



Student Handbook

Welcome to the Perth Institute Western Australia (PIWA)

Welcome to the Perth Institute Western Australia. We are committed to providing you with the best possible service and to ensure that your learning experience will be a useful one.

Our experienced lecturers and friendly administrative staff all work together to support your studies and to keep you motivated.

Please feel free to approach your lecturer or any one of our friendly staff to express any concerns or difficulties you may have. Our Student Liaison Officers have been trained to deal with issues that might affect your well being or academic status; please feel free to approach them should problems arise.

Our Employment Liaison Officers will also support you in your search for work-experience and/or paid work. Make use of our services for resume reviewing, interview coaching and other job-related matters. The services of our Employment Liaison Officer remain available to you even after you have graduated.

Please take time to read the Student Handbook, it holds important information regarding our policies, emergency procedures and counselling and grievance assistance. We welcome your comments and suggestions on ways to improve the school, so please feel free to bring them to our attention.

We are happy to have you with us, enjoy learning, have fun and be successful.

Finally, we wish every success with your studies and future goals and we are happy to welcome you to Perth Institute Western Australia.

With best regards,



Vickie Riches
General Manager

TABLE OF CONTENTS

WHO IS WHO AT PIWA	5
LOCATION AND CONTACT NUMBERS	7
INSTITUTE HOURS	7
MISSION STATEMENT	7
QUALITY ASSURANCE	7
DRESS CODE	8
ENGLISH LANGUAGE POLICY	8
HOUSEKEEPING	9
MIGRATION	9
TUITION FEES, PAYMENT PLANS AND CHARGES	9
REFUNDS	10
ACADEMIC PERFORMANCE	10
STUDENT ATTENDANCE	11
WITHDRAWAL / DEFERMENT	13
ISSUANCE OF QUALIFICATIONS	13
STATEMENTS OF ATTAINMENT	13
PROGRESS REPORT	13
RE-ISSUE OF CERTIFICATES	13
CHANGE OF PERSONAL DETAILS	14
IDENTIFICATION CARD	14
LIBRARY	14
TIMETABLES/SCHEDULES	14
COURSE INFORMATION	14
ASSESSMENTS / MODULES / UNITS OF COMPETENCY	14
EXAMINATION AND ASSESSMENT DUE DATES	15
EXAMINATION RESITS	15
PENALTIES FOR MISSED EXAMS OR LATE ASSIGNMENTS	16
PIWA TRAINING VENUES	16
INDUSTRY PLACEMENT (IP)	17
MUTUAL RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER TRAINING PROVIDERS	18
RECOGNITION OF PRIOR LEARNING FOR MODULES AND UNITS OF COMPETENCY	18
APPEALS, COMPLAINTS AND GRIEVANCE RESOLUTION PROCEDURES	19
THE DEPARTMENT'S CONCILIATOR CONTACT DETAILS:	20
COUNSELLING	20
BULLYING, HARASSMENT AND DISCRIMINATION	20
COLLUSION AND PLAGIARISM	20
DISCIPLINARY PROCEDURES	21
AUSTUDY AND ABSTUDY	21
OCCUPATIONAL HEALTH AND SAFETY	21
ACCIDENTS	22
FIRE	22
NOTICE BOARDS	22

LOST PROPERTY 22
EATING FACILITIES..... 22
FOOD AND BEVERAGES 23
HOLIDAYS 23
PHOTOCOPIER 23
SMOKING 23
MOBILE PHONES..... 23
PUBLIC TELEPHONES 23
POSTAGE FACILITIES..... 23
PARKING 23
ACCOMMODATION – OPTIONS..... 24
PATHWAY TO UNIVERSITY 24
PERSONAL DETAILS..... 24

