

# Student Code of Contuct A to Z Guide 2018 – 2019 Sri lanka



# Stay on track

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Tips to help you get the most out of your student life!

## PLAN AHEAD, SET GOALS AND REWARD YOURSELF

List all of your assignments and their due dates, so you can plan ahead to ensure you meet the deadlines. Set SMART (Specific Measurable Achievable Realistic Timely) goals. Recognise your achievements and reward yourself once your goals are met.

## TURN UP AND KEEP UP

It is easy to fall behind if you are not attending classes – regular attendance, and keeping up-to-date with readings and assignments, will help you to stay on top of your workload.

## BE POSITIVE

It can be daunting in the beginning, but be positive about yourself and your abilities – you got here on your own merit!

## MAKE FRIENDS

Establishing connections on campus can provide you with a sense of belonging and will have a positive effect on your student life. Your classmates are battling the same questions and deadlines and can offer support and motivation.

## LOOK AFTER YOURSELF

It can be impossible to concentrate on an empty stomach! Remember to snack regularly and maintain a healthy diet. A good diet can help you stay focused in class.

## KEEP A BALANCE

While your study is important; it is essential to keep a well-balanced lifestyle. Students who work too much, may find their stress levels start to increase and their studies begin to suffer. It is important to maintain a balance – keep your social, study and work commitments in check.

## DON'T BE AFRAID TO ASK FOR HELP

All teachers and Support staff are here to help you! If you are having difficulties, ask for help sooner rather than later (smaller problems are much easier to deal with).

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All information in this guide was accurate as at October 2018. Whilst every effort has been made to ensure its accuracy, changes may have occurred since this date.

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# Welcome Message from Centre Director

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Welcome to the William Angliss Institute @ SLIIT in partnership with Colombo Academy of Hospitality Management (CAHM).

Studying in either Hospitality Management, Commercial Cookery or Event Management will be an interesting, colourful and demanding journey, yet a rewarding experience. If you study hard to increase your knowledge, challenge your comfort zone when training practically and have a 'Can Do' attitude, with the right ingredients for success, you will move ahead faster than your peers.

This Student A-Z Guide provides students with rules and regulations that must be adhered to, at all times and also some tips to assist students with study and work life balance.

Our expectations are, that all students are required to behave and follow our procedures modelled on the exact same standards employers expect from their employees in the industry.

As William Angliss Institute @ SLIIT Students, all become part of a large family and I urge all to be involved in every activity and take on any opportunity that comes your way.

My Team and I wish all students the very best of success in all their endeavours at William Angliss Institute @ SLIIT.

Best Regards,

**Steven Bradie-Miles**

Centre Director

William Angliss Institute @ SLIIT

(In partnership with the Colombo Academy of Hospitality

# Vision

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To be the leading educational provider of Australian hospitality, tourism, culinary arts and events knowledge and expertise locally, nationally and internationally.

# Mission

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To deliver the highest quality specialist skills and education to inspire, empower and develop people passionately devoted to being service industry professionals, leaders and innovators.

# Our Values

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## Personal Responsibility

Accountable, responsive, with integrity, respect, impartiality and acknowledging human rights.

## Inspiration

Passionate, stimulating, optimistic.

## Empowerment

Nurturing, encouragement and challenging.

## Community

Sharing, partnership and connections.

## Expertise

Leadership, innovation and industry practice.

# Student Services

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Student Services offer a broad range of services for students, with the aim to support their academic, professional and personal lives. Our services include;

## Specialists

We have Teachers who can provide students and after graduation with access to job opportunities, career development services and industry engagement.

Services include access to:

- Jobs on the noticeboard (advertisements of volunteer, casual, part time and full time opportunities)
- Careers events / Guest Lecture Series to help them with their employment search
- Employer information and recruitment sessions
- Career guidance, job seeking strategies, assistance with resume writing and interview skills workshops

## Student Activities

Student Activities are organised throughout the year including events and social gatherings on and off in the campus for students to enrich their experience. Students are encouraged to participate as part of life on campus and the events are a fantastic way to meet new friends across the campus.

## Counselling and Personal Development

Private Counselling provides a range of free and confidential services to students. Counsellors can assist with a variety of issues, including:

- Short term personal counselling
- Kindly refer Page 6 for more information
- Consultation and advocacy
- Special consideration support
- Referral

The support services are available on a specific day between 10.00am to 2.00pm in either Conference Room 1 or 2 fortnightly.

## Disability Support

The Disability Service works to meet the access and participation needs of eligible students with a diagnosed impairment, medical or mental health issues.

Support may include:

- Individual Access Plans
- In class support (note taking, participation assistance)

- Liaison with teachers / staff
- Modifications to furniture / equipment / resources
- Advocacy
- Refer Page 9 for more information under "Impairment Access"

To seek assistance please see a Senior Academic Head or the Manager – Administration & Student Affairs.

## Learning Advisors

All teachers can provide extra learning assistance and study advice, including:

- Writing reports, essays or other assessments
- Understanding assessment requirements and course work
- English language assistance / referrals
- Research and referencing
- Time and study management
- Numeracy, finance and budgeting
- Studying for assessments

To seek assistance please see a teacher or a Senior Academic Head.

# A-Z of Useful Information

This section contains essential information for William Angliss Institute @ SLIIT in partnership with Colombo Academy of Hospitality Management (CAHM) from hereinafter, referred to as 'the Institute' students including services offered. It also provides information regarding enrolment, fees, assessment, appeals and complaints procedures, attendance, articulation and other general information.

## A

### Absenteeism

We expect a minimum of 80% attendance from the students on each subject. We totally discourage late comings. Continuous late attendance or absenteeism affects learning and disrupts the other students as well as the Teachers. Regular late attendance will lead to disciplinary action. Refer Attendance on Page 5 for more information.

### Accidents

Any accident occurs within the campus premises resulting in personal injury should be immediately reported to their Senior Academic Head or the Manager – Administration & Student Affairs and recorded in the Injury Register. The duly completed Injury, Accident and Hazard Form will be forwarded to the Centre Director within 24 hours of the incident by the relevant authority.

### Accommodation

Accommodation is not provided by the Institute but to assist our outstation students a list giving rental offers for shared accommodation is displayed on the student notice board at the SLIIT main entrance.

