

INDUSTRY STUDENT GUIDE

CONTENTS

Key Contacts	3
Getting Started	4
Fees and Finances	5
Course Information	7
Student Services	11
Your Rights & Responsibilities	15

All information in this guide is accurate as of June 2025. Whilst every effort has been made to ensure its accuracy, changes may have occurred since this date.

© William Angliss Institute, 2025. All text and images unless otherwise stated.

William Angliss Institute
ABN 66 266 583 978
RTO No. 3045 | CRICOS Provider No. 01505M
TEQSA Provider ID: PRV12153

555 La Trobe Street
Melbourne Victoria 3000
Australia
T +61 3 9606 2111

WWW.ANGLISS.EDU.AU

WELCOME MESSAGE



Welcome to William Angliss Institute, Australia's largest specialist centre for foods, tourism, hospitality and events training.

Established in 1940, the Institute prides itself on providing expert professional education and training in these fields.

In 2021, William Angliss Institute was acknowledged for the quality of our education programs, student support services and focused student activities at the Australian Training Awards, receiving the prestigious honour of the Large Training Provider of the Year. The Institute was also recognised at the Victorian Training Awards as the Large Training Provider of the Year.

I urge you to take advantage of the opportunities available to you through our program of student activities. These activities will help you develop and extend your professional networks and support your career development.

William Angliss Institute provides unparalleled access to the food, tourism, hospitality, and event industries nationally. This unique connection offers students exceptional opportunities to engage with industry leaders, gain practical experience, and establish valuable networks that enhance their career readiness and employability. As a student of William Angliss Institute, you'll have access to a wide range of helpful services and support designed to enrich your learning experience and help you succeed. I encourage you to fully immerse yourself in your course, take advantage of these resources, and embrace the opportunities available. I look forward to welcoming you to our vibrant student community.

Best regards,

Sarah Lawrie

Director Student Recruitment and Services

KEY CONTACTS

VICTORIA		CONTACT
Traineeship Support	victoria.operations@angliss.edu.au	(03) 9606 2408
Apprenticeship Support	apprenticeship.enquiries.cftca@angliss.edu.au	(03) 9606 2117
SOUTH AUSTRALIA		CONTACT
Adelaide Office	trainingsa@angliss.edu.au	(08) 8372 7863
Linda Gain <i>State Training & Administration Coordinator</i>	linda.gain@angliss.edu.au	0434 606 625
Deb Combe <i>Industry Trainer – Hospitality</i>	deb.combe@angliss.edu.au	0421 345 093
Jennifer Kalmus <i>Industry Trainer – Food Processing</i>	jennifer.kalmus@angliss.edu.au	0412 058 571
Dion Bilske <i>Industry Trainer – Meat Processing</i>	dion.bilske@angliss.edu.au	0447 158 187
QUEENSLAND		CONTACT
Brisbane Office	trainingqld@angliss.edu.au	(07) 3446 9000
Sharon Baxter <i>State Training & Administration Coordinator</i>	sharon.baxter@angliss.edu.au	0434 075 045
WESTERN AUSTRALIA		CONTACT
Perth Office	trainingwa@angliss.edu.au	(07) 3446 9000
Sara Roberts <i>State Training & Administration Coordinator</i>	sara.roberts@angliss.edu.au	0401 091 245

STAY CONNECTED

Keep in touch so you don't miss out on important announcements, major campus events, and more opportunities to get involved:



@williamanglissinstitute



/williamanglissinstitute



/ssswai



mywai.angliss.edu.au

GETTING STARTED

UNIQUE STUDENT IDENTIFIER (USI)

Your Unique Student Identifier (USI) is your individual education number for life. It also creates a Government authenticated record of your vocational education and training (VET) achievements.

You need a USI if you are a student studying nationally recognised Vocational Education and Training (VET) course.

Your USI transcript can be used as formal evidence of the completion of a unit when applying for a Credit Transfer.

FOR QUEENSLAND STUDENTS ONLY – PARTNER PORTAL, APPRENTICESHIPS INFO SELF SERVICE (AISS)

In Queensland, the Institute is required to seek your consent prior to accessing vocational training related information retained by the department as held in the Apprenticeships Info Self Service (AISS) portal.

This may include information on apprentices and trainees who have been, or who are currently registered in Queensland and identifies any student awards and results information for any training activity reported to the department for you by other Training Organisations. This information is shared with your trainer who is able to assess any Credit Transfers you may be eligible for in your course with William Angliss. A valid Statement of Attainment and certificates are to be given to your trainer.