Who is who at PIWA

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Marketing & Development Manager:	Liza Gomes	liza.g@perthinstitute.com.au
Career Advisers:	Virginie Srienz Matthew Paki	virginie.s@perthinstitute.com.au matthew.p@perthinstitute.com.au
Accounts	Caroline Wilkinson	caroline.w@perthinstitute.com.au
Administration Staff: (Student Services)	Emma Madarevic Debbie Ridi Marivic Weeratunga Natalie Roach Cynthia Song	emma.m@perthinstitute.com.au debbie.r@perthinstitute.com.au marivic.w@perthinstitute.com.au natalie.r@perthinstitute.com.au Cynthia.s@perthinstitute.com.au
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Student Services:	Debra Kailis	debra.k@perthinstitute.com.au
Tourism Lecturers:	Fiona Beverley Toni Rossi	fiona.b@perthinstitute.com.au toni.r@perthinstitute.com.au
Hospitality Lecturers:	Peter Braun Rebecca C Magalad Jae Druce Ian Thomas Craig Newbold Carol Lallenec Nadia Eliseyeva Hannes Mucha David Pitchai Phillip De Souza Ronean Taylor	peter.b@perthinstitute.com.au rebecca.m@perthinstitute.com.au jae.d@perthinstitute.com.au ian.t@perthinstitute.com.au info@perthinstitute.com.au carol.l@perthinstitute.com.au nadia.e@perthinstitute.com.au johannes.m@perthinstitute.com.au david.p@perthinstitute.com.au Phillip.d@perthinstitute.com.au
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Business Lecturers:

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Hairdressing Lecturers

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Location and Contact Numbers

Perth Institute Western Australia

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207 Murray Street

PERTH WA 6000

Phone (+618) 9322 1919

Fax (+618) 9322 1595

Email info@perthinstitute.com.au

Web www.perthinstitute.com.au

Our training rooms are located on Level's 8, 11 & 14, with our front desk located on Level 14.

Institute Hours

We are open from 8.30am to 5.00pm, Monday to Thursday, Friday 8.30am to 3.00pm. The administration staff will be more than happy to assist with any enquiries during these hours. The institute also conducts lectures on Saturday mornings from 10.00am to 4.00pm (there are no administration staff available during these hours).

Mission Statement

The Perth Institute Western Australia aims to provide current, valid and reliable vocational education and training. All our trainers, assessors and client service staff have the necessary qualifications and experience in their field.

ALL GRADUATES from the Perth Institute will receive nationally recognised Certificates or Statement of Attainments with the possibility to undertake further studies with our institute or other registered training organisations or universities in Australia and overseas.

Quality Assurance

It is the policy of Perth Institute Western Australia to place quality above all other objectives.

Quality is conforming to the requirements and expectations of our customers and the industry's needs.

Quality applies to the service and product which we supply to our customers.

Quality applies to the service and product that we provide to each other in our establishment.

PIWA is proud of a multicultural and multi-ethical student community on campus. PIWA lecturers are instructed to encourage student participation in class. PIWA has implemented the following policy to ensure that students are attended to:

No student leaves class with an unanswered question;

Lecturers will ask a student to repeat a question and rephrase a question to assure they have understood the question;

No question will be ignored.

Dress Code

In the service industry high standards of personal hygiene and presentation are required at all times. Attire must be smart casual and must be clean, pressed and in good repair. Thongs, singlets or shorts are not permitted.

Male Students

1 set of stud earrings
No tongue piercing
No nose studs
No facial piercing
Trimmed finger nails
No visible tattoos
Neat washed hair (no spikes)
No dread locks
Long hair to be tied back

Female Students

1 set of earrings
No tongue piercing
No nose studs
No facial piercing
Trimmed finger nails
No visible tattoos
Neat washed hair (no spikes)
No dread locks
Long hair to be tied back
Skirts must be knee length

For safety and comfort closed-in shoes are recommended, sandals, high heels or any kind of open shoes are not permitted for students studying in Certificate II and III Food and Beverage.

English Language Policy

Please note that PIWA has an **ENGLISH ONLY** Policy. This policy helps our International Students to develop their English and it facilitates better communication among all students. Therefore, during class time and while at the front desk, all students must speak ENGLISH only, even to friends and class mates.