### Alcohol and other Substances

Students are not allowed on the premises under the influence of alcohol or illicit substances.

Classes may incorporate the use of alcohol at times under the supervision of the Teacher as it is a requirement of the learning outcome or element of competence, but always keep in mind and abide by the law enforced that consumption of alcohol is strictly prohibited to students under 21 years of age.

Students who do not wish to consume alcohol for religious or cultural beliefs should inform their teacher so that special arrangements can be made.

For confidential alcohol and drug counselling information and referral, please seek assistance from your Senior Academic Head.

### Alumni

See Angliss Global Network – Refer page 4

### Ambulance

If an ambulance is required, students should immediately contact the Institute's Administration Team for assistance.

### 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 process. If a student has been diagnosed, suffering from anaphylaxis the following should be done:

- Student should carry Epipen with them at all times
- Inform the teacher if any reactions develop unexpectedly.
- Ensure the Institute is aware of the condition through student's enrolment details and by notifying the Program Leader and the relevant teachers.

The information provided by the student will be kept confidentially and only be used for the safety of the student.

### Angliss Global Network

Once a student has graduated, they will automatically become a member of the William Angliss Institute Alumni, the Angliss Global Network (AGN). The AGN provides valuable linkages between industry, students and alumni through events, regular newsletters and opportunities for professional development, mentoring and networking in Australia.

The William Angliss Institute @ SLIIT in partnership with CAHM has an Alumni database for all graduates living in Sri Lanka to communicate events and inform of employment opportunities mainly for the benefit of the students.

### Appealing Results

Assessment grades are highlighted in every unit manual with the assessment formats. It is the student's responsibility to check their results. Students should check the accuracy of their results and discuss any discrepancies with the relevant teacher or the Senior Academic Head. Students may appeal by way of duly completing and submitting An "Appeal on Assessment Result" Form clearly stating the incidents or reasoning behind as to why they believe that they have been discriminated / disadvantaged against within 5 days after obtaining the results. For further details on the Appeals process students should see their Senior Academic Head. The Senior Academic Head will on his / her sole discretion decide if the appeal is to be investigated based on the justification of the given information in the appeal.

### Articulation

Every course at the Institute which leads to an

Australian vocational qualification has provision in it for articulation between courses. (Refer to Credit Transfers in page 7). If a student has previously been enrolled or completed a course offered by William Angliss Institute @ SLIIT or another Registered Training Organisation (RTO), or Higher Education Provider, credit for subjects completed might be granted in the new course. This applies to students entering the Institute from other RTOs, to students moving from the Institute to do courses at other RTOs, and to students moving from one course to another within the Institute (Refer RPL in Page 11). In all cases the appropriate selection criteria for course entry will apply.

### Assessment

See also **Appealing Results**, – Refer page 4

### Assessment Resubmission,

Examination Regulations, Special Consideration and Student Code of Conduct.

Students will receive information about the Subject Outline at the first class in each subject cluster or unit, or their teacher may send the outline electronically. The Subject Outline states the elements of competency, the forms of assessment and the dates of assessment. Dates may be subject to change however, the student will be notified accordingly. The standards on which competency is assessed will also be outlined. These standards are determined by teams of teachers led by a subject facilitator whose job is to ensure that teaching and assessment are uniform, and conform to national standards.

Some workbooks will have the details of the unit and assessment in it, rather than Subject Outlines.

The use of electronic linguistic dictionaries, mobile phones, smart watches, smart devices 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 or by the teacher.

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.

At the beginning of the 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 of the unit, including the dates of completion.

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. If a student does not participate in the group work they may



jeopardise their grade for that particular assessment. When students are assessed in a group it is each member's responsibility to:

- Solve any problems within a group.
- Select group members, unless directed into groups by their teacher.
- Maintain a log book which details group members' contributions and set tasks.
- Students should provide minutes of meetings held in and out of class time and industry visits if required.

**Events and Functions** Teachers of relevant units will provide guidelines regarding events and functions managed by students. When preparations for events are being conducted at the Institute premises appropriate clothing can be permitted upon the submission of a student request form. 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 (Refer to Branding on Page 5). A separate result will be given to each individual within the group.

## Assessment Resubmission

See also **Assessment and Special Consideration** – Refer page 4 and 12

Students who do not achieve competency on their first attempt will be given two more attempts to re-sit and achieve competency within that teaching period. Late or resubmitted work can only receive a competent result, unless special consideration has been granted.

Special consideration must be sought prior to the due date by completing a 'Student Request' form available from the Administration & Student Affairs Department and handing over to your Senior Academic Head for approval.

Students who have not achieved competency in a unit within the teaching assessment period must re-enroll in the following teaching period.

Students who are not successful in completing a unit and required to re-enroll are required to pay an additional tuition fee.

Students who are required to re-enroll in a unit which they have previously not been successful in completing, are required to pay an additional tuition fee and will be required to pay the fee for repeat units at the rate in place at the time the re-enrolment takes place.

## Attendance

See also **Lateness and** – Refer page 9

**Student Code of Conduct** – Refer page 12

All students must be in attendance for the first class of each unit and attend all subsequent classes until the assessment has been completed, including re-assessments, unless otherwise advised. There is an expectation that attendance will be a minimum of 80%. Individual teachers will outline their expectations, but students are encouraged to aim for 100% attendance, not only as an aid to learning but also because it helps to develop team-work in class.

In the event of illness and unable to attend sessions students must immediately notify the Manager – Administration and Student Affairs. It is mandatory that on arrival to the institute after the recovery of illness students should submit a duly completed Medical Submission Form along with a medical certificate which is needed when an assessment is taking place.

A Student Request Form should be duly completed and submitted to the Manager – Administration and Student Affairs and obtain prior approval for permission either to leave early or for non-attendance of sessions.

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 for International Students. This attendance information may be used in the decision to report the student to Immigration for unsatisfactory course progress.

Should you require further advice on this issue, please contact the Manager – Administration & Student Affairs.

## Awards – Special Achievement

Awards for academic excellence and special achievements are presented to students at graduation ceremonies.

Nominations for awards are made by teachers on Grades, Marks obtained, Attendance, Active Participation in Sessions, extra-curricular activities, attitude etc., and are based on criteria that vary according to the subject. Many of these awards are supported by industry and confirm their recognition by the Institute.

