



THE RTO STUDENT HANDBOOK 2021

**Western Sydney University Enterprises Pty Ltd
RTO Provider Code # 90319**

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WELCOME

Dear Students

It is with great pleasure that we welcome you to Western Sydney University The College RTO.

As a leading learning institution, we focus on inspiring our students to reach their potential. We believe learning should be innovative and engaging, and our courses are designed to enable students to achieve their goals.

Operating within quality frameworks, our courses meet the highest standards.

This Student Handbook will acquaint new and returning students with many aspects of The College RTO. The College RTO offers exceptional opportunities and has something for everyone.

Thank you for joining The College RTO. I hope your studies are both challenging and successful.

If you require any support or have any further questions, please do not hesitate to contact our team.

We look forward to taking this journey with you.

Kind regards

Dr Nicolene Murdoch

Chief Executive Officer

ABOUT THE COLLEGE RTO

The College Registered Training Organisation (RTO) is part of Western Sydney University The College and is a subsidiary of Western Sydney University.

The College RTO provides quality vocational training to individuals, enterprises, community organisations and University stakeholders delivering a wide variety of courses.

The College RTO staff includes a Director, Trainers/Assessors, Course Coordinators and Student Administration Officers.

A full list of our Accredited Vocational Programs can be found at:

<https://training.gov.au/Organisation/Details/90319>

In Australia, only Registered Training Organisations can issue nationally recognised qualifications. Our RTO provider code is 90319.

Campus Locations

Our training delivery locations may include campuses at:

- Bankstown
- Campbelltown
- Hawkesbury
- Kingswood
- Liverpool
- Nirimba (Quakers Hill)
- Parramatta City
- Parramatta South
- Sydney Olympic Park
- Werrington

Campus maps can be found here: <https://www.westernsydney.edu.au/future/our-campuses.html>

Our courses are delivered by appropriately qualified and experienced trainers, and through a variety of methods. We offer training sessions via:

- Face-to-face workshops;
- Online learning; and/or
- Blended learning delivery mode (face-to-face workshops combined with online learning).

Contact Us

Should you have any questions or wish to speak to a member of our team for further information, please do not hesitate to contact us.

You can contact us via the following methods:

Email: rto@westernsydney.edu.au

Phone: 1800 222 423

PRE-APPLICATION

Enrolment

The College RTO operates on timetabled course start dates. These dates are updated regularly on our website to inform students of upcoming courses.

To apply for a course, please complete the appropriate '*Application for Enrolment*' form via our website.

Our team will assess your application and contact you if additional documents are required as part of the overall enrolment process. Once all documents are received you will receive a *Receipt of Application* email.

The *Receipt of Application* will detail important information such as:

- details of your enrolment, including qualification code and qualification name;
- start date of the course;
- learning support that will be available to you;
- administration support;
- mode of learning; and
- pre-learning requirements (where required).

Unique Student Identifier (USI)

A USI is required by all Australian students undertaking nationally recognised training. It allows you access to a secure online record of all qualifications you've previously gained, regardless of the provider. This system was implemented by the Australian Government in 2015, showing student achievements from 1 January 2015 onwards.

The College RTO needs your USI to issue Certificates or Statements of Attainment. Therefore, it is mandatory all students supply their USI upon enrolment.

If you do not have a USI, please visit <https://www.usi.gov.au/Students/create-your-usi> for more information, and instructions on how to apply.

Language, Literacy and Numeracy

As part of our obligations as an RTO, applicants are required to be assessed for their Language, Literacy and Numeracy (LLN) skills prior to commencement of studies. This allows us (as your training provider) to ensure your suitability for the level and rigour of study required. It also helps us to understand any potential issues to support students in the following five (5) core skill areas: reading, writing, oral communication, learning and numeracy.

As an entry requirement into our courses, you may be required to complete a Language, Literacy and Numeracy test. You will receive a weblink for this online test after your *Receipt of Application* email. This test consists of five different sections and can take from 1-2 hours to complete. Please take this seriously and find a quiet area to conduct the test. Your LLN test will be reviewed and checked by our staff in line with *The RTO Admissions Procedure*.

Once the results of your LLN test satisfy the course entry threshold result levels, you will receive a *Letter of Offer* into the course.

Where possible, we can make reasonable adjustments to ensure that all learners have equal access to learning opportunities.

In select courses, we may offer the opportunity to assess an applicant's Language, Literacy and Numeracy (LLN) skills via other pre-approved specific entry pathways. In the event you may be eligible for this pre-approved entry pathway, we will inform you of this during your initial course enquiry.

