




**WALL STREET  
COLLEGE**

# **STUDENT HANDBOOK**



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## INTRODUCTION

Welcome to Wall Street College Pty Ltd trading as Wall Street College (WSC).

WSC is a Registered Training Organisation (RTO) guided by a philosophy of first-class customer service and the provision of quality training and assessment to all of our students.

WSC is committed to providing you with a quality education enabling you to further your career and achieve your goals within your chosen field.

The contents of the WSC Student Handbook will be discussed with you during your orientation program, and it is important that you keep a copy in your records throughout your entire educational journey with us.

In this handbook, you will find information about WSC, our policies and procedures together with forms and documents that you may have to refer to.

WSC is responsible for the quality of the training and assessment you will receive in compliance with Standards for RTOs 2015, and for the issuance of the Australian Qualifications Framework (AQF) certification documentation. The Standards set out the requirements that an organisation must meet in order to be an RTO and ensure the integrity of nationally recognised training provided by registered training organisations.

WSC uses various education agents to assist it in recruiting prospective students. A full list of agents is on our website.

## CONTACT DETAILS

### Campuses

Melbourne Campus: Level 4, 20 Queen Street, Melbourne, Victoria, 3000

Hobart Campus: Level 2, 27 Elizabeth Street, Hobart, Tasmania, 7000

### General Staff Contacts

#### Chief Executive Officer/Principal Executive Officer

Dr Andrew PODBURY

E: [andrew@wallstreet.edu.au](mailto:andrew@wallstreet.edu.au)

#### Training Coordinator

Mr Steven HU

E: [steven@wallstreet.edu.au](mailto:steven@wallstreet.edu.au)

## MELBOURNE CAMPUS

### Campus Manager

Mr Ike Zhang

E: [ike@wallstreet.edu.au](mailto:ike@wallstreet.edu.au)

Ph: 03 9629 4770

### Student Support Officer

Ms Linda ZHANG

E: [linda@wallstreet.edu.au](mailto:linda@wallstreet.edu.au)

Ph: 03 9629 4770



**Student Welfare Officer**

TBC

E: [admissions@wallstreet.edu.au](mailto:admissions@wallstreet.edu.au)

Ph: 03 9629 4770

**Marketing Officer**

TBC

E: [marketing@wallstreet.edu.au](mailto:marketing@wallstreet.edu.au)

Ph: 03 9629 4770

**HOBART CAMPUS**

**Campus Manager**

Ms Yulia HENDRA

E: [yulia@wallstreet.edu.au](mailto:yulia@wallstreet.edu.au)

Ph: 03 6169 2217

**Student Support Officer**

Mr Leo LONG

E: [leo@wallstreet.edu.au](mailto:leo@wallstreet.edu.au)

Ph: 03 6169 2217

**Student Welfare Officer**

TBC

E:

Ph: 03 6169 2217

**Marketing Manager:**

TBC

E:

Ph: 03 6169 2217

**Emergency and Health & Safety Contact:**

**First Aid Officer (Melbourne):**

Mr Ike ZHANG

E: [ike@wallstreet.edu.au](mailto:ike@wallstreet.edu.au)

Ph: 03 9629 4770

**Fire Warden and 24 Hours Emergency Contact (Melbourne):**

Mr Ike ZHANG

E: [ike@wallstreet.edu.au](mailto:ike@wallstreet.edu.au)

Ph: 0413 903 009

**First Aid Officer (Hobart):**

Ms Yulia HENDRA

E: [yulia@wallstreet.edu.au](mailto:yulia@wallstreet.edu.au)

Ph: 03 6169 2217

**Fire Warden and 24 Hours Emergency Contact (Hobart):**

Mr Yulia HENDRA

E: [yulia@wallstreet.edu.au](mailto:yulia@wallstreet.edu.au)

Ph: 0421 966 011



## CODE OF ETHICS

1. Wall Street College shall at all-times act with integrity in its dealings with all students and members of the community.
2. Wall Street College shall adopt policies and practices to ensure the quality of vocational education and training programs offered are relevant and in accordance with:
  - a) The Vocational Education Training (VET) Quality Framework and the Standards for Registered Training Organisations (RTOs) 2015.
  - b) The Education Services for Overseas Students Act 2000 (ESOS) and the National Code 2018 of Practice for Registration Authorities and Providers of Education and Training to Overseas Students. ESOS Framework: <https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>
  - c) Commonwealth/State legislation and regulatory requirements.
3. Wall Street College will ensure:
  - a) The provision of adequate facilities in which to conduct training programs;
  - b) The employment of qualified staff and maintenance of staff training sufficient to deliver programs on an on-going basis;
  - c) The accuracy of any marketing and promotional advertising material;
  - d) Compliance with the refund policy;
  - e) Compliance with current Workplace Health & Safety (WHS) and Duty of Care requirements;
  - f) The maintenance of adequate records and security of all current and archival records;
  - g) Students access to their records upon request;
  - h) The maintenance and continual improvement of a Quality Assurance System;
  - i) Notification to students of any intention to relocate premises, no less than three weeks before the relocation occurs and/or changes to the college management;
  - j) Notification to students regarding any changes or updates to legislation and/or government regulation via student email and/or the college website. Information sessions may also be conducted for any change which directly impacts a student's daily study program.
4. Wall Street College undertakes to maintain quality training and to uphold the highest ethical standards.
5. Wall Street College undertakes to ensure that all employees, agents and representatives are familiar with and agree to comply with this code of ethics.
6. Wall Street College shall refrain from associating with any enterprise, which could be regarded as acting in breach of this code of ethics.

## Quality Statement

Wall Street College is committed to providing and maintaining quality vocational education and training services to the highest possible standards. All our courses are designed and delivered to meet the requirements of the industries they serve and the community generally. The education and training services provided by the College are expected to prepare students for a confident entry into the workforce in their chosen field, armed with the knowledge, skills, attitudes and behaviours required to enable them to perform to the standard required by their employers and industry generally.



## Management Practices

Wall Street College will at all times, develop and implement policies and procedures to ensure that the College and its operations are managed by appropriately qualified staff, in both Administrative and Teaching areas. The learning environment will be structured to facilitate the optimum learning experience for both the student body and teaching staff. Sufficient resources will be acquired and made available at the appropriate times to ensure effective teaching and facilitate the learning process for students.

All courses are delivered by appropriately qualified staff that are provided quality teaching material and resources. Appropriate teaching and learning strategies will be employed in the learning environment to ensure students have the best possible opportunity for success. Students will be supported in their quest for achievement and will be given every opportunity to strive for excellence in their chosen field.

## Marketing of College Courses

Wall Street College guarantees to market its courses within the provisions of the current *Competition and Consumer Act 2010*, *Australian Consumer Law Act (Tasmania) 2010* and the *Australian Consumer Law and Fair Trading Act 2012* (Victoria), in addition to requirements stipulated in the *ESOS Act 2000* and the *RTO Standards 2015*. In addition to and in respect of these requirements, all courses will be marketed with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In all marketing and promotional material, no false or misleading statements or comparisons will be drawn with other providers or courses.

## Prior to enrolment Information

Students will be provided with accurate, relevant and up-to-date information, prior to commencement of their courses. Additionally, students will be given this WSC Student Handbook which details key information they will require during their study at WSC such as the College's:

- Code of Ethics,
- Admission procedures,
- Course fees and refund policies,
- Competencies they are expected to achieve,
- Assessment and certification methods,
- Grievance procedures,
- Student support services, and
- Student Facilities.