Perth Institute of Western Australia recognises the importance of the skills in English language as required by the Department of Immigration, Multicultural and Indigenous Affairs. PIWA will assist students who do not comply with the required proficiency levels with referral programs.

To do this, PIWA has established a partnership agreement with St. Marks International College of English to ensure that all participants enrolled in training courses are given the opportunity to learn, based on the individual's current level of language, and to achieve the level required by governing bodies and PIWA.

To identify individual levels of competencies in English language proficiency, PIWA has included an English Skills section on PIWA Enrolment form, which all applicants (local and international) must fill-in and sign.

To further support students for the purpose of identifying further educational needs in English language, PIWA offers applicants to visit class-sessions and to consult with the respective lecturers.

Housekeeping

Please help to keep the campus clean at all times. In the class room, when leaving your desk/table, please collect all your belongings and rubbish. Work spaces, tools and equipment must be kept clean and tidy at all times. The school is not responsible for unsupervised personal belongings.

Migration

We acknowledge that some students intend to migrate to Australia and that their studies here at PIWA are part of the migration plan. However, please note that PIWA is not a migration agency. PIWA staff are unable to give you any information relating to migration. Any questions regarding migration must be directed to the Department of Immigration and Citizenship (DIAC) and/or your Registered Migration Agent.

In no case does PIWA accept any responsibility for information you have received from anyone regarding migration. If you have been provided information from a PIWA staff member, disregard it and inform the PIWA General Manager.

It is a breach of your visa if you do not provide current contact details.

Tuition Fees, Payment Plans and Charges

Fees can be paid to Caroline in accounts by cash, EFTPOS, cheque and all major credit cards, or by telephone with a credit card. Small fees can be paid at the Front Desk.

Payment Plans are not available for courses with less than 5 weeks in duration.

A late payment penalty of \$50 applies for fees not paid by the scheduled due date. Should you be experiencing difficulty in making a payment, please contact Caroline.

Late assignments will incur a \$25 fee for not handing in an assignment by the designated date.

Course variations incur an administration fee of \$50.

Refunds

Our refund policy is printed on the back of your enrolment form. Please see one of our staff for a copy.

All applications for a refund must be made in writing and can take up to 2 weeks to process. Please see Student Liaison Staff for assistance.

The refund policy may be different for government funded programmes. Enquire with the front desk for more details.

Academic Performance

Satisfactory Academic Progress / Definition

Satisfactory and unsatisfactory academic progress are determined on the basis of the percentage of units of study or competency achieved by the student over the course of one academic year.

Satisfactory Academic Progress / Definition

A student who has successfully completed 50 per cent or more of the units she/he has enrolled in shall be deemed to have progressed satisfactorily for that particular academic year.

Students at risk of unsatisfactory academic progress

Students who have successfully completed less than 50 percent of the units within one semester (6 months) shall be deemed to be at risk of unsatisfactory academic progress.

Students who have failed a unit twice shall be deemed to be at risk of unsatisfactory academic progress; they will be involved to a counselling session at PIWA.

Unsatisfactory Academic Progress / Definition

A student who has successfully completed less than 50 percent of the units she/he has enrolled in shall be deemed to have progressed unsatisfactorily for that particular academic year. A student, who has failed a unit and has repeated that unit more than once, is deemed to have progressed unsatisfactorily for that academic year. The student will be exempted from school.

Student Attendance

Attendance (definition)

Attendance is recorded only if the student is physically present in class or the work-based training venue.

Absence (definition)

All forms of non-attendances in class and industry placement (IP) are considered and recorded as absences.

Attendance Percentage Calculation (formula)

To calculate absenteeism, PIWA uses the following formula:

To calculate the number of hours in a course, multiply the hours in class per week as listed on the student timesheet, by the number of weeks in the semester (or less).