Letter of Offer

Your *Letter of Offer* is an offer to accept your place within the course. The letter reiterates details of your enrolment, online learning, payment of fees, course orientation, as well as other useful information. Should you wish to not take up our offer, defer or cancel your enrolment, please contact the team for further information.

Course Outline/Learning Materials

After successful enrolment, you are given access to the online learning platform called Canvas. This is where you will access all of your learning and assessment materials. A 'Welcome' email will be sent with login details to enable your access to Canvas. We recommend you login and familiarise yourself with the system prior to class. A tutorial on how to use Canvas in more detail will be given during the course Orientation session.

Orientation

As a student, you will be expected to attend an Orientation session. Orientation is important as it will help you navigate all the different aspects of your course.

Your Orientation session may be integrated with your first workshop/class, or you may be required to attend a separate event.

Recognition of Prior Learning

Recognising Existing Knowledge, Skills and Experience

At The College RTO, we consider any existing skills and knowledge you may have gained through previous studies, work, and/or life experiences. This is called Recognition of Prior Learning (RPL).

You may be considered for RPL if you have:

- undertaken similar study in another course, either in Australia or overseas; and/or
- relevant workplace, community, or life experiences.

RPL is demonstrated through evidence of previous study and/or experience.

To apply for RPL, you will need to provide evidence of previous study or experience such as academic transcripts, certificates, workplace documents and references.

To commence the RPL process, please contact our team to assist with the next step of completing a *RPL Expression of Interest form*.

Assessment Only

Where evidence of previous study and/or work experience cannot be accessed to support a submission for Recognition of Prior Learning, you may be eligible to complete your studies via an Assessment-only pathway. There are criteria of eligibility for an Assessment-only approach so when enrolling, please speak to our team to determine whether this applies to you.

Credit Transfer

Credit Transfer can be awarded where you have successfully completed the same Unit of Competency. The Unit of Competency may have been completed as part of another qualification.

The College RTO recognises qualifications and Statements of Attainment issued by other RTOs. We verify your certification with the issuing RTO prior to approving a Credit Transfer.

To enquire about your eligibility for Credit Transfer, please talk to our team during your enrolment process.

ACCESS AND EQUITY

Anti-Discrimination and Harassment

At The College RTO, we work to meet the needs of our students. The College RTO prohibits discrimination based on factors including:

- Gender
- Age
- Marital status
- Sexual orientation
- Race
- Ethnicity
- Religious background
- Parental status
- Disability

Prior to, and during our courses, we endeavour to ensure students are aware of the correct resources to facilitate successful completion of their course.

Our training and assessment practices promote flexibility in learning and assessment. This means we will work with you to maximise learning outcomes through providing options that are responsive to your individual needs and allowing access to support for individual circumstances.

We also ensure that those with differing needs and abilities have the same opportunities to successfully gain skills, knowledge, and experience through training. We are committed to providing and promoting equal opportunities for all students to be successful.

TRAINING AND ASSESSMENT

The College RTO complies with all VET Quality Framework and Australian Skills Quality Authority (ASQA) requirements. We actively follow the Principles of Assessment (validity, reliability, fairness and flexibility) and the Rules of Evidence (authenticity, currency, validity and sufficiency).

All assessments comply with the respective training package requirements. Your Trainer/Assessor will inform you of specific assessment tasks, including how and when assessments will occur throughout the duration of your course.

Competency-Based Training

Competency-Based Training (CBT) is an approach we implement throughout all our courses at The College RTO. CBT is a method of training that focuses on your ability to receive, respond to and process information in order to achieve competency. It is geared towards the attainment and demonstration of skills to meet industry-defined standards, and the learning content is primarily designed to prepare you for the workplace.

Blended Learning

The College RTO implements blended learning by using a combination of the following methods:

- Face-to-face classroom workshops;
- Online workshops;
- Online learning materials; and/or
- Application in the workplace.

Our Trainers/Assessors are appropriately qualified and have relevant industry experience to deliver up-to-date training content, ensuring you are “workplace ready” on completion of your studies.

Duration of Studies

Prior to enrolment, you will be informed of the course duration. In some courses there may be the option to finish within a shorter timeframe; however, this depends on a number of factors including the course schedule, your own efforts and commitment to submitting assessments by the due date/s, and how many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications.

