

**STUDENT
GUIDE
2023**

WELCOME MESSAGE FROM THE CEO



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 2022, William Angliss Institute was acknowledged for the quality of our education programs, student supports services and focused student activity 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.

By becoming a member of the Institute's learning community, you will also benefit from the close links we have established with industry.

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.

As the preferred supplier of staff to Food Services Australia, Melbourne City Council, Good Food & Wine Show, and Melbourne Food and Wine Festival among others, our students have unrivalled access to the food, tourism, hospitality and event industries in Victoria and New South Wales.

As a student of William Angliss Institute, you have access to a range of helpful services and support, so I encourage you to immerse yourself in your course and I look forward to welcoming you to our student community.

Best regards,

A handwritten signature in black ink, appearing to read 'N. Hunt', written in a cursive style.

Nicholas Hunt
Chief Executive Officer

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All information in this guide is accurate as at February 2023. Whilst every effort has been made to ensure its accuracy, changes may have occurred since this date.

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WWW.ANGLISS.EDU.AU

ACADEMIC CALENDAR

HIGHER EDUCATION (DEGREES)

ACTIVITY	DATES
SEMESTER ONE	
Orientation	13 February - 17 February
Semester 1 commences	20 February
Graduation	15 February
Census date	20 March
Mid-semester break	3 - 14 April
Classes end	26 May
SWOT VAC week	29 - 31 May
Exam period	1 - 16 June
Semester 1 results	30 July
Supplementary/special exam period	26 - 28 July
WINTER SCHOOL	
Winter School commences	26 June
Census date	3 July
Classes end	21 July
SWOT VAC	24 - 25 July
Exam period	26 - 28 July
Winter School results	4 August
SEMESTER TWO	
Orientation	24 - 28 July
Semester 2 commences	31 July
Graduation	TBC
Census date	28 August
Mid-semester break	11- 22 September
Classes end	3 November
SWOT VAC	6 - 8 November
Exam period	9 - 24 November
Semester 2 results	8 December
Supplementary/special exam period	13 - 15 December
SUMMER SCHOOL	
Summer School commences	11 December
Census date	22 December

ACADEMIC CALENDAR

VET (CERTIFICATES III & IV, DIPLOMAS, ADVANCED DIPLOMAS)

ACTIVITY	DATES
February Orientation	6 February - 10 February
Semester 1 commences	13 February
Graduation	16 February
End Term 1	15 April
Mid-semester break	17 April - 21 April
Commence Term 2	24 April
End Semester 1	25 June
Mid-year break	26 June - 23 July
July Orientation	18 - 21 July
Semester 2 commences	24 July
Graduation	TBC
End Term 3	24 September
Mid-semester break	25 - 28 September
Commence Term 4	2 October
End of academic year / Semester 2	2 December
Campus Closure & Public Holidays	21 - 29 December

A note on census dates for VET students

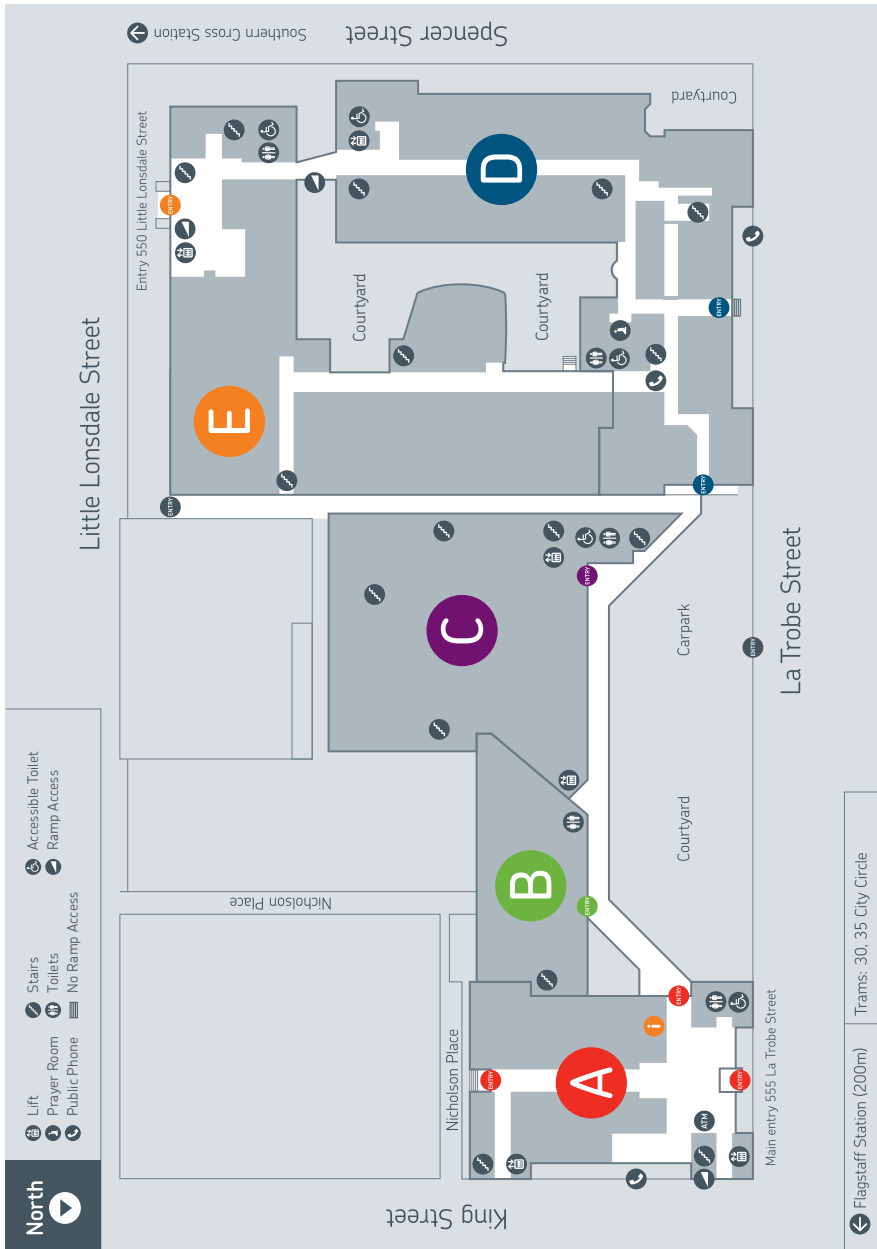
VET subjects have independent census dates. To check your census dates please refer to your units on eStudent or speak to your Student Management Centre.

