty imposed (refer to the Student Misconduct Register);
- The year or level of study of the student;
- Any personal health, family or other factors that contributed to the conduct;
- Matters considered relevant under the circumstances;
- Any academic support skills and/or completion of the academic integrity module.

### Penalty Schedule Guidelines

(Note: These penalties are *indicative* only and may need to be varied according to the circumstances)

| Current act of Academic Misconduct | Previous Record of Misconduct | Penalties<br>(Recorded on student register/file)  |
|------------------------------------|-------------------------------|---|
| Minor                              | No                            | <p><b>Penalty Code 1:</b> Request the lecturer to mark the piece of work concerned, taking full account of the deficiencies in achieving intended Learning Outcomes; <b>or</b></p> <p><b>Penalty Code 2:</b> Require that the student resubmit the work, in whole or in part, by a specified date, with or without imposing a maximum mark achievable; <b>or</b></p> <p><b>Penalty Code 3:</b> Award a reduction in mark of up to a specified percentage (normally 50 percent) of the mark available for that assessment item.</p>  |
| Minor                              | Minor                         | <p><b>Penalty Code 3:</b> Award a reduction in mark of up to a specified percentage (normally 50 percent) of the mark available for that assessment item; <b>or</b></p> <p><b>Penalty Code 4:</b> Require the student to resubmit the work by a specified date. The maximum mark for the assessment will be 50% of the mark available for the assessment item; <b>or</b></p> <p><b>Penalty Code 5:</b> require the student to undertake an additional, equivalent assessment by a specified date. The maximum mark for the equivalent assessment will be 50% of the mark available for the assessment item; <b>or</b></p> <p><b>Penalty Code 6:</b> Require the student to undertake a supplementary exam or supplementary assessment, and the maximum mark allowed is 50 (Pass).</p> |

| Current act of Academic Misconduct | Previous Record of Misconduct                      | Penalties<br>(Recorded on student register/file)  |
|------------------------------------|--|---|
| Minor                              | Major  | <p><b>Penalty Code 6:</b> Require the student to undertake a supplementary exam or supplementary assessment, and the maximum mark allowed is 50 (Pass); <b>or</b></p> <p><b>Penalty Code 7:</b> Award zero mark for the assessment item.</p>  |
| Major                              | No   | <p><b>Penalty Code 4:</b> Require the student to resubmit the work by a specified date. The maximum mark for the assessment will be 50% of the mark available for the assessment item; <b>or</b></p> <p><b>Penalty Code 5:</b> require the student to undertake an additional, equivalent assessment by a specified date. The maximum mark for the equivalent assessment will be 50% of the mark available for the assessment item; <b>or</b></p> <p><b>Penalty Code 6:</b> Require the student to undertake a supplementary exam or supplementary assessment, and the maximum mark allowed is 50 (Pass); <b>or</b></p> <p><b>Penalty Code 7:</b> Award zero mark for the assessment item; <b>or</b></p> <p><b>Penalty Code 8:</b> a zero mark for the subject thus a Fail grade for the subject.</p> |
| Major                              | Minor  | <p><b>Penalty Code 6:</b> Require the student to undertake a supplementary exam or supplementary assessment, and the maximum mark allowed is 50 (Pass); <b>or</b></p> <p><b>Penalty Code 7:</b> Award zero mark for the assessment item; <b>or</b></p> <p><b>Penalty Code 8:</b> a zero mark for the subject thus a Fail grade for the subject.</p>   |
| Major                              | Major  | <p><b>Penalty Code 6:</b> Require the student to undertake a supplementary exam or supplementary assessment, and the maximum mark allowed is 50 (Pass); <b>or</b></p> <p><b>Penalty Code 7:</b> Award zero mark for the assessment item; <b>or</b></p> <p><b>Penalty Code 8:</b> a zero mark for the subject thus a Fail grade for the subject.</p>   |
| Major                              | Two or more instances of Major Academic Misconduct | <p><b>Penalty Code 9:</b> a zero mark for the subject, thus a Fail grade for the subject and intervention with the Dean or Director of Learning Quality.</p> <p><b>Note:</b> the Academic Integrity Committee may recommend to the Dean the exclusion or suspension of a student due to the severity or frequency of misconducts. The Academic Integrity Committee will be required to submit a written recommendation of any intervention prior to applying this penalty.</p>  |

#### 2.4.2 Student Non-academic Misconduct Policy (extract)

Students at WIN Higher Education are entitled to engage in the educational process, free from disruptive or inappropriate behaviours. To this end, WIN Higher Education is committed to ensuring that there are clearly defined standards of behaviour and conduct for all enrolled students so that all students are afforded a safe and productive environment in which to study.

The following section outlines WIN Higher Education's responses in instances where students do not adhere to these behavioural standards, and allegations of non-academic misconduct are made. It applies to all students of WIN Higher Education, in respect of all actions and activities (including inaction or inactivity) relating to, or impacting on, WIN Higher Education or its students and staff or any relevant person involved.

### **Definitions**

**Non-academic misconduct** includes behaviour which is considered a breach of the *Student Code of Conduct* including but not limited to:

- Failure to treat staff or other students or any persons with courtesy, tolerance and respect;
- Behaviour that is unlawful, discriminatory, sexually inappropriate (including sexual assault and sexual harassment), bullying, harassing, invades another's privacy or causes any person to fear for their personal safety;
- Behaviour that results in a risk to WIN Higher Education's systems, operations, activities or business; including unauthorised access to confidential student data.
- Behaviour that is a risk to the welfare or health or safety of any individual;
- Behaviour that disrupts another person's access to or engagement with WIN Higher Education's services or facilities.
- Submission of fraudulent documents or information to WIN to aid in the approval or granting of an application or influencing an application to WIN. Applications include for a supplementary examination, reduced penalty, or Reduced study load application, Deferment, extension on assessment, or any other submission or incident. And in addition, for the use of discrediting WIN staff or other students.

### **Procedure**

The procedures for dealing with inappropriate behaviour are not intended to be in consecutive steps. Based on the judgment of individuals dealing with claims of inappropriate behaviour, if the situation warrants immediate action, initial steps may be omitted and necessary action taken to remove the student. The steps to be undertaken in the case of non-academic misconduct are as follows:

- The student will be asked by an authorised representative of WIN Higher Education to cease the inappropriate behaviour;
- Where the student does not cease the inappropriate behaviour, they will be asked to leave that environment;
- Where that individual does not leave, a member of the Executive Management Team or security/police may be called to remove that individual from the environment where the inappropriate behaviour has occurred (e.g. classroom, library, common area and so on);
- In all cases of inappropriate behaviour, the Dean will be notified and the details of the incident noted on the student's file;
- Where the alleged inappropriate behaviour is notified by a complainant and no interventions (as described above) occur at that time, the complainant may first consult with the Dean to attempt an informal resolution. The Dean will follow up on such allegations in a timely manner



and may meet with the complainant and the respondent to facilitate a resolution. Where the Dean cannot resolve the issue, the complainant may submit a *Formal Grievance* under the WIN Higher Education *Non academic Grievance Handling Policy and Procedure*;

