



WINDSOR
— COLLEGE —

International Student Prospectus

Level 2, 310 King Street, Melbourne, Victoria 3000
Windsor College Pty Ltd t/a Windsor College Australia
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CRICOS Provider Code: 03560K | RTO Code: 41090

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Courses, Entry Requirements and Fees

Introduction

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

Courses/Qualifications Offered

Windsor College Australia offers the following accredited and nationally recognised qualifications to overseas students:

Course Name	CRICOS Course Code	Duration	Tuition Fee	Material Fee
BSB30120 Certificate III in Business	108457C	52 Weeks	\$9,400	N/A
BSB40120 Certificate IV in Business	108458B	52 Weeks	\$9,400	
BSB50420 Diploma of Leadership and Management	104308D	52 Weeks	\$9,400	
BSB60420 Advanced Diploma of Leadership and Management	108461G	52 Weeks	\$9,400	
SIT30821 Certificate III in Commercial Cookery	109857A	52 weeks	\$14,110	Material fee = A\$ 1,250 Knife Kits fee = A\$ 250 Uniform fee = A\$ 190
SIT40521 Certificate IV in Kitchen Management	109522B	78 weeks	\$18,190	Material fee = A\$ 1,250 Knife Kits fee = A\$ 250 Uniform fee = A\$ 190
SIT50422 Diploma of Hospitality Management	114110B	90 weeks	\$22,190	Material fee = A\$ 1,250 Knife Kits fee = A\$ 250 Uniform fee = A\$ 190
CHC33021 Certificate III in Individual Support (Ageing / Disability)	116313H	52 weeks	\$9,400	N/A
CHC43121 Certificate IV in Disability Support	116314G	36 weeks	\$9,400	

“Windsor guarantees to complete training and assessment once the student has commenced study in their chosen qualification course”. “Windsor is responsible for the quality of the training and assessment in compliance with the Standards for RTOs 2015, and for the issuance of the AQF certification documentation.”

Entry Requirements

CRICOS Code	Qualification	Entry Requirements
108457C	BSB30120 Certificate III in Business	<ul style="list-style-type: none"> Over 18 years of age at the commencement of the course A minimum English language proficiency of IELTS 6.0 or equivalent

CRICOS Code	Qualification	Entry Requirements
		<ul style="list-style-type: none"> • Must have successfully completed Year 12, or secondary studies in the applicant's home country which are equivalent to an Australian Year 12 qualification • Must have: <ul style="list-style-type: none"> • Access to a computer, tablet, or mobile phone • Access to the Internet • Access to a video and audio recording device • Computer skills including the ability to access an online video conferencing software, to use Microsoft Word and Adobe Reader, to download, scan and upload documents, and to access online materials. However, student support is available when required.
108458B	BSB40120 Certificate IV in Business	<ul style="list-style-type: none"> • Over 18 years of age at the commencement of the course • A minimum English language proficiency of IELTS 6.0 or equivalent • Must have successfully completed Year 12, or secondary studies in the applicant's home country which are equivalent to an Australian Year 12 qualification • Must have: <ul style="list-style-type: none"> • Access to a computer, tablet, or mobile phone • Access to the Internet • Access to a video and audio recording device • Computer skills including the ability to access an online video conferencing software, to use Microsoft Word and Adobe Reader, to download, scan and upload documents, and to access online materials. However, student support is available when
104308D	BSB50420 Diploma of Leadership and Management	<ul style="list-style-type: none"> • Over 18 years of age at the commencement of the course • A minimum English language proficiency of IELTS 6.0 or equivalent • Must have successfully completed Year 12, or secondary studies in the applicant's home country which are equivalent to an Australian Year 12 qualification • Must have: <ul style="list-style-type: none"> • Access to a computer, tablet, or mobile phone • Access to the Internet • Access to a video and audio recording device • Computer skills including the ability to access an online video conferencing software, to use Microsoft Word and Adobe Reader, to download, scan and upload documents, and to access online materials. However, student support is available when
108461G	BSB60420 Advanced Diploma of Leadership and Management	<ul style="list-style-type: none"> • Over 18 years of age at the commencement of the course • A minimum English language proficiency of IELTS 6.0 or equivalent • Must have successfully completed Year 12, or secondary studies in the applicant's home country which are equivalent to an Australian Year 12 qualification