NATIONAL AND VICTORIAN PUBLIC HOLIDAYS

William Angliss Institute is closed on these dates:

PUBLIC HOLIDAY	DATES
New Year's Day	1 January
Australia Day	26 January
Labour Day	13 March
Good Friday/Easter Monday	7 April / 10 April
ANZAC Day	25 April
King's Birthday	12 June
Grand Final Friday	29 September (TBC)
Melbourne Cup	7 November
Institute closed (includes Christmas and Boxing Day)	21 - 29 December

CAMPUS MAP MELBOURNE



KEY CONTACTS

DEPARTMENT	LOCATION	CONTACT
Angliss Bistro	Building D Ground Floor	(03) 9606 2120
Angliss Restaurant	Building E Ground Floor	(03) 9606 2108
Café 555	Building A Ground Floor	(03) 9606 2148
Careers & Employment	Building C Level 1	(03) 9606 2137
Coffee Academy	Building D Ground Floor	(03) 9606 2401
Conference Centre	Building A Level 5	(03) 9606 2512
Course Enquiries	Building A Ground Floor	(03) 9606 2111
Access and Disability Support	Building C Level 2	(03) 9606 2232
First Aid	Building A Ground Floor	(03) 9606 3704
Graduation	Building C Level 1	(03) 9606 2137
Information Centre	Building A Ground Floor	(03) 8595 5144
International Office	Building B Ground Floor	(03) 9606 2169
International Student Coordinator: Centre for Food Trades & Culinary Arts	Building E Level 1 Room E118	(03) 9606 2513
International Student Coordinator: Centre for Hospitality & Tourism	Building A Level 4 Room A440	(03) 9606 2527
Learning Advisors	Building C Ground Floor	(03) 9606 2574
Library	Building C Ground Floor	(03) 9606 2237
Lost Property (Reception)	Building A Ground Floor	(03) 9606 2111
Medical Centre	Building C Level 2	(03) 9606 2208
National Indigenous Community Coordinator	Building C Level 1 Room C107	(03) 9606 2469
Reception	Building A Ground Floor	(03) 9606 2111
Scholarships	Building C Level 1	(03) 9606 2137
Security	Building A Ground Floor	(03) 9606 3704
Short Courses	Building C, Level 2	(03) 9606 2168
Student Activities	Building C, Level 1	(03) 9606 2137
Wellbeing & Counselling Services	Building C, Level 2	(03) 9606 2210

GETTING STARTED CHECKLIST

It's important for you to know key contacts, fee information, student services, and how to navigate campus.

Now that you're enrolled, it's time to tick off all these items:

- Pay your fees or organise your student loan (if eligible)
- Collect your Student Card from the Information Centre once you have paid your fees
- Locate your Student Management Centre, and submit your credit transfer/recognition of prior learning documentation to your program area (if relevant)
- Get your timetable information from your department and know where your classrooms are
- Meet key academic and support services staff at Orientation
- Find out about Student Engagement - where they're located and how to make an appointment
- Read the Student Code of Conduct, with an emphasis on student policies and procedures
- (For international students) Understand student visa compliance, housing, health matters and personal safety

If you're missing a few things, you can find more information and key contacts within this guide so you can get settled into life at William Angliss Institute.

GETTING STARTED

STUDENT CARD

Once you have completed your enrolment and made payment of your course fees, you can order your Student Card from the Information Centre. Your Student Card is used to access printers and photocopiers and enables you to borrow from the Library. You will need your Student Card to sit exams for Higher Education subjects.

If you damage or misplace your card, you will need to order and pay for a replacement card from the Information Centre (Building A, Ground)

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.

Email

As a William Angliss Institute student, you will receive your own student email address. It is expected that all students check their official email at least once a week as this is our primary method of communicating official information to you, including changes to your course, emergency notifications, and student interest programs.

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 teacher/lecturer 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 or library sanctions.

For troubleshooting enquiries, please visit the Library (Building C, Ground) or email eLearning Support at esu@angliss.edu.au.

Wi-Fi

Once you're enrolled and have logged onto myWAI for the first time, you should be able to connect to the wireless network:

- select WAI-BYOD network
- your username:
myangliss\your student ID
- type in your network password

GET YOUR TIMETABLE

VET Students

Information about how to access the timetables is provided to all commencing students during Orientation. If you have any questions relating to your timetable, please contact your Student Management Coordinator.

Higher Education Students

You can access your timetable via eStudent. Enrol and register for your classes to create your timetable.

FEES & FINANCES

FEES

If you're studying a Certificate level course, all tuition and student services fees must be paid in full two weeks prior to commencement of classes, however payment deadlines for excursions and material costs may differ.