- In the event of the use of fraudulent documents, the Dean will be notified and will determine any disciplinary actions.
- Where inappropriate behaviour takes place in any external areas to WIN Higher Education, e.g. visiting a company for professional learning and observation, a lecturer or staff accompanying the student(s) is authorised to ask the student to stop such behaviour and/or ask that the student leave the work area. Such incidents will be reported to the Programs Coordinator who will notify the Dean;
- In the event that misconduct has occurred, the Dean will determine the disciplinary actions that will be taken. These may include (but are not limited to):
  - a verbal warning and counselling regarding the misconduct;
  - a written warning that clearly states that the behaviour is inappropriate and outlines/identifies possible consequences including disciplinary action up to and including a suspension of study or cancellation of enrolment in the event of continuation of the misconduct;
  - where the misconduct is deemed serious based on a "reasonable person" standard, immediate disciplinary action up to and including suspension of study or cancellation of enrolment. In the case of an international student, a WIN Higher Education-initiated suspension of study or cancellation of enrolment due to inappropriate behaviour will result in the student being reported to the Department of Home Affairs via PRISMS; and
  - where the misconduct is deemed serious and also a possible offence under criminal law (such as may be the case with Sexual Assault or Sexual Harassment), it may be referred to the appropriate authorities including police. Referral of a case under these circumstances does not preclude WIN Higher Education from dealing with the misconduct as serious through internal misconduct processes nor do the institution's processes substitute for a criminal process.

### **3.0 Student Complaints and Appeals and Grievance Handling**

Wentworth Institute of Higher Education Pty Ltd ("WIN Higher Education") is committed to providing students with a positive learning environment. It seeks to achieve this goal by putting in place a process through which students can make complaints about any aspect of their academic or associated non-academic experience during their studies.

WIN Higher Education aims to ensure that all complaints are dealt with consistently and fairly, and that students will not experience any adverse consequences as a result of making a complaint.

WIN Higher Education aims to:

- Develop a culture that views grievances as an opportunity to improve the organisation and how it works;

- Set in place a grievance handling system that is client-focussed and helps WIN Higher Education prevent grievances from recurring;
- Ensure that any grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality;
- Ensure that the views of each complainant and respondent are respected and that any party to a grievance is not discriminated against nor victimised in any of the four stages set out in this policy; and
- Ensure that there is a consistent response to grievances.

### **3.1 Academic Grievances**

#### **What is an academic grievance or complaint?**

You may have an academic grievance or complaint if you are not happy with your experience while studying with us, or with any of the decisions that we make while you are studying with us.

An academic grievance is defined as a student's expression of dissatisfaction with any aspect of WIN Higher Education's services and activities relating to their studies such as:

- The enrolment, induction and/or orientation process;
- The quality of education provided;
- Academic issues, including student progress, assessment, curriculum and awards in a course of study;
- The handling of personal information and access to personal records; and
- The amounts of a refund.

These academic grievance procedures are designed to ensure that WIN Higher Education responds effectively to individual cases of dissatisfaction.

#### **How can I make a complaint or resolve an academic grievance?**

You can make a complaint or resolve a grievance by following each of the steps in the procedure outlined below:

##### **Stage 1 – prior to formal academic grievance**

You are encouraged, wherever possible, to resolve your concern or difficulties informally with the person(s) concerned. There are staff available to assist the resolution of issues at this level. You may raise an informal academic grievance by sending an email to [info@win.edu.au](mailto:info@win.edu.au) or telephoning +61 2 8252 9999 and asking to speak to the Dean.

##### **Stage 2 - formal academic grievance**

If Stage 1 is unsuccessful in resolving the academic grievance, the complainant should either:

- Write a letter or send an email to the WIN Higher Education Dean at the following address:  
 The Dean  
 Wentworth Institute of Higher Education  
 302-306 Elizabeth Street  
 Surry Hills NSW 2010

Or

[info@win.edu.au](mailto:info@win.edu.au) (for the attention of the Dean)

Or

- Complete an appeals form provided by student administration, which will be forwarded to the Dean or nominee.

This email, letter or appeals form should:

- Identify the issue about which you are unhappy;
- Explain why you are unhappy;
- Identify the outcome that you hope to achieve; and
- Attach any relevant documents.

The Dean (or their nominee):

- Will contact you within 10 business days of the date on which the email or letter is received;
- Will confirm that the email or letter has been received;
- May ask you questions to clarify any of the details associated with the grievance; and
- May request that you attend a meeting at a time convenient to you. If this occurs, you will be entitled to be accompanied at the meeting by a support person.

Once the Dean or their nominee has clarified the details associated with the grievance, they will, within 20 business days of the date on which your grievance was received, send an email or letter to you informing you of the outcome of your grievance.

### **Stage 3 - internal review of outcome of academic grievance**

If you are not happy with the outcome of the formal grievance, you may send an email or letter to the WIN Higher Education Chief Executive Officer at the following address:

The Chief Executive Officer  
Wentworth Institute of Higher Education  
302-306 Elizabeth Street  
Surry Hills NSW 2010

Or

[info@win.edu.au](mailto:info@win.edu.au) (for the attention of the Chief Executive Officer)

This further email or letter should:

- State that you are unhappy with the outcome of the formal grievance process;
- Explain why you are unhappy;
- Identify the outcome that you hope to achieve; and
- Attach any relevant documents including your original email or letter to the Dean and the Dean's reply received by you.

The Chief Executive Officer (or a person nominated by them):

- Will contact you within 10 business days of the date on which the email or letter is received;
- Will confirm that the email or letter has been received;
- May ask you questions to clarify any of the details associated with the grievance; and
- May request that you attend a meeting at a time convenient to you. If this occurs, you will be entitled to be accompanied at the meeting by a support person.

Once the Chief Executive Officer or their nominee has clarified the details associated with the application for an internal review, the Chief Executive Officer or their nominee:

- Will make a fresh decision based on the merits of the initial grievance; and
- Will, within 20 business days of the receipt of the request for an internal review, send an email or letter to you:
  - informing you of the outcome of the internal review; and
  - explaining the reasons for their decision.

#### **Stage 4 - external review of outcome of academic grievance**

If you are not happy with the outcome of your application for internal review, you may send an email or letter to the Chair of the Board of WIN Higher Education at the following address:

Chair of the Board  
Wentworth Institute of Higher Education  
302-306 Elizabeth Street  
Surry Hills NSW 2010  
Or  
[info@win.edu.au](mailto:info@win.edu.au) (for the attention of the Chair of the Board)

This email or letter should:

- State that you are unhappy with the outcome of the internal review;
- Explain why you are unhappy;
- Identify the outcome that you hope to achieve; and
- Attach any relevant documents including your original email or letter sent to the Chief Executive Officer and the reply received from the Chief Executive Officer.

The Chair of the Board will then appoint an Independent Third Party to review the decision made by the Chief Executive Officer or their nominee.

The Independent Third Party:

- Will contact you within 10 business days of the date on which the email or letter is received;
- Will confirm that the email or letter has been received;
- May ask you questions to clarify any of the details associated with the grievance; and
- May request that you attend a meeting at a time convenient to you. If this occurs, you will be entitled to be accompanied at the meeting by a support person.

Once the Independent Third Party has clarified the details associated with the application for an internal review, the Independent Third Party:

- Will make a fresh decision based on the merits of your initial grievance; and
- Will, within 20 business days of the receipt of your request for an external review, send an email or letter to the Chair of the Board informing them of the outcome of the external review and explaining the reasons for their decision.