Students will be provided with additional information from time to time by the WSC Student Support Office, notice board, and student online portals.

## Recruitment of Students

Recruitment and selection of students will be conducted in an ethical and responsible manner and in accordance with the requirements of the course curriculum. Selection will be made on the basis of educational criteria and in accordance with equal opportunity legislation. Applicants for enrolment will be assessed by appropriately qualified staff to determine whether they are capable of achieving the stated course competencies. This assessment will be made on the basis of their qualifications and proficiencies.



A Language, Literacy and Numeracy (LLN) test will be conducted to assess the students LLN needs, identify any gaps in skills, and to offer additional support with literacy or numeracy to assist students to better manage the requirements of their course of training.

All students will be offered the opportunity for recognition of prior learning. Such applications will be assessed on the same basis as for entry into courses and in line with designated course and module outcomes.

### **Refunds and Tuition Assurance**

Wall Street College has a published refund policy which is made available to all students prior to enrolment. It aims to be fair and equitable to both the College and its student body. Wall Street College is required to apply the Student Tuition Protection Service (TPS) through the Commonwealth managed fund known as Overseas Student Assurance Fund (OSTF). The Fund was established to protect the interests of overseas students on student visas or intending overseas students, who are studying or about to study in Australia.

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

<http://www.studyinaustralia.gov.au/global/australian-education/education-system/esos-act>

### **Student Complaints and Appeals**

Wall Street College provides students with a published mechanism for dealing with complaints and appeals. Such complaints and appeals are resolved internally where possible. Should any grievance not be resolved internally, students will be advised of the appropriate legal body where they can seek further assistance.

If the complainant is an overseas student, he/she may contact the Overseas Students Ombudsman (OSO) who offer a free and independent service for overseas students who wish to appeal against a decision made by their private education or training provider in Australia.

Commonwealth Ombudsman

GPO Box 442, Canberra ACT 2601

1300 362 072,

<http://www.ombudsman.gov.au/making-a-complaint>

### **Guarantee of Service**

Wall Street College pledges to honour all guarantees outlined in this Code of Ethics. Wall Street College reserves the right to modify any timetables, course schedules, College fees and refund policy to reflect changing circumstances.





## STUDENT POLICIES AND PROCEDURES

### Training Outcome Focus

Wall Street College's policies and management procedures are designed to maintain high professional standards in the marketing and delivery of vocational education and training services. Policies and procedures safeguard the interests and welfare of students. Wall Street College is committed to the success of students and maintains an environment conducive to learning and assessment. We have the capacity to deliver the nominated course(s), provide adequate facilities, and use appropriate methods and materials.

### Student Support

The college will ensure that support is provided throughout the students training in order to assist and support the successful achievement of learning outcomes. Student Support Officer(s) can provide support services including (but not limited to) academic progress & intervention, accommodation, further study, orientation, and arrangements for independent grievance resolution.

Academic and learning support needs will be referred to the Academic Manager. The Student Support Officer will, however, ensure that the required academic support services have been provided to the students through scheduled learning support sessions and/or activities, and will maintain a regular communication with the students to obtain feedback.

Counselling services and other external referrals will be arranged if deemed appropriate by the Student Support Officer. There is no fee attached to this welfare support and referral service. Any cost charged by the external services will be paid by the students.

Students can make appointments with the SSO via email (admin@wallstreet.edu.au) or through the Student Service Officers. Urgent matters will be attended to promptly on advice of the front desk (initiated by the student) or college staff members.

### Disclosure of Information

Information about students will not be provided to any other third party without the prior written consent of the student with the exception of relevant government departments, when the information will be provided with or without the consent of the student. A copy of information shared with a third party will be kept on the student's file.

Information about a student from the student:

- Students have access to all information kept on their file upon written request.
- Email requests from students for documents will not be processed. Students must write a formal letter with their signature for verification then the information/documents will be processed.

Information about a student from a third party:

- Information requests about students from a third party will be denied unless there is written consent from the student.
- Information about students will not be provided to any other third party without the prior written consent of the student with the exception of government departments, when the information will be provided with or without the consent of the student.



In all cases, conditions of the *Privacy Act 1988* and the Australian Privacy Principles (APPs), will be followed and adhered to by staff members and students at the College.

Wall Street College is required by the *National Vocational Education and Training Regulator Act 2011* to securely retain your personal details for a period of 30 years from the date your enrolment has been completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.

In some cases, we are required by law to make student information available to Government agencies such as the National Centre for Vocational Education and Research (NCVER) or the Australian Skills Quality Authority (ASQA). In all other cases Wall Street College will seek the written permission of the student for such disclosure. Wall Street College will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by a person, you need to authorise this access otherwise this access will be denied.

You have the right to access information that Wall Street College is retaining that relates to you. Further instructions are provided on how to access records within the section titled "Access to your records".

If you have concerns about how Wall Street College is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook. Under the *Privacy Act 1988* (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <http://www.oaic.gov.au/privacy/privacy-complaints>.

### **Attendance**

The College systematically monitor students' compliance with student visa conditions relating to attendance and course progress. The college is proactive in notifying and counselling students who are at risk of failing to meet attendance and course progress requirements. The college reports students under Section 19 of the ESOS Act who have breached the course progress requirements.

### **Change of Address**

You must inform Wall Street College in writing within seven (7) days of your arrival in Australia of your current residential address and must advise any changes of address within seven (7) days. Please come to the Administration Office to fill in a Change of Address Form. The form will be kept on your student file and the details of your address will be recorded on the College's database program and PRISMS.

### **Change of Enrolment**

Change of enrolment is subject to program availability. Change of enrolment will not be considered after the program starts unless there is a compelling reason. Change of enrolment may occur if the trainer and student agree on the benefits of the change and it does not disrupt other students. Refunds may only be made as a result of change of enrolment subject to the Refund Policy.



## Deferral of Enrolment

If you have not commenced your studies and wish to defer your studies for more than 14 days but less than 3 months, you are required to fill a Student Request Form for Deferral of Studies and explain the reason for your request in writing. Your deferral request will be approved for the following reasons only:

- Illness where a medical certificate from a registered medical practitioner states that you are unable to attend classes; or
- Exceptional compassionate or compelling circumstances.

Once your deferral request is approved, a new eCoE (electronic Confirmation of Enrolment) will be issued to replace your current CoE. Notification of deferral will be entered into PRISMS as required by *ESOS Act*, which may affect your student visa.

## Suspension/Cancellation of Enrolment (initiated by student)

If you are currently studying and wish to suspend your studies for more than 14 days but less than 3 months, you are required to fill a Student Request Form for Suspension of Studies and explain the reason for your request in writing. Your suspension request will be approved for the following reasons only:

- Illness where a medical certificate from a registered medical practitioner states that you are unable to attend classes; or
- Exceptional compassionate or compelling circumstances.

Once your suspension request is approved, a new CoE (Confirmation of Enrolment) will be issued to replace your current CoE. Notification of suspension/cancellation will be entered into PRISMS as required by *ESOS Act*, which may affect your student visa.

If you would like to withdraw from your studies, you are required to inform us in writing. Once approved and officially withdrawn, your enrolment and CoE will be cancelled. Notification of withdrawal will be entered into PRISMS as required by *ESOS Act*, which may affect your student visa.

## Suspension/Cancellation of Enrolment (initiated by the College)

Wall Street College may suspend/cancel the enrolment of a student under any of the following circumstances:

- Who has gained admission to the College by misrepresentation, by falsification of documents or by other fraudulent means;
- Who has failed to fulfil the normal requirements for admission or enrolment;
- Who has outstanding payment which has been overdue for more than 28 days;
- Who has suspended their studies more than 3 months;
- Who has failed to meet course requirement;
- For any act of grave misconduct associated with the academic program of the College.