If you're studying in a Diploma or Advanced Diploma level course, or if you're in a Higher Education program, tuition fees must be paid in full by census date, unless you're applying for a government loan scheme. Student services fees must be paid in full two weeks prior to the commencement of classes, and any material fees or excursion costs may have different due dates.

For Diploma, Advance Diploma and Higher Education students eligible to pay tuition fees with a government loan scheme, application for a loan must be completed by census date.

You can view fees and due dates and make payments via the eStudent platform under "My Finances" tab. You can also pay by using the BPAY information contained on your invoice, or pay via the Information Centre either by phone or in person between 9:30am and 4pm.

Students with overdue fees are charged fee penalties and are blocked from facilities and resources (such as the Institute Wi-Fi, eStudent, Moodle, etc) until the debt is resolved. In addition, students with overdue debt will not be able to graduate or enrol in new units until all outstanding fees are resolved.

REFUND OF TUITION FEES

Refunds may be available for unit/course withdrawals or deferment prior to census date, credit transfers or recognition of prior learning. To be eligible for a refund due to a withdrawal from a unit or course, formal withdrawal must be lodged prior to census date. Students who withdraw after census date, will be responsible for all outstanding fees, including fees covered with a government loan.

Refund eligibility is based on our Refund Matrix table, which can be viewed in our Refunds website (angliss.edu.au/refunds).

CENSUS DATE

This is the date on which all enrolment requirements must be finalised and is your last opportunity to withdraw from your course or unit or subject of study without incurring tuition fees for that unit, subject or course.

Census date is also the deadline for submitting your request for government loan schemes or to change your enrolment or loan arrangements.

If you do not wish to continue with your studies, you need to formally withdraw by census date or you will have to pay for the unit you are enrolled in, or you may incur a VET Student Loan, or FEE-HELP debt with the Commonwealth Government.

There is no provision to extend the census date deadline for individual courses or units.

Each subject has its own census date. You can check your census dates by logging into eStudent. These are also listed within the academic calendar in this guide and angliss.edu.au/calendar.

FEE ASSISTANCE

There are some free and subsidised programs that you may be able to access as well as a range of options to assist you in payment of course fees.

You can find more information about subsidised fee payments and payment assistance via angliss.edu.au/fees.

Wellbeing and Counselling Services can also assist with limited material aid such as uniforms and equipment. They can also provide advice on how to access financial aid in the community.



Students experiencing financial hardship during the semester are encouraged to access the Wellbeing and Counselling Services for support and advice.

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.

PAYMENT PLANS

Domestic students who 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, Advanced Diploma and Higher Education students, but only if you’re 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, visit the Information Centre and request a Payment Plan Application Form.

For International student payment plans, please visit the International office.

SCHOLARSHIPS

Study what you love with a little help from the William Angliss Institute Foundation and our industry partners.

Our scholarships (up to \$4,000) provide educational opportunities and financial assistance to support you while you’re studying with us and help you achieve your career ambitions.

Scholarships applications are open to local and international students two rounds a year.

Scholarships are available in the following categories:

- Merit – demonstration of academic excellence
- Equity – demonstration of financial and/or educational disadvantage

For more information on eligibility and available scholarships, visit angliss.edu.au/scholarships. Or you can contact us at studentservices@angliss.edu.au.

KNOW YOUR DEPARTMENT

FACULTY OF HIGHER EDUCATION

STUDY AREA	LOCATION	CONTACT
All degree programs	Building A Level 3 A352	(03) 9606 2511 rhiannon.dawlings@angliss.edu.au
MANAGER (HIGHER EDUCATION)		
Andrew Dolphin	Building A Level 3 A353	(03) 9606 2213 andrew.dolphin@angliss.edu.au

CENTRE FOR FOOD TRADES & CULINARY ARTS

STUDY AREA	LOCATION	CONTACT
Non-Apprentices	Building D Ground Floor DG26	(03) 9606 2614 CFTCA.SMC@angliss.edu.au
Apprentices	Building E Level 1 E118	(03) 9606 2390 Apprenticeship.Enquiries.CFTCA@angliss.edu.au
STUDENT MANAGEMENT COORDINATOR		
Louisa Mucciacciaro	Building E Level 1 E118	(03) 9606 2195 louisa.mucciacciaro@angliss.edu.au
INTERNATIONAL STUDENT MANAGEMENT COORDINATOR		
Under Recruitment	Building E Level 1 E118	(03) 9606 2195 Foods.International@angliss.edu.au
PROGRAM LEADERS		
Nicholas Blackmore <i>Commercial Cookery</i>	Building E Level 1 E121	(03) 9606 2195 nicholas.blackmore@angliss.edu.au
Bhakar Adeeb <i>Baking and Patisserie</i>	Building E Level 1 E126	(03) 9606 2577 bhaskar.adeeb@angliss.edu.au
Kathy Majstorovic <i>Food Processing</i>	Building E Level 1 E119	(03) 9606 2147 kathy.majstorovic@angliss.edu.au

KNOW YOUR DEPARTMENT

CENTRE FOR TOURISM & HOSPITALITY

STUDY AREA	LOCATION	CONTACT
Events, Travel & Tourism, Aviation	Building B Level 3	(03) 9606 2617 TEAsmc@angliss.edu.au
Angliss International Hotel School	Building A Level 4	(03) 9606 2343 hospsmc@angliss.edu.au
Hospitality	Building A Level 4	(03) 9606 2343 hospsmc@angliss.edu.au
Youth Learning	Building A Level 4	(03) 9606 2287 ylsmc@angliss.edu.au