Each course is conducted over 20 hours per week.
Industry Placement is considered class time and the same rules apply.
School holidays are not on the student timesheet and are excluded from the calculation

Therefore, one semester consists of:

26 weeks = 420 hours

PIWA Semesters:

Semester 1: 1 January to 30 June
Semester 2: 1 July to 31 December

Example:

Courses with a duration of six or more months (or 420 hours) of continuous study

Formula:

$$\frac{420 - \text{Absent hours}}{420} \times 100 = \text{Attendance in \%}$$

More than 84 hours absence (or 26 days, including illness and accidents) equals to less than 80% attendance, which results in a report to the Department of Immigration (DIMA) via PRISMS (see COE), using SCV form as soon as the short coming has been identified.

The attendance in percentage is calculated for a maximum of one semester (or 420 hours) for all courses with a duration of one semester or longer.

Courses with a duration of more than one semester but less than two semesters are calculated as per above formula for the first 420 hours and as per formula below (courses with a duration of less than 420 hours) for the remainder of the course.

Calculate attendance for a course of less than 420 hours.

$$\frac{\text{Total Course Hours} - \text{Absent hours}}{\text{Total Course Hours}} \times 100 = \text{Attendance in \%}$$

Early warning system

To prevent students from being non-compliant, PIWA uses the following early warning system:

- Step 1 Student Liaison Officer prints a list of students with less than 95% attendance.
- Step 2 The list is compared to the report of the previous week and major variances or falls in attendance levels are identified.
- Step 3 A variance report is presented to the General Manager. The variance report highlights students who demonstrate an unsatisfactory attendance level as follows:

International Students

Below 95% - receive PIWA notice to emphasize the consequences of unsatisfactory attendance levels and invite student to discuss issues that may prevent them from attending class. The notice also informs students that no further warning will be issued.

Below 80% - International students with less than 80% attendance are highlighted on the attendance report and reported to DIMA.

Domestic Students

Below 80% - receive PIWA notice to emphasizes the consequences of unsatisfactory attendance levels and invite student to discuss issues that may prevent them from attending class. The notice also informs students that they may be excluded from the course if attendance does not improve. No further warning will be issued.

Attendance monitoring by lecturers

Lecturing staff are also required to report to the Student Liaison Officer on any student who is absent for more than two (2) consecutive days, the Student Liaison Officer will follow this procedure:-

- Step 1 Contact you to check why you have not been attending class;
- Step 2 Ask you to meet with the student liaison officer on the next day.
- Step 3 Whatever the reason for absence, the lecturer must mark you absent on the class attendance list.

You must present evidence (like a doctor's certificate, police reports, death certificates, etc.) to the front desk. We strongly encourage you to keep evidence of absence for DIAC.

Or

If the school is unable to contact you, using all contact details recorded including overseas details, friends from College, home visit etc, report to Student Liaison Officer, etc. you will be added on the school's high alert list and reported to DIAC as soon as you have reached attendance percentage of 80% or below.

Withdrawal / Deferment

Students who wish to withdraw or defer from studies must do so in writing by filling out a Course Variation Form from the Front Desk. Deferment is for a maximum of 12 months. Refer to 'Agreement & Contract' and 'Refund Policy' on the enrolment form.

Issuance of Qualifications

On successful completion of your studies you will be awarded your Qualification and Record of Achievement. Should you not complete all the requirements of the Qualification you will be awarded a Statement of Attainment listing the completed Units of Competence.

Please allow **three weeks** after your final assessment/assignment has been handed in for your documents to be prepared. You will need to sign on collection. We will not post these items out as they can be lost or damaged in the post. Students who have fees outstanding will not be issued any documents until the outstanding fee is paid.

Statements of Attainment

A Statement of Attainment is a certificate issued to a student to provide evidence of partial completion of a Qualification.

Progress Report

A Progress Report is issued to a student showing all units that have been completed; this will only be issued once every 12 weeks for courses of a 6 months duration or longer.

Re-Issue of Certificates

The price of reprints of certificates and statements of attainment are \$50 per re-print request.

Change of Personal Details

Please ensure that you advise us if there are any changes to the details you have provided including address, telephone numbers etc.

Student Visa holders should note that it is a condition of your Visa to supply up-to-date contact details within 7 days of change.