FOR ONLINE STUDENTS – COMPUTER AND NETWORK ACCESS

You need your Student ID number to access the Institute's computer network, email, myWAI Student Portal/Moodle and Wi-Fi.

You will need to set up your password the first time you access anything. Head to passwordreset.myangliss.edu.au to set up your password, reset your password or change your password.

It is important not to share your password with anyone.

FOR ONLINE STUDENTS – EMAIL

As a William Angliss Institute online student, you will receive your own student email address.

You can also forward your student email to a personal email so you don't miss out on important communication from the Institute.

To set up your student email, visit mywai.angliss.edu.au/studentemail myWAI Student Portal/Moodle mywai.angliss.edu.au

Moodle is your online learning management system. Your trainer will store information about your subjects on Moodle. You will need to access Moodle to obtain your Subject Outline and information about the assessment requirements of your subjects.

You will not be able to access myWAI/Moodle if you have overdue fees.

For troubleshooting enquiries, please contact your trainer, or eLearning Support at esu@angliss.edu.au.

FEES & FINANCES

FEES

Fees must be paid by the payment due date on your invoice. Failure to pay your invoice will result in the suspension of your training.

You can view fees and make payments via the BPAY information contained on your invoice, or pay via the Information Centre by phone between 9:30am and 4pm on (03) 9606 2111.

Students with outstanding fees and charges will have their training suspended until the debt is resolved. In some special circumstances, a payment plan may be arranged.

SPONSOR OF FEES

If your fees are being paid by an employer or any other third party, you must seek the third party to complete an “Authority to Invoice - Third Party” form and return it to William Angliss before the fee due dates. Fees will remain your responsibility unless this form is completed.

REFUND OF TUITION FEES

Refunds may be available for course withdrawals or deferment, credit transfers or recognition of prior learning. To be eligible for a refund due to a withdrawal from a course, all current fees due must be paid in full.

QUEENSLAND STUDENTS ONLY

Certificate 3 Guarantee, Higher Level Skills, Diploma, Advanced Diploma and Fee for Service courses will not receive a refund.

A William Angliss refund administration fee of \$120 applies to all refunds for withdrawals; this is subject to change without notice.
www.angliss.edu.au/study-with-us/admissions-in-fo-local/fees-and-payments/

For more information on refunds, please contact your trainer or local WAI office.

PAYMENT PLANS

Students who are responsible for their own fees and are enrolled in a Certificate level program may apply for a payment plan prior to fee due dates to place some or all of their tuition fees on a payment plan.

Payment plans are also available for Diploma and Advanced Diploma students, but only if you are not eligible for a government loan scheme.

Fees for materials, student services, and excursions cannot be included and must be paid in full by their published due dates. You may also be asked to finalise these prior to the commencement of your payment plan.

There is a payment plan set-up fee and either weekly or fortnightly payments will be arranged through Direct Debit. Standard payment plan applications can be up to fourteen weeks.

To apply, contact the Information Centre and request a Payment Plan Application Form.

HEALTH CARE CARD / PENSION CONCESSION CARD

If you have a valid Health Care Card or Pension Concession Card, you may be eligible for a fee concession (if enrolling into a certificate level course). Present your card at the time of your enrolment and prior to the commencement of your training.



FINANCIAL ASSISTANCE

The Australian Government offers financial help through Youth Allowance for people aged:

- 16 to 21 and looking for full time work
- 18 to 24 and studying full time
- 16 to 24 and doing a full time Australian Apprenticeship
- 16 to 17 and independent or needing to live away from home to study
- 16 to 17, studying full time and have completed year 12 or equivalent.

There are also different types of concession and health care cards, each with its own eligibility requirements and concessions. Contact Centrelink for more information:

servicesaustralia.gov.au/individuals/centrelink

INDIGENOUS STUDENTS

If you are an Aboriginal or Torres Strait Islander, you may be eligible for a fee concession (if enrolling into a certificate level course).

Abstudy

Abstudy is a student assistance program for Australian Indigenous students – Aboriginal or Torres Strait Islanders who want to stay at school or go on to further studies. Abstudy may help Indigenous students who are undertaking fulltime or part-time studies, distance education or correspondence courses. For more information on Abstudy contact Centrelink on **1800 132 317**

COURSE INFORMATION

CHANGE OF DETAILS

We regularly communicate important information about your course to you via SMS or your nominated email address. Keep your personal details up to date by contacting your trainer when changes occur.