Assessments

Assessments are an opportunity for you to show you can perform the prescribed tasks and have a level of skill to the workplace standard. Each completed assessment is evidence of your performance. Assessment decisions are made after a Trainer/Assessor marks your assessment against pre-defined criteria and quality standards.

In this competency-based environment, there are no 'grades' like school or university. Your performance in each assessment task will have an outcome of 'Satisfactory' or 'Not Yet Satisfactory'. All your assessments for the unit are then considered together to determine the final outcome of either 'Competent' or 'Not Yet Competent'.

Assessment methods may include:

- Written and verbal questions;
- Projects;
- Reports;
- Practical demonstrations;
- Case studies;
- Supervisor reports; and/or
- Portfolios of previously completed work.

More traditional forms of assessment, such as essays and examinations, are not typically used in our courses.

Due Dates

Assessment events and due dates will be provided to you in advance. If you cannot meet an assessment deadline, approach your Trainer/Assessor or Course Coordinator before the due date to discuss your options.

Attempts at Assessment

You are provided with two (2) occasions to demonstrate your 'Satisfactory' performance in any assessment task. If your performance outcome is 'Not Yet Satisfactory' on your first attempt for an assessment, your Trainer/Assessor will provide feedback about the gaps in your performance and advise of any additional support required/available. This may include you attending additional training, working through part of the assessment again, or doing practice tasks. You will then be given one further attempt for resubmission.

In the event that you receive a 'Not Yet Satisfactory' outcome after two attempts, your final unit outcome will be recorded as 'Not Yet Competent'. Should you wish to continue studying this unit, you will need to re-enrol into the unit to participate in further training.

STUDENT SUPPORT SERVICES

The College RTO is committed to assisting students who require additional support, advice or help during their course. To achieve this, you are encouraged to express your learning needs and any special assistance required at any stage during your learning journey.

As a student of The College RTO, you will have access to support services to provide you with the individual assistance you need to help make your study experience with us a positive one.

Administrative support will be provided to help you manage the enrolment process, access and use our learning management system (Canvas).

Academic support will be provided throughout your course by your Trainer/Assessor. In the event that you are experiencing any difficulties with the course material, managing your time or commitment to your course, or other related matters, please do not hesitate to speak with your Trainer/Assessor or our staff to ask for guidance. Western Sydney University has a diverse range of support services for our students.

Where circumstances may affect your learning experience, we will support you where possible, including the possibility of referring you to internal and/or external support services.

Please visit the following weblink for further information on our support services:

https://www.westernsydney.edu.au/thecollegestudents/westerncentral/student_support

Counselling for Students

The College RTO is concerned for the welfare of our students. If you, or someone you know, are experiencing difficulties and/or require counselling or personal support, Western Sydney University The College does offer counselling services. More information can be found at the following link:

https://www.westernsydney.edu.au/thecollegestudents/westerncentral/student_support/counselling

There are also a number of external professional organisations who can offer services to help:

Lifeline: 13 11 14 or www.lifeline.org.au

Beyond Blue: 1300 22 4636 or www.beyondblue.org.au

Salvation Army: 13 SALVOS (13 72 58) or www.salvos.org.au

If you are in an emergency, or at immediate risk of harm to yourself or others, please contact emergency services on **000**.

Amenities for Students

Each campus is equipped with a wide range of amenities including:

- disabled access;
- cafes/eateries;
- student study lounges;

- toilets;
- welfare services; and/or
- parking (available at some of our campuses).

If attending face-to-face classes, you will be informed of what is available on campus during Orientation.

Parking

Parking is available on the following campuses. You may be required to pay for parking via meters available on site:

- Bankstown
- Kingswood
- Campbelltown
- Parramatta South Campus
- Hawksbury
- Werrington

The following campuses do not have onsite parking. Students will need to arrange parking individually or arrange for transportation via public transport:

- Liverpool
- Parramatta City Campus (1 Parramatta Square - 1PSQ)
- Sydney Olympic Park

CERTIFICATE ISSUANCE

Upon successful completion of your course, a Certificate or Statement of Attainment will be issued to you within 30 days of you being assessed as meeting all requirements for the course.

If for some reason The College RTO ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met the requirements.

Feedback and Continuous Improvement

We are dedicated to ensuring that the practices of The College RTO are continually being reviewed to ensure the best possible outcomes. Our qualifications, units and resources are reviewed on a regular basis to ensure relevancy and currency. This approach to continuous improvement relies on input from you as a student, regarding your experience whilst studying with us. We use your feedback to ensure we are delivering the best training possible.