Identification Card

You will be issued a PIWA identification card shortly after you have commenced your course. The PIWA card will enable you to obtain discounts for public transport, cinemas, museums etc. Replacement cards will be at a cost of \$10.

You will also be supplied with a Smartrider application form (each student will be issued only one application), this will entitle you to discounted fares on buses, trains etc.

Library

We encourage students to join the City of Perth Library, located at lower ground floor, Law Chambers, 573 Hay Street, Perth 6000, Telephone: 9461 358 which is free to PIWA students. See Administration staff for more information.

Timetables/Schedules

On your first day of class you will be given your course schedule. Please ensure you attend all scheduled classes. If you need to make any changes to your schedule please see Vanessa Barker. If there is a change to your timetable by PIWA, we will send you either a text message or a copy of your new schedule depending on the change.

If you lose your timetable or need a replacement there will be a \$1 reprint fee.

Course Information

Course information is available from brochures at the Front Desk; please feel free to speak to anyone of our friendly staff, if you need any additional information.

Assessments / Modules / Units of Competency

Depending upon the course of study undertaken at this institute you will come in contact with a number of different modules/units of competence taught by our lecturing staff.

All modules/units of competency vary in duration depending on the content. Assessment varies with each module/unit of competency, but can be by written theory test, practical assessment, assignment or project, or any combination of the above.

Modules/units of competency are grouped according to skill levels i.e. with Introduction to Food and Beverage - Basic Skill Level, then Advanced Skills Level, and so on. As you progress through modules/units of competency, they tend to become more involved. For example, Supervisory level modules/units of competency lead into Management level subjects that often require more reasoning and subjective interpretation by the student.

Please approach your lecturer or the student liaison officer if you require an alternative assessment method.

On completion of various stages of study, eg Certificate, Advanced Certificate, Diploma or Advanced Diploma, you can receive a progress report. If you would like to check if you have passed a unit, please email results@perthinstitute.com.au. Include your name, your lecturer's name, student number and the name of the unit you would like your marks for.

Examination and Assessment Due Dates

Your lecturer will help you to prepare for the assessments. Follow your course outline and ask your lecturer for more information regarding assessments if required.

Examination Resits

If you are handing in an assignment after the date it was due there will be a \$25 late assignment fee.

All resits are charged at \$50 per assessment, the fee must be settled prior to the exam and the student must show the receipt as well as the resit notice to the lecturer.

If you are absent on the day of your examination or assessment, (theory test or practical test) the Lecturer will issue you with a Resit Notification Slip.

Re-sit-papers will only be prepared for students who have booked and paid their re-sit fee. To be admitted to a re-sit, you must present the receipt to the lecturer

Having to work does **not** constitute a legitimate excuse for missing an exam/assessment.

If you are absent for a whole day there is a \$30 charge.

If you are absent for a whole week there is a \$150 charge.

Penalties for Missed Exams or Late Assignments

LATE ASSIGNMENTS: Assignments that have not been granted an extension and are submitted after the due date attract a \$25 fee.

Assignments that are submitted eight weeks or longer after the due date are not marked and the student must pay and resit the relevant unit(s).

EXAM RESITS: All resits are charged at \$50, the fee must be settled prior to the exam and the student must show the receipt as well as the resit notice to the lecturer.

ASSIGNMENT RESITS: All resits are charged at \$50, the fee must be settled prior to the exam and the student must show the receipt as well as the resit notice to the lecturer.

UNIT/CLASS RESITS: Unit resits are charged at \$150 per week. Unit resits must be settled in advance; you will not be scheduled to complete the unit until the appropriate fee is paid.

PIWA takes no responsibility if units you have to resit are not scheduled within the duration of your visa.

RESIT ABSENCE: Fees paid for resits will not be refunded. Excuses for absence will only be accepted if the absence is due to the following:

Illness (a Doctor's Certificate)

Bereavement

Personal crisis (a letter providing details must be produced)

PIWA Training Venues

Hospitality students are required to complete practical training in our training venues. This is a requirement of students achieving competency in their studies at PIWA. Depending on what programme of study the student is taking will depend on the duration of the placement.