CRICOS Code	Qualification	Entry Requirements
		<ul style="list-style-type: none"> Have completed a Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions). or Have two years equivalent full-time relevant workplace experience in an operational or leadership role in an enterprise. Must have: <ul style="list-style-type: none"> Access to a computer, tablet, or mobile phone Access to the Internet Access to a video and audio recording device Computer skills including the ability to access an online video conferencing software, to use Microsoft Word and Adobe Reader, to download, scan and upload documents, and to access online materials. <p>However, student support is available when required.</p>
109857A	SIT30821 Certificate III in Commercial Cookery	<ul style="list-style-type: none"> Over 18 years of age at the commencement of the course A minimum English language proficiency of IELTS 6.0 or equivalent Must have successfully completed Year 12, or secondary studies in the applicant's home country which are equivalent to an Australian Year 12 qualification
109522B	SIT40521 Certificate IV in Kitchen Management	<ul style="list-style-type: none"> Over 18 years of age at the commencement of the course A minimum English language proficiency of IELTS 6.0 or equivalent Must have successfully completed Year 12, or secondary studies in the applicant's home country which are equivalent to an Australian Year 12 qualification
114110B	SIT50422 Diploma of Hospitality Management (Cookery)	<ul style="list-style-type: none"> Over 18 years of age at the commencement of the course A minimum English language proficiency of IELTS 6.0 or equivalent Must have successfully completed Year 12, or secondary studies in the applicant's home country which are equivalent to an Australian Year 12 qualification
116313H	CHC33021 Certificate III in Individual Support (Ageing / Disability)	<ul style="list-style-type: none"> Over 18 years of age at the commencement of the course A minimum English language proficiency of IELTS 6.0 or equivalent Must have successfully completed Year 12, or secondary studies in the applicant's home country which are equivalent to an Australian Year 12 qualification Must have: <ul style="list-style-type: none"> Access to a computer, tablet, or mobile phone Access to the Internet Access to a video and audio recording device Computer skills including the ability to access an online video conferencing software, to use Microsoft Word and Adobe Reader, to download, scan and upload documents, and to access online materials. However, student support is available when required.

CRICOS Code	Qualification	Entry Requirements
		<p>Before commencing work placement, students are required to provide:</p> <ul style="list-style-type: none"> • A federal Police Background Check (Name check), no older than 6 months • A First Aid Course Certificate • Evidence of up-to-date vaccination as required <p>Students must be physically capable of doing general lifting and be prepared to be on their feet for long hours.</p>
116314G	CHC43121 Certificate IV in Disability Support	<ul style="list-style-type: none"> • Over 18 years of age at the commencement of the course • A minimum English language proficiency of IELTS 6.0 or equivalent • Must have successfully completed Year 12, or secondary studies in the applicant's home country which are equivalent to an Australian Year 12 qualification • Must have: <ul style="list-style-type: none"> • Access to a computer, tablet, or mobile phone • Access to the Internet • Access to a video and audio recording device • Computer skills including the ability to access an online video conferencing software, to use Microsoft Word and Adobe Reader, to download, scan and upload documents, and to access online materials. However, student support is available when required. • Must have: <ul style="list-style-type: none"> • Completion of: CHC33021 Certificate III in Individual Support (Disability) OR • Completion of: CHC33015 Certificate III in Individual Support (Disability) OR • Completion of: CHC30408 Certificate III in Disability PLUS the CHCSS00125 Entry to Certificate IV in Disability Support Skill Set. <p>Before commencing work placement, students are required to provide:</p> <ul style="list-style-type: none"> • A federal Police Background Check (Name check), no older than 6 months • An NDIS Worker Screening Check • A Working with Children Check • A First Aid Course Certificate • An NDIS Worker Orientation Module Certificate • Evidence of up-to-date Vaccination as required <p>Students must be physically capable of doing general lifting and be prepared to be on their feet for long hours and have the mental and emotional ability to handle challenging situations when providing support.</p>

Other Course Costs (As Applicable)	Amount
Enrolment Fee (Non-refundable)	\$200.00
RPL Assessment per unit	\$200.00
Credit Transfer	No Charge
Re-submission of Assessment	No Charge
Relearning a unit	\$500.00
Appeal Fees	NIL
Change of Course	No Charge
Interim Academic Transcript	No Charge
Certificates/Testamur on Completion	No Charge
Issuance of Statement of Attainment	\$50.00
Issuance of Replacement Qualification	\$200.00
Replacement of Student ID	\$20.00
Late Payment Fee	\$20.00
Student Photocopying	10c per page

Student Printing	10c per page
Late assignments submission fee per unit	\$150.00

* 2 re-submissions of assessment is free. If a student is still “Not Yet Competent” after 2 re-submissions of assessment, the student will need to re-learn the relevant unit and pay for the Relearning of a unit fee.”

Refunds

The purpose of this policy is to ensure that all students are treated fairly, and with integrity while assessing their refund applications. Application for refund falls into 2 categories;

1. Refunds due to non-delivery of course by Windsor (Provider Default)
2. Refunds based on student applications

For additional information on conditions applicable to each category, and the refund application process please check the Refund Policy and Procedures available at www.windsorcollege.edu.au/policies-and-procedures/

Application and Enrolment

You can either:

- Complete an International Student Enrolment Application Form
- Mail / fax the Enrolment Application Form to Windsor
- Contact our local representative in your country

Your Enrolment Application Form must be accompanied with the relevant supporting documents:

Check that you have

- Completed all sections of the Enrolment Application Form provided by Windsor
- Read and understood the policies and procedures including the Refund Policy provided on the college’s website
- Attached a passport sized photograph
- Attached certified copies of all academic certificates, transcripts, English language proficiency results and any other relevant documents
- Attached a certified copy of the pages of your passport bearing your signature and personal details
- Deliver to one of our representative agents or send your completed application with attachments direct to the following address:

International Admissions

Windsor College Pty. Ltd.

Level 2, 310 King Street, Melbourne, Victoria 3000, Australia

Phone: + 61 3 9663 0272

E-mail: admissions@windsorcollege.edu.au

- Your application will be acknowledged promptly and you will be notified immediately if your application is accepted.
- Once the “Offer of Enrolment” letter has been issued to you please read carefully the terms and conditions outlined in the “Enrolment Acceptance form”
- In order to accept the offer of place it will be necessary to obtain a bank draft made payable to:
- “Windsor College Pty. Ltd.” in Australian Dollars
- Direct Deposit in the Bank can be made to the following account:

Account Name: Windsor College Pty. Ltd

Bank: Commonwealth Bank of Australia

BSB: 063 023

A/C no: 10433884

The reference number as indicated on your offer letter must be included in correspondence and on bank transfers to allow us to identify your payment.