## B

### Banks

An Automatic Teller Machine (ATM) is located on the Ground Floor of the SLIIT main building.

## Branding Guidelines

Students must not utilise the Institute's logos without permission for personal use or as part of your assessments through social media, digital or written documentations. This is to ensure the Institute's brand is protected by standardising all visual expressions of the brand in all forms of communications.

It is the responsibility of the student to:

- Ensure imagery chosen to promote events aligns with the overall brand. However, the design does not need to be the same as the corporate brand.
- Student-run events at the Institute should include the logo specifically designed for students.

The use of the Institute's name William Angliss Institute @ SLIIT in any form, including WA, WAL, CAHM or SLIIT must not be used on any social media platforms, especially when organising student-run events. This avoids such pages to be available for viewing by the general public when / if they conduct a search on a web search

engine, as the content / information may not correctly represent the Institute according to the branding guidelines.

Please contact the Centre Director for clarification.

## Breastfeeding

A private space is available upon request for breastfeeding mothers. Visit the Administration & Student Affairs Department for further information.

## Bullying

Bullying is repeated, unreasonable behaviour directed towards another person who creates a risk to their mental or physical health and safety.

Bullying can include but is not limited to:

Verbal abuse, 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 Sri Lanka, 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) may be considered a criminal matter.

The Institute has a policy and procedure for dealing with bullying, and will ensure that any complaints / grievances are dealt with promptly and effectively. See also **Complaints**

## C

### 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 may also be posted on the door of the classroom.

### Car Parking

Please park your car or bike in the designated areas at all times. No student's car or bike can be parked blocking the dock area or the main entrance of the building. All students are expected to drive safely and under the speed limit as determined by SLIIT.

### Changing Rooms

Changing Rooms are located on the ground floor. Students must change only in the designated areas.

# A-Z of Useful Information

## Cheating, Plagiarism and Collusion

Students will be informed as to the required level of referencing by the teacher for each assessment. Appropriate list of referencing is given by the teacher to the students and it should be strictly adhered to by the students.

Copying another's work without acknowledgement and other forms of cheating are viewed seriously. Students at the Institute 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. Collusion occurs when two people or more work together on an assignment / assessment which is supposed to be done individually. 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.

When a student submits work or larger sections of previous assessments of his / her own for different assessments either in the same unit or subsequent units.

As the relevant test or assignment will not be assessed, the student is considered not to have completed the subject requirements. A 'Not Yet Assessed as being competent' 'N' result will be recorded and re-enrolment will be required.

Students found to have cheated, colluded or plagiarised during assessment 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.

A database is recorded for instances of plagiarism and the academic staff has been advised accordingly.

## Chewing Gum

Chewing gum is not permitted in any class, within the front office area, restaurant and in the kitchen.

## Child Care

Child care services are available on SLIIT campus premises and also in number of child care centre nearby. For more information, contact the Administration & Student Affairs Department.

## 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 on-line.

Students should note that assault, physical or sexual abuse of a child is a criminal offence and any matter of this nature will be referred to the Police.

Students who experience or observe any inappropriate behaviour relating to the above can raise their concerns with

- A trusted teacher;

- Counsellor;
- Senior Academic Head; or Centre Director.
- Child Safety is important for all Upper School Visitors for Home Economics and other Workshops.

## Classrooms

Other than water, no food or drinks are to be consumed in the classroom.

Acts of vandalism for e.g. drawing on walls or furniture, sticking gum or material, damaging furniture, setting off any alarms or extinguishers are strictly prohibited. Until the payment is made for all damages the student will be suspended.

Do not leave rubbish in the classroom and be respectful to all janitorial staff.

Ensure all lights and the air conditioning is switched off on departure.

## Clubs & Societies

A range of clubs and societies are available to join at SLIIT. They are a great way to make friends and enjoy your time on campus.

## Collusion

A form of an agreement between the two or more people to act with the intention to deceive an assessor as to who was actually responsible for producing the material submitted for the assessment. The agreement may be over (openly discussed) or covert (not specifically discussed but implied).

## Compassionate or Compelling Circumstances

Students may be released if they can demonstrate compassionate or compelling personal or academic circumstances. It will normally be expected that such circumstances are beyond the control of a student and could have an impact on the student's capacity and / or ability to progress through a program.

Compassionate leave may be due to illness, bereavement of a close family member, political upheaval, natural disaster, traumatic experience or possible delays in student visas for International Students.

## Complaints

In case of problems associated with Academic matters, students are required to approach the Senior Academic Head or the Lecturer concerned to find a solution to the problem. It is necessary for the student him / herself meet the official concerned. They should seek the help of a higher authority only if they fail to solve the problem with the assistance of the Lecturer concerned.

Students who wish to meet Academic Staff Members are required to arrange an appointment with the Academic Staff member concerned in advance.

Any student is entitled to make a complaint / grievance to the Institute. Further information about how to make a complaint / grievance can be provided by the Administration & Student Affairs

Department and the relevant staff can inform you of the process to lodge an informal / formal complaint and the appeals process if unsuccessful.

## Computer Network Security Policy

Any student found deliberately performing or attempting to perform any of the following is in breach of the code of practice for the 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
- 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 password / user ID
- Logging in using a staff member's password / user ID
- Downloading or viewing all forms of illegal or inappropriate material.

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 relevant policies and procedures.

## Contract Cheating

Posting a message on a website or community forum asking for people to bid on the job of doing assignments, coursework, reports, project work or any other academic submissions to be submitted by the student is prohibited.

Purchasing academic related work as given above from someone or from a website with the intention to deceive.

Any means of sharing examination / assessment content with or without a financial transaction is strictly prohibited.

Falsifying data for any academic or non-academic purposes.

Aiding and abetting any of the above offences shall be deemed to have committed that offence.

Forging a signature of any official of the Institute or Outsiders.

## Counselling and Personal Development Service

The Counselling and Personal Development Service is located in either Conference 1 or 2 on a specific day which will appear on the noticeboard between 10.00am to 2.00pm fortnightly. No appointment is necessary. Any changes to this effect will be communicated via noticeboard / or e-mail.