We welcome feedback at any time but will also specifically ask for it via a Learner Survey emailed at the completion of your studies. You can provide feedback during your course by emailing: rto@westernsydney.edu.au

OUR CODE OF CONDUCT

The College RTO follows a Code of Conduct which outlines how you can expect The College RTO and its staff to behave. Similarly, we have expectations for student behaviour.

A copy of the *Student Code of Conduct* can be obtained at the following weblink:

- <https://policies.westernsydney.edu.au/document/view.current.php?id=258>

Rights, Responsibilities and Obligations

The College RTO is responsible for ensuring it provides high quality delivery of training and assessment to students.

The College RTO follows all aspects of the VET Quality Framework, including compliance with the Standards for Registered Training Organisations 2015, the requirements of national training packages, and the Australian Qualifications Framework.

The College RTO ensures that students are adequately informed of:

- our RTO services, training opportunities and options;
- our RTO rights, obligations and responsibilities; and
- any changes to our Policies and Procedures that may affect you.

Changes to Agreed Services

Where there are any changes to the agreed training and assessment services that will affect you, The College RTO will advise you as soon as practicable.

If The College RTO, or a third party delivering training and assessment on its behalf, closes or is unable to deliver any part of the qualification or course that you are enrolled in, The College RTO will ensure that you:

- Are transferred to another RTO with the least disruption to individuals concerned.
- Are provided with an appropriate refund for the service not provided.
- Are issued with Certificates or transcripts based on completed units of competency.

Consumer Rights

The College RTO guarantees that the services provided by the College RTO will be:

- provided with due care and skill;
- fit for any specified purpose (express or implied); and
- provided within a reasonable time (when no timeframe is set).

Important dates and location information will be provided to you including start dates, workshop locations, course duration and assessment due dates.

We guarantee to supply training and assessment services within a reasonable timeframe. What is 'reasonable' will depend on the nature of the training and other relevant factors such as your ability to complete the training and assessment, in line with the relevant Training and Assessment Strategy.

All students have the right to act under Australia's consumer protection laws.

Privacy and Disclosure of Information

The College RTO respects the privacy of student information. To meet our privacy and data obligations, The College RTO is required to collect student personal information for a variety of reasons.

The College RTO will collect and retain personal information relating to your enrolment with us, including your personal details, your cultural background, your individual needs and your educational background. We will also retain records of your training activity.

Your personal information is stored and retained securely, not kept longer than necessary, and disposed of appropriately.

The College RTO is obliged to retain your personal details for 30 years from when you complete your qualification. This enables your training records to be validated or duplicated throughout your working life.

We will not disclose your personal or training information to any person or organisation — for example to your parents, partner or employer — unless we have your permission.

You have the right to access information that relates to you that The College RTO has retained.

In some cases, we are required by law to make student information available to Australian Government agencies such as the National Centre for Vocational Education and Research (NCVER), Training Services NSW or the Australian Skills Quality Authority (ASQA).

Further information is provided at the time of course enquiry/enrolment and within our *Privacy Policy* via <https://policies.westernsydney.edu.au/document/view.current.php?id=108>

Smoking

The College RTO shares campuses with Western Sydney University and Western Sydney University The College. All campuses are smoke-free. Smoking is only permissible at designated locations often found at the entry way to a campus. For more detailed locations please see each campus map via: <https://www.westernsydney.edu.au/future/our-campuses.html>

Any student found smoking on campus may face disciplinary action.

Drugs and Alcohol

Any student under the influence of drugs and/or alcohol is not permitted on The College RTO premises, to use The College RTO facilities or equipment, or to engage in any The College RTO activity.

Students taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

STUDENTS' CODE OF CONDUCT

Student Rights and Responsibilities

As a student with The College RTO, you have the **right** to:

- be treated fairly and with respect;
- learn in an environment free from discrimination and harassment;
- be given a supportive environment for training and assessment;
- be given details about your course and what it includes;
- receive high quality training and assessment from qualified trainers;
- privacy and security of your personal details and training records;
- prompt and appropriate handling of complaints and appeals;
- apply for recognition such as RPL or credit transfer;
- receive and give feedback;
- receive information on assessments; and
- be provided records of your training progress.

