

# STUDENT HANDBOOK



Workforce Education Institute (WEI)  
RTO 51161 | CRICOS 03963B  
[www.workforce.edu.au](http://www.workforce.edu.au)

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## 1. Welcome Message

Dear Student,

Welcome to Workforce Education Institute (WEI)!

As a dedicated education provider established in 2021, WEI offers specialised commerce and management training programs designed to help students build practical, workplace-ready skills. Our goal is to equip you with the knowledge and tools you need for academic success, career advancement, and personal growth.

We are proud of our experienced faculty, supportive environment, and commitment to delivering high-quality training aligned with industry needs.

We wish you the best on your educational journey and thank you for choosing WEI.

Sincerely,

**Christine Liu**

**Chief Executive Officer**

## **2. Introduction to Workforce Education Institute**

### **2.1 About WEI**

Workforce Education Institute (WEI) is a Registered Training Organisation (RTO 51161) and CRICOS provider (03963B) located in Melbourne, Australia. Our institute offers a range of nationally recognised qualifications across leadership, management, and hospitality fields. We cater to international students seeking career advancement and academic excellence.

### **2.2 Our Mission and Values**

WEI's mission is to deliver high-quality vocational education that prepares students for real-world success. We value integrity, inclusion, innovation, and impact in everything we do.

### **2.3 Campus Location and Facilities**

Our campus is conveniently located at 372 Spencer Street, West Melbourne VIC 3003. Facilities include modern classrooms, student lounges, Wi-Fi access, and simulated workplace training environments.

## **3. Enrolment and Course Information**

### **3.1 Enrolment Procedure**

International students can apply via the official enrolment form available on the WEI website. Applicants must submit required documents including certified copies of their passport, academic qualifications, English language test results, and visa (if applicable). Once reviewed, successful applicants will receive a Letter of Offer and Acceptance.

### **3.2 Entry Requirements**

Students must be 18 years or older, have completed Australian Year 12 or equivalent, and demonstrate English proficiency (IELTS 5.5 or equivalent). Specific qualifications may require additional academic or workplace experience.

### **3.3 Course Offerings**

#### **Business and Management Courses**

- BSB40520 – Certificate IV in Leadership and Management

- BSB50420 – Diploma of Leadership and Management
- BSB60420 – Advanced Diploma of Leadership and Management
- BSB80120 – Graduate Diploma of Management (Learning)

#### Hospitality and Cookery Courses

- SIT30821 – Certificate III in Commercial Cookery
- SIT40521 – Certificate IV in Kitchen Management
- SIT50416 – Diploma of Hospitality Management
- SIT60322 – Advanced Diploma of Hospitality Management

#### 3.4 Course Duration and Structure

Course durations range from 52 to 104 weeks. Courses include classroom instruction, online learning, practical assessments, and workplace placements (for cookery courses).

#### 3.5 Unique Student Identifier (USI)

All students must obtain a USI at [www.usi.gov.au](http://www.usi.gov.au). This is mandatory for receiving AQF certification and ensures secure access to academic records.

## 4. Student Support Services

### 4.1 Academic Support

WEI provides academic support through trainers, online platforms, and one-on-one consultation sessions. Learning resources and feedback are available to help students succeed.

### 4.2 Welfare and Counselling

We offer confidential counselling for academic and personal issues. Staff can refer students to qualified external services when needed.

### 4.3 Accommodation Assistance

While WEI does not provide on-campus housing, staff can assist students in finding suitable private accommodation or homestay options in Melbourne.

#### 4.4 Language and Literacy Support

Students struggling with English or academic writing may access additional support including LLN testing, referrals, and tailored assistance from support staff.

### 5. Attendance and Academic Progress

#### 5.1 Attendance Requirements

We are actively monitoring student attendance to ensure engagement and support student success. While attendance is tracked, this information is used internally for student support purposes.

#### 5.2 Course Progress Policy

Students must demonstrate satisfactory academic progress by completing assessments and maintaining a passing grade. Students at risk will be offered intervention strategies and support to improve performance.