The student will be informed by a Letter of Intention to Suspend / Cancel Enrolment and will be provided with 20 working days to make an appeal, in writing, explaining why they believe their enrolment should not be suspended / cancelled. (Please refer to “Appeal Policy” of WSC).

**Note:** Deferral, suspension or cancellation of enrolment may have implications for a student's visa; especially if the course end data has been changed. Wall Street College recommends that students seek appropriate advice regarding these implications. Wall Street College does not provide immigration advice to students.

## Refund Policy

College Refund Policy for Overseas Students.

Under the Tuition Protection Service (TPS) framework, students are entitled to a refund under the provision of the *ESOS Act 2000* and *ESOS Regulations 2001* in the following circumstances.

### Fee refund schedule:

- 1) The application fee/holding fee, accommodation placement booking fee are not refundable under any circumstances, including visa rejection.
- 2) The airport pick up fee will be fully refunded if service is cancelled prior to flight arrival.
- 3) No refund will be given to any student who breaches their visa conditions or fails to meet course requirements.
- 4) No refund will be given if a student completes the course early and the full tuition fee and material fee must be paid any certification is issued.
- 5) Tuition fees will be refunded as per following:

Refund Circumstances	Refund Amount
If a student's visa application is rejected and the official rejection advice is provided to WSC prior to the course commencement date.	Refund equal to 100% of Tuition fee paid. Enrolment fee and Holding fee – where applicable, are not refundable. *
If written notice of cancellation of enrolment is received by WSC at least 30 days prior to the course commencement date.	Refund equal to 100% of Tuition fee paid less an Administration fee of AUD\$200.00. Enrolment fee and Holding fee – where applicable, are not refundable.
If written notice of cancellation of enrolment is received by WSC less than 30 days prior to the course commencement date.	Refund equal to 50% of Tuition fee paid less an Administration fee of AUD\$200.00. Enrolment fee and Holding fee – where applicable, are not refundable.
Withdrawal after the commencement date	No refund
Wall Street College default (Provider Default) <ul style="list-style-type: none"> <li>• The course offered does not start on the agreed starting date</li> <li>• WSC has had a sanction imposed preventing delivery of course</li> </ul>	Full refund
Visa extension is refused	Refund of unused tuition fees *



\* A refund request must be made in writing and the College must receive the decision record from DHA within 90 days of the date decision is made. Tuition fee is non-refundable in the case where the person is not considered a genuine student. (Visa renewal refusal or a visa cancellation due to a breach of student visa conditions cannot apply for this refund).

### Refund Procedure

- 1) A refund form signed by student needs to be submitted to the college Administration
- 2) College assesses the application and supporting documents to make a decision
- 3) Once granted, the document will be forwarded to the Accounts Department for processing of the refund amount
- 4) The application refund case will be submitted to the college Chief Executive Officer to approve
- 5) Student will be informed of the outcome
- 6) In the case of unsatisfactory outcome, the student will be advised that they can lodge a complaint and appeal as per consumer's rights in accordance with state/territory laws
- 7) All refunds will have the refund processed within 28 working days.

Tuition fees will not be refunded under the following circumstances:

- A student enrolment is terminated for failure to comply with WSC's policies and procedures.
- A student enrolment is terminated for failure to comply with the requirements of their student visa.
- A student does not commence (i.e. does not arrive or has not arranged with us for a late start)
- A student terminates a course during the study period.

### Transfer and Release Policy

Under Standard 7 of the National Code 2018, international students are restricted from transferring to another education provider if they have not yet studied 6 months of their principal course at Wall Street College. If you wish to transfer to another education provider, you must apply by completing a Student Transfer/Release Request Form and providing a letter from another education provider confirming that a valid enrolment offer has been made and other relevant documentation supporting the reasons of the transfer/release.

### Student transfer/release requests

Students who seek to transfer to another provider prior to completing the 6 months of their principal course must make a written request and submit a valid 'Letter of Offer' from the new provider authenticating the transfer and the justification on how the new intended course will benefit the student.

The following circumstances are outlined below where Wall Street College will grant the transfer request in the overseas student's best interests, including but not limited to:

- The college has cancelled/ceased to offer the course as outlined in the Written Agreement.
- Government considers the change to be in the student's best interest, if they are a sponsored student (written confirmation from sponsor required).
- There is evidence that the student was misled by the registered provider or an education or migration agent regarding the registered provider or its course and the course is therefore unsuitable to their needs and/or study objectives.
- Student has provided sufficient evidence of compassionate or compelling circumstances.



- Student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with the intervention strategy in accordance with Standard 8 of National Code 2018 and the WSC's Course Progress Policy and Procedure.
- There is evidence that the student's reasonable expectations about their current course are not being met.
- An appeal (internal or external) on another matter results in a decision or recommendation to release the student.
- Exceptional circumstances (documentation required to support circumstances).

If the application for transfer is approved, the student's enrolment will be cancelled, and student release information will be recorded in PRISMS. Students should contact Department of Home Affairs (DHA) to check if the existing visa allows them to study the intended course and / or any other visa implications. Wall Street College does not provide immigration advice to students.

Where the transfer is not in the best interest of the student, the request to transfer to another registered provider will be rejected. Reasons for rejection may include but are not limited to:

- Outstanding debt to WSC
- New course or location or outcome is not suitable to student situation
- Intended Provider is not a CRICOS registered provider
- The welfare of the student is compromised

In an event where the student's application of transferring to another provider is rejected, the student will be informed in writing about student's right to appeal against the decision. Student will have 20 working days to access the Complaints and Appeals process. Wall Street College will not finalise the student's refusal status in PRISMS until the appeal is resolved in favour of the registered provider, or student has chosen not to access the complaints and appeals processes within the 20-working day period, or student withdraws from the process.

### **International student visa holder**

You must follow and obey all conditions attached to your student visa. If you breach these conditions, it could lead to your visa being cancelled.

Check your conditions on VEVO or have a look at the visa grant letter you received. Below is a list of some of the common conditions that may be attached to your visa: (source: Department of Home Affairs)

#### **8105 – Work restriction: 40 hours a fortnight**

- You must not work in Australia before your course of study commences.
- You must not work in Australia for more than 40 hours a fortnight when your course of study or training is in session. A fortnight means the period of 14 days commencing on a Monday.

#### **8202 – Meet course requirements**

You must:

- remain enrolled in a registered course



- maintain enrolment in a registered course that is the same **Australian Qualifications Framework (AQF) level** or higher for which your student visa was granted;
- maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.

Note: A registered course is one that is on the **Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)**.

#### 8501 – Maintain adequate health insurance

You must have and maintain adequate health insurance for the whole of your stay in Australia.

#### 8533 – Inform provider of address

You must let your education provider know your residential address within 7 days of arriving in Australia if you were outside Australia when your visa was granted.

If your residential address changes you must let your education provider know within 7 days of the change.

You must also let your current education provider know you have changed your education provider within 7 days of receiving:

- a confirmation of enrolment from your new education provider, or
- evidence you have been enrolled by the new education provider

For further details and a list of all conditions please visit the departments website <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions?product=500#>

### **Early Course Completion**

Students who complete their course early will be reported to DHA for early course completion, if they are enrolling as an international student under the student visa program. In such cases you will be required to enrol in an alternative CRICOS registered course or leave Australia. The visa expiry date in your passport is no longer valid in these instances.