The Counselling and Personal Service provides a range of free and confidential services to students. External Counsellors can assist with a variety of issues, including:

- Short term personal counselling

- Financial, legal and accommodation advice
- Consultation and advocacy
- Special consideration support
- Referral.

A Counsellor is also available at various times at SLIIT. Either the Senior Academic Head or the Manager – Administration & Student Affairs can provide assistance.

## 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 must complete the course within the duration of their student visa.

## Course Fees and Payment

Fees must be paid by the payment due date sent from the Finance Department. If you have any questions about your course fees and payment, please contact the Manager – Finance.

## Credit Transfer

See also **Recognition of Prior Learning (RPL)** – Refer page 11

If a student has completed past studies in areas related to the qualification the student may be eligible for a credit transfer. The Student will need to provide documentation (original academic transcripts) of the past study so that an assessor can make a decision about whether a credit transfer can be granted. The information provided by the student will be sent to the Curriculum Department for review at the William Angliss Institute in Melbourne.

## D

### Defamation

Defamation laws exist to protect people's reputation from unfair attack. Libel is defamation that is published. Slander is defamation that is spoken and electronic communication (emails, SMS or voicemail) can be considered defamation.

### Deferment of Studies

Students currently enrolled may apply for a deferment (or Leave of Absence). See Leave of Absence

### Democracy

William Angliss Institute @ SLIIT confirms commitment to the democratic principles and practice of the governing laws of the Democratic Socialist Republic of Sri Lanka and Australian practices where applicable.

### Impairment, Access and Participation

The Impairment Service provides free, accessible support options to students who have a diagnosed impairment, medical or mental health issue, in order to ensure fair and equitable opportunities for

students to participate in study.

Some of the services provided include:

- Individual Education Access Plans
- Enrolment / interview assistance
- Adaptive Technology
- Liaison with teachers
- Modifications to resources, equipment, furniture
- Alternative Assessment Arrangements

All enquiries can be made to the Senior Academic Head or the Centre Director.

## Discrimination

All students have a right to equal opportunity in their education and William Angliss Institute @ SLIIT is committed to providing a learning environment, free from discrimination on the basis of gender, age, marital status, race, sexual preference, disability, pregnancy, parenthood, and religious or political beliefs. Students who wish to enquire for further information or make a complaint are advised immediately to speak to the Senior Academic Head or the Centre Director.

## Drugs

See also **Alcohol and other substances** – Refer page 4

You, a family member or friend has a problem with drugs you can talk to the SLIIT doctor at the Medical Centre and or the Counselling Support Services and Personal Development Centre at SLIIT or with the fortnightly counsellor who visits on campus.

## E

### Email

It is essential that students check their emails regularly as it is the main means of communication to students.

### Emergency Evacuation Procedures

In the event of an emergency evacuation, you will be notified to make your way to the appropriate emergency assembly point or another safe area depending on the nature and location of the emergency. Do not use lifts when evacuating. Do not re-enter the building until instructed to do so. Even if the alarm stops do not enter the building until clearance is given that it is safe to re-enter the building.

Students who require assistance in the event of an evacuation (e.g. limited mobility, visual or hearing impaired etc.) should inform the Administration & Student Affairs department to ensure that a Personal Emergency Evacuation Plan is prepared to accommodate the student's needs in the event of an emergency.

### Enrolment

Upon enrolment students will also be invited to attend the relevant orientation session. At enrolment or orientation they will be made aware

of the following:

- Enrolment and payment of fees
- The issuing procedure with the student ID card
- Have previous studies confirmed and credit transfer documentation submitted to their relevant program area
- Once Orientation is completed and the fees are paid they will receive their timetable
- Introduction to key academic and support services staff members
- Receive information about counselling, disability careers, learning advisors, and student activities and know where they are located on campus or how to make an appointment
- Know about the various facilities which are located around the campus including SLIIT faculties and services.
- Receive information about academic performance requirements, Institute teaching methods, teaching styles, assessment methodologies, presentation expectations for assignments and projects, cheating, plagiarism and other relevant policies
- Having provided an overview of this guide with an emphasis on student policies and procedures.
- Receive advice on grievance and dispute resolution arrangements
- International students should understand student visa compliance, housing, health matters, safety and further study opportunities.

### Re-enrolment for Continuing Students See also Student Progress within a Course

Students will need to re-enroll in each semester. Students with unpaid fees will not be permitted to re-enroll.

Students with unsatisfactory progress will not be permitted to re-enroll unless approved by the respective Senior Academic Head and Centre Director.

### English

All classes are conducted in English. Students are expected to converse in English during classes. Outside the class, students may converse in their native/mother tongue but all should be mindful that there are many diverse cultures at the campus and we encourage participation by all.

### English Support

The English Support Teacher will be available in the Institute to implement effective learning strategies ensuring that students with mild learning difficulties achieve maximum proficiency.

### Equal Opportunity

All students have a right to equal opportunity in their education. The Institute is committed to provide 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

# A-Z of Useful Information

for dealing with discrimination and sexual harassment, and will ensure that complaints are dealt with promptly and effectively. Students who have enquiries or complaints relating to equal opportunity, discrimination or sexual harassment should immediately contact either a Senior Academic Head, Manager – Administration & Student Affairs or the Centre Director.

## Examination / Assessment Regulations

It is the students' responsibility to be familiar with the following exam regulations.

- Students will not be permitted to enter the examination room after the first 30 minutes of the examination (including any period of reading time as appropriate) has elapsed. But on special occasions analysing the situation faced by a student before the examination / assessment decision could be taken by the teacher to permit the student to sit for the examination / assessment.
- Students will not be allowed to leave during the first 30 minutes or the last 15 minutes from the time of commencement of the examination / assessment where the duration of the examination / assessment is stipulated over one and a half hours.
- Strict silence must be observed at all times in the examination / assessment room.
- Students must not communicate with each other during the examination / assessment.
- All personal belongings, including briefcases, bags, books, notes etc., must be placed in a designated area identified by the invigilator. Students taking open book examinations / assessment may only use books, notes etc. specified by the examiner / assessor. Students requiring further equipment from a bag or briefcase after the commencement of the examination / assessment must ask an invigilator to obtain it for them.
- Students are requested to switch off mobile phones and place them with their belongings in the designated area. If a candidate is found in possession of a mobile phone during the examination / assessment, they will be deemed to be contravening the examination / assessment regulations.
- Students are not allowed to wear smart watches.
- Students are permitted to use silent, non-programmable calculators, unless expressly prohibited for a particular examination / assessment. Where appropriate, programmable calculators will be permitted in examinations / assessments where authorized in accordance with the assessment regulations issued to these particular students.
- English and foreign language paper-based dictionaries may be permitted in examinations / assessments. Any unauthorised material discovered inside dictionaries will be confiscated and candidates will be deemed to be in breach of examination / assessment regulations. Electronic dictionaries, smart watches or smart devices are not permitted in examinations / assessments.
- Once the examination / assessment papers are distributed to the students, until the relevant instructions are given by the teacher, students should not start on the examination /

assessment.