On receipt of payment, your place at Windsor will be confirmed. Windsor will issue a “Confirmation of Enrolment “form which must be presented to an Australian Diplomatic Mission when applying for a student visa.

Course Contents, Modes of Study, and Assessment

VET Courses

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

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

Course Contents

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

BSB40120 Certificate IV in Business	
Core units	
BSBCRT411	Apply critical thinking to work practices
BSBTEC404	Use digital technologies to collaborate in a work environment
BSBTWK401	Build and maintain business relationships
BSBWHS411	Implement and monitor WHS policies, procedures and programs
BSBWRT411	Write complex documents
BSBXC401	Apply communication strategies in the workplace
Elective units	
BSBPEF402	Develop personal work priorities
BSBPEF403	Lead personal development
BSBPMG430	Undertake project work
BSBMKG434	Promote products and services
BSBTEC303	Create electronic presentations
BSBINS302	Organise workplace information

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

BSBPMG430	Undertake project work
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BSB60420 Advanced Diploma of Leadership and Management	
Core units	
BSBCRT611	Apply critical thinking for complex problem solving
BSBLDR601	Lead and manage organisational change
BSBLDR602	Provide leadership across the organisation
BSBOPS601	Develop and implement business plans
BSBSTR601	Manage innovation and continuous improvement
Elective units	
BSBHRM614	Contribute to strategic workforce planning
BSBSTR602	Develop organisational strategies
BSBXCM501	Lead communication in the workplace
BSBOPS504	Manage business risk
BSBSUS511	Develop workplace policies and procedures for sustainability

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

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

* SITXFSA005 Use hygienic practices for food safety

* SITHCCC027 Prepare dishes using basic methods of cookery

^ will be also assessed including during work placement

SIT40521 Certificate IV in Kitchen Management	
Core units	
SITHCCC023	Use food preparation equipment *
SITHCCC027	Prepare dishes using basic methods of cookery *
SITHCCC028	Prepare appetisers and salads *
SITHCCC029	Prepare stocks, sauces and soups *
SITHCCC030	Prepare vegetable, fruit, eggs and farinaceous dishes *
SITHCCC031	Prepare vegetarian and vegan dishes *
SITHCCC035	Prepare poultry dishes *
SITHCCC036	Prepare meat dishes *
SITHCCC037	Prepare seafood dishes *
SITHCCC041	Produce cakes, pastries and breads *
SITHCCC042	Prepare food to meet special dietary requirements *
SITHCCC043	Work effectively as a cook *^
SITHKOP010	Plan and cost recipes
SITHKOP012	Develop recipes for special dietary requirements *
SITHKOP013	Plan cooking operations *

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

* SITXFSA005 Use hygienic practices for food safety

* SITHCCC027 Prepare dishes using basic methods of cookery

^ will be also assessed including during work placement

SIT50422 Diploma of Hospitality Management

Core units

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

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

* SITXFSA005 Use hygienic practices for food safety

* SITHCCC027 Prepare dishes using basic methods of cookery

^ will be also assessed including during work placement

CHC33021 Certificate III in Individual Support (Ageing / Disability)

Core units

HLTWHS002	Follow safe work practices for direct client care
HLTINF006	Apply basic principles and practices of infection prevention and control

CHCLEG001	Work legally and ethically
CHCDIV001	Work with diverse people
CHCCOM005	Communicate and work in health or community services
CHCCCS041	Recognise healthy body systems
CHCCCS040	Support independence and wellbeing
CHCCCS038	Facilitate the empowerment of people receiving support
CHCCCS031	Provide individualised support
Elective units	
CHCPAL003	Deliver care services using a palliative approach
CHCAGE013	Work effectively in aged care
CHCAGE011	Provide support to people living with dementia
CHCDIS020	Work effectively in disability support
CHCDIS012	Support community participation and social inclusion
CHCDIS011	Contribute to ongoing skills development using a strengths-based approach

CHC43121 Certificate IV in Disability Support	
Core units	
HLTWHS003	Maintain work health and safety
CHCMHS001	Work with people with mental health issues
CHCLEG003	Manage legal and ethical compliance
CHCDIS019	Provide person-centred services to people with disability with complex needs
CHCDIS018	Facilitate ongoing skills development using a person-centred approach
CHCDIS017	Facilitate community participation and social inclusion
CHCCCS044	Follow established person-centred behaviour supports
Elective units	
CHCDIS020	Work effectively in disability support
CHCDIS012	Support community participation and social inclusion
CHCCCS041	Recognise healthy body systems

Course Delivery

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

Course Assessments

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

Courses	Work Placement Hours
CHC33021 Certificate III in Individual Support	160 Hours
CHC43121 Certificate IV in Disability Support	120 Hours
SIT30816 Certificate III in Commercial Cookery	200 Hours
SIT40516 Certificate IV in Commercial Cookery	300 Hours
SIT50416 Diploma of Hospitality Management	200 Hours

Students will be given advance warning of the time and form of any assessment and will not be expected to sit an assessment they have not prepared for.