Note: All International students must comply with current visa conditions and regulations determined by the Department of Home Affairs (DHA). For more detailed information on current visa conditions and regulations visit the DHA website - <https://www.homeaffairs.gov.au>

### **Student Orientation**

Student orientation is the official start of the course and is a welcome program for new students commencing their studies at Wall Street College. The orientation program consists of presentation, campus tour, enrolment and information that helps students settle into the new study environment.



It is essential for students to attend this session, so they are informed about the training, assessment and support services, their responsibilities as student, key policies that impact upon their course progress and completion, and their rights and obligations at Wall Street College.

Students may be required to undertake Language, Literacy and Numeracy test and activities on the orientation day. At the end of the session, students will be asked to sign a declaration that you have received, understand and agree to undertake your training according to the policies and procedures of Wall Street College.

*The last page of the Student Handbook is an acknowledgement form that is to be signed and return to the administration office at the end of orientation session. This acknowledgement will be recorded in your student file*

### **Behaviour Expected on Campus**

Today's workplace requires employees to use their initiative, work as a team member and be honest, loyal, tactful and courteous. It is expected that you will treat fellow students and staff with respect. At Wall Street College, we strive to achieve the following "basic principles" of behaviour:

- Focus on the situation, issue or behaviour, not on the person.
- Maintain the self-confidence and esteem of others.
- Maintain constructive relationships with staff and fellow students.
- Take the initiative to make things better.
- Treat others with respect at all times in all dealings.
- Respect the property of Wall Street College and fellow students.
- The use of inappropriate language, threatening behaviour, bullying etc. will not be tolerated.
- Mobile phones are to be turned off during classes and in quiet study areas or set to silent.
- No food or drinks are allowed in lecture and computer rooms of Wall Street College.
- No chewing gum or smoking is permitted within Wall Street College.
- The student is not to enter staff rooms unless a teacher invites them to do so.
- Punctuality for class is very important. If you arrive late or are not in the class when required, you will be marked absent.
- The student must present their student identification card when requested.
- If a computer is left for more than 10 minutes, please log out so that all fellow students may have the opportunity to use the computer.

All staff and students are required to hold each other responsible for living up to these principles at all times. Failure to adhere to these principals may result in consequences including but not limited to, warning letters, interventions, suspension or cancellation of study at WSC.





## TRAINING AND ASSESSMENT POLICIES AND PROCEDURES

### What are Competencies

A competency is a statement about the skills, knowledge and attitudes a learner needs to demonstrate, and these statements are contained in each unit of competency. Each Unit is often made up of several Elements.

The assessment of your competency means that you must be able to “Show, Tell and Apply” evidence and skills, which match and meet these units and elements against a set of key performance competencies and nationally set standards. This could include:

- Collecting, analysing and organising information;
- Communicating ideas and information;
- Planning and organising activities and tasks;
- Working with others in teams;
- Leading teams;
- Using mathematical ideas and technological tools;
- Solving problems; and
- Demonstrating understanding.

### Competency Based-Training and Assessment

#### What is competency-based training?

Competency based training is training that develops the required knowledge and skills to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments. Competency is achieved by being assessed against requirements of the unit of competency. Your assessor will make a judgment of your competency after reviewing all the different types of assessment evidence you provide.

All assessments conducted by the college will observe the following directives as required by the Competency Standards for Assessment from the National Training Package for Training.

- Competency Based Assessment - Assessment must take place within a competency-based assessment system within established procedures as defined in the Guidelines for Conducting Assessment from the National Training Package for Training and Assessment;
- Validity - Assessment methods will be valid, that is, they will assess what they claim to assess;
- Reliability - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context;
- Fairness - Assessment procedures will be fair, so as not disadvantage any learners.
- Assessment procedures will:
  - be equitable, culturally and linguistically appropriate;
  - involve procedures in which criteria for judging performance are made clear to all students;
  - employ a participatory approach; and
  - provide for students to undertake assessments at appropriate times and where required in appropriate locations;
- Flexibility - Assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment;



- Recognition of Prior Learning (RPL) - Individuals seeking RPL will be able to access the RPL process as described in Wall Street College RPL Information Kit.

Wall Street College utilises a range of assessment methods, these include but are not limited to:

- Role playing and scenarios
- Case studies
- Written examinations
- Practical tasks and demonstrations
- Observation either on the job or in a simulated work environment
- Question and answer

### Assessment Policy and Procedure

Wall Street College conducts effective assessment according to the Standards for RTOs, Clause 1.8 – 1.12 within the Principles of Assessment that committed to validity, reliability, flexibility and fairness in assessment processes for the training programs that it delivers to its students and meet the Rules of Evidence.

Students are notified in advance of assessment dates and times by the member of staff responsible for the assessment.

#### The Following Conditions Apply to Assessments:

- 1) Students who are absent on the day of assessment must notify Wall Street College of their inability to attend prior to the assessment time. A medical certificate must be supplied to the Administration Office.
- 2) Students who know in advance that an assessment date cannot be met must inform the member of staff responsible for setting the assessment.
- 3) Students who have missed an assessment for either reason above must apply for the missed assessment to be rescheduled.

#### The Following Conditions Apply to Rescheduling Assessments:

- 1) Students must have rescheduled and completed the assessment within four (4) weeks of the original assessment date.
- 2) Students must organise to reschedule the assessment with the staff member responsible for the assessment.
- 3) Students must supply a medical certificate for the original day they were absent.
- 4) If the conditions above are not adhered to, students will be deemed not yet competent.

### Reassessment Procedure

If a student has previously attempted an assessment and has been deemed Not Yet Competent, they may apply for reassessment under the following conditions:

- 1) Student assessments which have been deemed Not Yet Competent may be reassessed and a fee will apply.
- 2) Students who have previously attempted an assessment and are deemed Not Yet Competent may be reassessed a second time and a fee will apply.



- 3) Students are not eligible to be reassessed if the failing of assessment resulted because they did not attend any class activities.

### **Assessment Appeals**

An appeals process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualification Framework and in accordance with the VET Quality Framework.

A fair and impartial appeals process is available to all students. If a student wishes to appeal his/her assessment result, he/she must first discuss the issue with the trainer/assessor.

If the student would like to proceed further with the request after discussions with the trainer/assessor a formal request is made in writing outlining the reason(s) for the appeal. Please refer to the WSC Complaints and Appeals Policy and Procedure.

### **Grounds for Appeal**

An application for appeal will be considered where:

- A student claims a disadvantage because the trainer/assessor did not provide a course/competency unit outline;
- A student claims disadvantage because the trainer/assessor varied without consultation or in an unreasonable way the assessment requirements as specified in a courses/competency units outline;
- A student claims disadvantage because assessment requirements specified by the trainer were unreasonably or prejudicially applied to him or her;
- A student is of the view that a clerical error has occurred in the documenting of the assessment outcome;
- A student claims that there is a discrepancy between the practical observation and the formal assessment.

If the appeal is upheld, Wall Street College will mark the student as competent. If the appeal is rejected the student will be required to be reassessed.

All appeals are recorded and reviewed at Management Review Meetings. Results of all appeals are communicated in writing to students stipulating the reasons for the decision and a copy of this communication is also kept on file- both in the complaints and appeals register and, in the student's, individual file.

### **Recognition of Prior Learning – RPL**

Wall Street College has in place systems to offer Recognition of Prior Learning (RPL) to assess an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a VET qualification.

