



# 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





## 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 onl-6 ( b)-2.22.6 (.004 Tc -0.74.8 (t66d1 56.6s1 (ar)-7.1 (ni2.88t-tr&e26 (s )10.d.003 Tw )









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 (p)8.8 (p)-2.1 (o)9ning



## **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





- 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 a.935 Td0 0.002 Tw 15.96 oc1 (u)-1O4.5 (e)d.5 (c1 (a)10



## 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 delive 04(fffe)-5.1,ainicest 0 Td( 0 T4ID 28 Ris)Tj-0.009 Tc cD 28 R iChllf,i



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 — t Td( )Tj0





## **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](mailto: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, mi (n)7.1 (y)5.8 (ri.7 ( ( )10)7 (nWn(W)-1.2.003 s)-1.8 (i





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.



## **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.

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