#### 5.3 Assessment and Reassessment

Assessments may include written tasks, projects, presentations, and practical demonstrations. Students who do not pass an assessment on the first attempt may be offered one reassessment opportunity at no extra cost.

### 6. Fees and Refunds

#### 6.1 Tuition and Resource Fees

Workforce Education Institute (WEI) provides detailed fee information in your Letter of Offer and Acceptance. Tuition fees vary by course and duration and may be paid per term. The application fee (AUD \$250) and resource fee (AUD \$300) are non-refundable.

Additional charges may apply for specific services:

Item	Fee (AUD)
Re-assessment (observation)	\$220
Re-assessment (written task)	\$100
Re-issue of certificate	\$110
Repeat of entire unit	\$1000

Item	Fee (AUD)
Course extension (10 weeks)	\$1250
Late payment of tuition fees	\$150
Change of enrolment	\$100
Re-issue of student card	\$7

Note: Two free reassessment opportunities are provided before any fee is charged.

## 6.2 Payment Methods and Due Dates

- Students are not required to pay more than 50% of tuition fees upfront, unless voluntarily choosing to do so.
- Payment is due 2 weeks prior to the first day of each term (not the first class).
- Fees can be paid via bank transfer, credit card, or direct deposit.
- If tuition fees are not received by the due date, WEI will assume you no longer wish to study and may suspend your enrolment.
- Students have 20 days to appeal before being reported to the Department of Home Affairs via PRISMS.

## 6.3 Refund Policy

Refunds are governed by the ESOS Act and WEI's formal agreement. Key refund provisions:

- Application fee and resource fee are non-refundable.
- Full refund of unused tuition fees will be provided if WEI cancels a CRICOS course.
- Refund requests must be made in writing using the Application for Refund Form with supporting evidence.

Refund eligibility examples:

Scenario	Refund Eligibility
Visa refusal	Full refund (less application fee)
Course cancelled by WEI	Full refund of tuition & admin fees
Student withdrawal before course start	Partial refund based on timing
Student cancellation due to serious illness	Possible partial refund (case-by-case)



Scenario	Refund Eligibility
Student misconduct or visa breach	No refund

Refunds will be processed within 4 weeks of receiving a complete request. They are issued in AUD and bank charges may be deducted. No fee transfers between students are permitted.

#### 6.4 What if I'm No Longer Eligible for a Refund?

If you're ineligible for a refund, consider the following:

- Apply for deferral or suspension of studies.
  - Request cancellation of remaining liabilities if under a payment plan.
- These options are governed by WEI's Deferral, Cancellation and Extension Policy

## 7. Student Rights and Responsibilities

### 7.1 Code of Conduct

Students at Workforce Education Institute (WEI) are expected to uphold the highest standards of behavior to ensure a safe, respectful, and productive learning environment. The following outlines expectations and consequences for misconduct.

Expected Behavior:

- Treat all staff, students, and visitors with respect and courtesy.
- Attend classes punctually and participate actively.
- Complete all assessments honestly and independently (no plagiarism, cheating, or collusion).
- Follow WEI's policies, including Workplace Health and Safety (WHS) and IT usage guidelines.
- Maintain appropriate dress code in classrooms and practical training areas.

- Refrain from disruptive behavior (e.g., shouting, using offensive language, or damaging property).

#### Prohibited Behavior:

- Academic misconduct: Cheating, plagiarism, falsifying records, or submitting work completed by others.
- General misconduct: Harassment, bullying, discrimination, violence, or threats.
- Legal violations: Possession of illegal substances, theft, or criminal activity on campus.
- Breach of visa conditions: Working beyond permitted hours or failing to maintain enrolment.

#### Disciplinary Actions for Misconduct:

WEI follows a progressive disciplinary process:

1. Verbal Warning: For minor first-time offenses (e.g., tardiness, minor disruptions).
2. Written Warning: For repeated minor offenses or a first major offense (e.g., plagiarism).
3. Behavioral Contract: Required for persistent issues, outlining improvement expectations.
4. Suspension: Temporary removal from classes (1–5 days) for serious misconduct.
5. Expulsion: Permanent dismissal for severe violations (e.g., violence, repeated academic fraud).
  - Expelled students will be reported to the Department of Home Affairs, which may affect their visa status.
  - No refunds will be provided for expelled students.