ATTENDANCE

The attendance of all training sessions ensures the development of the required knowledge and skills to be fully prepared for assessments. There is an expectation you will attend all training.

Attending the first training session of each unit will set you up for success, as your trainer will explain all expectations of the unit.

Students with a valid reason for not attending training (such as absence from the workplace), are asked to communicate with your trainers as soon as possible, so we can provide the support to best meet your needs.

An excuse of unfamiliarity with subject matter or instructions will not be accepted if seeking special consideration or appealing assessment decisions

If your attendance is poor and without a valid reason provided, then your employer will be contacted and advised that ongoing non-attendance will lead to being withdrawn from the unit. If you fail a unit, you are required to re-enrol and pay fees.

For apprentices or trainees, ongoing absence from training could lead to cancellation of your Training Contract.

LATENESS

For some practical classes students who arrive late may have to repeat the class in their own time. In the case of apprentices, late arrivals and non-attendances will be reported directly to the employer.

SPECIAL CONSIDERATION

If you are experiencing personal difficulties which are affecting your ability to comply with course requirements you can apply for special consideration and extensions of assessment due dates. There are many reasons to apply for special consideration such as medical conditions, mental health issues and personal hardship that are affecting your ability to study.

In some instances, it might be appropriate to suspend your training with a view to recommencing when you are ready to resume your studies.

If you are an apprentice or trainee, your contract of training can be suspended; however, this arrangement must be mutually agreed between you and your employer.

If you feel you need to look at suspending your training, speak to your trainer who will assist with the necessary documentation.

CANCELLED TRAINING

In the event that a training session needs to be cancelled, location changed, or time amended due to teacher illness or other unforeseen circumstances, every attempt will be made to contact the students prior via SMS/ email to alert them of the changes.

CHANGES TO YOUR ENROLMENT

If you need to vary your enrolment after paying fees you need to obtain one of the following forms from your trainer or local WAI office -

- Variation of Enrolment Form
- Cancellation/Refund Form

The student, employer and WAI must mutually agree to any changes to your training plan.

CHANGE OF TRAINING PROVIDER

If a student decides to change provider, they must notify their trainer or local WAI office of their intention to move to another Institution so the appropriate forms can be completed and your course can be finalised and a refund (if applicable) and Statement of Attainment issued.

COURSE INFORMATION

CHANGE OF EMPLOYER

If a student decides to change employer during their training course, it may be possible to continue their training with WAI. They must notify their trainer or local WAI office of their intention to move employers so that the appropriate forms can be completed.

The student, employer and WAI must mutually agree to the transfer of the training to a new employer.

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning (RPL) – also known as Skills Recognition – involves a formal recognition of the skills and knowledge that you have gained through work experience, work-based training, life experience and previous study.

Applying for RPL can shorten the duration of your study time or may award you a full or part qualification on the basis of an RPL assessment.

Speak to your trainer for information on how to apply and associated costs.

CREDIT TRANSFER

For units completed 10 or more years prior to the application, an RPL process should be initiated

Students are required to attach certified copies of all academic transcripts for applications of Credit Transfer for the same unit of study from one AQF award to another AQF award.

Credit transfer is automatically granted for any unit with exactly the same code and title. Credit transfer will only be applied to a unit that has been undertaken through training and assessment at another RTO.

Credit transfer is automatically granted for a superseded unit from the previous training package that has been deemed equivalent.

Please note that uncertified photocopies of transcripts/statement of attainment/certificates or incomplete forms will not be accepted for processing.

TRAINING AND ASSESSMENT

Competency Based Training (CBT) is a flexible form of vocational education and training that aims to produce a workforce with the skills and knowledge required by industry. Competency is achieved when students can appropriately perform and apply a combination of skills and knowledge to the standard required in a range of situations in the workplace.

CBT focuses on achievement of competencies and what a student can do as a result of their education and training. Consequently, the duration of a CBT course may vary from person to person. Students are able to progress at their own speed, moving on as milestones are achieved. In some cases, the length of the course can be reduced if the student received credit through Recognition of Prior Learning (RPL) or Credit Transfers.

Although students can progress at their own pace, when the training takes place on a Contract of Training, a maximum time frame is set by ministerial guidelines. In most cases this is two years for a full-time worker and four years for a part time worker on a traineeship, and three to four years for an apprenticeship. Check with your trainer if you are unsure how long you have to complete your course.

