



**WALL STREET
COLLEGE**

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**COVID – 19 Amendment to Student Handbook
2020**



Wall Street College (WSC) is continuously monitoring the ongoing impact of COVID-19 and is taking appropriate action in line with advice from relevant government and health authorities.

TEMPORARY CHANGES TO DELIVERY MODE

To ensure we are limiting our movement to stop the spread of COVID-19, Wall Street College has made temporary changes to their delivery mode. The delivery strategy adapted by Wall Street College during the COVID-19 pandemic is a blend of synchronous and asynchronous learning, facilitated via video conferencing (zoom) and supported by learning management system. This strategy will mimic face-to-face classroom delivery and will be maintained at 20 contact hours per week for international students.

Note: Please contact Wall Street College on 03 9629 4770 (Melbourne) or 03 8648 8556 (Hobart) or email us on admissions@wallstreet.edu.au for further information.

IF YOU ARE SICK

Stay at home, self-isolate and check your symptoms. Symptoms include – fever, coughing, sore throat and shortness of breath. If you are sick and think you might have COVID-19, check your symptoms using healthdirect's Coronavirus (COVID-19) Symptom Checker – <https://www.health.gov.au/resources/apps-and-tools/healthdirect-coronavirus-covid-19-symptom-checker>

Note: If you have serious symptoms such as difficulty breathing, call 000 for urgent medical help.

PROTECT OTHERS AND STOP THE SPREAD

We can all help slow the spread of COVID-19 in Australia.

To protect others, you must:

- [practise good hygiene](#)
- practise [physical distancing](#)
- follow the [limits for public gatherings](#)
- understand how to [isolate](#) if you need to

Note: If you have a confirmed case, you must isolate yourself to stop the virus spreading to other people.

STAY INFORMED AND PROTECTED

Wall Street College recommends all its students and staff download the official government apps to stay up to date and protected.

1. COVIDSafe app – <https://www.health.gov.au/resources/apps-and-tools/covidsafe-app>
2. Coronavirus Australia app – <https://www.health.gov.au/resources/apps-and-tools/coronavirus-australia-app>
3. Australian Government WhatsApp channel for COVID-19 – <https://www.health.gov.au/resources/apps-and-tools/australian-government-whatsapp-channel-for-covid-19>



Source: https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert#_blank

FURTHER RESOURCES

- Australian Government | Department of Education, Skills and Employment
Coronavirus FAQs for international students – <https://docs.education.gov.au/node/53251>
- Australian Government | Department of Health
Coronavirus (COVID-19) health alert – <https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert#travellers-and-visitors>
Coronavirus (COVID-19) resources in your language – https://www.health.gov.au/resources/translated?f%5B0%5D=field_related_conditions_disease%3A9669
- Victoria State Government | Health and human services
Coronavirus (COVID-19) updates – <https://www.dhhs.vic.gov.au/coronavirus>
- Tasmanian Government
Coronavirus (COVID-19) updates – <https://coronavirus.tas.gov.au/facts/important-community-updates>
- Australian Government | Department of Home Affairs
COVID-19 arrangements for immigration and border – <https://covid19.homeaffairs.gov.au>
- Mental Health Australia – <https://mhaustralia.org/need-help>

ENROLMENT

It is compulsory for you to finalise your enrolment by registering at Wall Street College before commencing your course. To register you must email a certified copy of your passport. If you wish to have credit transferred from previous studies, you also need to email certified copies of your documents.

Also, please note that, if you have not enrolled in your course within 14 days of the commencement date indicated on your CoE, WSC is required, by law, to cancel your CoE.

Please note that you are required to complete your address and emergency contact details and to inform WSC of any changes, as it is a condition of your study visa. Failure to do so is a breach of one of the conditions of your student visa and can result in your visa's cancellation.

CLASS TIMES AND ORIENTATION

Classes at WSC are generally run according to individual class timings over a period of two and half day a week. You will be advised on your scheduled class days at the time of enrolment.

As you are aware, due to the COVID-19 outbreak, we are now delivering our course materials via online/distance delivery.

You will receive login details prior to commencement of your term, detailing where and how to access the Wall Street College E-Learning portal. This will allow you to attend classes that our trainers will be conducting through Zoom along with access to additional learning resources.

Please note that it is mandatory for all students to attend these Zoom sessions (Please use your student ID as your name when logging into Zoom) as this counts towards your attendance records which can be reported to Department of Home Affairs (DHA).



SERVICES AND STUDENT SUPPORT

Wall Street College is deeply committed to ensuring that all students receive a high-quality training program and necessary support services.