The Chair of the Board will then, within 20 business days of the date of receipt of the Independent Third Party's letter, send to you a copy of the Independent Third Party's email or letter.

#### **Where should I send an email or letter to?**

If you would like to send an email or letter to lodge a formal grievance in line with one of the stages  
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outlined above, please address it to the relevant officer and send it to:

- [info@win.edu.au](mailto:info@win.edu.au) (email) or
- Wentworth Institute of Higher Education, 302-306 Elizabeth Street, Surry Hills NSW 2010 (letter).

### **Stage 5 – further review**

If you are unhappy with the outcome of your application for external review, you may be able to make an application to an external body such as a court, tribunal or public authority. These agencies include:

- [The NSW Civil and Administrative Tribunal](#), which can hear claims concerning the *Australian Consumer Law*;
- [Anti-Discrimination NSW](#), which can deal with claims concerning the Anti-Discrimination Act 1977 (NSW);
- [NSW Fair Trading](#)
- [The Australian Human Rights Commission](#), which can deal with claims made under a variety of human rights and anti-discrimination laws; or
- [The Overseas Student Ombudsman](#), which can deal with complaints made by international students about education providers.

### **How am I protected during the grievance process?**

We will make sure that:

- You are able to withdraw a formal academic grievance, or an application for internal or external review, without incurring any costs for doing so;
- All formal academic grievances, or applications for internal or external review, will be dealt with fairly and consistently;
- You are able to be accompanied by a support person at any meeting convened for the purpose of resolving a formal academic grievance, or an application for internal or external review;
- All emails or letters that you send to us and that we send to you, as well as anything that is said at any meeting, will be kept strictly private and confidential and will not be accessible by any person without the authority of the Dean;
- The Dean or Chief Executive Officer will not choose a nominee to be involved in the handling of any aspect of this process if that person was involved in the circumstances which led to the making of the grievance; and
- You will not be subject to any adverse repercussions or reprisals as a result of your decision to lodge a formal grievance or to apply for an internal or external review.

### **Is there anyone to help me through the process?**

The WIN Higher Education Student Success and Wellbeing Centre is available to help you with:

- Writing an email or letter to lodge a formal academic grievance, or apply for internal or external review;
- Determining what outcomes might be available to you if your formal academic grievance is successful;
- Accessing affordable independent professional advice, including legal advice from a community legal centre;

- Preparing you for a meeting held for the purposes of resolving a formal academic grievance, or an application for internal or external review; and
- Finding an appropriate support person.

#### **How much does it cost?**

You do not have to pay anything to lodge a formal academic grievance or apply for internal or external review. The process is free.

However, you need to be aware that external authorities such as the NSW Civil and Administrative Tribunal, Anti-Discrimination NSW and the Australian Human Rights Commission may ask you to pay a fee if an application is made to them.

#### **Who can I contact if I have a question about the procedure?**

For any questions about any procedure, please contact the WIN Higher Education Student Success and Wellbeing Centre at [info@win.edu.au](mailto:info@win.edu.au).

#### **Enrolment status**

Where a current student chooses to access this procedure, WIN Higher Education will maintain the student's enrolment while the academic grievance handling process is ongoing.

#### **Record keeping and confidentiality**

A written record of every academic grievance handled under this procedure and their outcomes will be maintained for a period of at least 5 years to allow all parties to the academic grievance appropriate access to these records, upon written request to the Registrar.

### **3.2 Non-academic grievances**

#### **What is a non-academic grievance or complaint?**

A non-academic grievance or complaint can be defined as a person's expression of dissatisfaction with the way they have been treated by another party, such as:

- Any incidents relating to sexual assault and/or sexual harassment (whether the incident occurred on campus or between parties off campus);
- Any incidents relating to bullying or any other form of intimidation (again whether the incident occurred on campus, online or in any other form); and
- Any other issue regarding student safety, health or wellbeing.

WIN considers any incident of sexual harassment, sexual assault, bullying and intimidation as unacceptable behaviour, prohibited and in some circumstances, criminal. Any such behaviour will be considered a direct breach the Student Code of Conduct and will be dealt with in accordance with the Non-Academic Misconduct Policy for students.

#### **Difference between disclosure and formal report**

A disclosure is when a person tells somebody else about an incident that has happened to them, or that they have witnessed, or that they have become aware of. A person who discloses may not want to make a formal report but may just be looking for help with support and resources. A

disclosure may or may not lead to a formal report and the student's right to choose between a disclosure and a formal report will be respected.

A formal report is an official notification to WIN Higher Education for the purpose of investigation made by somebody affected by a particular incident, or by somebody on their behalf.

### **Definitions**

**Sexual harassment** means any unwelcome behaviour of a sexual nature that makes a person feel offended, humiliated or intimidated, and which a reasonable person, having regard to all the circumstances, would have anticipated the possibility that the person would be offended, humiliated or intimidated.

Sexual harassment refers to a wide range of behaviours and includes behaviour which may be written, printed, verbal, non-verbal or physical, and also includes the transmission or display of inappropriate electronic communications or use of social media.

Examples include, but are not limited to:

- Physical intimacy or contact;
- Sexual jokes, images, emails, gestures, remarks or conversations;
- Intrusive personal questions;
- Spreading gossip about a person, such as sexual gossip;
- Requests for sexual acts or favours, or unwelcome or repeated gifts or requests for 'dates';
- Displays of sexually explicit images (for example; on electronic devices, social media, posters, or graffiti); and
- Offensive messages via social media, messenger apps, emails or SMS/MMS communications.

**Sexual assault:** is an offence under criminal law and may be referred to the police. It is a broad term describing all sexual offences against adults and children. It also describes a specific offence when a person has sexual intercourse with another person without their consent. Examples are:

- Rape;
- Physical molestation;
- Stalking;
- Indecent exposure;
- Sexual battery;
- Dating violence; and
- Incest.

Referral of a case to the police does not preclude WIN from dealing with the matter through internal processes nor does the institution's processes substitute for a criminal process.

**Bullying** means an ongoing and deliberate misuse of power in relationships through repeated verbal, physical and/or social behaviour that intends to cause physical, social and/or psychological harm. It can involve an individual or a group misusing their power, or perceived power, over one or more persons who feel unable to stop it from happening.

**Intimidation** means to frighten others, sometimes as a deliberate way of making them do something.

**First Responders** means the persons who provide appropriate support and information to anyone

who has been subjected to an incident and who:

- Listen to the individual's complaint without judgement and guide the individual to the right services;
- Explain what a formal report involves and ask whether they would like to make a formal report;
- Explain that they can access support services without making a formal report; and
- Respect the individual's right to choose services and whether to make a formal report to the Institute or the police.

### **What can I do if I am being sexually harassed, bullied, intimidated or feel unsafe at WIN?**

If you think you have been, or are being, exposed to any of the above there are several things you can do:

- Speak or write directly to the individual causing the concern;
- If possible and you feel able, promptly tell the offender directly or in writing that their behaviour is unsafe or unacceptable and request that it stop immediately;
- Seek advice;
- If you feel you are not able to speak or write to the offender yourself, seek advice from the Registrar at WIN who may refer you to a confidential counselling service or specialist help; and
- Keep confidential records about the incident or a diary of incidents noting:
  - what happened;
  - when and where the harassing occurred; and
  - the names of witnesses.