STUDENT MANAGEMENT COORDINATOR

Under Recruitment

INTERNATIONAL STUDENT MANAGEMENT COORDINATOR

Anita Olshina Building A | Level 4 | A440 (03) 9606 2527
hosp.international@angliss.edu.au

PROGRAM LEADERS

Tracey Kirwan
Events, Travel and Tourism Building B | Level 3 | B307 (03) 9606 2326
Tracey.Kirwan@angliss.edu.au

Sophie Seeger
Hospitality and Youth Learning Building A | Level 4 | A444 (03) 9606 2349
Sophie.Seeger@angliss.edu.au

INTERNATIONAL OFFICE

Building B, Ground Floor
(03) 9606 2169
international@angliss.edu.au

The William Angliss Institute International Office is responsible for admission, International Orientation, and welfare of all William Angliss international students. The International Office provides advice on matters relating to the course program, student visa regulations, Education Services for Overseas Students (ESOS) requirements, payment of course fees, and further study options.

CHANGE OF DETAILS

We regularly communicate important information to you via your student email (or your nominated email address), SMS, and phone calls. Keep your personal details up to date by contacting your SMC when changes occur.

International students must register change of address on eStudent or at the International Office within seven days of the change as a mandatory condition of their Student Visa.

COURSE INFORMATION

ATTENDANCE

VET Students

Excellent class attendance leads to success!

Students must be in attendance for the first class of each unit when all expectations of the unit are explained.

Student attendance in all classes ensures the development of the required knowledge and skills to be fully prepared for assessments. There is an expectation students will attend all classes.

Students with a valid reason for not attending classes (such as a doctors certificate), please communicate with your teachers and Student Management Coordinator, so we can provide the support to best meet your needs.

When student attendance is poor and without a valid reason provided, then after 2 weeks of no attendance, students will be contacted and advised that ongoing non-attendance will lead to being withdrawn from the unit.

If a student fails a unit, they are required to re-enrol and pay fees.

Higher Education Students

Students are expected to attend all classes. An excuse of unfamiliarity with subject matter or instructions will not be accepted if seeking special consideration or appealing assessment decisions.

International Students

The Institute has an expectation that the attendance of all students will be 100%. Attendance will be monitored on a regular basis and the Institute will record non-attendance, including absences due to illness or any other circumstance, on file. This information may be used in the decision to report the student to the Department of Home Affairs for unsatisfactory course progress.

Should you require further advice on this issue, please visit the International Office (Building B, Ground Floor) or international@angliss.edu.au.

LATENESS

Students who arrive excessively late, or who continue to be late for class or assessment, may not be permitted to attend that class and will be noted as absent in the attendance records.

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.

CANCELLED CLASSES

In the event that a class 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 to the class via SMS/email to alert them of the changes. Notification and instructions will also be posted on the door of the classroom.

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 SMC or the Information Centre:

- Variation of Enrolment Form
- Cancellation/Refund Form

The form needs to be completed and then signed by your department's Program Leader or Student Management Coordinator. If you do not notify your department of your unit or subject withdrawal you may be given an 'N' (not yet assessed as competent) result for that subject. If you do not process your variation before the census date you will be charged for the unit, even if you do not attend.

COURSE INFORMATION

CHANGE OF INSTITUTION/PROVIDER

International Students

Students cannot transfer to another Australian education provider if they have completed less than six calendar months of study in their principal program. If students are studying more than one program, the principal program is the final program of a packaged offer.

If a student has completed six months of the principal course at William Angliss Institute and decides to change provider, they must notify the International Office of their intention to move to another Institution within seven days of issue of Confirmation of Enrolment (COE) by their new education provider.

DEFERMENT OF STUDIES

Students currently enrolled may apply for deferral on satisfactory completion of their current semester's work and prior to classes commencing for the next semester.

Leave of Absence

Leave of Absence may be for a maximum of two semesters and may depend on the scheduling of the appropriate stage of the student's course. The Institute cannot guarantee that the student will automatically be admitted back into the course at the end of their leave period.

The Leave of Absence Application form is available from your department or the Information Centre. All applications must be submitted to the SMC for students, the Manager (Higher Education) for Higher Education students, and the International Office for international students.

Your Student Management Coordinator must approve any extensions to a Leave of Absence application. It is your responsibility to contact your department in writing to express your intention to resume studies at least two months before the next semester begins.

International Students

International Students must consult with staff in the International Office as special conditions are attached to student visas regarding Leave of Absence. International students are not permitted to take leave from their studies except in exceptional circumstances and they must return to their home country for the leave period. The maximum period of leave for international students is six months.

RECOGNITION OF PRIOR LEARNING (RPL)

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

VET Students

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 SMC for information on how to apply and associated costs.

Higher Education Students

Students may receive academic credits towards course requirements for both formal and informal prior learning.

You can view the RPL policy and procedure at angliss.edu.au/policies.

SPECIAL CONSIDERATION

If you are experiencing personal difficulties which are impacting on 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 impacting your ability to study.

COURSE INFORMATION

Special circumstances must be proven by a certificate from a doctor or an appropriate professional, and granted at your department's discretion. If a class assessment is missed, alternative forms of assessment may have to be undertaken.

We recommend students get assistance with special consideration from the Wellbeing and Counselling Service (WACS).

VET Students

You should complete and submit a VET Special Consideration Application form. You can get this form from your department or WACS.

Higher Education Students

Special Consideration forms can be downloaded from mywai.angliss.edu.au/my-he (Forms and Documents).

ASSESSMENT

You will receive a Subject Outline in your first class in each subject cluster or unit, or you'll be directed to download the outline from Moodle. The Subject Outline states the elements of competency, the forms of assessment and the dates of assessment.