Students will be given an opportunity for two reassessments for any competencies not achieved on the first attempt.

Course Credit

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

Recognition of Prior Learning (RPL)

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

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

For detailed information, refer to Windsor's Credit Transfer Policy and Procedure and RPL Policy and Procedure on Windsor's website

Responsibilities of Students

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

Student Orientation

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

Training Facilities

Our campus is located at Level 2, 310 King Street, Melbourne VIC 3000. This location is close to Flagstaff Railway Station which is about a 4-minute walk. Our classrooms are fully air-conditioned. They are equipped with technologically up to date learning and teaching equipment and resources. Students can also access learning resources from our library.

The training kitchen location for the Commercial Cookery and Hospitality Management Courses is at 178-180 Victoria Street, Richmond VIC 3121.

Course Timetables

Sample course timetables can be accessed on the website. <https://windsorcollege.edu.au/>

Access to Student Records

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

Student Support, Welfare, and Behavior

Access and Equity Policy and Procedure

The Access and Equity Policy and Procedure is available on request. It is the responsibility of all College staff to ensure the requirements of the access and equity policy are met at all times to remove barriers and obstacles so that all students have the opportunity to gain skills, knowledge, and experience through access to Vocational Education and Training (VET).

Complaints and Appeals Policy and Procedures

Students have access to Windsor complaints and appeals policy and procedures. This policy aims to provide an accessible mechanism for students to have their complaints and appeals attended, and to ensure that resolutions are reached in a timely manner. This policy applies to all students enrolled at Windsor as well as Windsor Staff and third parties.

For additional information on the procedure to lodge a complaint or appeal, check the Complaints and Appeals Policy and Procedures available at www.windsorcollege.edu.au/policies-and-procedures/

Important Contacts

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

	Nova Pharmacy Shop 55 QV Retail Centre, Swanston St, Melbourne VIC 3000 Ph:9654 4470
	Melbourne City Pharmacy 7/108 Bourke St, Melbourne VIC 3000 Ph: 9639 9797
Community Health Centre	Out Doors Inc 231 Napier St, Fitzroy, VIC, 3065 Ph: 9419 381
Physiotherapist	Melbourne Sports Medicine Centre Level 4, 250 Collins St, Melbourne, VIC, 3000 Ph: 9650 9372
Religious Institutions	Anglican Anglican Church of Australia Diocese of Melbourne 209 Flinders Ln, Melbourne VIC 3000 Ph: (03) 9653 4220
	Catholic St Paul's Cathedral Melbourne Cnr Flinders St & Swanston St Melbourne VIC 3000 Ph: (03) 9653 4333
Islamic	Islamic Society of Victoria 90 Cramer Street, Preston VIC 3072 Ph: 0417 889 956
Hindu	Hindu Society of Victoria Shri Shiva Vishnu Temple 52 Boundary Rd, Carrum downs, VIC 3201 Ph: 03 9782 0878
Buddhists	Melbourne Buddhist Centre. 23 David St, Brunswick VIC 3056 Ph: (03) 9380 4303
Lawyer & Migration Agent	James Au & Associates, Suite 301, Level 3/50 Market St, Melbourne, VIC 3000, Ph: 9614 8887
Law Institute of Victoria	Level 13/140 William St, Melbourne VIC 3000, Ph: 9607 9311
Study in Australia	http://www.studyinaustralia.gov.au/
Youth Central	http://www.youthcentral.vic.gov.au/
Fair Work Ombudsman	https://www.fairwork.gov.au/

Relevant Legislation

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

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

It is the responsibility of all staff to ensure the requirements of relevant legislation are met at all times. Use the websites indicated, or contact the Student Support Officer if you require further information. There may be additional, course-specific, legislation that is relevant. Information about this legislation will be communicated during the course.

Student Code of Conduct

Purpose

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

Scope

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

Student Rights

All students have the right to:

be treated fairly and with respect by College staff and other students;

- learn in an environment free of discrimination and harassment;
- learn in a supportive and stimulating environment in order to pursue their goals;
- access counseling if desired or required;
- privacy concerning records that contain personal information, subject to statutory requirements;
- information about assessment procedures at the beginning of the subject/competency/module and progressive

- results as they occur;
- lodge a complaint without fear of retaliation or victimization;
- have Principles of Natural Justice applied during any investigation process concerning a breach of the Student Code of Conduct.

Student Responsibility

All students have a responsibility to:

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

Breach of Conduct

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

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

Student Support Services

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

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

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

Support Services	Name	Phone:	Email:
Student Support Officer-Academic	Clement I Eruva Savari	03 9663 0272	ceruva@windsorcollege.edu.au
Student Contact Officer/ Student Support Officer	Jacqueline Flores	03 9663 0272	jacqueline@windsorcollege.edu.au
Student Contact Officer/ Student Support Officer	Application Hannah	03 9663 0272	application@windsorcollege.edu.au
Student Contact Officer/ Student Support Officer	Beatrice Mel	03 9663 0272	beatrice@windsorcollege.edu.au
Student Contact Officer/ Student Support Officer	Angel Aduana	03 9663 0272	accounts@windsorcollege.edu.au
Student Support Officer/ ELICOS Coordinator – English Language Assistance /Academic & Future Progress	Lorraine Bu	03 9663 0272	lorraine@windsorcollege.edu.au
Regional Marketing Specialist	Marketer Jeff	03 9663 0272	jeff@windsorcollege.edu.au

Plagiarism

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

The penalty of plagiarism/ cheating will depend on the severity of the plagiarism, whether the student is a repeat offender, whether there is evidence of deliberate deceit and whether another student has been coerced into participating in the plagiarism. Repeated plagiarism/ cheating behaviour can result in students being expelled from Windsor.