To help make your training a success, your **responsibilities** include to:

- treat others with respect and fairness and avoid any behaviour that might offend, embarrass or threaten others;
- be punctual;
- follow safety requirements;
- ask for help or explanations if you have questions;
- follow any conditions of your course and this Student Handbook;
- follow all reasonable directions;
- actively participate in all sessions in your training schedule or set by your trainers
- avoid using your mobile phone during training;
- complete and submit all assessments by their due dates; and
- make sure all work submitted is your own work, and not to plagiarise, collude or cheat in any assessment.

If you have any issues that might affect your ability to participate in your course, please advise your Trainer/ Assessor. This might include any language, literacy or numeracy concerns you may have, or learning and scheduling adjustments you might need.

Student Records

The College RTO maintains privacy and secure storage of records. Please refer to *The RTO Records Policy* on the College RTO website for information.

If you wish to access your student information file, please direct your enquiry to:

phone 1800 222 423 or

rto@westernsydney.edu.au

Workplace Health and Safety

Workplace Health and Safety legislation applies to everyone at The College RTO. All staff, students and visitors have a responsibility to ensure training and assessment venues are safe and that their own actions do not put the health and safety of others at risk.

The College RTO has a duty of care to provide students, staff, and others with a safe learning and working environment. Our commitment is to provide and maintain an environment for you that minimises any risks to health or safety.

We promote a positive culture focusing on the physical, mental and emotional safety of our staff and students.

As a student, it is your obligation to participate in the Work Health and Safety process by:

- managing your own physical and mental health, being responsible for your own actions, and maintaining a healthy work, study, life balance;
- not undertaking activities that might cause injury to yourself or others;
- reporting any potential hazards, accidents or near misses to your trainer or any staff member;
- familiarise yourself with details of emergency and evacuation plans;
- keeping the training area neat and tidy at all times to reduce the likelihood of accidents;
- observing hygiene standards;
- not smoking or drinking alcohol on campus or during training or assessment;
- seeking help and advice from your trainer/assessor or any staff member; and
- reporting issues or behaviours that may impact on health and safety.

You are responsible for adhering to The RTO Policies and Procedures, following instructions on safe work methods, promptly reporting hazards or accidents and ensuring that your conduct does not endanger others. Any concerns regarding work health and safety issues should be raised with your Trainer/Assessor.

Evacuations

During Orientation that occurs in a face-to-face training facility, students will be shown a copy of the evacuation procedures.

In times where evacuation occurs, students need to remain calm and follow the instruction of their Trainer/Assessor. They will follow the evacuation plan that was outlined to them during Orientation.

Attendance

During your enrolment, you are expected to attend all workshops and classes.

While attendance at workshops and classes is not mandatory, we expect you to attend as it will help further your understanding and learning. Not attending workshops and classes may put you at a disadvantage when it comes to submitting your assessments.

The College RTO expects students who are unable to attend scheduled workshops/classes to contact The College RTO within seven (7) business days prior to the workshop date.

We understand that there may be times where, due to unforeseen circumstances, you may be unable to attend a scheduled class. Should this be the case, we may be able to offer you a make-up class, or a weblink to a recorded session. If you are continually struggling to attend scheduled classes, please discuss this with your Course Coordinator to determine other options that may be available, such as transferring to a different cohort.

Please be aware that if you are undertaking a course that has work placement requirements, it is mandatory to attend all sessions of your work placement. Note that you will not be deemed competent in a unit of competency until all hours of work placement are accounted for.

Course Fees

The College RTO uses a secure payment portal where you can make payments for your course.

Where The College RTO accepts course enrolments from individuals, course fees are published on our website.

Where The College RTO works with enterprises and course fees are covered by employers, individual students will not be subject to fees or additional charges (unless specifically arranged with their employer).

On occasion, course fees may also be subject to government subsidy through the NSW Government's Smart and Skilled Program. Specific information will be made available to you if you are eligible for a Smart and Skilled Program.

All students who commence study at The College RTO must pay the total course fees. Only a student in good financial standing will be considered enrolled. Any student who has outstanding fees will not be eligible to attend class.

Cancellation and Refunds

Prior to enrolling, students will be made aware in writing of the associated fees and charges for undertaking any course at The College RTO. Our cancellation practices will depend on several factors, and each cancellation enquiry is investigated individually. For more detailed information, in addition to that listed below, please refer to *The RTO Fees and Refunds Policy*.

Cancellation

WITHDRAWALS – FEE PAYING STUDENTS

If you withdraw from a course or qualification one (1) week prior to commencing any learning and/or assessment tasks associated with the course or qualification, you will receive a full refund.