Wall Street College ensures that assessment undertaken for Recognition of Prior Learning:

- Meets the requirements of the relevant training package
- Is conducted in accordance with the principles of assessment and rules of evidence



- Meets workplace and, where relevant, regulatory requirements; and
- Is systematically validated

Students may apply for Recognition of Prior Learning either before commencement or as soon as studies commence. For international students, an approved RPL will mean early completion of their qualification and the reduced duration will be reported on PRISMS.

Wall Street College provides the student with a 'Confirming Outcome of Credit Application' letter. The students must sign this letter to indicate agreement with the outcomes of Recognition of Prior Learning applications and a copy is to be kept on the students file.

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

### **Evidence requirements for national recognition**

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

### **National recognition guidelines**

The following guidelines are to be followed in relation to national recognition:

- Students may not apply for national recognition for units of competence or qualification which are not included in the College's scope of registration.
- Students are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for national recognition.
- National recognition may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek recognition.
- National recognition is only applicable when the units of competency being claimed are issued by an Australian RTO and they are nationally endorsed within the National Skills Framework.
- Wall Street College provides the student with a 'Confirming Outcome of Credit Application' letter. The students must sign this letter to indicate agreement with the outcomes of applications and a copy is to be kept on the students file.

### **Feedback and Quality Improvement**

Wall Street College collects statistical information regularly to monitor, maintain and achieve ongoing continuous quality improvement in the delivery of vocational education and training.



We value and welcome constructive feedback from our students and staff concerning educational and service improvements or changes that would improve our existing offering.

To provide management with this feedback, you will be asked to complete the following student surveys:

- Post Orientation Survey- providing new students with an opportunity to provide feedback.
- End of Term Survey- providing you with the opportunity to review your learning outcome and goals.
- Exit/Graduation Survey- providing you with an opportunity to provide feedback on your overall education experience.

Feedback from these surveys is forwarded to management for rectification/continuous improvement.

Students wishing to provide management with feedback on any issues of concern or areas for improvement outside of these formal surveys are encouraged to complete an [Opportunity for Improvement Form](#), which can be accessed at the campus or via the Wall Street College [Website/Learning Management System \(Moodle\)/Student Management System \(Axcelerate\)](#)

### Issuing of Qualifications

Wall Street College will issue all AQF qualifications and statements of attainment within 30 days of the training programs completion. All qualifications and statements of attainment issued comply with the standards outlined within the Australian Qualifications Framework (AQF) implementations handbook and in accordance with the requirements of Standard for RTOs 2015.

Wall Street College will only issue AQF qualifications and statements of attainment within the scope of registration that certify the achievements of qualifications or industry/enterprise competency standards from nationally endorsed training packages or qualifications, competency standards or modules from accredited vocational courses.

Students are issued with a statement listing units of competency which have been successfully completed.

### Students' Rights and Responsibilities

Student Rights and Responsibilities are detailed below. Failure by students to adhere to these obligations may result in disciplinary action, including but not limited to, warning letters, counselling, intervention, suspension of study and cancellation of COE.

#### Students' Rights

Wall Street College recognises that students have the right to:

- Expect that Wall Street College will provide training of a high quality that recognises and appreciates their individual learning styles and needs.
- Have access to all of the services offered by Wall Street College regardless of their educational background, gender, marital status, sexual preference, race, colour, pregnancy status, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation.
- Have their prior learning and experience appropriately recognised in the determination of their requirements for training and assessment.



- Be advised of all learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement.
- Appeal for a review of the results of an assessment.
- Expect to achieve the stated learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it.
- Learn from fully qualified, competent and experienced trainers who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes, and assess their work fairly.
- Learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination.
- Be treated with respect, dignity and fairness.
- Expect that Wall Street College will be ethical and open in its dealings, its communications and advertising.
- Expect that Wall Street College will observe its duty of care towards them.
- Expect the efficient handling of administrative matters and processing of fees, concessions, refunds etc.
- Privacy and confidentiality, and secure storage of their records in accordance with its policies and procedures, to the extent permitted by law.

### Students' Responsibilities

Students are responsible for:

- The understanding and accepting of the enrolment conditions for the training programs they undertake.
- Providing Wall Street College with accurate information about them at time of their enrolment, and to advise of any changes to their address or phone numbers promptly.
- Paying of all fees and charges associated with their training program and providing their own course requirements where notified.
- Recognising the rights of all Wall Street College staff and fellow Students to be treated with respect, dignity, fairness and behaving in an appropriate and acceptable manner towards them.
- Regular and punctual attendance.
- Ensuring that they attend classes sober and drug free, and do not smoke on campus.
- The security of their personal possessions whilst attending a training program.
- Promptly reporting all incidents of harassment or injury to Wall Street College administration office.
- Respecting property of Wall Street College and observing policy guidelines and instructions for the use of equipment.
- Seeking clarification of their rights and responsibilities when in doubt.

### **Trainer's Responsibilities**

- Your Trainer will provide clear instructions about what is expected from you during your training.
- Training may consist of group/action learning activities and projects, assignments, case studies, presentations, discussions, workbook activities, research and reports etc. Each unit of learning is clearly outlined and indicates what is expected of you during the learning phase.
- Your trainer will provide their contact details and you will be able to contact your trainer regarding your learning and assessment activity.



- During assessment, the learner must be able to Show, Tell and Apply the evidence. The Trainer/Assessor records your evidence and/or skill demonstrations as "C" - Competent or "NYC" - Not Yet Competent. Competencies are not scaled or graded.

### Attendance and Academic Progress Policy

Wall Street College's focus is on each and every student achieving a competent result for all their units of competency. The college also requires that students attend all their scheduled classes. This is a visa requirement. An attendance roll is completed for each class.

Wall Street College considers students who gain a Competent result for less than 50% of the required units for the term as failing to achieve satisfactory academic progress. An intervention strategy will be implemented for these students, who the college believes are at risk of failing to achieve satisfactory course progress.

The College is required under the National Code 2018 to report those students via PRISMS who do not achieve satisfactory academic course progress within a period of two terms. Once the student is reported to DHA for not achieving course progress, the student is given 20 days to appeal before he/she is reported to DHA by the college. See below for information of the Appeals Policy.

It is in the students' best interests to attend class regularly so they can gain the knowledge and skills to successfully complete the individual units of competency.

### Intervention Strategy

To ensure students are given every opportunity to achieve satisfactory course progress, the college has drawn up an intervention strategy to provide support to the student.

#### Intervention Strategy – Procedure

At the end of the term any student who has not achieved a 'competent' result for at least 50% of their units will be sent a letter requiring them to make a time to meet with their Trainer or the Academic Manager for an intervention meeting. The outcome will be recorded, and students advised of what action they are required to take. Typical actions include but are not limited to:

#### 1) Reassessment

If a student requires to be reassessed, the Academic Manager will make arrangements and the student is required to pay a reassessment fee and enroll for reassessment. The result will be followed up by the Academic Manager. At the end of the reassessment program, the Academic Manager will advise the administration department to update the student result record.

#### 2) Repeating a unit of competency

In the case of a student being required to repeat the failed unit(s) because of compassionate or compelling reasons, the Academic Manager will make arrangements and inform the administration department to extend the students CoE. PRISMS will be updated via a student course variation report.

#### 3) Academic Support



The Academic Manager/Head Trainer may design a plan of academic support, which may include:

- Coaching/mentoring with the trainer,
- Attending catch up classes,
- Being provided with additional learning materials, such as recorded lectures, podcasts, you tube clips, extra reading etc.,
- Time management and study skills.

#### 4) LLN Support

In the case of a student requiring Language and Literacy and Numeracy Support, they will be advised to join the English support program.