### **How to lodge a disclosure or formal report**

If you wish to make a **disclosure**, you can:

- Discuss your concerns in person with the Registrar or at the Student Success and Wellbeing Centre located on level 3 of the Elizabeth Street campus; or
- Contact the Student Success and Wellbeing Centre by phone (send an email to [info@win.edu.au](mailto:info@win.edu.au) for the current phone numbers of the Student Success and Wellbeing Centre); or
- Go online to advise the Student Success and Wellbeing Centre of your issue or concern. (send an email to [info@win.edu.au](mailto:info@win.edu.au) for the current online link to the Student Success and Wellbeing Centre).

If you wish to make a **formal report** about an alleged incident you (or your nominated first responder) may seek advice from the Registrar at WIN for guidance on how to proceed with making a formal complaint in accordance with the Non-academic Grievance Handling Policy and Procedure.

The Registrar at WIN is a single point of contact to ensure that any formal reports are assessed in a compassionate, consistent and robust manner.

Students who have experienced sexual assault or sexual harassment may also choose to lodge a complaint with an external party such as the:

- NSW Police;
- [NSW Anti-Discrimination Board](#); or



- Australian Human Rights Commission

WIN is committed to supporting the student in their decision.

#### **How do we manage the complaint?**

All complaints of sexual harassment, sexual assault, bullying and intimidation will be treated seriously, investigated promptly, impartially and confidentially.

Where the outcome of complaint investigation affirms that the claim is substantiated, WIN will take appropriate disciplinary action against the offender(s) under the Student Non-Academic Misconduct Policy and/or other applicable relevant WIN policy and procedure provisions.

WIN considers the health, safety and wellbeing of our students who have experienced any incidents of this nature and we are committed to prevent any repeat behavior across the institution.

All complaints will be dealt with in accordance with the principles of natural justice, which means that:

- All parties involved are given an opportunity to present their case;
- The respondent is provided with notice and information about allegations made against them and information about their rights to advocacy ;
- The respondent is given a reasonable timeframe to respond;
- The person who makes a decision acts fairly and without bias, declares any possible conflict of interest, considers all the relevant evidence and bases any decision on evidence that supports it; and
- All parties are informed of the outcome and the reasons.

#### **Support services**

WIN is committed to ensuring the immediate safety, protection and wellbeing of any student who has experienced an incident of this nature. This includes:

- Ensuring the student has access to information regarding:
  - emergency health information;
  - counselling;
  - assistance with choosing whom to report the incident to (internally or externally) and the right to choose between making a disclosure versus a formal report;
  - referral to internal and external support services; and
- Endeavouring to minimise the number of times a student is asked to recount the experience.

#### **Confidentiality and privacy**

WIN ensures that information provided by any student who has lodged a formal complaint or disclosed an incident in relation to this policy is managed in a confidential way in accordance with the Privacy Policy. However, to ensure the safety of our students and staff, we may need to disclose information about the incident with key personnel within the institution to devise appropriate mechanisms of preventing any such incident occurring at the institution.

As part of our obligations, in certain cases, WIN may be required to report an incident of sexual assault or sexual harassment to the police. We ensure that the circumstances have been explained to the student or staff member prior to making the disclosure.

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## 4.0 Student Support Services

WIN offers a variety of services for students and has a Dean, Registrar and an external\* professional counselling service to deal with academic matters as well as personal issues. All matters are dealt with discreetly and in confidence and we encourage students to avail themselves of these services. There are no additional costs to the student and sometimes simply talking through a problem can assist with finding a solution.

The Student Success and Wellbeing Centre (Level 3) offers a variety of support programs for students who want assistance with essay writing, English expression, study skills, research skills referencing etc.

Lecturers at WIN Higher Education will assign reading material to students. This material will be primarily available online. There are also textbooks available for students to borrow from the Library. Textbooks must be returned to WIN no later than one week after the final class or formal exam for the subject.

Fees for the late return or non-return of textbooks or borrowed items are identical. Overdue library items will be charged at \$2 a day, after the one week borrowing period. Overdue notices will be sent to your email address. If the fine is not paid, your card will be blocked and you will not be able to borrow items. The fine will continue to increase until you return the book. Once the fine has been paid your borrowing rights will resume. An item returned later than 1 month after the borrowing date will be classed as lost. This means that you will pay the full replacement cost of \$200.00. A flat fee of \$200.00 will be charged for lost or damaged items, this includes the processing fee incurred by the library.

Any student who fails to return any book to the library be charged \$50 or the replacement value of the book, whichever is the lesser, and their results may be withheld until such fee is paid.

### 4.1 Study Support Options

Wentworth Institute of Higher Education has established a “Student Success and Wellbeing Centre” on level 3 of the Elizabeth Street Campus. At the centre you will be able to access all of the people who can assist you with your studies such as the Registrar, Academic Officers, the Student Support Officer, the Subject Support Tutor and the Director of Teaching and Learning.

#### 4.1.1 Study Support Officer

Dr Manjit Kaur Ludher is Wentworth Institute of Higher Education’s Study Support Officer. Manjit can assist you in areas such as researching, assignment preparation, study skills and time management. Please contact Manjit at [studysupport@win.edu.au](mailto:studysupport@win.edu.au).

#### 4.1.2 Subject Support Tutor

Students can contact the following staff members for assistance with studying and subject materials:

- Dr Manjit Kaur Ludher, Study Support Officer: [studysupport@win.edu.au](mailto:studysupport@win.edu.au)
- Iris Weng, Academic Support Manager: [iris.weng@win.edu.au](mailto:iris.weng@win.edu.au)
- Subject Coordinators or Program Directors

#### **4.1.3 Aboriginal and Torres Strait Islander Support –**

The Registrar is available to assist students with their study support or other requirements, including the administration of the Scholarship program for Aboriginal and Torres Strait Islander students.

## **4.2 Early Intervention Strategy**

This strategy involves lecturers identifying students in their first semester who may be struggling. Students in first year subjects who have not submitted their first assessment item or who have performed poorly in this assessment item, or who the lecturers are worried about for any reason, are contacted and offered support and guidance.

## **4.3 WINSA (Wentworth Institute Students' Association)**

The WIN Students Association was established in 2015. It consists of an elected committee which has representatives from each of the programs offered at WIN Higher Education. WINSA holds social and sporting functions throughout the year for all students and also has a representative on Academic Board in order to provide student feedback on academic policies and procedures.

## **4.4 External Counselling Service**

WIN has a free external counselling service for students provided by Wayne Gallagher from [WG Psychology Services](#). Wayne is a Registered Psychologist/Counsellor.

Please contact the Registrar ([registrar@win.edu.au](mailto:registrar@win.edu.au)) for assistance in accessing the counselling service.

*Contact details and for more information:*

Phone: 0421311650

Email: [wgpsychology@gmail.com](mailto:wgpsychology@gmail.com)

Web: <http://www.wgpsychology.com.au>

Appointments are available Tuesday 10.30am-7.30pm, and other times by arrangement.

Wayne is located in the St James Trust Building at 185 Elizabeth Street, Sydney. This is a short walk from Museum, St. James and Town Hall train stations. Parking is available nearby at the Domain and Cathedral Street parking stations.

## **4.5 Welfare Procedure**

If you are not happy with any aspect of your time at WIN, tell someone. If there is a problem with your course, staff will value your feedback. However, if you do not want to discuss this matter with your tutor/lecturer you can see our team members as shown in the table below.