#### Appeals Process:

Students may appeal disciplinary decisions in writing within 10 working days by submitting a formal grievance (see Section 7.2).

## 7.2 Ethics and Standards

### Purpose

The purpose of this policy is to define the ethical principles and behavioral standards expected of all students enrolled at the Workforce Education Institute (WEI). These standards are designed to foster an inclusive, respectful, and professional learning environment that reflects the values of integrity, responsibility, and lifelong learning.

### Core Values

Students of the Workforce Education Institute are expected to uphold the following core values:

- Integrity: Act honestly and ethically in all academic, personal, and professional interactions.
- Respect: Treat others with dignity, regardless of race, gender, religion, age, ability, sexual orientation, or background.
- Responsibility: Take ownership of one's learning, behavior, and impact on others.
- Professionalism: Demonstrate conduct appropriate to the workplace and learning environment.
- Accountability: Accept consequences of one's actions and work to correct errors or misconduct.

### Code of Conduct

The following behaviors are expected of all students:

#### 1. Academic Honesty

- Submit original work and properly credit all sources.
- Avoid cheating, plagiarism, or other forms of academic dishonesty.
- Refrain from unauthorized collaboration on assignments, tests, or assessments.

#### 2. Respect for Others

- Communicate respectfully with peers, instructors, staff, and guests.
- Refrain from harassment, discrimination, bullying, or threatening behavior.
- Respect diverse perspectives and foster an inclusive learning environment.

#### 3. Compliance with Policies

- Follow all institutional policies, procedures, and classroom rules.
- Comply with safety regulations and workplace standards, including dress code and equipment usage.
- Use technology and school resources responsibly and ethically.

#### 4. Attendance and Punctuality

- Attend all scheduled classes, labs, and training sessions unless excused.
- Arrive on time and prepared to engage fully in the learning process.
- Notify instructors promptly of any absences or issues affecting participation.

#### 5. Professional Conduct

- Maintain appropriate behavior in all learning environments, including remote settings.
- Dress and behave in a manner that reflects workplace readiness.
- Use respectful and professional language in all communications.

### Violations and Consequences

Violations of this Student Ethics and Standards policy may result in:

- Verbal or written warnings
- Academic penalties (e.g., failing grade on assignment)
- Disciplinary probation
- Suspension or expulsion from the program
- Referral to legal or regulatory authorities (if applicable)

All incidents will be reviewed fairly and in accordance with the Institute's disciplinary procedures.

### Reporting Misconduct

Students, faculty, and staff are encouraged to report suspected violations of this policy. Reports can be made to:

- Instructors
- Program Coordinators
- Student Services or Administrative Staff

### 7.3 Grievance and Appeals Process

WEI ensures fair and transparent resolution of complaints or appeals.

Lodging a Complaint:

1. Informal Resolution: Discuss the issue directly with the involved staff member.
2. Formal Complaint: Submit a written complaint via the *Student Grievance Form* (available at Student Services) within 20 working days of the incident.
  - Include details: date, parties involved, evidence (e.g., emails, witness statements).
3. Investigation: WEI will respond within 10 working days and aim to resolve the matter within 4 weeks.

Academic Appeals:

Students may appeal assessment results or disciplinary actions by:

1. Requesting a re-mark (free for first appeal).
2. Submitting a written appeal to the Academic Manager within 10 working days of the decision.

External Escalation:

If unresolved, students may escalate to:

- Overseas Student Ombudsman (1300 362 072) or
- Victorian Registration and Qualifications Authority (VRQA).

### 7.4 Consumer Guarantees

Under Australian Consumer Law (ACL), students are entitled to:

- Quality service: Training must meet advertised standards.
- Remedies for failure: If WEI cannot deliver the course, students may receive a refund, alternative course, or compensation.
- Transparent fees: No hidden charges; fee schedules must be clearly provided.

Note: Misconduct-related expulsion voids consumer guarantees for refunds.