Visa Requirements

The Department of Home Affairs (DHA) Immigration and Citizenship publishes a full list of mandatory and discretionary student visa requirements on their website.

Follow the <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study> link for details.

Department of Home Affairs (DHA) Immigration and Citizenship

According to the Department of Home Affairs (DHA) Immigration and Citizenship, International Students must provide evidence that satisfies the assessment factors applicable to them to be granted a student visa.

Assessment factors include your financial ability, English proficiency, likely compliance with the conditions of your visa, and any other matters considered relevant to assessing your application". Additional information on student visa issues is available on the Department of Home Affairs (DHA) Immigration and Citizenship Internet site at <https://immi.homeaffairs.gov.au/>

Change of Contact Details

Upon arriving in Australia you are required to advise Windsor of your residential address, mobile number, and email address, who to contact in emergency situations and of any subsequent changes to your contact details. This is extremely important. Windsor may send warning notices to you which are aimed at helping prevent breaches of your visa conditions. It is your responsibility and in your own interests to ensure that you always update your contact at Windsor to ensure you receive important information about your course, fees, and possible breaches of your student visa.

Additional information on student visa issues is available on the Department of Home Affairs (DHA) Immigration and Citizenship website

Student-Initiated Deferral, Suspension or Cancellation of Enrolment

This policy provides the method by which a student may defer, suspend, or cancel their enrolment with Windsor College Australia.

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

Full-time Study and Participation

Australian law requires International students to study at a full-time study load. A full-time study load is normally a minimum of 20 hours per week for 40 weeks each calendar year or a continuous 12-month period. Please be aware that students who have unsatisfactory academic progress will be reported to the ESOS Agency and the Department of Home Affairs (DHA) Immigration and Citizenship. Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period. Unsatisfactory course progress for two consecutive study periods will be reported to the ESOS Agency and the Department of Home Affairs (DHA) Immigration and Citizenship. Windsor is required to monitor, review, and take intervention action when a student is in danger of not progressing satisfactorily or completing their course.

Overseas Student Health Cover (OSHC)

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

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

International Student Course Progress

Windsor College Australia is required to implement a course monitoring policy and procedure for all CRICOS registered VET courses. The policy ensures that all students' academic performance is monitored, and students are given every opportunity to achieve the required course progress for each course they are enrolled in.

For additional information on how students' course progress is monitored and reported on, please see the Monitoring Course Progress Policy and Procedures available at www.windsorcollege.edu.au/policies-and-procedures/

Course Attendance

Windsor records and monitors VET students' attendance to assist in monitoring students' course progress.

School-aged Dependents

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

Transfer of Students Between Providers

This policy ensures that Windsor College Australia does not enrol any transferring international student prior to the completion of 6 months of their principal course unless that student has been released by and the release has been recorded in PRISMS by their current provider.

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

Use of Personal Information

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

How Windsor collects Personal Information

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

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

Commonwealth and State agencies;

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

How Windsor uses Personal Information

Windsor uses personal information for the primary purpose for which it was collected, or for secondary purposes which

are related to the primary purpose.

Generally, Windsor uses personal information for the following purposes:

- to conduct its business as an education provider;
- to communicate with you;
- to assist in the management and improvement of services, including analysis of future employee and student needs;
- to provide products and services that have been requested or previously agreed to;
- to undertake marketing activities;
- to comply with the specific reporting requirements of the Standards for RTOs 2015, Education Service for Overseas Students (ESOS) Act 2000 and the National Code 2018.

Working in Australia

Immigration laws allow students to work for a limited number of hours whilst studying on a student visa in Australia. Students can currently work 48 hours per fortnight during Windsor study time and full-time during breaks. However, work is not always easy to find, and under no circumstances can students rely on income earned in Australia to pay tuition fees. Students are not permitted to work if it interferes with their studies.

Students can access information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman at <https://www.fairwork.gov.au/>

Living in Melbourne

Australia

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

Victoria

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

Melbourne

Melbourne is the capital of the State of Victoria. It is situated on the Yarra River and around Port Phillip Bay with its beautiful beaches and water sports facilities. It is a beautiful spacious city with all the parks, gardens, sporting venues, and scenic places that Australian space and natural resources allow.

Melbourne is a world-renowned cultural, artistic, financial, and communications centre served by an international airport, a cargo and passenger seaport, and rail links to neighbouring States.

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

The population is approximately 5 million. Melbourne is a sprawling city with suburbs extending up to 50km from the

centre of the city.

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

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

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

Melbourne has a vast array of restaurants, offering a variety of international cuisine. Bustling Chinatown in the heart of the city serves up the finest Asian cuisine and culture. Several other Melbourne streets are dedicated to Vietnamese, Japanese, Italian, and Greek food - cuisine to suit every palate and many to suit a student's budget.