CBT courses are structured to achieve levels of competency. Competency standards have set outcomes, conditions of performance and benchmark marks for measuring that performance. Under CBT students cannot progress to a new (next) level of competency until the prerequisite competency is achieved. The majority of courses develop competency through a combination of off-the-job and on-the-job learning. Courses that do not have a specified on-the-job component expect that the trainee will continue competency development in the workplace.

COURSE INFORMATION

When undertaking Assessment in VET courses, competencies are the basis for measuring performance. Students are required to demonstrate competence in specified levels of performance in each unit they study. Assessment of students may be undertaken in a variety of ways, such as formal or informal tests, assignments, practical demonstrations, project work, written or oral reports, simulation, third party reports and observation within the classroom or workplace.

At the start of each unit, students will be informed of the formal assessment requirements and completion dates.

For all assessment tasks, students will be given two opportunities to demonstrate competence. If, after a second re-submission, a student is still unable to demonstrate they hold all of the required skills and knowledge specified in the assessment requirements, then the unit will be deemed as 'competency not achieved/failed'.

REASONABLE ADJUSTMENT

William Angliss Institute is committed to building a supportive and inclusive learning environment that respects the needs of all students in training and education, particularly those who require access or adjustment in order to participate.

Reasonable Adjustment refers to measures or actions taken in order to provide equitable opportunity for a student with a disability, medical or mental health condition. Adjustments may include alternative assessment arrangements, the provision of in-class support, or assistance to access facilities or services which a person without a disability, medical or mental health condition does not require.

Speak to your trainer for information on how to access any of these services.

Alternatively, contact our Access and Disability Service on (03) 9606 2232

APPEALING RESULTS

You may appeal an assessment result if you feel you have been disadvantaged or discriminated against. For further details on the Appeals process please speak to your local WAI office, the Wellbeing and Counselling Service, or refer to the grievance process.

ASSESSMENT RESUBMISSION

Students who do not achieve competency on their first attempt will be given a second attempt to achieve competency within that teaching period. Special consideration must be sought prior to the due date of an assessment.

Non-attendance on assessment day will be recorded as a failed attempt.

VET students who have not achieved competency in a unit within the teaching assessment period must re-enrol in the following teaching period.

Students who are required to re-enrol in a unit which they have previously not been successful in completing, are required to pay an additional tuition fee.

CHEATING, PLAGIARISM AND COLLUSION

Copying another's work without acknowledgement and other forms of cheating are viewed seriously. You are expected to uphold academic integrity and avoid plagiarism. The way you present ideas and information in assessments must be totally your own.

Plagiarism occurs when someone submits work that was written by someone else and claims it as their own. It is considered to be plagiarism if you use material found in a text or online, without referencing the source in the body of the text, or use the work of another student or friend.

Collusion occurs when two people or more work together on an assignment/assessment which is supposed to be done individually.

COURSE INFORMATION

Where a student is found to have cheated, collude plagiarised during assessment, they will be listed on a database and immediately placed on probation. If a second incident of cheating or plagiarising is proven then the student concerned will face expulsion from the course.

All reported cases of plagiarism are investigated in line with the Academic Integrity Policy and Procedure. Penalties may range from an academic warning, termination from the course, and even referral to the authorities for fraud investigation.

STUDENT PROGRESS WITHIN A COURSE

The prerequisite for entry into the next stage of a course is the successful completion of the preceding stage subjects. Students who have not completed all of their subjects will not be permitted to commence the next stage without the approval from their trainer.

Training Plans are used throughout your course to plan training sessions, track competency-based progression and ensure timely completion. Students will receive an initial Training Plan on commencement of their course, with updated versions issued to reflect any changes. The trainer will review progress throughout the course duration, and it is essential that every effort is made to meet the completion date outlined in the Training Plan.

This is particularly important for apprentices and trainees, whose Training Plan completion is aligned to the duration of their Training Contract.

Unsatisfactory progress is defined as an incomplete result in three or more units of competency or repeated failure to complete an individual unit.

The progress of the student will be monitored, and in negotiation with the student, the trainer will decide upon a course of action and devise a study plan for successful completion.

COURSE COMPLETION

Completion of the course occurs when a student has successfully completed all identified units in the course sequence within the allocated time frames

Upon demonstration of all of the competencies required within your course, you will be issued with the qualification for which you have enrolled (within 30 days of course completion).

William Angliss students receive digital awards through the My eEquals platform. After completing your course, you'll receive an email sent to your personal address from My eEquals with instructions for creating your My eEquals account. This account will grant access to view and share your digital documents. Students will also be presented with a physical certificate.