- If students found copying, communicating with another student, or using any unauthorised materials may be expelled from the room. A written report on the incident will be submitted by the invigilator to the Senior Academic Head and/ or the Centre Director.
- An invigilator will accompany the student who has to leave the examination / assessment room for personal reasons.
- Students who leave the examination / assessment room unattended will not be permitted to return to the examination / assessment room.
- Any candidate who wishes to leave the examination / assessment room early must have their answer books / scripts collected by the invigilator before they leave their desk.
- In the event of illness, should the candidate feel unable to continue with the examination / assessment, he / she should remain seated and raise their hand to attract the attention of an invigilator.
- In the event of an evacuation during the time of examination / assessment, students must strictly follow the instructions of the invigilator. Students must leave the room in silence and must not take any papers or material from the room and always adhere to examination / assessment regulations. Students should only re-enter the examination / assessment room upon receiving instructions from the invigilator.
- Students must ensure by the end of the examination / assessment that the front cover of each answer book has been completed with their personal details such as name, student ID No. etc.
- Students should stop writing immediately when the invigilator says it is the end of the examination/assessment.
- Students must remain seated until all answer books / scripts have been collected and counted and the invigilator gives the signal to leave the room.

## Excursions, Field Trips, Site Visits and Study Tours

Many subjects require participation in site visits, field trips and excursions to enhance their learning experiences. Students are required to sign indemnity and medical forms prior to any excursions, trips or tours. The indemnity form includes a list of obligations of students who participate in excursions, field trips or site visits as part of the teaching program.

Students under the age of 18 years of age are required to obtain a signature from a parent or guardian prior to the participation in such activities. Students above 18 years of age may also be required to provide signed / authorized documentation from their parent / guardian. Students participating in Institute organised recreational activities are subject to the same obligations regarding appropriate behaviour and conduct whenever the organization or brand is being represented especially off campus.

## F

### Fee Structure

#### Enrolment Fee

Students are required to pay an all-inclusive semester fee to cover the Classes, Assessments and use of all Institute equipment. Student's semester fee entitles them to access of the SLIIT library, sports and recreational equipment and facilities. Students under normal circumstances will not be allowed to pay the Semester Fees in installments. Exceptions to this rule may be made at the discretion of the Manager – Finance based on reasonable grounds as adjudged by him/her.

#### Students defaulting payment

A student, whose Semester / Stage Fees are outstanding will not be entitled to any facilities offered by the Institute and SLIIT. Further, such students are prohibited from entering the Institute and SLIIT premises.

#### Transfer of Fees

Students will not be permitted to transfer the fees paid by her/him to the Institute to the credit of another student under any circumstances.

#### Loyalty Fee

All students at the time of enrolling and paying the Semester / Stage fees must also make payment of the Loyalty Fee for William Angliss Institute, Australia. Payment must be paid in Australian Dollars not in Sri Lanka Rupees.

#### Feedback

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

If students have any comments or suggestions at any time, they may contact the Administration & Student Affairs Department.

#### Financial Assistance

The Institute will not be in a position to give any financial assistance to students. But, if the students require financial assistance in regard to tuition fees and would like further information, please contact the Manager – Finance. At any occasion the Institute is not liable to be as a guarantor or guarantee for such financial obligations availed by students.

#### Fire Safety

Setting off Fire Extinguishers will result in immediate suspension and / or expulsion. Payment towards re-filling of Fire Extinguishers will be met by the student.

#### First Aid

Please provide accurate details of the illness, injury and location of the person who requires treatment

immediately to any staff member / teacher available at the institute.

## Food Outlets

The campus has a small café at the rear and also various food outlets throughout the SLIIT grounds. Please place all rubbish and food items in the bin provided after consumption and always keep in mind to respect the janitorial staff members of the Institute.

## G

### Gambling

Any gambling activity whether for profit or as a pass time is unacceptable and strictly prohibited on campus premises and in the course of such incidents disciplinary action will be taken by the Institute against such students. Borrowing money from other colleagues or money laundering to colleagues are strictly prohibited.

### Graduation

The Graduation ceremony takes place annually for students who complete the relevant program level. The Graduation ceremony offers the perfect opportunity to celebrate your hard work and achievements with fellow graduates, family, friends, and the Institute.

To be eligible to graduate, students must complete all academic requirements of the relevant course namely any placement, work experience requirement and also all outstanding fees should be paid in full.

Upon successful completion of the course initially enrolled in by the students, eligibility for the graduation will be assessed by the Student Administration Team and on careful scrutiny and acceptance, a certificate will be issued to acknowledge the achievements of the students at the graduation ceremony. The certificate could also be collected in person at the Administration & Student Affairs Department by prior appointments. Certificates are only issued upon completion of the course initially enrolled in by students, unless they have formally applied to exit with a lower qualification or a partial completion.

### Grievance

See **Complaints** – Refer page 6

## H

### Harassment / Sexual Harassment

See **Equal Opportunity** – Refer page 7

### Health and Safety

The Institute recognises its duty and responsibility to provide and maintain an environment for its staff and students which is safe and without risk to health. It is the

expectation of the Institute that every person will take reasonable care for their health and safety and for anyone else who may be affected by their actions. Health and safety issues should be informed to any teacher, Senior Academic Head or to the Centre Director.