Hairdressing	Hospitality	Hospitality
Fusion - Hair Face Body	East End Café	Rod Evans Community Centre
Level 8, Carillon City Tower 207 Murray Street Perth WA 6000	72 Bennet Street East Perth WA 6004	160 Hay Street East Perth WA 6004
Tel: (08) 9321 1526	Tel: (08) 9325 3869	Tel: (08) 9325 1507
Fax: (08) 9225 5732	Fax: (08) 9325 5930	Fax: (08) 9325 3875

Uniform Requirements – Rod Evans. When working at Rod Evans you are required to wear, black pants or black skirt, white shirt and closed flat black shoes (polished) every day during the course. When scheduled at **East End Café** or at **Fusion salon**, you must wear black pants and shoes with your PIWA logo shirt (1 shirt issued per person). While working at either restaurant venues, ladies must wear their hair tied back if longer than shoulder length.

Industry Placement (IP)

During your studies here at Perth Institute, you will be scheduled for Industry Placement. Industry Placement is designed to be part of the process through which students learn about their industry by completing practical experience in the workplace that supports the academic program. Industry Placement provides invaluable experience, knowledge and can help you to identify career directions.

You are expected to find an appropriate workplace to complete your Industry Workplace. However, Perth Institute does have an Industry Liaison Officer to assist you with obtaining Industry Placement. The Industry Liaison Officer is available to help you with placement ideas and contacts if required. You can also obtain information about resume preparation and interview techniques.

You have received the **Industry Placement Student Information (IPS)** booklet in your student pack on orientation day. It outlines the program and advises the steps you need to take to successfully complete your Industry Placement.

It is recommended that you make an appointment to see the Industry Liaison Officer 3-4 weeks before you are required to start your Industry Placement to ensure that you receive the appropriate documentation and understand all the documents.

You will receive the following documents to complete your IP:

Industry Placement Program – Information for the Employer (IPP)

This blue booklet is for your host employer.

Industry Placement Checklist (IPC)

This green document contains all of the tasks that you must perform as part of your IP and relate to your studies.

Industry Placement Timesheet (IPT)

This is your timesheet for IP and must be co-signed by employer.

Industry Placement Agreement (IPA)

This form is the agreement between you, the host employer and Perth Institute.

If you have any questions regarding Industry Placement or you are unsure of what you need to be doing, please see Virginie on the Level 14 or e-mail her at Virginie.s@perthinstitute.com.au .

Mutual Recognition of Qualifications Issued by other Training Providers

The Institute recognises all relevant AQF (Australian Qualifications Framework) Qualifications and Statements of Attainment which are issued by any other Recognised Training Organisation (RTO). This mutual recognition of other courses undertaken by students at previous RTO's must include modules that are relevant to the courses being taught here at the Perth Institute Western Australia.

Recognition of Prior Learning for Modules and Units of Competency

The Institute may grant recognition of prior learning (RPL) for modules/units of competency, which have previously been completed at another RTO (Mutual Recognition) and Recognition of Current Competencies (RCC) with respect to relevant and current industry experience.

Adequate supporting evidence must be supplied which could be in the form of:

Academic statements from other institutions of relevant subjects undertaken and passed (Mutual Recognition) ;

Letters of reference/Appraisals from Employers regarding relevant industry experience in the area for which RPL/RCC has been requested (length of experience will vary from one module/unit of competency to another);

Certified examples of work undertaken by yourself ;

Photographs, tape recordings of skills appropriate to the area you are seeking RPL/RCC.

Please note: All documents must be submitted in original form; copies can only be accepted if they are certified copies. Documents that are written in a language other than English must be translated by a NAATI-accredited organisation. Each translated page must show the NAATI stamp. All expenses for verifying and translating are beared by the student.

If you would like to apply for RPL/RCC in one or more modules/units of competency, please see Student Liaison Staff who will then issue you with an RPL application form.

Once you have submitted your application form with all the evidence attached and you have paid the assessment fee; the Student Liaison Office will forward your documents to the relevant assessor. If your submission is complete, you will receive a written statement of the outcome within 10 working days.