A Statement of Attainment is issued in cases where there is partial completion of a qualification. Achievements recognised by a Statement of Attainment can accumulate towards a qualification within the Australian Qualifications Framework.

Note: all outstanding fees must be paid in full prior to completion of your course.

Replacement Certificate

Physical certificates can be replaced if lost, damaged, destroyed, stolen or for registered name changes. If the certificate is to be replaced due to name change, the original must be returned. Reissues for name changes must be accompanied by certified supporting documentation.

Replacements are at a cost to the student. Contact your local WAI office for more information.

STUDENT SERVICES

WAI's support services provide students with the opportunity to enhance their capacity to achieve success in an accessible, welcoming environment. All support services are free and confidential.

LEARNING ADVISORS

Library, Building C, Ground Floor
learningadvisors@angliss.edu.au

The Learning Advisors provide free learning and study advice for all students, including:

- Understanding assessment requirements and course work
- Writing reports, essays or other assessments
- English language and academic language
- Research and referencing
- Computer skills and online learning

Students can make an online ZOOM appointment, phone appointment or in-person appointment by using this link:
<https://waistudentservices.as.me/schedule/d649fcc8>

Students can also email with questions or to get feedback on written work.

For further information email:
learningadvisors@angliss.edu.au

For those students who are able to attend the campus, drop in to see a learning advisor in the Library.

This service available during term:
Monday to Friday: 12:30pm - 4:00pm

ACCESS AND DISABILITY SERVICE (ADS)

Building C, Level 2, Room C204 & C208
(03) 9606 2232
disability@angliss.edu.au

The Access and Disability Service provides support and reasonable adjustments for Institute students with diagnosed disabilities, medical conditions or mental health conditions.

The Access & Disability Service team consult with students to establish individual needs, gather relevant and appropriate medical documentation and develop an Individual Access Plan to ensure that each student registered with the service can participate in their course in a full, fair and equitable manner. Some of the reasonable adjustments Access and Disability Service can provide are; individual out of class support, liaison with trainers; advocacy; extensions on coursework; modified assessment arrangements. Access and Disability uses an inclusive, person-centred approach, to ensure that students are able to exercise choice and control in their own support.

The Access and Disability Service is committed to maintaining the privacy and confidentiality of personal student information.

To make an appointment, contact the Access and Disability Service at above email or:

Carol (Access & Disability Coordinator):
(03) 9606 2232 | Room C208
Valentina (Access & Disability Officer):
(03) 9606 2159 | Room C204

STUDENT SERVICES

WELLBEING AND COUNSELLING SERVICES

Building C, Level 2, Room C206

(03) 9606 2210

wacs@angliss.edu.au

mywai.angliss.edu.au/ss/counselling

Wellbeing and Counselling Services (WACS) offer students a range of free and confidential support options to enhance study.

WACS celebrate diversity and are committed to provide a safe, culturally appropriate and inclusive service for all students. We welcome students of varying ethnicity, faith, disability, sexuality or gender identity.

Wellbeing and Counselling Services offer:

- Six sessions of individual counselling per year (in-person or online)
- Drop-in service from 9am to 4pm, Monday, Thursday and Friday
- Assistance with special consideration and financial bursary applications
- Classroom presentations and workshops
- Mental health education and awareness events
- Group wellness spaces for the WAI community
- Referral to welfare support services
- Second hand uniform and equipment

To utilise our services, please email wacs@angliss.edu.au or call us on (03) 9606 2210

Students may seek counselling for:

- Anxiety, depression, & mood changes
- Emotional regulation & anger management
- Respectful relationships
- Study stress & procrastination
- Work/study/life balance
- Negative thoughts
- Financial hardship
- Drug and alcohol use
- Family violence
- Self-awareness and development
- Finding purpose and meaning
- Healthy habits

To catch WACS out and about, meet us for:

- Wellness Space
- Classroom drop-ins
- Student events and activities

Our students have found that by seeking support early, they set themselves up for success.

Special Consideration

WACS can help you apply for special consideration for missed assessments due to unforeseen circumstances (e.g. sudden illness, family issues, accidents). Special consideration applications must be lodged within 72 hours of the missed assessment. We encourage you to reach out to us if your mental health is impacting your attendance.

Welfare Support

WACS can provide information and referral to external services that can help with medical or legal issues.