### Impersonation

A student getting another to act on his / her behalf is considered as violating academic conduct. Both parties involved are considered to have committed an offence and will be charged accordingly. In case where the impersonator is an outsider he/she will be charged outside the Institute Misconduct process. Obtain or attempt to obtain prior knowledge of confidential documentation. Influencing Academic or Non-academic staff members who are involved in examinations / assessments.

### Industry Based Learning

Some Institute courses include industry placement giving students the opportunity to utilise their skills and knowledge in the workplace. International students may not be able to work due to the conditions of their student visa.

### Injury

If a student sustains an injury that impacts on his / her ability to engage with their course they have to contact their Senior Academic Head.

See also **First Aid** – Refer page 8

### International Students

To comply with visa requirements, international students must demonstrate satisfactory academic progress attendance and appropriate behaviour.

### Internet Access

The Institute provides students with Internet access and may make rules for the use of this service regarding time limits, transmission volume limits, excess usage and any other matters which the Institute considers desirable. William Angliss Institute @ SLIIT may alter the rules and at any time without notice. The following rules apply:

- Usage must be of an educational nature only.
- The student must not deliberately or recklessly do anything that damages William Angliss Institute @ SLIIT's reputation or equipment, software and set-up services.
- The student must not use their Internet / email access to annoy, harass or harm other Internet users. Anti-social activities including nuisance e-mail, chain letters and obscene or unwelcome behaviour are not accepted by the institute.
- The student must not use their Internet / email access for any unlawful purpose or

in any unlawful manner, including violation of intellectual property such as to include patents, designs, trademarks, trade secrets, hacking and other deliberate activities such as spreading viruses or malicious intent.

- The student will keep safe and confidential any access number, codes or passwords allotted to them.
- The Institute may delete without any notice any material found on its storage disks which is deemed to be unauthorised, unlawful, obscene, excessive in volume, uncollated for an excessive period and dangerous in an unauthorised place.
- William Angliss Institute @ SLIIT may make and keep any usage records it requires for the purpose of these rules or for the operation of its services.
- The student must not transfer, sell or share their internet rights.

William Angliss Institute @ SLIIT may terminate the student's network access immediately, if the student breaches these rules.

## L

### Lateness

See also **Attendance** – Refer page 5

Students who arrive constantly late and have excessive late coming records for classes or assessments, may not be permitted to attend that particular class and will be noted as an absentee in the attendance records.

For some practical classes students who arrive late may have to repeat the class in their own time by making prior arrangements with the respective teacher and pay a fee to cover the cost of goods for the practical class specially arranged for the student.

### Learning Advisors

All teaching staff are Learning Advisors and can provide free learning and study advice for all students, including the following:

- Writing reports, essays or other assessments
- Understanding assessment requirements and course work
- English language or referral
- Research and referencing
- Time and study management
- Numeracy, finance and budgeting
- Studying for tests

Students should seek assistance as early as possible.

### Leave of Absence

Also referred as **Deferment of Studies**

Students currently enrolled may apply for Leave of Absence on satisfactory completion of their current semester's work. Please contact your Senior Academic Head for more details.



# A-Z of Useful Information

## Term of Leave

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.

Leave of Absence Application Form is available from the Administration & Student Affairs Department. All applications must be submitted to your Senior Academic Head.

The Senior Academic Head must approve any extensions to a Leave of Absence application. It is the responsibility of the student to contact their Senior Academic Head in writing to express their intention to resume studies at least two months before the next semester begins.

International students must consult with their Senior Academic Head, 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 the students must return to their respective home country for the leave period. The maximum period of leave for international students is six months.

## Lost Property

The Institute is not responsible for personal items that have been lost on campus. Any personal property found on campus can be handed in to Lost Property at Reception (Ground Floor) and items will be disposed of at the end of each semester. A Ledger and a Locker will be provided to the reception for safe possession of the lost property.

## M

### Media Promotions

Students who would like to promote any activities relating to their studies such as special events to the public should contact the Centre Director. Any contact with the media should be discussed with the Centre Director and may need to be approved by the Institute's Marketing Department as well as the Centre Director. See also **Branding Guidelines**

### Medical Centre

The SLIIT Medical Centre offers a free, fully confidential service to students and International students. Name and contact of a representative at SLIIT will be provided to the student to check the availability of a physician. Please seek further information from the Administration and Student Affairs Department.

### Mobile Phones

Students must switch off mobile phones at all times when in the classroom unless agreement is sought with the relevant teacher.

## N

### Noticeboards

There is a designated noticeboard on Level 1, if students wish to promote information, services or events that may be suitable or beneficial to other students. Cellotape is strictly prohibited to be used on the noticeboards and walls. Students can place an ad on these boards by using suitable material like bluetac which will not damage the noticeboards after obtaining approval from the Manager – Administration & Student Affairs. Likewise timely removal of expired notices is mandatory by the respective student who places the material on the noticeboard.

Notices posted on walls, elevators, doors or noticeboards without approval are not permitted and will be removed.

## O

### Online Registration & Cancellation

Offshore Online Application should be submitted upon orientation by the students. On completion of a course or exit a course Online Cancellation for Offshore should be submitted for any semester by the student. Certificates will only be processed after the Online Course Cancellation for Offshore is submitted by the student.

## P

### Personal Grooming and Jewellery see also Uniform Requirements – Refer page 14

There are strict codes about personal grooming and the wearing of jewellery and body piercings 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 stud type earrings for pierced ears to avoid stones and small pieces of metal falling into food or beverages.
- 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 piercings. As the class room is a simulated workplace, nose rings, eyebrow rings or other piercings 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. Students may also be requested to wear a hairnet.

- In restaurant classes hair is to be tied back from the face with a black tie or ribbon or placed into a bun.
- Facial hair needs to be neat and trimmed in the classroom environment and beard nets must be worn at all times in the kitchen. Students who require beard nets must purchase their own.
- No student is permitted to wear slippers or shorts unless prior approval is obtained from a Senior Academic Head and Centre Director for certain event preparation activities.
- Wearing clothing that are inappropriately exposing the body such as shorts, miniskirts, short dresses, skinnies are not allowed.
- Intentionally cut or torn / slashed pants are considered inappropriate.
- If a physical disability compels a student to wear otherwise, he / she will be required to obtain approval from the Centre Director.
- Students shall comply with the rules and regulations of the Institute. Being unaware of the student rules and regulations will not in any way exempt any student from the consequences associated with the breach of a rule or regulation.