Off-campus students will obtain workbooks with details of the unit and assessment in it, rather than Subject Outlines.

The use of electronic linguistic dictionaries, mobile phones and calculators are not permitted in assessment situations. Students can only take pens, pencils and paper based dictionaries into tests and exams – unless otherwise specified in the Subject Outline

VET Students

In industry and in TAFE, 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.

During the first class of each subject the teacher will give an introduction to each unit that will be undertaken in that subject, and assessment details will be given in relation to all units. 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. Where students are assessed for group activities it is important they attend classes designated for work on group projects.

Higher Education Students

Assessment of students may be undertaken in a variety of ways, including examination, case studies, reports, essays, projects and research studies. At the start of each subject, students will be informed of the formal assessment requirements of that subject.

Assessment regulations are specified on mywai.angliss.edu.au/my-he (Policies and Procedures).

Events and Functions

Teachers of relevant units will provide guidelines regarding student-managed events and functions. Students must refer to these guidelines before contacting external parties on behalf of the Institute as part of their assessment task (e.g. suppliers, potential sponsors, and collaborators) and representations of the Institute brand. A separate result will be given to each individual within the group.

ASSESSMENT RESUBMISSION

VET Students

Students who do not achieve competency on their first attempt will be given a second attempt

COURSE INFORMATION

to achieve competency within that teaching period. Special consideration must be sought prior to the due date of an assessment.

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. The International Office will determine the fee for the repeat units that international students will be required to pay before re-enrolment takes place.

Higher Education Students

Students who lodge a timely special consideration request may be allowed to resubmit an assessment.

Special Consideration forms are available from mywai.angliss.edu.au/my-he (Forms and Documents).

EXAMINATION REGULATIONS

Higher Education Students

It is your responsibility to be familiar with examination regulations. The regulations are published to mywai.angliss.edu.au/my-he and notice is provided at the examination rooms.

You are required to provide your Student Card as identification to be permitted to sit an exam.

If you are found in breach of these regulations, you will be removed from the examination and may be subject to a misconduct investigation.

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 students present ideas and information in assessments must be totally their 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 a student uses material found in a text or online, without referencing the source in the body of the text, or uses 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.

Where a student is found to have cheated, colluded, or 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.

Details of this policy and procedure can be found at angliss.edu.au/policies.

Turnitin - Higher Education Students

Turnitin is anti-plagiarism software which will scan your submission against a range of electronic sources, including; the internet, electronic journals, databases, government reports and other student assignments.

RESULTS

It is your responsibility to check your results online through myWAI and eStudent. You should check the accuracy of your results and discuss any discrepancies with your teacher or Program Leader/Manager (Higher Education) as soon as possible.

Any outstanding fees must be paid before results are accessible. Official copies of results can be requested through the Information Centre.

COURSE INFORMATION

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 department, the Wellbeing and Counselling Service, or refer to the grievance process detailed at angliss.edu.au/ policies.

STUDENT PROGRESS WITHIN A COURSE

The prerequisite for entry into the next stage/semester of a course is the successful completion of the preceding stage/semester subjects. Students who have not completed all of their subjects may be permitted to commence the next stage/semester if they have the approval from their department.

Unsatisfactory Progress - VET Students

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

Unsatisfactory Progress - Higher Education Students

Unsatisfactory progress is defined as failure to pass 50% of enrolled subjects in a semester and/or failure to pass a subject in consecutive semesters.

Progress is assessed by the Higher Education Student Progress Committee and can result in conditions of enrolment, recommendations on enrolment or termination from course of study.

International Students

The Institute is required to monitor international students' course progress. You will be contacted by the Institute at any stage during a semester advising you that your course progress is a matter of concern to your teachers and coordinators.

If your progress is not satisfactory for one semester you will be placed on probation and will require an intervention strategy. If progress remains unsatisfactory for two consecutive semesters, the Institute will notify you in writing of the intention to file a report to the Department of Home Affairs for unsatisfactory course progress. You will be given the opportunity to go through an appeal process.

For more information, speak to the International Office (Building B, Ground Floor).

PROBATION

Any student with unsatisfactory progress will be notified in writing that they have been placed on probation and may be required to present before a committee, prior to enrolment in the next semester.

The Committee will review relevant evidence provided by the student, such as medical certificates, letter from a counsellor or treating clinician, report from learning support, and make a decision about the student's enrolment in the course for the following semester.

A student who does not attend an interview will not be permitted to re-enrol.

Following the interview and review of evidence, the Committee, in negotiation with the student, will decide upon a course of action and devise a study plan for the following semester.

The progress of the student will be monitored and reviewed mid probation.

In the event that the agreed study plan has not been adhered to, the student will be referred to the Student Progress Panel. To find out more about the Student Progress Panel and appeals procedures, students should seek advice from their department.

COURSE INFORMATION

RE-ENROLMENT FOR CONTINUING STUDENTS

Continuing students will need to re-enrol each semester. If you have unpaid fees from a previous semester you will not be permitted to re-enrol. Students with unsatisfactory progress will not be permitted to re-enrol unless approved by their department.

If you are re-enrolling into a continued course of study, you will be notified of your enrolment schedule by your department. At the completion of re-enrolment you will have completed the following:

- confirmed enrolled subjects
- updated and verified the information on your enrolment form
- had your Student Card updated
- received a timetable

If you are unable to attend the required enrolment session you must arrange for a nominated person to enrol on your behalf. In order to do this, you must complete and sign a 'Proxy Form' which is available from the Information Centre. A Proxy Form allows the nominated person to sign and pay for an enrolment on your behalf. All re-enrolments must be completed online using a course tick sheet distributed by your department prior to commencing the following semester.