The following staff are available to provide COVID 19 assistance & information:

Corrine Chen- Student Support Officer (Melbourne)

Email: corrine@wallstreet.edu.au

Ike Zhang – Administration Manager (Hobart)

Email: ike@wallstreet.edu.au

To ensure we meet the specific needs of our students, the College will:

- Determine the support needs of individual students during the enrolment process
- Ensure trainers are fully informed of any student support needs prior to the commencement of training
- Provide all students with access to the educational and support services necessary for them to meet the requirements of the qualification they are studying

The College will provide assistance to support students to ensure they have the opportunity to successfully complete their training and assessment program by:

- Identifying particular requirements (such as literacy, numeracy, English language or physical capabilities) students would need to complete their course
- Developing strategies to make support available where gaps are identified
- Implementing individualised strategies to suit the student (as applicable)

This may include providing:

- Language, Literacy & Numeracy (LLN) support
- Assistive technology
- Additional tutorials/training, eLearning, resource materials – including podcasts and YouTube clips
- Online Study skills workshops

The College will seek to maximise opportunities for access, participation and outcomes for all students by implementing inclusive practices throughout the delivery of all its courses.

This will be achieved by providing ongoing access to:

- All resources (physical or virtual) necessary to complete the training program
- Trainers and assessors for all the training programs



- Records held by the College

The College will make every reasonable effort to ensure that it can accommodate a student's needs. However, sometimes those needs are beyond the assistance that can reasonably be provided by the College. In these circumstances, individuals who require substantial additional support with their literacy and numeracy or other needs will be assisted to access specific assistance. There may be costs incurred which will be the responsibility of the student.

All students and staff will be provided with training in the College's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations.

The role of the Student Support Officers is to assist with student welfare and the effective implementation of the College's obligations under the ESOS framework. The Student Support Officers are also able to help students with some domestic issues, and to assist the student to maintain their course progress. These support services are provided without cost to student.

Student Support Officers are able to assist in addressing student welfare requirements, which may include the following:

- Absenteeism/attendance
- Accommodation assistance
- Financial concerns
- Campus facilities and resources
- Visa & immigration issues
- Complaints and appeals
- Family matters/relationship concerns
- Legal assistance
- Sexual harassment
- Employment rights

Student Support Officers can also refer the student to a trainer or the Academic Manager regarding the following academic matters:

- Assessment failures
- English proficiency
- Learning difficulties
- Performance and course progression
- Reasonable adjustment
- Study habits and problems
- Transitioning course/provider

STUDENT COUNSELLING



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

Student Support Officers have a list of local resources, including doctors, dentists, legal aid and other specialist services and will be able to suggest how a student can access any specialised support or external help they may need. All discussions regarding these issues are in the strictest of confidence and there is no fee for referral, although specialists services may charge a fee.

International students will be required to attend an induction at the commencement of their studies at the College. These inductions give an overview of the College policies and procedures including the Student Handbook, administration procedures, government requirements, cultural matters, basic housekeeping issues, introduction to staff and a tour of facilities.

STUDENT RESOURCES

All learner guides, PowerPoint presentations and assessment tools for each unit of competency will be provided by Wall Street College. Other supplementary textbooks will be available on campus and disseminated to students where applicable.

Students will need to bring their own stationery, notebooks, etc to class to facilitate their studies. We highly recommend that students bring their own laptop/device to class. However, Wall Street College also has computer labs and free Wi-Fi which are accessible to students during their studies.

LIBRARY

There is an onsite Resources Centre which contains copies of the recommended textbooks and readings which students have access to for their self-paced sessions.

A number of **online libraries** are recommended to students, as most reference materials are now available online. The following are some of the recommended library collections online:

National Library of Australia <http://www.nla.gov.au> (FREE)

Libraries Australia <http://librariesaustralia.nla.gov.au/apps/kss> (FREE)

Free e-books <http://www.e-booksdirectory.com> (FREE)

The Free Library <http://www.thefreelibrary.com> (FREE)

We recommend that students use the free electronic resources and the State Library of Victoria or Libraries Tasmania for research. The State Library of Victoria and Libraries Tasmania library card allows the student to request books and other collection material, access **eresources** or book a study room. The **eresources** can be used remotely—anywhere, anytime.



STUDY ASSISTANCE

The student's trainer will be able to provide them with one on one help and suggest additional readings and information. Wall Street College trainers are very friendly and want to help students achieve their learning goals.

The following online resources are also useful for providing student study support:

Effective Study skills

A useful quick overview of study skills: www.adprima.com/studyout.htm

How to Study

A large directory to study skills websites, including how to study in specific subject areas. www.howtostudy.org

Study Guides and Strategies

A wide ranging overview of the skills needed at all stages of student life. www.studygs.net

Study Skills Self-Help

Covers important skills such as time management, note taking and exam preparation.

www.ucc.vt.edu/