#### 5) Welfare Counselling

For students whose academic performance or ability is affected by personal circumstance, the Academic Manager will refer the student to the Student Counsellor and provide details of the academic situation. The outcomes of counselling, including any recommendations, are recorded by the Student Counsellor and the Academic Manager is advised. Final approval of any recommendations remains with the Academic Manager.

### **Appeal Policy**

#### Internal Appeals Process

An appeal is a request to review an adverse decision or an unfavourable outcome that may have arisen from any administrative, academic or disciplinary processes.

A valid appeal will normally fall within the following circumstances:

- the student believes that the assessment was unfair and/or
- the student feels that the process was inappropriate or unfair and/or
- due to other compassionate grounds.

Before making an appeal, the student should discuss the matter with the college staff concerned in an attempt to reach a decision. Should the student not be satisfied with the outcome, the student must lodge a formal Assessment Appeal Form (available online or from the Administration Office) within 7 days of the initial discussion and address it to the Student Support Officer of Wall Street College. Wall Street College will investigate and respond to the appeal lodged by a student in a fair, transparent and professional manner. If the appeal results in a decision or re recommendation in favour of the student, Wall Street College shall immediately implement such decision or recommendation, notify the student and copies of correspondence will be recorded on the students file.

#### External Appeals Process

If the outcome is not in the favour of the student or they are not satisfied with the outcome of the appeal process, students will be advised on their rights to access an external appeal process with appropriate agencies.





International students who wish to lodge an external appeal can do so through the Overseas Students Ombudsman. See the Overseas Students Ombudsman website [www.oso.gov.au](http://www.oso.gov.au) or phone 1300 362 072. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their training provider.

Please refer to the complaint and appeal procedure for further information.

### Reporting Student to DHA

At the end of two terms the performance of each student will be reviewed. Those students who have not successfully completed 50% of the total subjects taken during the terms, will be issued with the intention to cancel their enrolment and report to relevant authorities (subject to possible appeals).

- 1) Once the student is reported to DHA, the student's visa will be revoked by that department unless the student can provide evidence to DHA that:
  - the student reported is the wrong student,
  - the student feels that the process was inappropriate or unfair and/or
  - The student can be accommodated within exceptional/narrow compassionate grounds such as family bereavement or hospitalisation (medical certificate from a GP does not count).
- 2) Once the student's visa is revoked by Department of Home Affairs, the student has 28 days to leave the country.

### Plagiarism

It is unfair to honest students that other students cheat or plagiarise. Wall Street College takes a serious view of plagiarism and cheating in any form of assessment.

Plagiarism can involve the use of someone else's argument, even if the exact words are not used. It can be the use of a quote without referencing it correctly. It can also mean the subtle changing of another author's sentences in order to present them as your own.

The phrase "using another person's work" includes, but is not limited to:

- using study guide material without acknowledgement;
- paraphrasing the work of another person without acknowledgement;
- directly copying any part of another person's work;
- summarising the work of another person without acknowledgement;
- using or developing an idea or theme derived from another person's work;
- using experimental results obtained from another person's work; and
- in collaborative projects, falsely representing the individual contributions of the collaborating students where individual contributions are to be identified.

Penalties for plagiarism include: a caution or reprimand; awarding of zero marks in the assignment, essay, project, test, examination or other work in respect of which academic misconduct has occurred; a fail in the subject; suspended enrolment; or exclusion from the College.



WSC would much prefer students to submit assessments which clearly acknowledge sources rather than to detect plagiarism and to impose penalties.

Please note that all written assessments submitted are checked with plagiarism detection software.

For further information refer to the Wall Street College Academic Misconduct Policy and Procedure.

### **Learning and Assessment meets Individual Needs**

Students with special needs may receive assistance for learning and assessment, which will be determined on a case-by-case basis. Students applying for special consideration need to provide a statement from a health professional about their disability or illness, which also provides recommendations. Students will then meet with the Campus Manager to discuss issues of accommodation, which will then be submitted to the Academic Manager and/or the College Principle.

## **WELFARE AND GUIDANCE**

### **Workplace Health and Safety Policy**

Victorian and Tasmanian Occupational Health and Safety Acts prescribes the employees duty of care to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others in the workplace. This includes the provision of:

- A workplace that is safe to work in, with working procedures that are safe to use;
- Adequate staff training including topics such as safe work procedures, infection control procedures and appropriate hygiene;
- Properly maintained facilities and equipment, including the provision of personal protective equipment such as gloves, eye protection and sharps containers where required; and
- A clean and suitably designed workplace with the safe storage of goods such as chemicals.

The following procedures and standards must be observed to achieve a safe working and learning environment:

- 1) Maintain a safe, clean and efficient, working environment.
- 2) Implement procedures and practices, in a variety of situation, in accordance with State and Local Government Health regulations.
- 3) Store and dispose of waste according to health regulations.
- 4) Clean walls, floor and working surfaces to meet health and safety standards without causing damage.
- 5) Check all equipment for maintenance requirements.
- 6) Refer equipment for repair as required.
- 7) Store equipment safely.
- 8) Identify fire hazards and take precautions to prevent fire.
- 9) Safe lifting and carrying techniques maintained.
- 10) Ensure participant safety at all times.
- 11) Ensure procedures for operator safety are followed at all times.
- 12) All unsafe situations recognised and reported.
- 13) Implement regular fire drills and provide first aid courses to all staff and participants.
- 14) Display first aid and safety procedures for all staff and participants to see.



- 15) Report any identified Workplace Health and Safety hazard to the appropriate staff member as required.

### **Language, Literacy and Numeracy**

Wall Street College determines a student's support needs prior to and between enrolments and will provide support services necessary for the individual learner to meet the requirements of the training product.

Wall Street College trainers/assessors will offer support should a participant identify that they have language, literacy or numeracy needs or if, the trainer/assessor identifies that a participant has such a need.

Trainers/assessors will follow these guidelines:

- Observe, identify and immediately act when a participant has needs with language, literacy or numeracy;
- Trainers/assessors will make every effort to maintain the confidentiality of the participant's needs;
- Trainers/assessors will not make discriminatory or judgemental statements about any participant based on the level of language, literacy or numeracy skills;
- Participants with language, literacy or numeracy needs will be offered counselling about their skill deficiency, and the possible impact on the proposed Wall Street College training program, and;
- Recommendations for assistance will be presented to the participant to overcome the skill shortage. However, no participant will be rejected because they decline the advice.

### **Access and Equity**

Wall Street College is committed to providing opportunities to all people for advancement in training on an equitable basis, including:

- Women where under-represented;
- People with disabilities;
- People from non-English speaking backgrounds;
- Indigenous Australians and
- Rural and remote learners

Wall Street College ensures that its selection criterion is non-discriminatory, providing fair access to training for all people. All participants who met the entry requirements (if applicable) as prescribed by the appropriate National Training Package will be accepted into any program within Wall Street College scope of registration.

- Wall Street College endorses the national equity strategy by incorporating the principles of equity into all programs.
- All staff is instructed in their responsibilities regarding Access and Equity Principles. These responsibilities include:
  - Upholding the values and integrity of Wall Street College by complying with policies, procedures and legislative requirements, and incorporating access and equity principles into all functions and activities within Immediate Assistants, as well as the operation and culture of Immediate Assistants.
  - Providing training and assessment and learning resource materials of the highest quality that takes into account cultural and linguistic needs.