The above guidelines should be followed strictly while the students are on premises.

### Personal Health

Persons having any of the following conditions must not handle food / beverages and any such infectious diseases should be notified to Manager Administration as soon as possible.

- 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. open wounds, sores etc.)
- Contagious viral illnesses (e.g. chicken pox, glandular fever, measles etc.)
- Acute flu like illness for those recently returning from overseas. If a student is a food handler and have been suffering from any of these illnesses, they may not attend classes until they provide a doctor's certificate indicating that they are fit for classes. Students should seek medical advice from a doctor if they have any concerns regarding their health.

### Personal Information

Personal information of students held by the Institute, such as addresses, telephone numbers, email addresses or academic results, cannot be disclosed under the terms and conditions of the Institute to third parties, including parents, sponsors, family members or friends, without the written consent of the student unless permitted by law. If a student wishes his / her parents or sponsors to receive copies of

their academic transcripts, the student should give the Institute written permission to release results to their 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 Administration & Student Affairs Department.

International students must be aware that, the Institute is required to advise them that their personal information may be made available by the Institute to Government authorities, Department of Immigration and / or 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.

## Personal Responsibility

It is the obligation of the student to monitor their own progress in the academic program, in the context of reasonable access to academic staff for assistance and to the various academic support services. It is the responsibility of the student to accept moving towards intellectual independence.

## Pharmacy

The students can obtain their medicinal needs at the closest pharmacy to the Institute on New Kandy Road.

## 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.

## Prayer Room

Known as a 'Retreat Room'. The retreat room is located on Level 2 and is a place for quiet contemplation or prayer.

## Privacy

See Personal Information - Refer page 10

## Probation

See also Student Progress within a Course - Refer page 13

The Senior Academic Head will notify a student with unsatisfactory progress that they have been placed on probation and are required to attend an interview with the Senior Academic Head and relevant academic staff of the appropriate program area prior to enrolment in the next semester or during an existing semester.

The Senior Academic Head and the Centre Director 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.

A student who does not attend an interview will

not be permitted to re-enroll or continue.

Following the interview and review of evidence, the Senior Academic Head or Centre Director, in negotiation with the student, will decide upon a course of action and may devise a study plan for the following semester.

The progress of the student will be monitored and reviewed.

In the event that the agreed study plan has not been adhered to by the student he or she may be disqualified from further study upon being found non-attentive.

## Property

See Lost Property and Security - Refer page 10 & 12

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

Students will be held responsible for and will be required to pay for any damage caused to apparatus and equipment or to the structure and not limited to fittings of the Institute buildings due to negligence. Any damage caused to property, including emergency service equipment, by a student may be reported to the police for appropriate action. A fee / cost will be charged from the student.

Failure to pay for the damage or what has been illegally tampered with, will result in a withdrawal of enrolment and all grades / certification will be held by the Institute. Suspension and / or expulsion will be decided on a case by case basis.

Please report any visible damages to property to a staff member who will follow-up with Maintenance.

## Punishment

A student who is found to have violated the Code and A to Z Guide is liable to be subjected to any one or more of the following punishments.

- A severe warning.
- A fine and a warning.
- Suspension of studentship for a specified period or suspension of right to access institute's facilities.
- Recovering the cost of replacement (in case of damaging Institutional property) with a heavy surcharge.
- A combination of any of the punishments listed above.
- Expulsion from the Institute.
- If a student is suspected of committing a criminal offence, the act will be immediately reported to the Police for investigation.

## R

## Recognition of Prior Learning (RPL)

See also Credit Transfer - Refer page 7

Recognition of Prior Learning (RPL) involves a formal recognition of the skills and knowledge that you have gained through previous studies, work and life experiences. Candidates for RPL may be awarded full or part qualifications on the basis of RPL assessment. A fee will be charged and determined on the credit units requested.

## Assessment

William Angliss Institute, Melbourne Campus will formally assess student's existing skills and knowledge so that previous studies, work and/or life experiences can count towards all or part of qualification and shorten the period of training. As part of the assessment they may take into account the following:

- Work-related training courses
- On-the-job skills and work experience
- Volunteer and community work
- A combination of all of the above

## Cost

The cost incurred is based on the Standard Student Contact Hourly rate for the Course Tuition Fee. Please visit your Senior Academic Head for further information.

## Refund of Tuition Fees

There are a number of reasons why students may become eligible for a refund of fees. Some of these relate to:

- Unit withdrawal
- Credit transfer
- Recognition of Prior Learning
- Total course withdrawal
- Course deferment

Please visit the Manager - Finance for more information about the terms and conditions.

## Registration

Students are required to register on a semester / stage basis and will be given an adequate period (registration period) to register for a semester. It is mandatory for students to register for a semester during the said registration period.

Students who fail to register during the registration period may be liable to pay a late processing fee and the applicable penalty fees.

Any assessment or coursework submitted by a student who does not possess the valid registration for the module / semester will be deemed invalid and will not be considered in any further evaluations.

Students are required to register for each semester / stage as and when the Institute announces the time period for registration. A student who does not possess the valid registration for the respective semester would not be eligible to attend lectures and attempt assessments. Every student is required to satisfy the following requirements in order for the "Registration" to become accepted.

- The student should satisfy the eligibility for registration by having the necessary entry /

# A-Z of Useful Information

progression requirements for the said programme. These requirements may be amended from time to time at the discretion of the Management.

- Making the due payment for the semester / stage.

## Refund Policy

### Refund Policy – Enrolment Fees

Applicants who have applied for a refund within two weeks of the commencement of the course. A refund of 100% of the payment shall be made, but the initial registration fee is non-refundable.

Applicants who have followed the course for less than one month – A refund of 50% of the payment shall be made.

No refund will be made after one month.

## S

## Security

The campus building and SLIIT surroundings are under constant security surveillance. Any suspicious activity needs to be reported to the Manager Administration immediately when on campus, 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 the Administration & Student Affairs Department.

The Institute is not responsible for personal property.

## Security Cameras

Students should be aware that whilst on Institute premises, video surveillance cameras are in use.

Any suspicious activity needs to be reported to the Manager Administration immediately.