Key Contacts for Section 7:

- Student Support Team: [info@workforce.edu.au](mailto:info@workforce.edu.au) / (03) 8637 1217
- Overseas Student Ombudsman: 1300 362 072

## **8. Visa and Compliance**

### **8.1 Student Visa Conditions**

As a student visa holder, you must:

- Maintain enrolment in a registered course.
- Achieve satisfactory course progress and attendance.
- Keep your contact details up-to-date with WEI.
- Maintain Overseas Student Health Cover (OSHC).
- Work no more than the permitted hours (unless exemption applies).  
Failure to comply may lead to visa cancellation.

### **8.2 Overseas Student Health Cover (OSHC)**

All international students are required to maintain valid OSHC for the entire duration of their stay in Australia. OSHC helps cover medical and hospital care, ambulance services, and limited pharmaceuticals.

### **8.3 Changes to Enrolment (Deferral, Suspension, Cancellation)**

Students may apply for deferral or suspension of studies in compassionate or compelling circumstances. Cancellation of enrolment may be initiated by the student or the provider. All changes must be formally documented and may affect visa status.

## **9. Living in Australia**

### **9.1 Accommodation Options**

Melbourne offers a range of accommodation:

- Shared houses or apartments

- Homestay with Australian families
  - Student hostels or serviced apartments
- WEI staff can help guide you to find safe, affordable housing.

## 9.2 Transport and Travel

Melbourne has an excellent public transport system including trams, trains, and buses. International students are eligible for a discounted Myki card under certain conditions. Plan your journey at: [www.ptv.vic.gov.au](http://www.ptv.vic.gov.au)

## 9.3 Working While Studying

Students can work up to 48 hours per fortnight during study periods (subject to visa regulations). Work rights may change — please check with the Department of Home Affairs for current conditions: [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)

## 9.4 Emergency Contacts

- Emergency Services: 000 (Police, Fire, Ambulance)
- Lifeline: 13 11 14 (24/7 Crisis Support)
- WEI Student Support: +61 (3) 8637 1718
- Overseas Student Ombudsman: 1300 362 072

# 10. Policies and Procedures

## 10.1 Privacy Policy

WEI complies with the Privacy Act 1988. Your personal information is protected and used only for education and compliance purposes. You have the right to access and update your personal records.

## 10.2 Critical Incident Policy

WEI has procedures in place to respond to critical incidents, including serious injury, illness, or death. Support services and emergency contacts will be engaged to ensure your safety and well-being.

## 10.3 Workplace Health and Safety

Your safety is a priority. Students must follow WHS guidelines, report hazards, and use equipment correctly. Safety briefings are provided during orientation and practical sessions.

## 11. Important Contacts

Department	Contact Info
Student Administration	<a href="mailto:info@workforce.edu.au">info@workforce.edu.au</a> / (03) 8637 1217
Emergency Services	000 (Fire, Ambulance, Police)
OSHC Providers	Depends on insurer (BUPA, Allianz, etc.)
Overseas Student Ombudsman	1300 362 072 / <a href="http://www.oso.gov.au">www.oso.gov.au</a>
Fair Work Ombudsman	13 13 94 / <a href="http://www.fairwork.gov.au">www.fairwork.gov.au</a>
Department of Home Affairs	<a href="http://www.homeaffairs.gov.au">www.homeaffairs.gov.au</a>



## 12. Further Information

### 1. Orientation and Induction

#### 1.1 Welcome Week Activities

- Purpose: Familiarize students with WEI's campus, services, and expectations.
- Activities:
  - Campus tours (classrooms, library, emergency exits).
  - Mandatory sessions on academic integrity, visa compliance, and WHS.
  - Meet-and-greet with faculty and peer mentors.
- Attendance: Compulsory for new students; absences must be approved in advance.

#### 1.2 IT and Learning Systems

- Access:
  - LMS login details provided at enrolment.
  - Wi-Fi: Connect to "WEI\_Student" using your student ID and password.
- Support: IT helpdesk at [josh@teamit.com.au](mailto:josh@teamit.com.au)

#### 1.3 Student ID Cards

- Issuance: Collect at orientation after submitting a passport-sized photo.
- Uses: Library access, attendance tracking, and discounts at partner businesses.
- Replacement: AUD \$20 fee for lost/damaged cards (request at Student Services).