- Participating in staff development programs to assist in developing training and assessment methods and practices, as well as in skills relating appropriately to a diverse participant population.
- Being responsive to the needs and suggestions of Wall Street College participants by ensuring that training and assessment procedures are flexible.
- All participants have equitable access to all programs irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy status, sexual orientation or carer's responsibilities.
- Some training programs offered may have limited number of places available and these will be filled as per the requirements detailed with the client selection information.
- Our enrolment procedures will be free of any form of discrimination, and if an individual does not meet the entry requirements, all attempts will be made to assist them to identify all alternative courses of action.

## Legislation

Wall Street College is subject to a variety of legislation and regulations related to training and assessment as well as those related to general business operations.

Current legislation and regulations that effect Wall Street College operations includes but is not limited to:

- Standards for Registered Training Organisations (RTOs) 2015
- National Vocational Education and Training Regulator Act 2011
- The Education Services for Overseas Students Act 2000 (ESOS Act)
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018
- Apprenticeship and Traineeship Act 2001
- Occupational Health and Safety Act 2004 (VIC)
- Child Protection (Prohibited Employment) Act 2003 (VIC)
- Child Protection (Prohibited Employment) Regulations 2004 (TAS)
- Equal Opportunity Act 2010 (VIC)
- Racial Discrimination Act 1975 (Commonwealth)
- Sex Discrimination Act 1984 (Commonwealth)
- Disability Services Act 1993
- Equal Employment Opportunity (Commonwealth Authorities) Act 1987
- Privacy Act 1998 (Commonwealth)
- Privacy and Personal Information Protection Act 1998 (Commonwealth)
- Privacy and Personal Information Protection Regulation 2014
- Privacy (Private Sector) Regulations 2001 (Commonwealth)

For further information in relation to legislation and regulations please contact the Wall Street College administration office or alternatively you may go to the Australian Legal Information Institute website ([www.austlii.edu.au](http://www.austlii.edu.au)).

Students will be provided with updates as to any changes to related legislation and regulation that may impact them. Updates will be provided via email and/or the college website.



## Equal Opportunity Policy

Wall Street College is committed to the implementation of Equal Employment and Education Opportunity principles and practices.

This commitment will ensure that the college environment is free from any form of discrimination in the workplace and in the classroom situation, and that all college practices are based on merit and equality of access.

The *Equal Opportunity Act 2010* (Victoria) and the *Anti-Discrimination Act 1998* (Tasmania), state that it is against the law to discriminate against someone (treat them unfairly compared with others), or harass them because of their:

- 1) Gender Identity (VIC and TAS)
- 2) Pregnancy, breastfeeding (VIC and TAS)
- 3) Disability (VIC and TAS)
- 4) Employment/Industrial activity (VIC and TAS)
- 5) Race, colour, nationality, ethnic or ethno-religious background (VIC and TAS)
- 6) Marital/Relationship status (VIC and TAS)
- 7) Family Responsibilities (TAS)
- 8) Parental Status (VIC and TAS)
- 9) Sexual Orientation (VIC and TAS)
- 10) Age (VIC and TAS)
- 11) Political Belief or Activity (VIC and TAS)
- 12) Physical features (VIC)
- 13) Irrelevant criminal record (TAS)
- 14) Irrelevant medical record (TAS)
- 15) Association with a person who has, or is believed to have, any of these attributed (VIC and TAS)

For more information, contact:

### **VICTORIA**

Victorian Equal Opportunity and Human Rights Commission

3/204 Lygon St, Carlton VIC 3053

Toll free 1300 891 848

### **TASMANIA**

Equal Opportunity Tasmania

Level 1, 54 Victoria St, Hobart, TAS, 7000

1300 305 062

## Drug and alcohol

Wall Street College is a drug and alcohol-free College. To ensure the integrity of the college, the consumption, use, sale or distribution of alcohol and/or prohibited drugs by any student on the College's



premises is strictly forbidden at all times. Any student who becomes affected by the use of substances whilst attending training is breaching a major violation of Wall Street College's policy and guidelines and is subject to severe disciplinary action. This can include suspension, dismissal, or any other penalty appropriate under the circumstances.

### **Resources for students**

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

### **Student Equipment List**

All students are required to provide the following:

- Dictionary
- Calculator
- Typing / computer paper (A4 white)
- Red, black, blue biros
- Pencil
- Eraser
- Ruler
- Highlighter
- Writing paper
- Laptop or tablet

WSC strongly recommends that students bring their personal laptop computer or tablet to class for their own use. Student will be provided with free Wi-Fi whilst on campus. A computer lab is also available on campus during campus open hours.

The completion of assessments and self-study activities typically require access to a computer or tablet.

### **Harassment and Discrimination**

At all times Wall Street College will provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying).

Everyone, regardless of whether they are a student, trainer, administration or support staff, is entitled to expect the same rights.

- The right to learn, teach or carry out their duties
- The right to be treated with respect and treated fairly
- The right to be safe in the workplace emotionally and physically
- The right to have all reports of harassment and discrimination to be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated.
- The right to inform management of any harassment or discrimination and management has the responsibility to take immediate and appropriate action to address it.
- The right to when dealing with all complaints, the rights of all individuals should be respected, and confidentiality maintained.



- The right to whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation.
- Both the person making the complaint, and the person against whom the complaint has been made, has the right to receive information, support and assistance in resolving the issue.

Students have the responsibility to:

- Allows others to learn
- Make our premises safe by not threatening, bullying or hurting others in any way
- Make the classroom safe by obeying instructions
- Make our premises safe by not bringing illegal substances or weapons onto our premises
- Not steal, damage or destroy the belongs of others

Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised. Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers/ assessors.

Staff and Students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in good national faith.

### **Student Travel Concession Forms**

Students should consult with the relevant transport authority in the city in which they study to enquire about the specifics regarding access to Student Travel Concessions.

If eligible, students requiring a travel concession can obtain the relevant confirmation of student status from the Administration Office.

### **Student ID Card**

To promote a safe and healthy learning environment all students are issued with a Wall Street College Identification Card, containing their photograph, name, Student ID number, commencement and completion date and signature. Students are required to have their Identification card with them at all times whilst on the Wall Street College's premises.

### **Incident and Hazard Report**

In the event that a student identifies something on the campus, which could cause injury to someone, or something, please advise the Administration Office without delay. A hazard report will be completed, and the issue will be investigated.

### **Conditions of Fee Payments**

During any period in which a student is absent from College, the student will continue to be liable for fees payable.

In the case of instalment plan agreement, students are required to pay fees as per the agreement. If fees are not paid by the due date/s, Management may suspend enrolment at its sole discretion.



## Protection of Fees Paid in Advance

Wall Street College fees paid in advance amount are retained in the primary bank account but shown in the account's ledger as income in advance – pre-payments and are protect under the college's tuition fee protection program.

All fees paid in advance must be received by a money order, credit card or direct deposit into the College's nominated bank. Where fees are paid in advance by a potential student, they are required to mail confirmation of the advance fees paid.

### On proof of payment the organisation will:

- Issue receipts upon receiving the fees/payment;
- Check the tax invoice attached to fees/payment if paid by representative/agents;
- Enter data to student records.

### The receipt and agreement will state:

- The College's name and Registered National Provider Code number / CRICOS provider
- The registered course number in which the student is enrolling
- Confirmation that the organisation receiving the fees will be the organisation delivering the training
- The terms and conditions of the organisation's refund policy
- The date of issue
- The full name of the student
- Acknowledgment of the payment method

### Issue of student Receipts

Following payment, an official numbered receipt will be provided to the student as confirmation of enrolment details and a copy is retained for accounts records.