If it's outside hours, or you can't reach us, please contact the following 24-hour services:

Lifeline

13 11 14

Beyond Blue

1300 224 636

Safe Steps (Family Violence Support)

1800 015 188

Homelessness Crisis Line

1800 627 727

Mental Health Triage (Adults)

1300 874 243

Mental Health Triage (Youth)

1800 888 320

Sexual Assault Crisis Line

1800 806 292

Emergency Services (Police, ambulance, fire)

000



FOR STUDENTS IN SOUTH AUSTRALIA

In South Australia, Success and Wellbeing Services are locally available to support students who face complex barriers to sustaining and completing their studies.

This service is designed to empower students through access to flexible, timely, and confidential support when they need it. Students are assigned an experienced and dedicated Success and Wellbeing Coach to provide tailored support to help students get back on track, and bring their goals within reach.

Students in South Australia can check their eligibility for this support by speaking to their trainer, or contacting the local WAI office. Otherwise, they can refer themselves by completing a request form here – [My Training | Reach out to a Success and Wellbeing Provider](#)

INDIGENOUS ENGAGEMENT: ABORIGINAL AND TORRES STRAIT ISLANDER STUDENTS

Building C, Level 1, Room C104
(03) 9606 2261
koorie.liason@angliss.edu.au

The Institute is committed to supporting the education of Aboriginal and Torres Strait Islander students, and can assist with enrolments, reenrolments, deferments, Indigenous scholarship opportunities, Koorie Learning Support and wellbeing and a range of other cultural programs of interest.

For more information contact:
Koorie Student Support Officer
(03) 9606 2261

STUDENT SERVICES

APPRENTICESHIP SUPPORT

Building D, Ground Floor, Room DG26
0468 517 303
brian.smith@angliss.edu.au
apprenticeships.vic.gov.au/apprenticeship-support-officers

Apprentices may encounter a wide range of issues and challenges as they work through their apprenticeship. Whether these relate to the workplace, study, or personal matters, they can impact on a student's ability to successfully complete the apprenticeship. The Institute has a full-time on-campus Apprenticeship Support Officer (ASO).

ASOs can help if you need someone to talk to about your apprenticeship, if you want to check out if something in the workplace is OK, or when you're just not sure who can help.

The Apprenticeship Support Officer Program is an initiative of Apprenticeships Victoria under the Victorian Department of Jobs, Skills, Industry and Regions.

CAREERS AND EMPLOYMENT

Building C, Level 1
(03) 9606 2137
careers@angliss.edu.au

Careers and Employment provides students and recent graduates with access to job opportunities, career development services, and industry engagement. Services include access to:

- CareerHub – an online jobs portal careers.angliss.edu.au
- careers events to help you with your employment search and networking skills
- on-campus employer information and recruitment sessions
- resume writing and interview skills workshops

Appointments

Drop-in Monday to Friday 9:00am - 5:00pm or book an appointment via CareerHub.

YOUR RIGHTS & RESPONSIBILITIES

While studying at William Angliss Institute, you have an obligation to adhere to the expectations as outlined in the Student Code of Conduct and Institute policies. Students are expected to read and understand all these policies, which are in place to protect you as a student.

The **Student Code of Conduct** is available on myWAI and policies can be found on angliss.edu.au/policies.

BULLYING

Bullying and harassment of students and staff is not tolerated at William Angliss Institute.

Bullying is repeated, unreasonable behaviour directed towards another person who creates a risk to their mental or physical health and safety. It can include but is not limited to:

- verbal abuse
- online harassment
- spreading rumours or innuendo about someone
- interfering with someone's personal property or work equipment
- deliberately excluding or isolating someone
- psychological harassment
- assigning meaningless tasks unrelated to the job
- giving people impossible assignments e.g. setting up someone to fail
- deliberately withholding information that is vital for effective performance

Some conduct is considered a criminal matter and will be referred to the police. These include physical assault, stalking, threats to harm someone and damage to property. In Victoria, certain forms of serious bullying including conduct that is intended or could reasonably be expected to cause the victim physical or mental harm (including self harm) is also considered a criminal matter.

If you are being bullied or have witnessed bullying, seek assistance from any staff member.

More information is listed on angliss.edu.au/policies (Student Misconduct).

EQUAL OPPORTUNITY

All students have a right to equal opportunity in their education. The Institute is committed to providing a learning environment free from discrimination on the basis of age, marital or relationship status, race, sexual orientation, disability, pregnancy, parenthood, religious or political beliefs, gender identity and intersex status.