COURSE COMPLETION

Completion of the course occurs when a student has successfully completed all identified subjects in the course sequence within the allocated time frames. International students should complete the course within the duration of their student visa.

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).

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.

GRADUATION

Graduation ceremonies take place twice a year for students who complete Certificate or above courses. The Graduation ceremonies offer the perfect opportunity to celebrate your hard work and achievements with fellow graduates, family, friends, and Institute staff.

The graduation process is automatic; your eligibility will be assessed by your department once official results have been released for the final semester.

To be eligible to graduate, you must have completed all academic requirements of the course, any placement or work experience requirements, and have no outstanding fees. You will receive an official invitation once your eligibility has been confirmed by your department.

You can choose to attend, defer your ceremony, or graduate in absentia.

For further information, visit Student Services (Building C, Level 1) or contact graduation@angliss.edu.au.

STUDENT SERVICES

LIBRARY

Building C, Ground Floor
(03) 9606 2237
library@angliss.edu.au
library.angliss.edu.au

The Library offers traditional library services, access to computers and to the Institute's wireless network.

A current Student Card is your passport to most of the services and facilities in the Library:

- borrowing library resources
- booking a study room or media pod
- Printing, photocopying and scanning

The Library has three Multi-Function Devices (MFD) that can be used for your printing, photocopying and scanning needs. To operate photocopiers/ printers you need to have money added to your Student Card, which can be done via a print credit portal. Details can be found in the Library. Please ensure that you use all the credit on your Student Card before you finish your studies, as there can be no refund.

Overdue items will attract demerit points. Any long-term overdue items and/or demerit points of 1000 or over will result in computer and network privileges being disabled (this includes myWAI, Moodle, e-resource access on and off campus), results withheld, and graduation may be affected.

Library Staffed opening hours

Monday to Friday: 9:00am – 5:00pm

Library after-hours space

Monday to Friday: 7:30am – 9:00pm
Saturday: 7:30am – 7:00pm

Entry to the after-hours space is located next to Building B lift and provides access to computers, study space, and a MFD. During these times, the Library will be unstaffed.

The Library is closed for public holidays and the Institute's end of year shut down period.

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

Drop in to see a learning advisor in the Library, make an online or in-person appointment or get in touch by email. For more information or to book your appointment, please visit myWAI.



STUDENT SERVICES

CAREERS AND EMPLOYMENT

Building C, Level 1
(03) 9606 2137
careers@angliss.edu.au
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 - 3:00pm
or book an appointment via CareerHub.

Annual Networking and Recruitment Events

Annual networking and recruitment events: our Networking Event (May), where you have the opportunity to build your industry network, and our Careers and Employment Expo (August), where dozens of employers come looking to employ you.

STUDENT EVENTS AND ACTIVITIES

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

There are free activities, events and social gatherings on and off campus for you to enrich your student experience. Getting involved in our programs and events is a fantastic way to meet new friends from across the Institute!

Clubs and Societies

Setting up a student club or society is an awesome way to make friends, enjoy your time on campus, and explore new interests.

Student Services can also help you establish a new club! We provide funding, support, and guidance to club leaders.

mywai.angliss.edu.au/ss/student-activities/clubs-societies

Student Lounge

The Student Lounge (Building C, Level 1) is a large indoor space and the social hub of campus. The Student Lounge and Balcony is the perfect place to eat, meet and relax between classes.

Student Lounge opening hours

During semester

Monday to Friday: 7:00am – 10:00pm
Saturday: 10:00am – 2:00pm

During semester break

Monday to Friday: 8:30am – 5:00pm

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

A range of free and confidential support services are available to William Angliss Institute students, including:

- up to ten sessions of individual counselling per year (in person or online via Zoom)
- referral to support services who can help with improving your mental health and wellbeing
- information and support around applying for special consideration and bursary applications
- second-hand uniforms and equipment
- group sessions on managing mental health and wellbeing
- information and referral to services who can help with accommodation, legal issues, and financial difficulties

To utilise our services, please call or email the Wellbeing Officer for a confidential discussion.

Accommodation

Rental offers for shared and student accommodation can be found on a student noticeboard in the Student Lounge.

Resources are available from Student Services to assist with your accommodation search and provide knowledge about your rights and responsibilities as a renter.

Wellbeing and Counselling Services can provide information and referral to services that can help with financial or legal issues.

ACCESS AND DISABILITY

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

The Access and Disability Service provides support for Institute students with diagnosed disabilities, medical conditions, and mental health conditions, who require reasonable adjustments in order to participate in their course.

The Disability Liaison Officer consults with the student to establish individual needs, gather relevant and appropriate medical documentation and develop an Individual Access Plan containing reasonable and necessary adjustments. 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 Coordinator.

Anaphylaxis

Anaphylaxis is a severe allergic reaction that can be caused by some foods. Students may handle all types of food substances during their learning activities. If you have a diagnosis of Anaphylaxis you should do two things:

- carry your EpiPen with you at all times
- ensure the Institute is aware of your condition through your enrolment details and provide a Medical Action Plan to the Disability Liaison Officer before commencing classes

The information you provide may be used for your safety while undertaking your course but will remain confidential.

STUDENT SERVICES

INDIGENOUS ENGAGEMENT: ABORIGINAL AND TORRES STRAIT ISLANDER STUDENTS

Building C, Level 1, Room C107
(03)9606 2469
indigenoustraining@angliss.edu.au

The Institute is committed to supporting the education of Aboriginal and Torres Strait Islander students, and can assist with enrolments, re-enrolments, deferrals, Indigenous scholarship opportunities, Koorie Learning Support and wellbeing and a range of other cultural programs of interest. For more information contact the National Koorie Education Unit (Koorie Liaison Officer / Koorie Student Support Officers) on (03) 9606 2469.