### Copies of receipts will record the following information:

- The payment amounts;
- Brief description of purpose of receipt;
- Name of person/organisation paying;
- Receipt date;
- Signature of person receipting the funds.

## Cancelled Receipts

An official numbered receipt, which is cancelled, will be clearly marked cancelled and briefly noted with the reason for cancellation and signed by authorised personnel approving the cancellation.

## Refunds

All refunds are subject to the College's refund policy and the College's administration fee which will be deducted from the refund.





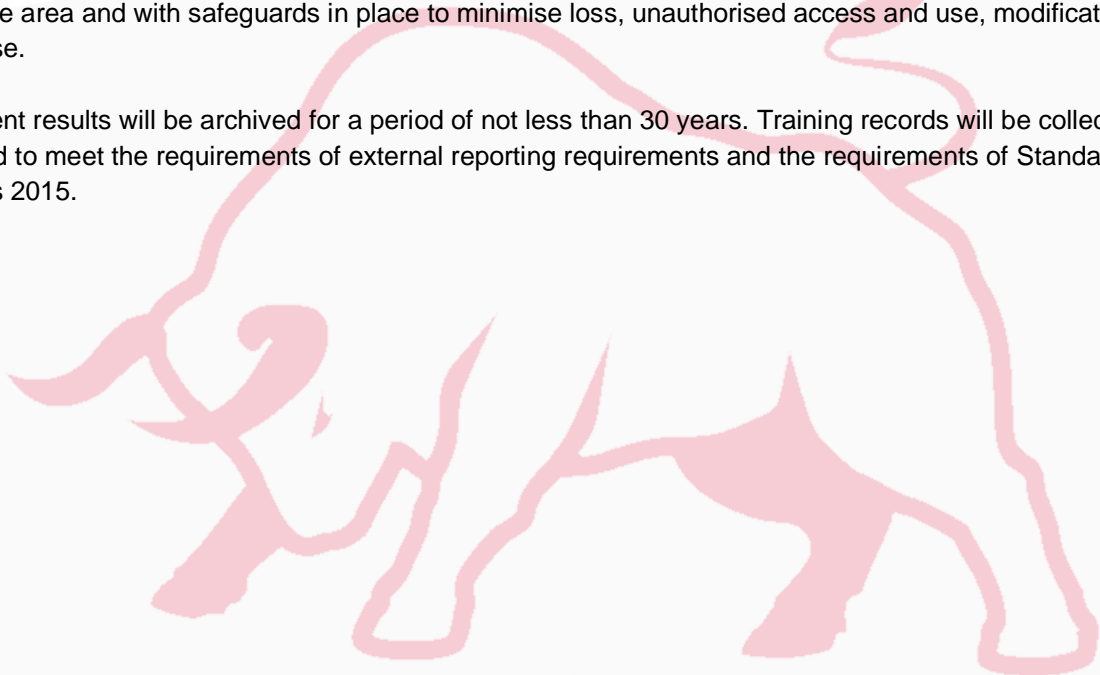
## Student Training Records

Wall Street College has in place a policy and procedure for the collection, storage and protection of all training records of individual students to meet training and assessment activity requirements.

Wall Street College is committed to maintaining and safeguarding the confidentiality and privacy of all of its individual student's information. Wall Street College has procedures to assure the integrity, accuracy and currency of all student records.

All individual student records will be stored (including the cloud-based storage of all electronic records) in a secure area and with safeguards in place to minimise loss, unauthorised access and use, modification or misuse.

Student results will be archived for a period of not less than 30 years. Training records will be collected and stored to meet the requirements of external reporting requirements and the requirements of Standards for RTOs 2015.





## Glossary of Training Terms

**Accreditation** means the formal recognition of a course by the State or Territory course accrediting body in line with the Standards for State and Territory Registering/Course Accrediting Bodies.

**Accredited course** means a structured sequence of vocational education and training that has been accredited and leads to an Australian Qualifications Framework (AQF) qualification or Statement of Attainment.

**Assessment** means the process of collecting evidence and making judgments on whether competency has been achieved to confirm that an individual can perform to the standard expected in the workplace, as expressed in the relevant endorsed industry/enterprise competency standards or the learning outcomes of an accredited course.

**Assessment guidelines** means an endorsed component of Training Package which underpins assessment, and which sets out the industry approach to valid, reliable, flexible and fair assessment. Assessment guidelines include: the assessment system overview; assessor requirements; designing assessment resources; conducting assessment; and sources of information on assessment.

**Australian Qualifications Framework (AQF)** means the policy framework that defines all qualifications recognised nationally in post-compulsory education and training within Australia. The AQF comprises titles and guidelines, which define each qualification, together with principles and protocols covering articulation and issuance of qualifications and Statements of Attainment.

**RTO Standard (RTOs2015)** means the nationally agreed quality arrangements for the vocational education and training system agreed to by the Ministerial Council.

**Confidentiality** is the requirement of non-disclosure, by a person handling a grievance matter.

**Department of Home Affairs (DHA)** means the Australian Federal Government Department responsible for the issuance and management of International Student Visas.

**Delivery and assessment strategies** means delivery and assessment strategies for each qualification or part thereof, within the Registered Training Organisation's scope of registration.

**Nationally Recognised Training** means training and assessment, delivered by a Registered Training Organisation, which meets the requirements specified in national industry/enterprise Training Packages or in accredited courses.

**Qualification** means, in the vocational education and training sector, the formal certification, issued by a Registered Training Organisation under the Australian Qualifications Framework (AQF), that a person has achieved all the requirements for a qualification as specified in a nationally endorsed Training Package or in an AQF accredited course.

**Quality** means the ability of a set of inherent characteristics of a product, system or process to fulfil requirements of customers and other interested parties.

**Registered Training Organisation (RTO)** means a training organisation registered by a registering body in accordance with compliance with all components of the Vocational Education and Training (VET) Quality Framework, within a defined scope of registration (see Scope of registration).



**Registration** means the formal approval and recognition of a training organisation, by a State or Territory registering body, in accordance with the Standards for Registered Training Organisations and the Standards for State and Territory Registering/Course Accrediting Bodies.

**Scope of registration** means the list of training package qualifications, units of competency, or state accredited courses that the organisation is registered to deliver, and the services offered – either training and assessment, or assessment only, as listed on the national register training.gov.au for the organisation.

**WSC** means the VET course provider Wall Street College Pty Ltd T/A Wall Street College located at Level 4, 20 Queen Street, Melbourne VIC, 3000 and Level 2, 27 Elizabeth Street, Hobart TAS, 7000, RTO Number 41294, CRICOS code 03601F.

**Statement of Attainment** means a record of recognised learning which, although falling short of an Australian Qualifications Framework qualification, may contribute towards a qualification outcome, either as attainment of competencies within a Training Package, partial completion of a course leading to a qualification, or completion of a nationally accredited short course which may accumulate towards a qualification through Recognition of Prior Learning processes.

**Training Package** means an integrated set of nationally endorsed competency standards, assessment guidelines and Australian Qualifications Framework qualifications for a specific industry, industry sector or enterprise.

**Unit of competency** means the specification of knowledge and skill and the application of that knowledge and skill to the standard of performance expected in the workplace.



**Acknowledgement Declaration**

I ..... , acknowledge that I have read and fully understand the contents of this Student Handbook and Wall Street College Code of Practice, which outlines the conditions and my rights and responsibilities as a student of a training program and that I have also received an orientation program detailing my training program at Wall Street College as outlined in this handbook.

.....

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Name Signature

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Date