### 2. Academic Policies

#### 2.1 Plagiarism and Academic Integrity

- Definition: Submitting others' work (including AI-generated content) without citation.
- Consequences:

- First offense: Resubmission + mandatory academic integrity workshop.
- Repeat offenses: Suspension or expulsion.
- Tools: Turnitin similarity reports required for all written assessments.

## 2.2 Credit Transfer/RPL

- Process:
  1. Submit prior qualifications/certificates to Academic Services.
  2. Pay AUD \$100 assessment fee (non-refundable).
  3. Outcome within 4 weeks.
- Limits: Max 50% of course credits via RPL.

## 2.3 Graduation Requirements

- Completion: Pass all units, pay outstanding fees, and return borrowed resources.
- Certification: Awards issued within 30 days of course end.
- Ceremony: Held annually; RSVP required.

## 3. Health and Wellbeing

### 3.1 Medical Services

- On-Campus: First aid officers available (contact reception).
- Off-Campus: Nearest bulk-billing clinic: Melbourne Central Medical (2km from campus).
- Mental Health: Free counselling sessions (book via Student Support).

### 3.2 OSHC Usage Guide

- Claims: Submit invoices to your provider (Allianz/BUPA/etc.) via their app.
- Emergency: Present OSHC card at hospitals.

### 3.3 Health Protocols

- Illness Reporting: Email [info@workforce.edu.au](mailto:info@workforce.edu.au) if absent >3 days with a medical certificate.
- COVID-19: Isolate if positive; notify WEI for remote learning support.

## 4. Financial Matters

### 4.1 Scholarships

- Available: 10% discount for alumni enrolling in higher qualifications.
- Apply: Submit a 500-word essay via [info@workforce.edu.au](mailto:info@workforce.edu.au) by Term 1 Week 2.

### 4.2 Fee Payment Plans

- Options: Monthly or per-term instalments (no interest).
- Eligibility: Proof of financial hardship (e.g., bank statement).

### 4.3 Tax Obligations

- TFN: Required for paid work; apply via [ATO.gov.au](http://ATO.gov.au).
- Tax Returns: Free workshops held annually.

## 5. Technology and Resources

### 5.1 BYOD Policy

- Requirements: Laptop with Windows 10+/macOS Catalina+, Microsoft Office.
- Support: Discounted software via WEI's IT portal.

### 5.2 Library Resources

- Hours: 8am–6pm (Weekdays).
- Borrowing: 5-item limit; 2-week loan period.

## 6. Diversity and Inclusion

## 6.1 Anti-Discrimination

- Report: Email [info@workforce.edu.au](mailto:info@workforce.edu.au) (anonymous option available).
- Response: Investigation within 5 working days.

## 6.2 Accessibility

- Adjustments: E.g., extra exam time, screen readers.
- Contact: Register with Student Support at enrolment.

## 7. Employment and Career Development

### 7.1 Internships

- Process: WEI partners with local businesses; apply via Careers Portal.
- Credit: Counts toward practical units (e.g., SIT30821).

### 7.2 Resume Workshops

- Schedule: Bi-monthly sessions; sign up at reception.

## 8. Sustainability

### 8.1 Green Campus

- Recycling: Bins in all common areas.
- Energy: Turn off lights/equipment when unused.

## 9. Legal and Safety

### 9.1 Sexual Harassment Policy

- Zero Tolerance: Immediate suspension pending investigation.
- Support: Confidential counselling + legal referrals.

### 9.2 Emergency Procedures

- Fire Drills: Conducted quarterly; follow staff instructions.

## 10. International Student Add-ons

### 10.1 Airport Pickup

- Book: Email [info@workforce.edu.au](mailto:info@workforce.edu.au) 72 hours before landing.

### 10.2 Visa Extensions

- Advice: Free sessions with migration agents (book via Student Services).

## 11. Feedback Mechanisms

### 11.1 Surveys

- Timing: End-of-term feedback on trainers/courses.
- Outcomes: Published improvements in Termly Newsletter.