The outcome can be appealed, for more information read the next paragraph or contact the Student Liaison Officer.

Appeals, Complaints and Grievance Resolution Procedures

In order to assist you, please be aware of the following options available to you:

- (i) If your complaint relates to the curriculum, you may consult with the Senior Lecturer who is a member of the Curriculum Development and Monitoring Committee. They will address your complaint at the next scheduled committee meeting and the minutes of such meeting will be made available to you.
- (ii) If your complaint relates to a member of the teaching staff, including assessment outcome, please approach the Operations Manager or Student Liaison Staff. Details of your concern will be noted and if applicable we will arrange a meeting with the teacher concerned. Please note that your complaint will be treated in a confidential manner.

If you are dissatisfied with the outcome, contact the Student Liaison Officer, who will help you to take further steps you are entitled to, such as seeing an independent Conciliator. The Independent Conciliator will be a suitably qualified person, appointed by the Department of Education Services or by your-self. Costs for the Conciliator are beared by your-self.

The Department's Conciliator will deal with issues relating to:

- a) *services and facilities*
- b) *content and standard of education*
- c) *amount of refunds paid to students*
- d) *quality of instruction*
- e) *academic progress of students*
- f) *the conduct of international students*
- g) *welfare services*
- h) *information concerning part-time employment opportunities*
- l) *accommodation provided by or advertised by institution*
- j) *suspension and expulsion of overseas students*
- k) *any other matters deemed appropriate by the Conciliator*

Contact the Student Liaison Officer, Debra Kailis, if they would like to have an adviser and/or translator present when lodging a complaint or when attempting a meeting to resolve a grievance.

Our Student Liaison Officers can also advise you which of the above options would be most suitable, depending on the nature of your grievance.

The Department's Conciliator contact details:

For International Students	
By phone, e-mail or in writing, to: International Education Conciliator Department of Education Services 22 Hasler Road	OSBORNE PARK WA 6017 Tel: 9441 1900 E-mail: anne.duncan@des.wa.gov.au.

Counselling

Counselling is available to all students. It focuses on individual student needs and assists in resolving personal and educational issues. All staff are able to advise you on the counselling pathways available to you.

Bullying, Harassment and Discrimination

Bullying, harassment or discrimination of any nature will not be tolerated under the provisions of the Equal Opportunity Act 1984. The institute ensures that no employee, student or client is discriminated on the grounds of sex, age, race, religion or political orientation. Please refer any matter relating to harassment or discrimination to your lecturer or student liaison officer. PIWA ensures that no complainant is victimised or disadvantaged in any way. All information is kept private and confidential.

Collusion and Plagiarism

Plagiarism is the unauthorized use or close imitation of the language and thoughts of another author and the representation of them as one's own original work.

In simple words: If you use sentences or ideas from any source (such as books and magazines, the internet or other assignments) without naming the source (referencing), then you are plagiarising. The person(s) suggesting or helping you to imitate or copying work is also plagiarising.

Collusion refers to any form of joint effort, between you and other students, or between you and other persons, attempting to deceive the assessor and to get higher marks. The person(s) suggesting or helping you to collate material will receive the same penalties.

Deliberate collusion or plagiarism is regarded as serious misconduct and as a breach of PIWA policies and procedures. If it is reasonably believed that you are involved in plagiarism, the lecturer may ask you to undergo additional assessments in order to identify the seriousness of plagiarism.

Plagiarism is subject to the following penalties, depending on the seriousness of the misconduct:

1. A 'not satisfactory' result will be recorded for that unit. A resit fee must be paid before the assessment can be repeated.
2. A 'not yet competent' for the units or cluster of units is recorded. You must re-enrol for all units in that cluster.
3. Cancellation of enrolment without refund for breach of PIWA policies.

All offenders will receive counselling and all offences will be recorded in the student file.

Plagiarism may also affect academic performance (see academic performance policy).

Disciplinary Procedures

All students are required to comply with PIWA rules and regulations as stipulated in this handbook. PIWA demands that students display appropriate conduct befitting an adult training environment.