If you withdraw from a course or qualification less than one (1) week prior to commencing any learning and/or assessment tasks associated with the course or qualification, you will be required to pay all course fees due. This includes students who withdraw after the course commences. Refunds are not applicable for any course or qualification for withdrawals less than one (1) week prior to course commencement.

WITHDRAWALS – GOVERNMENT FUNDED AND LOAN STUDENTS

Government funded and loan students can withdraw without penalty within 14 days of commencement of studies. Students who wish to withdraw after 14 days, will be required to pay all course fees due.

HOW TO WITHDRAW – ALL STUDENTS

Students wanting to withdraw will need to submit a *Course Transfer/Deferment/Withdrawal Application form*. Once it has been received, the student will receive confirmation of receipt within two (2) business days. Students will be notified of the outcome of their application within seven (7) business days from confirmation of receipt.

Students wanting to appeal decisions must do so in writing using *The RTO Appeals form* found on our website.

TRANSFERS

Students are able to transfer into another cohort (where another cohort is available). To do so, they are required to fill out a *Course Transfer/Deferment/Withdrawal Application form*.

Students will be notified of the outcome of their application within seven (7) business days, from confirmation of receipt.

Upon successful transfer, students will be issued a new statement of schedule of fees. Transfer of scheduled fees will not be available after the first transfer.

DEFERRAL

Students are able to defer their studies for a period of up to twelve (12) months.

A student who is deferring will not be able to transfer their scheduled fees and will be required to make full course payment before the deferral is accepted.

Students wishing to return to studies after a deferment will need to state their intention to return to studies in writing.

Students who do not return to studies within twelve (12) months of deferral will be withdrawn.

EXTENUATING CIRCUMSTANCES FOR CANCELLATION AND REFUNDS

In certain circumstances, The College RTO may consider a formal request by a student for extenuating circumstances, which will be considered at the sole discretion of The College RTO Director. For the extenuating circumstances to be considered, the student must supply supporting documentation.

What is acceptable supporting documentation?

- A letter written by yourself, outlining your circumstances is not sufficient evidence. You must provide independent documentation that substantiates your claim. You will need to ensure that your supporting documentation is on an official letterhead (if relevant) and signed and dated.
- If the circumstances existed prior to the relevant withdrawal deadline, then your supporting documentation must show how your circumstances became worse after the withdrawal deadline.

Student Behaviour/Academic Misconduct

Just as The College RTO has a responsibility to meet expectations of students, legislation and regulations, students too have obligations. It is expected that students will participate with commitment in their studies, regularly submit assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

The College RTO views student misconduct seriously. We expect that our students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of The College RTO. Consequences of student misconduct vary, up to, and including expulsion from the course. Examples of student misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating.
- Harassment, bullying and/or discrimination.
- Falsifying information.
- Any behaviour or act that is against the law.
- Any behaviour that endangers the health, safety and wellbeing of others.
- Intentionally damaging equipment and/or materials belonging to The College RTO and/or a partner organisation such as a school or workplace.

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning).
- Suspension from the course.
- Student to reimburse the costs incurred by any damage caused.
- Cancellation of the course without refund and/or credit.
- Matter referred to the police.

Students found guilty of misconduct have a right to lodge an appeal by following our Student Complaints and Appeals process (found on our website).

Further information on student behaviour/academic misconduct can be found in the *Student Code of Conduct* available online via:

<https://policies.westernsydney.edu.au/document/view.current.php?id=258>

Complaints and Appeals

All complaints and appeals will be treated privately and confidentially. All complaints and appeals should be in written form and submitted to The College RTO Director. It is recommended that students complete the *Complaints and Appeals forms* available on our website.

An acknowledgement email will be sent to the complainant within two (2) business days. The acknowledgement email will include advice that The College RTO will respond within fifteen (15) business days with the outcome of the complaint or appeal. All investigations and outcomes will be kept for record purpose. More information about this process can be found at *The RTO Student Complaints and Appeal Policy and Procedure* on our website.

Assessment Appeals

You are entitled to appeal an assessment decision, including assessment outcomes, if you believe the process was inappropriate or ineffectively implemented, or if you believe that the assessment outcome was incorrect.

For information regarding assessment appeals, please refer to *The RTO Student Complaints and Appeals Policy and Procedure* on our website.

Policies and Procedures

A full list of our Policies and Procedures can be found on our website at:

<https://www.westernsydney.edu.au/future/study/application-pathways/the-college/rto-programs.html>

For additional information please do not hesitate to contact our team.

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