The Institute has policies and procedures for dealing with discrimination and sexual harassment, and will ensure that any complaints are dealt with promptly and effectively.

Students who have enquiries or complaints relating to equal opportunity, discrimination or sexual harassment should contact a Program Leader, Student Management Coordinator, Counsellor, or Student Services.

For more information, visit the Victorian Equal Opportunity and Human Rights Commission humanrightscommission.vic.gov.au

CHILD SAFETY

The Institute is committed to protecting children from harm and providing a safe environment in which they can participate and learn. This extends to protection from physical, sexual, emotional and psychological harm, neglect, and harm related to a child's racial, cultural or religious background, whether in person or online. A child is a person under 18 years of age.

All students should be aware that assault, physical or sexual abuse of a child under 16 years of age is a criminal offence and any matter of this nature will be referred to the Victorian Police.

If you experience or observe any inappropriate behaviour relating to the above, you can raise any concerns with a teacher or Wellbeing and Counselling Services.

COMPUTER NETWORK SECURITY CODE OF PRACTICE

Any student found deliberately performing or attempting to perform any of the following is in breach of the code of practice for student use of electronic communications:

- attempting to access the administration network
- knowingly copy virus-affected documents and/or programs onto the network
- copying program executables from the computer or the network
- installing any software onto the Institute's computers
- copying files from any source that is not owned by them without specific instruction
- modifying settings not normally available to the student (e.g. changing network settings)
- accessing information held in other areas of the network that are not normally accessible to students
- using dial-in, wireless or other services to

achieve any of the above

- logging in using another student's or a staff member's password/user ID
- using William Angliss Institutes resources to illegally access external computers, databases or networks

COMPLAINTS

Any student is entitled to make a complaint/grievance to the Institute. Further information about how to make a complaint/grievance can be found on angliss.edu.au/policies, which covers the process to lodge an informal complaint, a formal complaint and the appeals process if unsuccessful. Please note that if you are dissatisfied with an assessment result, you need to lodge an informal complaint within 10 working days to initiate the review.



YOUR RIGHTS & RESPONSIBILITIES

STUDENT SURVEYS AND FEEDBACK

The Institute invites students to provide feedback about their educational and student experience throughout the academic year via surveys, focus groups and individual feedback. This feedback is used to shape the educational delivery, and services for our present and future students.

From time to time, all students at the Institute will be asked to participate in surveys to gather views on teaching, training, resources and facilities. Collecting this data is an important component of the Institute's policy of continuous improvement of what we offer to our students and informs the way in which resources are used to achieve best possible outcomes. Individuals' personal details are not collected in these surveys. Participation in surveys is strongly encouraged by the Institute but is not compulsory.

The National Centre for Vocational Education Research (NCVER) conducts a survey of VET Student Outcomes annually in order to highlight key employment, further study and satisfaction outcomes. Institute graduates can expect to be contacted by NCVER with a request to complete a questionnaire focusing on personal and training characteristics, employment outcomes, further study activity, satisfaction with training, whether they achieved their main reason for undertaking the training and how relevant the training was to their current job.

If you have any comments or suggestions at any time, you may also contact Student Services or provide feedback anonymously via myWAI.

FOR QUEENSLAND STUDENTS ONLY – CERTIFICATE 3 GUARANTEE & HIGHER LEVEL SKILLS SURVEY

In accordance with the Skills Assure Supplier Policy 2021 - 25 for Queensland VET Investment programs, students must complete a student training and employment survey within three months of completing or discontinuing training.

CLASSROOM AND INDUSTRY STANDARDS

Personal Grooming and Jewellery

There are strict codes about personal grooming and the wearing of jewellery and body piercing for certain work environments. Students will be made aware of the regulations as appropriate to their course and they must familiarise themselves with and adhere to these rules. These will vary, depending on the industry and health and safety requirements.

- Workplace hygiene requires that jewellery should be limited to plain-banded rings and sleepers for pierced ears to avoid stones and small pieces of metal falling into food.
- Watches should be removed to eliminate the risk of bacteria transporting itself from watch to the food. Clocks are present in all kitchens.
- Food handlers and students working in restaurants should keep their fingernails short as this makes them easier to keep clean; nail polish should not be worn in practical classes.
- The Institute acknowledges industry standards with regard to body piercing. As the classroom is a simulated workplace, nose rings, eyebrow rings or other piercing to the face are not permissible in practical classroom activity, unless a piercing is for religious or cultural reasons.
- In kitchen classes, hair is to be tied back and covered by a chefs/bakers hat.
- In restaurant classes hair is to be tied back from the face.