Should a breach arise requiring disciplinary procedures, the Student Liaison Officer will inform the student of the disciplinary action process that will be followed; the student will be informed about his/her right to have adequate support during the process. Initially the procedure requires that verbal, then written warnings are given to the student but an extreme case of inappropriate conduct can result in expulsion.

Austudy and Abstudy

All Perth Institute courses of four weeks or longer are Austudy/Abstudy approved. For further assistance contact: Austudy 132490 Abstudy 132317.

Occupational Health and Safety

PIWA will ensure that safety and security procedures are adhered to at all times. The institute places a high priority on the safety and security of all staff, students and visitors.

Accidents

All accidents must be reported to a member of the First Aid team, and the recorded in the Accident / Incident register located in the General Manager's office. A First Aid Kit is available at the front desk if needed.

Fire

In the event of a fire:-

On the sound of the fire alarm please take and follow all instructions directed by your lecturer and then your Fire Wardens (Lucas Holleman, Peter Braun and Vickie Riches).

If you must evacuate the building, the assembly area is outside the Post Office in Forest Chase. When you arrive at the assembly area, stay in the groups you were evacuated with until your name had been checked off and advised otherwise.

If during the evacuation you become aware of the location of the fire you should report it to a fire warden or your lecturer as soon as possible.

Please ensure that you familiarise yourself with the emergency exits when you commence your studies. There is an Emergency Exit located next to Lecture room 14.2 on the 14th floor, opposite the photocopier outside the computer room, on level 11 and next to lecture rooms 3 & 4 on level 8.

Please remember if there is an evacuation your lecturer will advise you of the process – please remember to remain calm and wait for instructions.

Notice Boards

There are three notice boards located on the 14th floor and one on the 11th floor.

14th: Employment Opportunities, Student Information, Room Allocation.

Lost Property

PIWA accepts no responsibility for any goods lost or stolen. PIWA encourages students not to bring items of value to class or to leave your bag unattended. Should you find any items left unattended or lose something, please see the staff at the front desk.

Eating Facilities

Food Halls are situated on the upper and lower levels of the Carillon Arcade. There are also cafes and shops situated throughout the Murray Street Mall and Hay Street Mall.

Food and Beverages

Food and beverages are not to be taken into or consumed during lectures or at Front Desk.

Holidays

Holidays during school time are not permitted.

Holidays given by the school are as per your schedule, therefore specific dates cannot be requested.

Photocopier

Students are not allowed to use the photocopy machines. If you need photocopies, please approach your lecturer or other staff members. Copies are charged at charged at **20 cents per copy**.

Smoking

Smoking is not permitted anywhere in the building.

Mobile Phones

Mobile phones must be switched off prior to entering lectures. If you expect emergency calls, inform you lecturer prior to the start of the lesson.

Public Telephones

There are public telephones situated in the Murray Street Mall and on the Hay Street Mall.

Postage Facilities

The closest post office is situated in the Murray Street Mall in Forrest Chase.

Parking

The Institute is unable to take responsibility for students travelling to and from the college. All day parking is available at the Pier Street car park and at the Alexander Library car park, and may cost between \$12 - \$20 per day.

Accommodation – Options

Homestay / Hostel

If you are looking for suitable accommodation PIWA can assist you. Please see Rebecca Magalad for current listings. Also refer notice board for share house.

Pathway to University

Perth Institute is happy to help you apply to university and to arrange assistance in the extension of your student visa. Universities in Australia have two (2) intakes per year; once in February (Semester 1) and one in July (Semester 2).

As a general rule you need to apply about 8 weeks before the semester starts; i.e., to join in February you need to apply in November/December, to join in July you need to apply in May.

If you would like Perth Institute to help you with your application, please make an appointment at the front desk. Make sure you tell the administration staff that you need help applying for university.

Personal Details

All information pertaining to your studies at PIWA will be kept on file and managed under the PIWA Confidentiality Policy.

You are welcome to access your information at any time; ID maybe required.