A Good Choice for Study

Overseas students from around the world have chosen Australia for several reasons:

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

Climate

Melbourne enjoys a temperate climate with four distinct seasons in the year - spring, summer, winter, and autumn.

Below is a guide to the average daily temperatures:

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

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

Festivals

- International Comedy Festival

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

International Sporting Events:

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

Art

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

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

Multiculturalism

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

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

Language

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

In Australia not only is there the opportunity to improve your English through specialist study in an English- speaking environment but all sectors of Australian education and training provide tuition in many other languages as well.

English as it is spoken in Australia is very easily understood by nearly all people from other English-speaking nations. While there are some minor differences in accent between the cities and country areas the difference is much less than you will find in America, Britain, and Canada where French is also spoken. As you improve your English in Australia you will learn some of our slang, and have much fun explaining the meanings to your friends and relatives at home.

Religion

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

Clean, Safe, and Cosmopolitan

Students from all over the world come to Australia to take advantage of our world-class education and enjoy our friendly hospitality and cultural diversity. Australia has low crime rates and strict gun control laws providing a safe environment in which to learn and travel. With one of the highest standards of living in the world, Australia offers modern transport systems, convenient telecommunications, cosmopolitan shopping complexes, and excellent health services.

Visitors from many parts of the world are attracted by Australia's spectacular natural environment and the distinctive personalities and friendliness of the Australian people. Australia is rich in the arts and is keen to preserve and display its diverse cultural heritage.

Australians are also environmentally conscious and keen to preserve the country's natural beauty and scenery. Our Clean Up Australia campaign is being adopted worldwide.

Health Care

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

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

Food

Australia has a fantastic variety of food. Our top-quality meat, fish, fruits, and vegetables are exported to markets all around the globe. There is a large range of fruit and vegetables available at Australian produce markets. You should have no difficulty in finding the foods that you are used to at home.

You can sample almost every type of cuisine available throughout the world in our many restaurants. There are elegant restaurants or typical Aussie pubs. Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices can be found at bistros or cafes. And for those who like takeaway, most of the major global fast-food chains are well represented. The adventurous can try some of our 'bush tucker'.

Electricity

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

Transport

With one of the highest standards of living in the world, Australia offers modern transport systems. Australia has an extensive public transport system that includes trains, buses, tramways, ferries, two major national airlines, and a number of regional airlines. Metropolitan areas are divided into zones and your ticket type and cost depend on which zone you are going to travel in and for how long. Tickets can be bought at train stations and at news agencies.

Tourist students may drive in Australia on a valid overseas driver's license but if the document is not in the English language the visitor must carry a translation with the permit. An international driving license is not sufficient by itself. Metered taxicabs operate in all major cities and towns. You will find taxi ranks at transport terminals, main hotels, or shopping centres or you can hail taxis in the street. A light sign on the roof indicates if a cab is vacant. There is a minimum charge on hiring and then a charge per kilometre travelled. Taxi drivers do not have to be tipped.

Telephones

Australia has a modern telecommunications system with mobile and internet access generally available at a low cost. Public telephones are available at all Post Offices. Mobile phones are very popular and can be purchased from a number of retailers.

Sports and Recreation

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

Entertainment

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

Travel

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

Australia Welcomes Overseas Students

Overseas students are welcomed in Australia because they:

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

Study Methods

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

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

Cost of Living and Money Matters

Money and Banks

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

It is a good idea to set up an Australian bank account. You will need to provide your visa and evidence of residency.

Banking services in Australia are extremely competitive. Over 20 local and numerous international banking groups are represented in Australia. All major banks have a branch in cities and regional centres.

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

Normal bank trading hours

9.30 am - 4.00 pm Monday to Thursday

9.30 am - 5.00 pm Friday

* Some banks are open Saturday mornings

Credit cards

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

Currency

Australia uses a dollars and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are \$5, \$10, \$20, \$50 and \$100. Coins used are the silver coloured 5 cents, 10 cents, 20 cents, and 50 cents and the gold coloured \$1 and \$2 coins.

Australia's development of the polymer (plastic) banknote heralds the introduction of advanced banknote technology for the new millennium and rewrites world standards in design. Not only does this leading-edge polymer technology offer immense security benefits but its concepts of cleanliness, environmental responsibility and recyclability set an example for the world to follow.

Tipping

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

Budgeting

You should work out a budget covering accommodation, food, transport, clothing, and entertainment. Childcare, if applicable, should also be taken into account.

The average international student in Australia spends about \$360 per week on accommodation, food, clothing, entertainment, transport, international and domestic travel, telephone, and incidental costs. School students in Australia typically spend a little less - about \$265 a week - on accommodation and food, entertainment, transport, and associated items. While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course, and lifestyle.

Accommodation

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

Full-Board (Homestay)	AU\$200 - AU\$270 per week
Student house	AU\$150 - AU\$200 per week
Half-Board	AU\$150 - AU\$200 per week (plus expenses)

This accommodation can be booked prior to arrival. Two weeks' advance notice is required before you depart for Australia. Further details can be obtained from the International Student Welfare Officer. Some useful internet sites for housing are:

<http://sha.com.au/>

<http://www.youthcentral.vic.gov.au/>

<http://www.studyinaustralia.gov.au/>

Transport

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

Overseas Student Health Cover (OSHC)*

International students are required by the Government to join a private health insurance scheme. The OSHC premium cover must be paid before a student visa is issued. You will need to pay the OSHC premium at the same time as the tuition fees. The OSHC entitles you to free hospital cover and 85% of standard doctor's fees. Annual rates are AU\$575* for single coverage. OSHC is also charged on a pro-rata basis for shorter courses.