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 full-time or part-time studies, distance education or correspondence courses.

For more information on Abstudy contact Centrelink on 1800 132 317 or the National Koorie Education Unit.

APPRENTICESHIP SUPPORT

Building D, Ground Floor, Room DG26
(03) 9606 2415 / 0468 714 303
judy.keenan@angliss.edu.au

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 who can provide confidential advice and support.

The Apprenticeship Support Officer Program is run by the Victorian Department of Education and Training.

GET INVOLVED!

STUDENT REPRESENTATIVES

Student Representatives are here to support the interests and voice of all students. They represent the student voice at senior Institute meetings, raising student concerns and providing feedback about course, administrative processes, and student life.

Get in contact with your representative at studentrep@angliss.edu.au.

If you're interested in applying to be a Student Representative, check mywai.angliss.edu.au/ss/student-representatives for when applications open. These roles are volunteer positions provide you with the experience to develop skills in leadership, communication, and problem-solving.

STAY CONNECTED

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

 [@williamanglissinstitute](https://www.instagram.com/williamanglissinstitute)

 [/williamanglissinstitute](https://www.facebook.com/williamanglissinstitute)

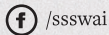
 [/ssswai](https://www.facebook.com/ssswai)

 mywai.angliss.edu.au

STUDENT SERVICES

free
**MORNING TEA
& FRUIT.**

*Check out in the **Student Lounge***



HEALTH, SAFETY & SECURITY

MEDICAL CENTRE

Building C, Level 2
(03) 9606 2208
reception@waimedicalcentre.com.au

The Medical Centre offers a bulk billing, fully confidential service to all students. International students with a valid Overseas Student Health Cover (OSHC) card can also see the doctor at no additional cost. A Medicare or OSHC card is required for an appointment. A full range of medical services are offered at the Medical Centre, including pregnancy testing and advice, pap smears and contraception, pathology testing, health checks, dietary advice, referrals and travel medicine.

Opening hours

Monday to Friday: 8:00am – 6:00pm

FIRST AID

If first aid is required, contact Reception (Building A, Ground Floor) by pressing 9 on any Institute telephone handset or (03) 9606 2111, or contact Security on (03) 9606 3704.

The location of first aid kits are marked on the Emergency Evacuation Maps posted throughout the Institute. The Institute also maintains defibrillator equipment for use in the event of a cardiac arrest.

The Institute First Aid Room is located in Building C, Level 1 within the Student Lounge. Contact the Student Services office or Security if access is required.

ACCIDENTS/INJURY

Any accident resulting in personal injury that occurs on Institute premises must be recorded in the Injury Register. If a student has an accident on campus they should report it immediately to an Institute staff member who will fill out an Injury, Accident and Hazard Form. The form must be provided to the Human Resources department by a staff member within 24 hours of the incident.

Apprentices and students attending classes as directed by their employers are covered by their employer's WorkCover insurance while at the Institute. Details of student's place of employment should be given to treating doctors and hospitals. An employer must be notified as soon as possible after an accident that has required medical attention.

If you have sustained an injury that impacts on your ability to engage with your course please contact the Access and Disability Coordinator (pg 22).

SECURITY

All buildings at the city campus of the Institute are monitored by security. Students should be aware that whilst on Institute premises, video surveillance cameras are in use. However, it is in the interest of all students to protect their personal property at all times.

Lost property can be reported using an Incident Report Form available from Reception.

Trained security officers patrol the campus during opening hours for the safety of the community and William Angliss Institute property. Any incidents or suspicious activity should be reported to Security immediately on (03) 9606 3704.

In a life threatening emergency, always call 000 first.

HEALTH, SAFETY & SECURITY

EMERGENCY EVACUATION PROCEDURES

In the event of an emergency evacuation, the Institute has TWO alarms.

The FIRST ALARM is an ALERT ALARM (beep, beep, beep) - prepare to evacuate and be on alert for an evacuation announcement.

EVACUATION ALARM (whoop, whoop, whoop) – you must evacuate (get out of the building) and make your way to the assembly area. You will be directed by the Fire Wardens wearing the yellow fluoro vest to where the assembly area is located.

The Institute's Assembly Area is Flagstaff Gardens. Do not use lifts when evacuating. Do not re-enter the building until instructed to do so. Information about emergency evacuation is available on Evacuation Diagrams and Standard Fire Orders which are posted in prominent locations throughout the Institute.

Personal Emergency Evacuation Plans (PEEP)

The Institute is required to prepare individual Personal Emergency Evacuation Plans (PEEP) for each student who may have difficulty using the stairs or requires assistance to evacuate the building during an emergency evacuation. The PEEP is designed to ensure that the person requiring assistance is aware of the Institute's procedures for managing their safe egress during an evacuation.

The PEEP is developed for the individual in consultation with the Access and Disability Coordinator.

HEALTH AND HYGIENE

William Angliss Institute takes the health and safety of our staff and students seriously and provides regular updates via myWAI.

PROPERTY

You must look after your personal belongings as the Institute does not accept responsibility for the loss of personal belongings. Security Officers are present on site and patrols are conducted throughout the day and night. All incidents of theft, forced entry, fire, malicious damage and the like must be reported using an Incident Report form.

You will be held responsible for, and will be required to make good, any damage you may have caused to apparatus and equipment or to the structure and fittings of the Institute buildings due to negligence.