## **Key Contacts**

|   |   |
|---|---|
| <b>Dean:</b>                              | The Dean is responsible for the standard of training, assessment and safety at WIN, in accordance with the relevant government legislation. If you have a problem or complaint that your tutor/lecturer, Course Director or Director of Teaching and Learning cannot satisfactorily resolve, you should address your complaint to the Dean in writing. The Dean will respond to your complaint within 10 working days.  |
| <b>Registrar:</b>                         | The Registrar is responsible for ensuring that all of Win's administrative processes, policies and procedures are fully compliant with the ESOS Framework, the National Code 2018, Tertiary Education Quality and Standards Agency Act 2011 and Higher Education Standards Framework 2015.  |
| <b>Assistant Registrar:</b>               | The Assistant Registrar receives all payments from you.   |
| <b>Director of Teaching and Learning:</b> | <p>The Director of Teaching and Learning is responsible for:</p> <ul style="list-style-type: none"> <li>• maintaining the quality of the courses in the respective subject areas;</li> <li>• helping students with their study and organising an intervention strategy;</li> <li>• day to day problems related to the courses;</li> <li>• general student support services;</li> </ul> <p>If you experience any academic problems or need support you should arrange an interview with the Director of Teaching and Learning.</p> |
| <b>Counselling:</b>                       | See Section 4.4 on the previous page about our external counselling service, or contact <a href="mailto:registrar@win.edu.au">registrar@win.edu.au</a> if you would like any further information or help.   |
| <b>Reception:</b>                         | Reception can help you with any inquiries or problems during your time in Australia. They are available to help you make the most of your studies here.   |

#### 4.6 Student Consultation

WIN is mindful of the need for students to consult with their instructors and ensure that all students have access to appropriate student consultation services, outside of the lecture/tutorial time, with academic staff as and when required. This applies to full-time, part-time and sessional staff.

Consultation means a time for students to seek face-to-face contact with academic staff in order to raise any issues that they may have in the subject they are studying. This time is to be used to consult on issues related specifically to the subject the lecturer/tutor is teaching.

Lecturers/tutors are generally available 30 minutes before and after classes. Please discuss an

appointment time with your lecturer/tutor directly or see Reception to arrange for an appointment.

#### Online Consultation

In addition to the regular 30 minutes before and after classes, lecturers/tutors are available for an additional one hour per week for Zoom consultations with students, for classes which are offered online. Please send an email to your lecturer/tutor to arrange a suitable time.

### 4.7 Other Policies and Procedures that Apply to Students

WIN has a number of policies that apply specifically to student behaviour and performance. The following policies and procedures are all available on the WIN website.

- Student Selection and Admissions
- Advanced Standing and Credit Transfer
- Student Assessment
- Student Progression, Exclusion and Graduation
- Academic Grievance Handling for Students
- Non-academic Grievance Handling
- Student Academic Misconduct Policy
- Student Non-academic Misconduct Policy
- Student Sexual Assault and Sexual Harassment Policy

### 4.8 Critical Incident Policy

Wentworth Institute owes a duty of care to its staff, students and visitors that recognises that appropriate infrastructure must be in place beforehand to ensure the provision of all necessary support services in the event of a major event, critical incident, or crisis.

#### Definitions

**Critical Incident:** A critical incident refers to a particular incident, episode or crisis, or threat of such (within or outside Australia) which causes extreme stress, fear or injury that may result in a 'high' level of risk, directly or indirectly, to the core operations of WIN Higher Education.

It is not limited to but can include:

- Natural disasters
- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Issues such as domestic violence, sexual assault, drug or alcohol abuse
- Pandemics such as COVID-19

Note that non-life-threatening events could still qualify as critical incidents.

A critical incident may occur at WIN Higher Education, to members of the WIN Higher Education community outside of WIN Higher Education hours, or to relatives/friends/acquaintances of the members of the WIN Higher Education community.

Please follow instructions from your tutor/lecturers should there be such an incident occurring

during normal delivery of classes.

All students are also encouraged to familiarise themselves with the emergency escape diagram in each classroom, all emergency exit points and to understand proper fire drill procedures. Information on evacuation procedures are posted near the elevators on each floor. Please follow the instructions as posted for evacuation and assembly once outside the building.

## **5.0 Advanced Standing**

Recognition of prior formal studies may allow you to use previous completed units of study to replace units in the course which have the same content or to replace electives. Please refer to WIN's policy on 'Advanced Standing and Credit Transfer' for detailed information.

You must provide evidence of prior studies that you believe may be eligible for advanced standing. Complete the 'Advanced Standing' application available from the Reception Desk or the Administration Office and submit your application.

### **International Students Only**

Where advanced standing is granted before the issue of a student visa via WIN, the net course duration (as reduced by the advanced standing) will be indicated on the eCoE issued.

Where advanced standing is granted by WIN after a student visa is granted, the resulting change of course duration will be notified to Department of Home Affairs.

Where advanced standing is granted, the total course fee will be calculated based on the study period remaining.

## **6.0 Student Assessment**

All student assessment tasks are appropriately designed to determine the extent to which students have met the learning and skills outcome requirements within a subject and to assist teaching staff to make decisions about the performance of individual students within a subject.

### **6.1 Forms of Assessment**

Normally, assessment of a subject will involve a number of different forms of assessment. Some assessment is formative; it is specifically intended to assist students to identify weaknesses in their understanding, so that they may improve their understanding and enhance their learning. Other assessment is summative; its objective is primarily to pass judgement on the quality of a student's learning, generally in terms of assigned marks and grades. Furthermore, critical reflection on the outcomes of assessment tasks, both formative and summative, can inform lecturers and students, not only about the quality of student learning but also about the effectiveness of teaching. The forms

of assessment to be utilised for each subject will be clearly set out in the documentation given to students at the commencement of each subject.

Forms of assessment may include:

- **Written exams** - may take the form of short answer questions, multiple-choice questions and essays, where appropriate.
- **Written assignments** - may take the form of essays, literature reviews, reports, work logs, portfolios, etc.
- **Seminars/presentations** - normally based around formal discussion groups where students will be delegated particular topics for research and will be required to present their findings at subsequent seminars. Marks are allocated according to the standard of these presentations.
- **Practical assignments** - students may be required to complete a series of practical assignments designed to test students' abilities under 'real world' conditions.
- **Reflective learning journals** – students may be required to formally reflect and consider their learnings and how they have been applied during the subject

Assessment items may be individual, or group based

## 6.2 Timing and Weight of Assessments

Subject Outlines will advise students at the beginning of a subject how all assessment results are to be combined to produce an overall mark for the subject. Students are expected to reach the objectives of a subject progressively throughout the course of the subject. They should be set tasks during the study period that allow their progress to be evaluated against established criteria. Such tasks should contribute to the final assessment in a subject.