Uniform Requirements

For health and safety reasons, uniforms are often required in class as in the workplace. Where a uniform is required for classes the following policies apply:

- Students who arrive for class without the required uniform or part of their uniform, or without practical kits will be unable to participate in the class.
- Black leather shoes are compulsory for all students to wear during all practical classes. Runners, sneakers, open shoes are not permitted in a practical kitchen environment and entry with these shoes will result in the student not to be admitted to class. Strong leather shoes are recommended to prevent slips or any hot items penetrating the sole or upper surface of the footwear.
- For restaurant sessions, students are required to purchase a black Institute canvas apron and black long sleeve shirt (available from Club Chef located Building A, Ground Floor) and black trousers. Footwear must include black stockings or socks and black closed-in shoes.
- Where dress required for class is not of a professional standard (dirty or unpressed), students will be excluded from participation.
- Uniforms are not to be worn while travelling to and from the Institute or when students leave the Institute during breaks.
- Change rooms are provided and students are not permitted to change in the corridors or toilets

Personal Health

Persons having any of the following conditions must not handle food:

- acute gastroenteritis, including acute diarrhoea and vomiting
- Hepatitis A or Hepatitis E and all other forms of acute hepatitis until diagnosed not to be Hepatitis A or Hepatitis E
- Tuberculosis (in the infectious state until cleared by the health authorities)
- infectious skin conditions (e.g. school sores)
- contagious viral illnesses (e.g. chicken pox, glandular fever, measles etc.)
- acute flu-like illness for those recently returning from overseas
- If you are a food handler and have been suffering from any of these illnesses, you may not attend class until you provide a doctor's certificate indicating that you are fit for class. For further details on the Food Safety Program for your learning area speak to your department. Seek advice from a doctor if you have any concerns regarding your health.

Alcohol and other Substances

As outlined in the Student Code of Conduct, you must not attend classes under the influence or in possession of alcohol, drugs, or any prohibited substance. Classes do at times incorporate the use of alcohol. Where it is a requirement of the learning outcome or element of competence, students may taste alcohol under teacher's supervision. Students who are on probationary driver licences are not to consume alcohol. Students who do not wish to consume alcohol for religious or cultural reasons should inform their teacher so other arrangements can be made.

Further information about alcohol can also be obtained from the Say When website at mapi.betterhealth.vic.gov.au/saywhen

YOUR RIGHTS & RESPONSIBILITIES

PHOTOGRAPHIC RELEASE FORM

Students may be asked to complete a Photographic and Video Model Release form which gives the Institute permission to use images of Institute activities and events for promotional purposes. You may choose to withhold your consent.

PRIVACY

The Institute will comply with the requirements of the Privacy & Data Protection Act 2014 (Vic) and the Privacy Act 1998 (Commonwealth). The Institute's Privacy Policy is available on angliss.edu.au/privacy.

Personal information of students held by the Institute, such as addresses, telephone numbers, email addresses or academic results, cannot be disclosed under Australian law to third parties, including parents, sponsors, family members or friends, without the written consent of the student unless permitted by law.

If a student wants parents or sponsors to receive copies of their academic transcripts, they must give the Institute written permission to release results to parents or sponsors.

Students who wish to access their personal information, or find out more about how the Institute respects right to privacy, should contact the Institute's Privacy Officer via email at governance@angliss.edu.au or via post to William Angliss Institute C/O Privacy Officer, 555 La Trobe Street, Melbourne VIC 3000.

International students must be aware that, under Australian law (ESOS Act 2007 and National Code), the Institute is required to advise them that their personal information may be made

available by the Institute to Commonwealth and State Government authorities. The Institute is also required to tell the Department of Home Affairs and the Department of Education and Training about certain changes to their enrolment and of any breach to the condition of their visa relating to satisfactory academic performance.

WHISTLEBLOWING AND PROTECTED DISCLOSURES

The Institute complies with the requirements of the Protected Disclosure Act 2012 (Vic). The Institute's Protected Disclosure arrangements will assist staff and students to report any serious misconduct, including corrupt and/or fraudulent conduct relating to staff, directors or the operations of the Institute.

For further information, please visit the Independent Broad-based Anti-Corruption Commission website at ibac.vic.gov.au or contact the Institute's Protected Disclosure Coordinator at governance@angliss.edu.au

ANGLISS.EDU.AU