Any damage caused to property, including emergency service equipment, by a student will be reported to police for appropriate action.

Please report any visible damages to property to a staff member for follow up by Property Services.

Lost Property

Any personal property found on campus can be handed into Lost Property at Reception (Building A, Ground Floor) and items will be disposed of at the end of each semester.

ON-CAMPUS FACILITIES

FOOD

The following food outlets are available on campus:

Angliss Bistro*

Building D, Ground Floor

Angliss Restaurant*

Building E, Ground Floor

Café 555

Building A, Ground Floor

*The Bistro and Restaurant are staffed by students, and are learning environments. As such open times may vary, and are subject to class scheduling.

BREASTFEEDING

A private space is available in the Student Lounge (Building C, Level 1) for breastfeeding mothers. Visit Student Services for access.

CHILD CARE

Child care services are not available on campus. Wellbeing and Counselling Services (Building C, Level 2) can provide resources on other services and locations.

CHANGE ROOMS

Change rooms are located in Building D, Ground Floor and Building E, Level 1.

You are not permitted to change in toilets or in corridors as it is unhygienic and culturally insensitive.

RETREAT SPACES

Male and female retreat spaces are provided in Building D, Ground Floor as a space for quiet contemplation or prayer.

CLUB CHEF

Textbooks, uniforms, merchandise, and equipment can be purchased from our on campus Club Chef (Building A, Ground Floor).

Contact Club Chef on (03) 9642 3621.

WHERE TO SECURE YOUR BIKE

Bicycle racks are located in the courtyard area near La Trobe Street and outside Building E in Little Lonsdale Street. Bikes should be securely locked. Bike parking outside of marked spaces is not permitted.

CAR PARKING

The Institute does not have any on-site parking facilities for students and it is recommended that students use public transport.

There is limited metered parking available on La Trobe Street, Little Lonsdale Street, and Spencer Street (carefully check parking restrictions and rates).

LOCKERS

Lockers are provided for students to store their uniforms and equipment. There are a limited number of lockers available and are provided on a first come, first served basis. Lockers are cleared by Security staff at the end of each year with prior notice. Items found in lockers will be moved to Lost Property (pg 27).

Students are required to provide their own lock. Combination locks are highly recommended as they are more secure.

The Institute will not accept responsibility for belongings lost or stolen from your locker. It is highly recommended you do not leave valuable items in your lockers.

ON-CAMPUS FACILITIES

SMOKING ON CAMPUS

The Institute's buildings, entrances and traffic ways must remain free of tobacco smoke and vapour from e-cigarettes; smoke free zones apply within 5 metres of all building entrances to the Institute. For the safety of all employees, students and visitors, smoking or use of e-cigarettes in any enclosed areas of the Institute is strictly forbidden.

'No smoking signs' are displayed throughout the Institute and appropriate bins and ashtrays are supplied for smokers in suitable outdoor locations.

Smokers are restricted to the following areas:

- La Trobe Street Courtyard
- Little Lonsdale Street garden area, rear of Building E

GREEN WAI

The Institute is committed to reducing its carbon footprint, improving sustainable practices and promoting a healthy environment for our staff and students. Visit mywai.angliss.edu.au/ss/green-wai for more information.





STUDENT DISCOUNT

.....
20% off for
current students
.....

Discount is applied to the total food bill when dining at the **Angliss Restaurant** (subject to availability).

Bookings are essential:
e goodfood@angliss.edu.au
t 03 9606 2108

This discount is not valid for Great Chefs program or other special events.

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](#).

STUDENT CODE OF CONDUCT

During your time at the Institute, you are expected to meet the Standards of Behaviour outlined in the Student Code of Conduct. Failure to do so will result in disciplinary procedures.

For serious breaches this may involve permanent expulsion from the Institute and, in cases of suspected criminal activity, may involve referral of the matter to the relevant law enforcement authority. Illegal activities on campus, including dealing in drugs or carrying weapons, are strictly forbidden and will be referred to Institute Security and the police as appropriate.

Where alleged misconduct threatens either staff or student wellbeing, or the integrity of the Institute's network, students may be suspended by the relevant Program Leader or Manager (Higher Education) for a period of not more than 15 days during which time an investigation into the breach must commence. In an instance where an international student is allegedly involved in the act of misconduct the International Office must be notified immediately, if the student is to be suspended, and reported to the Department of Home Affairs.

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 humanrightscscommission.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

Should a student be found to be performing or attempting any of the above, and the action found to be deliberate, with sufficient evidence to sustain a breach allegation, the student will be subject to the process in the Student Code of Conduct and relevant policies and procedures.

Wireless Access

WAI-BYOD is William Angliss Institute's wireless network available for current students throughout the Melbourne campus.

By logging into the WAI-BYOD network you are indicating that you accept the conditions of using the Institute's network. While active on the Institute's wireless network service, students are expected to not to action any of the following;

- Playing peer to peer games
- Downloading games, music or video for non-educational purposes
- Downloading, copying or communication of copyright-protected material
- File transfer (FTP or bit torrent) of files
- Any access to offensive, obscene or pornographic material

YOUR RIGHTS & RESPONSIBILITIES

- Making anonymous or fake postings to email or newsgroups
- Disruptive behaviour and the harassment of other network users
- Abusing or physically damaging computers and peripheral equipment.

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.

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

Student Guide

outcomes. Institute graduates can expect to be contacted by NCVER with a request to complete a questionnaire focussing 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.

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 with a black tie or ribbon.

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.

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.

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.

YOUR RIGHTS & RESPONSIBILITIES

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