## 6.3 Grades

During each subject, students will be provided with an evaluation of their individual performance with reference to the criteria for each assessment task. Student performance in individual subjects of study shall be graded in accordance with the following guidelines:

Students should refer to the 'Student Assessment Policy and Procedure' for detailed information on assessment processes.

| <b>Grade</b>   | <b>Definition</b>   |
|--|---|
| High Distinction<br>(outstanding performance)<br>Code: HD<br>Mark range: 85% and above | Complete and comprehensive understanding of the subject content; development of relevant skills to an outstanding level; demonstration of an extremely high level of interpretive and analytical ability and intellectual initiative; and excellent achievement of all major and minor objectives of the subject. |
| <b>Grade</b>   | <b>Definition</b>   |

|  |  |
|--|--|
| Distinction<br>(very high level of performance)<br>Code: D<br>Mark range: 75-84% | Very high level of understanding of the subject content; development of relevant skills to a very high level; demonstration of a very high level of interpretive and analytical ability and intellectual initiative; and comprehensive achievement of all major and minor objectives of the subject. |
| Credit<br>(high level of performance)<br>Code: C<br>Mark range: 65-74%           | High level of understanding of the subject content; development of relevant skills to a high level; demonstration of a high level of interpretive and analytical ability and achievement of all major objectives of the subject; some minor objectives not fully achieved.                           |
| Pass<br>(competent level of performance)<br>Code: P<br>Mark range: 50-64%        | Adequate understanding of most of the basic subject content; development of relevant skills to a satisfactory level; adequate interpretive and analytical ability and achievement of all major objectives of the subject; some minor objectives not achieved.  |
| Fail<br>(unsatisfactory performance)<br>Code: F<br>Mark range: below 50%         | Inadequate understanding of the basic subject content; failure to develop relevant skills; insufficient evidence of interpretive and analytical ability; and failure to achieve some or all major and minor objectives of the subject.   |
| Compulsory Fail<br>Code: CF  | Student has failed a threshold requirement of the subject, but has achieved a total mark of 50 or more for the subject.  |
| Withdrawn Fail<br>Code: WF   | Student withdraws from the unit after the census date.   |
| Withdrawn<br>Code: W   | Student provides evidence of serious illness or other circumstances beyond his or her control after the census date or other prescribed date.  |
| Incomplete Grade<br>(Not all work submitted)<br>Code: I                          | A temporary grade indicating final grade has not yet been finalised. Any I grade not finalised within 3 months of semester's results being approved by Academic Board will be converted to an F grade.   |
| Advanced Standing<br>Code: AS  | Credit has been granted for the subject following an application and its approval for Advanced Standing.   |

## 7.0 Monitoring Course Progress

WIN requires that the academic progress of each student is monitored so that students who are determined to be 'at risk' can be provided with advice and support to ensure successful course completion whenever possible.

Students must meet the requirements of a course within a prescribed number of years from the date of first enrolment.



Students are required to attain the following minimum academic standards in order to be deemed to be maintaining satisfactory academic progress in a course:

- No more than one failure in a particular subject of study; and
- Not fail more than 50% of the subjects attempted in a semester.

The Registrar or other nominated staff member will contact each student who is deemed to be 'at risk' and arrange an appointment for an academic counselling session. The student will also be advised of the possibility that conditions may be placed on their enrolment.

If a student continues to fail to meet minimum academic standards after an intervention strategy has been put in place, the Registrar or nominee will request that the student provide a written statement within twenty working days outlining reasons why they should be permitted to continue their enrolment in the course.

A student who does not submit a written statement by the due date shall have their enrolment terminated.

The Registrar or nominee shall consider the written statement and may:

- terminate the student's enrolment; or
- permit the student to continue with or without specific conditions.

The Registrar or nominee will provide a written statement to the student within twenty working days outlining their decision and informing the student of their right to appeal the decision.

A student who is permitted to continue their enrolment in the course, but with conditions imposed, who again fails to attain the minimum academic standards or breaches the conditions imposed, will have their enrolment terminated due to unsatisfactory academic progress.

Full details are available on WIN website under Policy and Procedures for 'Student Progression, Exclusion and Graduation'.

Students whose enrolment is terminated due to unsatisfactory academic progress or exceeding the maximum period of candidature and who wish to undertake further study will need to apply to WIN for re-admission in line with the 'Student Selection and Admissions Policy and Procedure' which is available for viewing on WIN's website.

## **7.1 International Students Only**

As part of their visa conditions, international students are required to maintain a full-time study load at all times during their course. The one exception to this requirement is when an international

student has less than a full-time load in their final semester of study (usually due to failure in more or more subjects during the course). International students are expected to complete their course in the standard number of years for a student undertaking a full-time load (the registered course duration). This time period is noted on the student's eCoE and study visa.

The Course Director or nominee will monitor international students' academic progress at the end of each semester to determine if the student has met the minimum academic standards and will be able to complete their studies within the registered course duration. Where necessary an intervention strategy will be put in place (as described above). The course duration may be extended where an intervention strategy has been implemented.

If after an intervention strategy has been put in place, an international student fails to meet the minimum academic standards in a second consecutive semester, the Registrar or nominee, on advice from the Course Director or nominee, will inform the student in writing of the intention to report the student for not achieving satisfactory academic progress.

The student will also be advised that they have a right to appeal the decision within twenty working days. During the period for lodging an appeal and, if the student lodges an appeal, during the period the appeal is being considered, the student has a right to continue their studies in the course.

After all grievance and appeals processes are finalised, or if the student has chosen not to access the appeals process within twenty working days, the student's enrolment will be formally terminated and WIN will report the student to the Department of Home Affairs via PRISMS. The student will be provided with a copy of the Section 20 notice generated by PRISMS. The student will then receive a Notice of Intention to Consider Cancellation of his/her student visa from the Department of Home Affairs.

Where students have been granted permission to study three subjects in a semester due to extenuating circumstances, they will be expected to enrol in a summer semester so that they may continue to complete the course in the time described on their student CoE.

## **7.2 Appeals**

A student may appeal against a decision made under the progression policy. The grounds for appeal are that the decision is inconsistent with the policy. Please see the administration office for advice on how to lodge an appeal

## **8.0 Evaluation**

As part of our continuous improvement procedures you will be asked to complete a course evaluation survey. This is your opportunity to provide us with feedback on the course, the tutors/lecturers, the course administration, the training facilities, the training activities, resources and materials and the assessment procedures. Your comments enable us to make

sure that your expectations are being met and to improve our services.

## 9.0 Deferral, Cancellation and Exclusion

Students who would like to defer their studies must first speak to Reception or send an email to [info@win.edu.au](mailto:info@win.edu.au)

International students are only able to defer or temporarily suspend their studies on the grounds of compassionate or compelling circumstances.

A deferral form must be completed which will need to be approved by the Registrar. Prior to applying to defer their program students must ensure that they have paid all the fees required and have no outstanding balance.

Students may also have their enrolment deferred or suspended on the grounds of misbehaviour which may lead to expulsion from WIN.

Students have the right to appeal a decision by WIN to defer, suspend or cancel their studies. Please see the administration office for advice on how to lodge an appeal

### International Students Only

Deferral of studies by international students is permitted only in compassionate or compelling circumstances such as serious illness, death in the family, natural disaster in student's home country or for some other reason. Students will be required to provide documented evidence of the compassionate or compelling circumstances.

#### Deferral fees

- If the deferral request is received before the start of the course or study period, the student must pay a \$200 deferral fee if the deferral is approved.
- If the deferral request is received during the first semester, but before the start of the second semester, the student must pay a \$600 deferral fee.
- If the deferral request is received after the second semester, the tuition fee for one semester will be charged as the deferral fee.

#### Refund Information

**For more information please consult the Refund Policies available on our website.**

In the event of a student withdrawing from a course or study period and the student has paid at least one full semester's tuition fees, an application for a refund must be made in writing to WIN Higher Education. This is subject to the approval of transfer or withdrawal from the course by WIN Higher Education.