* Rates are from NIB OSHC and current as of 27 July 2023

Cost of Living

Melbourne is a reasonably priced city providing good quality affordable living and abundant accommodation. Students will need about A\$20,290 per year (excluding tuition) to cover living expenses. According to the Government Website, Study in Australia, Australia is a sophisticated, friendly, and affordable country that enjoys one of the highest standards of living in the world. The average international student in Australia spends about \$360 per week on accommodation; food; clothing; entertainment; transport; international and domestic travel; telephone; incidental costs.

The cost of living depends a lot on the kind of accommodation a student chooses. A married student with dependents will need approximately an additional A\$7,100 per year for each dependent.

The lifestyle in Australia is safe and friendly. Australians have a high standard of living. The climate is pleasant, there is plenty of food and the vast natural resources in Australia enable most people to live well.

Fruit, vegetables, and meat are available fresh and at reasonable prices. Clothing and personal effects are usually good quality and available at a wide variety of prices.

Below is a price table of typical daily items. This is only a guide. Remember that you can shop around for items such as clothing and shoes to find a cheaper source.

Food	Personal Effects/Services
Milk 1 litre \$1.80	Shoes 1 pair \$70.00
Bread 1 loaf \$2.50	Jeans 1 pair \$80.00
Apples 1 kg \$4.00	Toothpaste 140g \$2.50
Potatoes 1 kg \$1.00	Shampoo 500ml \$3.00

Beefsteak 1 kg \$15.00	T-shirt \$20.00
Eggs 1 dozen \$4.00	Hairdresser \$20.00 to \$40.00
Cereal 1kg \$3.00	Newspaper \$2.00
Fruit Juice 2 litres \$4.00	Cinema ticket \$15.00
Rice 1 kg \$2.00	Public transport city an inner suburbs \$7.00 for a day pass

The ESOS International Student Fact Sheet

– International Education: Ensuring Quality and Protecting Students

Australia welcomes international students

Coronavirus (COVID-19) information for international students

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

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

Australian laws protect international students

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

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

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

You can find out more about the framework on the [Department of Education website](#).

Before you begin your studies

Choosing a course to study

As an international student, you can only study a course with an education institution listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). All education

institutions registered on CRICOS have met the quality standards set out in Australian law, which ensures you receive the best possible education services.

[CRICOS](#) is a good place to start when you want to find a course or education institution to study with.

Using an education agent

International students **do not** have to use an education agent. You can enrol directly with an Australian education institution. Information about what education institutions offer is usually on their websites. If you want to use an education agent, it's best to pick one used by the education institution you want to study at. You can find a list of education agents on the education institution's website.

The law requires education institutions to only use education agents that act honestly and with integrity. Agents must give you accurate advice about the courses on offer, including entry requirements, and information about living in Australia. You should still be careful and alert when dealing with agents to ensure you enrol in a course that is suitable for you and will help you achieve your learning goals. In Australia, education agents cannot give you information on visa and immigration matters - only migration agents can do this. You can find out more about using migration agents at the [Department of Home Affairs website](#).

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

Written agreements or contracts between the student and institution

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

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

Your rights before you enrol

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

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

Paying your tuition fees

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

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

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

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

What happens if you can't start the course because your visa is refused?

If you have paid fees to an education institution and your visa is refused, you are entitled to a refund. Under Australian law, the education institution is allowed to keep either 5 per cent of the tuition fees you paid or \$500, whichever is the lowest amount, and must refund you the rest.

If your visa is refused after the course was due to start, the education institution can keep tuition fees for the number of weeks that have passed since commencement and must refund you the rest of the fees.

What happens if you decide you don't want to start or continue the course?

If you change your mind and do not want to start the course, you may be entitled to a refund.

If you have a written agreement with the education institution, the amount of your refund will depend on the written agreement, which should tell you what will or will not be repaid to you.

If you do not have a written agreement, you have the right to receive some of your fees back. Under Australian law, the education institution is allowed to keep either 5 per cent of the fees you paid or \$500, whichever is the lowest amount, and must refund you the rest of the tuition fees you paid them.

During your studies

Support services for you in Australia

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

- support and welfare services available at the education institution;
- legal services;
- emergency and health services;
- facilities and resources;
- complaints and appeals processes;
- any student visa condition that relates to the course you are studying; and

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

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

Welfare for students under 18 years of age

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

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

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

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

Your responsibilities as an international student in Australia

Your student visa

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

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

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

Academic integrity and misconduct

The Australian Government and education institutions take issues of academic integrity very seriously. Education institutions have many ways of detecting cheating or plagiarism in exams and assessments. Using ghost writing services, asking someone to take an exam in your place, or any other kind of academic misconduct will result in serious action being taken against you. Your enrolment or student visa could be affected or cancelled altogether.

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

Your consumer rights and protections

Protecting your tuition fees

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

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

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

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

Working in Australia

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

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

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

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

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

Changing education institutions or courses

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

If you are a school student and want to change to another education institution before finishing the first six months of your first school course, you must seek permission from your original education institution to

transfer. Six months after you start your first school course, you can change to another education institution without asking your original education institution for approval.