Note that this clause will only apply if the pre-paid tuition fees, deposit and/or tuition fees paid is equivalent to at least one full semester's fee.

- a) If the notice is received by WIN Higher Education at least 28 days before the course or study period starts, WIN Higher Education will refund 80% of tuition fees paid for the course or study period.

- b) If the notice is received by WIN Higher Education prior to, but less than 28 days before the course or study period starts, WIN Higher Education will refund 50% of tuition fees paid for the course or study period.
- c) If the notice is received by WIN Higher Education on or after the course or study period starting date, no refund will be made.

If an exceptional circumstance exists, WIN Higher Education may consider an application for a refund on a case-by-case basis. Example of exceptional circumstances are prolonged medical condition requiring hospitalisation or trauma requiring continued mental health evaluation by a professional counsellor, psychologist, or psychiatrist.

The course or study period as mentioned in the above clause is advertised and accessible under the WIN Higher Education Academic Calendar website.

### **Approved Deferrals, Suspensions and Cancellations**

#### **Please be advised that these actions may affect your student visa**

- WIN will not notify the Department of Home Affairs of a change to the enrolment status until the internal complaints and appeals process is completed. If the deferral/suspension period is more than 28 days, the student must leave Australia unless there are compassionate and compelling circumstances that require the student to remain onshore.
- If deferral/suspension is more than 6 months, the student visa will be subject to cancellation.

Please note: An approval for a deferment does not change the schedule of any payment. The student must make a payment according to the payment plan indicated on the offer letter. Otherwise, the late payment fee applies.

- The **ESOS** legislative framework can be found [here](#)
- General enquiries 1300 615 262
- ESOS Helpline +61 2 6240 5069
- the ESOS online enquiry form can be found [here](#)
- [Department of Home Affairs](#)  
131881 –General enquiries phone number

## **The Following Sections Only Apply to International Students**

### **Overdue Fees (International Students Only)**

WIN reserves the right to take any or all of the following actions if a student has not paid his/her fees.

- Suspend the student from his/her classes
- Withhold transcripts, certificates and other documents and services
- Collect a finance charge on the amount outstanding
- Pursue legal action to recover the debt

Please note that if students are suspended for non-payment of fees, they are not permitted to continue attending their classes. They may not complete or hand in assessments during the period of suspension and they may be in jeopardy of accruing additional costs.

**Finance Charge** - Late payment of fees for more than 14 days will incur an administrative fee calculated on a 5% monthly basis (30 days term) of your overdue balance.

Should the overdue balance be more than \$500 and remain overdue for more than 28 days, WIN reserves the right to cancel the student's enrolment and notify Department of Home Affairs.

A Final Notice will be issued after 28 days from the overdue date.

**Being reported to the Department of Education, Skills and Employment for cancellation of enrolment automatically alerts the Department of Home Affairs and could result in the cancellation of your student visa.**

If you feel there are reasons as to why you should not be reported, you may make an appeal against this decision. Please see the administration office for advice on how to lodge an appeal.

## **Completion Within the Expected Duration of Study** **(International Students Only)**

WIN monitors the progress of each student to ensure that at all times the student is in a position to complete the course within the specified period on the student's CoE. An extension of the expected duration of study is only allowed in limited circumstances.

The study period may be extended only where it is clear that the student will not complete the course within the expected duration as the result of:

- Compassionate or compelling circumstances (e.g., illness where a medical certificate states that the student was unable to attend classes).
- WIN Leave Request ([International Students Only](#))

WIN will only approve leave to students on the grounds of compassionate or compelling circumstances and the length of approved leave is to be strictly controlled in keeping with the reason for leave.

Examples of circumstances where leave may be approved include:

- Hospitalisation for an urgent operation, accident or giving birth.
- The passing away of a close relative.
- A natural disaster in your home country.

Students must apply for approved leave in writing and submit supporting documentation i.e. medical certificate from a registered medical practitioner, death certificate, and return air tickets. If leave is requested for over 2 weeks, students will be required to defer their studies for the duration of the leave and reapply for their visa once the leave is over. WIN will notify

Department of Home Affairs via PRISMS.

Please be advised that this action may affect your student visa.

## ESOS

- The **ESOS** legislative framework can be found [here](#)
- General enquiries 1300 615 262
- ESOS Helpline +61 2 6240 5069
- the ESOS online enquiry form can be found [here](#)

## Record Maintenance (International Students Only)

It is an Australian Government requirement that we keep records of each student's current residential address (as supplied by the student), the student's full name, date of birth, nationality, the start and completion day of the student's course, attendance and academic performance, details of payments received, information on international student health cover, level of English language proficiency and the student's passport and visa numbers. We must also keep a record of the reason for a student's termination of studies if this situation occurs.

**Note:** Students are required to provide residential addresses and contact details to the educational provider. Failure to do so may result in a cancellation of your student visa by Department of Home Affairs.

As of January 2021, all students are required to provide their Unique Student Identifier (USI) to their education provider. All higher education and vocational students in Australia must have a USI: <https://www.usi.gov.au/>

**According to Australian federal government requirements, students who have not provided their valid USI to their education provider may not be eligible to receive certificates, transcripts, and/or other academic documents.**

A Change of Address Form is available from Reception or on our website [www.win.edu.au](http://www.win.edu.au). Students are required to notify WIN at Reception in person within 7 days if you have a change of address and contact details.

Your records are confidential and available to you upon request. Records of attendance, assessment outcomes and qualifications issued are kept accurate, up-to-date and secure.

Information provided by students to WIN may be made available to the Commonwealth and State Agencies and the Fund Manager of the ESOS Assurance Fund.

WIN is required under [Division 1 section 19 of the ESOS Act](#) to inform the Department of Home Affairs about certain changes to a student's enrolment and any breach of a student's visa condition relating to attendance and academic performance.

We keep copies of your results for a period of 30 years. You must bear the cost for re-issue of records and awards.

## Withdrawal from Commenced Courses (International Students Only)

In the event that a student intends to transfer to another provider or terminate their study; One month's notice in writing is required before the commencement date of the next term. If less than one month's notice is given, the student is obliged to pay the following term's fees as indicated on the offer letter.

The student will need to complete the "Course Withdrawal Form" and notify WIN of the intention to terminate their enrolment. The form is available from Reception.

- International students are required to have completed six months of their principal course prior to transferring to other institutes.
- If a student abandons the course, all fees due are payable to WIN as required.
- A student who ceases attending a course or does not return from leave, and is not contactable by WIN, has "inactively" advised us of his/her failure to continue studying.

Under Section 19(1) of the ESOS Act, we must notify Department of Home Affairs of termination of an accepted student's studies within 14 days of the event occurring. Therefore if a student is absent for 2 weeks consecutively, the student's enrolment may be cancelled.

## Transfer Between Providers (International Students Only)

### Student Transfer Policy

The purpose of this procedure is to address the requirements of Standard 7 of the National Code 2018, [Overseas Student Transfers](#).

The Dean is responsible for the implementation of this policy and for ensuring that staff and students are aware of it.

WIN will not charge any fees to the student for issuing a letter of release, if granted, and will advise via the letter of release, that the student will need to contact Department of Home Affairs and seek advice on whether a new student visa is required.