For all other students, if you haven't completed six months of your principal course (the final course of study you are undertaking), Australian law says that you can only change education institutions if:

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

In other words, you will usually need your education institution's permission if you want to transfer before you have completed six months of your principal course.

Your original education institution can only provide a letter of release if:

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

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

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

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

Making complaints and getting help

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

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

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

Questions?

If you have any questions or concerns that have not been answered in this fact sheet, you can submit an enquiry on the [Department of Education website](#).

Find out more and connect on social media

Study in Australia is the official Australian Government website for international students. You can connect with it through their [website](#), [Facebook](#), [Twitter](#) or [YouTube](#).

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

Contact Details

What?	Why?	How?
Windsor College Australia	For policies and procedures that affect you	www.windsorcollege.edu.au
The ESOS Agency	For your ESOS Rights and Responsibilities - International Students	https://www.education.gov.au/esos-framework/resources/international-students-factsheet
Department of Home Affairs (DHA) Immigration and Citizenship	For visa matters - International Students	<ul style="list-style-type: none"> • https://immi.homeaffairs.gov.au/ • Phone 131 881 in Australia • Contact the Department of Home Affairs (DHA) Immigration and Citizenship office in your country.
Australian Skills Quality Authority (ASQA)	For information on your Vocational education and training	http://www.asqa.gov.au
The Commonwealth Ombudsman	For information on external complaints and appeals - International Students	https://www.ombudsman.gov.au/complaints/international-student-complaints

Resolve a problem with your Training Provider

As the National regulator of Australian Vocational Education and Training (VET) providers, ASQA uses a range of information sources to ensure that those providers are delivering quality training and assessment services to their students. One source of information is complaints that students report to ASQA.

When you make a complaint to ASQA, if your complaint is substantiated, the information will be used to inform how ASQA regulates that provider.

ASQA can accept certain types of complaints from both domestic (local) students and from overseas students studying in Australia on student visas.

If you're a student experiencing issues with your training provider, in most cases, the best way to resolve the issue is through your provider's complaints and appeals process.

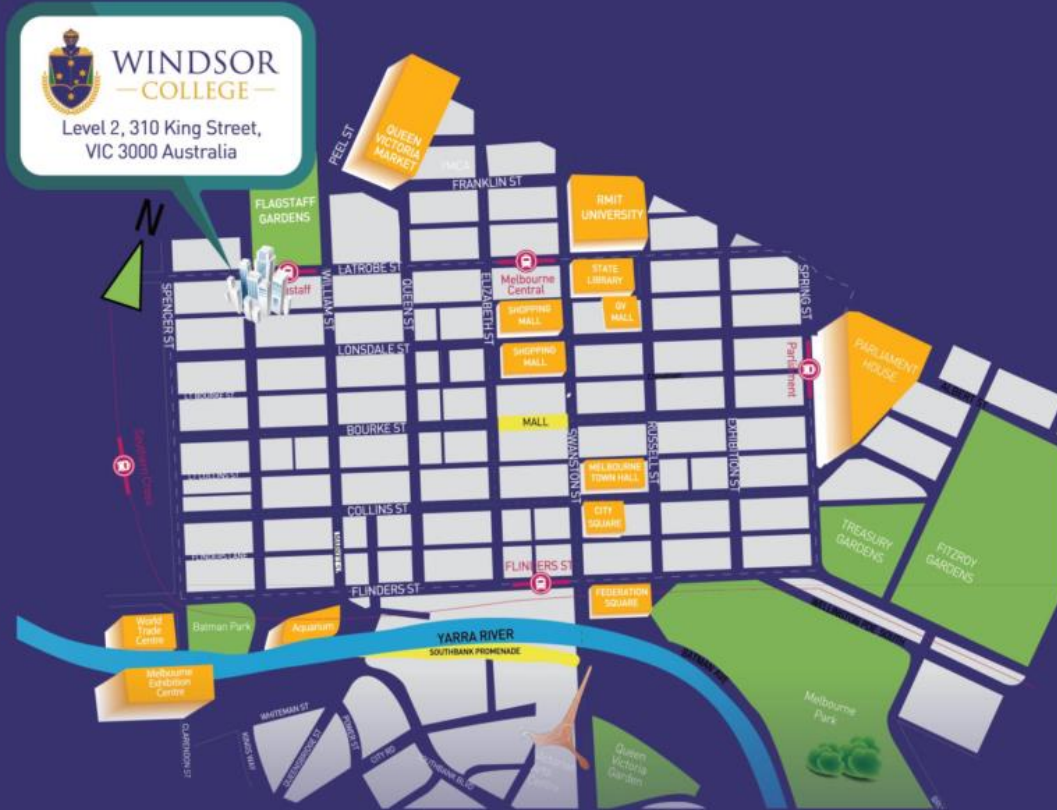
Note: The Australian Skills Quality Authority (ASQA) is not able to act as the Independent third party for reviewing complaints. ASQA will only consider a complaint if the student includes evidence that they have already exhausted the provider's Complaints and Appeals process.

Windsor supports the following external independent providers for this mediation service at no cost to the students:

International Students on a Student Visa:

The Commonwealth Ombudsman

Website: <https://www.ombudsman.gov.au/complaints/international-student-complaints>



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