WIN cannot enrol transferring students in the first six months of their principal course of study except in accordance with the requirements outlined in Standard 7 of the National Code 2018.

If WIN refuses to issue a letter of release, a student may appeal against WIN's decision using WIN's Complaints and Appeals Process.

Students who wish to transfer prior to completing 6 months of the principal course must apply for release using the "Course Withdrawal Form". The reasons stated in the student's application must comply with WIN's "Transfer Request Assessment" requirements. A valid letter of offer from another provider must also be provided. The Executive will consider and respond to

applications for a letter of release within 7 days of its lodgement.

**Release will normally be granted in the following situations:**

WIN will consider the following circumstances as reasonable grounds for transfer, where the student has supplied evidence in support of at least one of the following:

- a. WIN is unable to continue to provide the course as outlined in the written agreement;
- b. the student wishes to change course in order to gain access to special services or pathways that can be confirmed as being offered by another registered provider, which WIN is not able to provide;
- c. the student has undertaken an individually tailored intervention strategy, but is still not coping with the study requirements and wishes to transfer to an alternative course that is not offered by the institute;
- d. The student can provide genuine evidence supporting compassionate and compelling circumstances which necessitate transfer to another provider;
- e. there is evidence that the overseas student's reasonable expectations about their current course are not being met; and/or
- f. an appeal (internal or external), on another matter results in a decision or recommendation to release the overseas student.

**Release will normally not be granted in the following situations:**

Examples of factors that may be considered unsuitable for the student transferring include:

- a. the transfer may jeopardise the student's progression through a package of courses;
- b. the student is able to apply for transfer to other courses within WIN but will not be granted a release on the basis of a change of mind;
- c. the student has 25% or less of the course to complete;
- d. the student fees are in arrears;
- e. claims of financial hardship;
- f. claims of migration or representative agent error;
- g. WIN is concerned that the student's application to transfer is a consequence of the adverse influence of another party or if WIN considers the request for a transfer to be the result of student poaching;
- h. the student was given adequate information at the time of enrolment to enable the student to make an informed decision to undertake the course;
- i. the student claims difficulty with the course but the full range of support services have not been accessed by the student (the student will be advised that WIN will revisit the issue within a timeframe negotiated with the student);
- j. WIN forms the view that the student is trying to avoid being reported to Department of Home Affairs for failure to make satisfactory academic progress or to meet attendance requirements; or
- k. where a student wants to transfer to a course that does not adequately meet their long term goals; or
- l. the student decides they would prefer to live in another city for personal reasons, including employment opportunities; or
- m. the student decides that they would prefer to study at an institution with lower fees; or



- n. the student decides that they would prefer to study a different subject area, or at a lower level.

If a release is refused, reasons for the refusal will be provided in writing and the student will be informed of their rights of appeal using WIN Complaints and Appeals Procedure as outlined below.

**Step 1:** If you choose to appeal, you must continue to maintain your enrolment and attendance at all classes as normal until the process is complete. If you choose not to attend classes during this period you are required to re-enrol with WIN if the appeal is unsuccessful.

**Step 2:** On appeal you will have to complete a Formal Complaints Form and you must attend a meeting with the Registrar in order to resolve the complaints raised. The resolution phase must commence within 5 working days of your complaint being lodged. A final decision will be made within 7 working days.

**Step 3:** If you are still dissatisfied with the decision of WIN, you may access our internal appeals process by completing the Non-Academic Appeals Form. The appeals process will begin within 10 working days of a lodgement and will be finalised within 10 working days.

**Step 4:** If you are dissatisfied with WIN's appeal process, you may raise a complaint with the [Overseas Student Ombudsman](#). Please refer to WIN's 'Academic and Non-academic Grievance Handling Policy & Procedure' on WIN web site for contact details and processes.

A copy of the student's letter of release application; notes recording the assessment of the application and a copy of the response letter outlining the decision made in relation to the request for release that was sent to the student by WIN is placed into the student's file.

## 10.0 Important Forms

The following forms are available on the WIN Website under 'Current Students' at <https://www.win.edu.au/policy-procedure-and-forms/>, or by emailing [info@win.edu.au](mailto:info@win.edu.au).

**Request for Leave-** This form is only to be filled out when a situation arises where you need to request leave from your studies.

**Request for an Academic Document** - This form will enable you to request a particular academic document such as an interim transcript. You should be aware that certain documents will require a fee to be paid.

**Refund Application Form** - This form will enable you to a request for refund of your tuition or any other additional fees in accordance with the ESOS Act and WIN refund policies.

**Course Withdrawal Form** - This form is to be completed if you wish to withdraw from your course and request a release letter.

**Formal Complaints Form** - This form is to be completed if you wish to make a formal

complaint in relation to withdrawing from your course.

**Appeals Form** - This form is used if you wish to appeal the decision of WIN for non-academic matters.

**Academic Appeal Form** - You have 20 working days in which to lodge your appeal in writing.

**Deferral Form** - Available only in certain limited circumstances, on the grounds of compassionate or compelling circumstances.

**Change of Address Form** - It is important to notify Reception in person within 7 days if you have a change of address and contact details.

All Request Forms, Complaints, and Appeals should be lodged with the administration office or reception on Level 1, or by emailing [info@win.edu.au](mailto:info@win.edu.au), or by completing the online submission form (where applicable).

## 11.0 Definitions

**CRICOS:** Institutes that offer courses to student visa holders and the courses they offer, are listed on the [Commonwealth Register of Institutions and Courses for Overseas Students](#).

**Department of Education, Skills and Employment:** responsible for national policies and programs that help Australians access quality and affordable [education](#) in Australia.

**Department of Home Affairs:** Home Affairs brings together Australia's [immigration](#) and border-related functions, plus federal law enforcement, national and transport security, criminal justice, emergency management, multicultural affairs and settlement services; working together to keep Australia safe.

**eCoEs:** The Electronic Confirmation of Enrolment or eCoE is a document that WIN creates on PRISMS for a prospective student visa holder when the student has signed their acceptance of offer. The student uses the eCoE as proof of enrolment when applying for their student visa.

**Enrol:** To undertake a course. The words "enrolled" and "enrolment" are used in the ESOS Framework in the broad sense to mean that a student is undertaking a course.

**ESOS Framework:** The Education Services for Overseas Students (ESOS) acts and regulations set out the legal framework governing delivery of education to student visa holders. See [here](#)

**Fact sheet for International Students:** information for you from the Australian government can be found [here](#)

**International Student:** A student who is not a citizen or permanent resident of Australia, or a New Zealand citizen, and who must pay the international student fee for their course. International students generally have student visas, but may have one of a range of other visas.

**National Code 2018:** The National Code of Practice for Registration Authorities and Providers

of Education and Training to Overseas Students (2018). The National Code provides standards and procedures to which visa holders must adhere.

**OSHC:** Overseas Student Health Cover - Compulsory for student visa holders. Find Bupa [here](#).

**Overseas Student:** This term is used in the ESOS Framework to mean an international student who has a student visa. The ESOS regulations only apply to these students.

**PRISMS:** The Provider Registration and International Students Management System ([PRISMS](#)) is the web-based system that lists registered courses and is used to create eCoEs or to report on changes in student enrolments.

**Suspend:** In the ESOS Framework, "suspend" is used to mean any break in studies, for whatever reason, whether it is initiated by the student or WIN.