## Sexual Relationships

It is recognized that sometimes students may form consensual legal sexual relationships. If students are found to have engaged in any form of sexual engagement, sexual harassment or sexual discrimination on campus, the students involved will be subject to disciplinary action which may lead to suspension or expulsion from the Institute. Any sexual engagement that is illegal will be referred to the relevant law enforcement.

## Sexual and Gender Based Violence (SGBV) – Commitment

The Institute is committed to the promotion of Gender Equity / Equality (GEE) where all students, academic, administrative and support staff, enjoy equal opportunities, human rights and free from all forms of discrimination and harassment. As such members of the Institute have the responsibility of ensuring that it is free from gender inequity and Sexual and Gender Based Violence (SGBV).

## Skills Recognition

See **Recognition of Prior Learning (RPL)** and **Credit Transfers** – Refer page 11 and 7

## Smoking on Campus

Students throughout SLIIT including William Angliss Institute @ SLIIT must adhere to the Non Smoking policy. No smoking in buildings and the entire SLIIT campus property. Students who break this policy will face disciplinary action.

Students who smoke off campus must not smoke in any William Angliss Institute @ SLIIT uniform.

## Social Media

See **Branding Guidelines** – Refer page 5

## Special Consideration

If a student has personal difficulties which are impacting on their ability to comply with course or assessment requirements, they should complete and submit a Special Consideration Application (Student Request Form) for special consideration and extensions of assessment due dates.

We recommend that students get assistance with special consideration from the Senior Academic Head. Special circumstances must be proven by a certificate from a doctor or appropriate professional and granted at the Senior Academic Head's discretion. If a class assessment is missing, alternative forms of assessment may have to be undertaken.

## Sports and Recreation

There are a number of sporting activities and teams conducted by SLIIT. All William Angliss Institute @ SLIIT students can join / participate in any team or event.

See also **Student Activities** – Refer page 12

## Staff

To ensure a high standard of delivery and a positive learning environment, William Angliss Institute @ SLIIT staff are committed to:

- Ensuring treatment of all students is fair and equitable
- Maintaining an awareness of equal opportunity and discrimination issues
- Maximising learning opportunities for students adopting a professional approach at all times and in all aspects of course delivery
- Complying with all OH&S requirements.

Where students have concerns about their learning environment, visit your Senior Academic Head or Centre Director.

## Staff Consultation

Academic staff members will make themselves available for consultation with students during designated times outside normal class hours. Students will be notified of staff availability from the individual teacher. Contact details for staff

members will be supplied to students at the beginning of each subject at the discretion of the individual teacher.

Students who require urgent or immediate academic support should contact a teacher or Senior Academic Head. For non-academic matters, students should contact the Administration & Student Affairs Department.

## Student Activities

Student activities, organised events and social gatherings from time to time at the Institute are for students to enrich their experience. Students are encouraged to participate as part of life on campus and the events are a fantastic way to meet new friends across the Institute.

Stay connected with the latest activities and events via Facebook or the noticeboard.

## Student Activity hours within SLIIT premises

Students shall not remain within the SLIIT premises after 10.00 p.m. on week days. The Institute may change the student activity hours as and when required. Week-end students whose lectures are conducted may go up to 8.00 p.m. Any student/s who wishes to remain within the SLIIT premises to take part in any officially approved activity beyond permitted student activity hours shall obtain permission for his / her / their stay within the SLIIT premises after 10.00 p.m. from the Management.

## Student Code of Conduct – A to Z Guide

See also **Equal Opportunity** – Refer page 7

It is expected that during a student's time at the Institute, students will adhere to their responsibilities as set out in the Student Code of Conduct – A to Z Guide. Students who are found to have not met the Standards of Behaviour outlined in the Student Code of Conduct – A to Z Guide will face disciplinary procedures.

For serious breaches this may involve permanent expulsion from the Institute and, in cases of suspected criminal activity, will involve referral of the matter to the relevant law enforcement authority.

**Note:** illegal activities on campus, including dealing in drugs or carrying weapons, are strictly prohibited and will be referred to the 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 manager 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 Centre Director must be notified immediately if the student is to be suspended.

## Student Discipline

The Institute shall be responsible for regulating the discipline of all students of the Institute. These rules shall apply to all the students in



William Angliss Institute @ SLIIT.

The following shall constitute as misconduct.

- Acts of dishonesty including fraud, deceit, deception in relation to the Institute or in relation to being a student of the Institute (including but not limited to falsifying or misusing Institute records or documents; including identify cards, transcripts and certificates of any kind).
- Accessing confidential information from databases of the Institution and or obtaining confidential information or data of the Institution, which are not accessible to the students such as Question Papers, Model Answers of mid-semester or end of semester examinations to be held Marks etc., from whatever source.
- Use of confidential information of the Institution for personal gain or to damage the reputation of the Institution or revealing them to outsiders.
- Disruption or improper interference with the academic, administrative, sporting, social or other activities of the Institute, whether on Institute premises or elsewhere.
- Obstruction or improper interference with the functions, duties or activities of any student, member of staff or other employee of the Institute or any authorized visit to the Institute.
- Violent, indecent, disorderly, threatening or offensive behavior or language whilst engaged in any Institute work, study or activity (whether expressed orally, in writing or electronically).
- Action likely to cause injury, impair safety or raise false alarm on Institute premises.
- Use of offensive or improper language or to behave in an offensive or improper way or display unwanted conduct which on the grounds of colour, age, disability, ethnic origin, gender marital status, nationality, race, religion or sexual orientation, has the effect of Violating another person's dignity or Creating an intimidating, hostile, degrading, humiliating or offensive environment for students, employees of the Institute or visitors to the Institute.
- Damage or defacement of Institute property (including property loaned to the Institute) or the property of other members of the Institute Community caused intentionally or recklessly and misappropriation of such property.
- Misuse or unauthorized use of Institutional premises or items of property or safety equipment.
- Improper Conduct within or outside the Institutional premises.
- Harassment (of any kind including ragging) of any student, member of staff or any authorized visitor to the Institute or SLIIT.
- Sexual misconduct of any kind.
- Breach of the provisions of the Institute or SLIIT's rules, regulations and procedures.
- Instigating other students to breach the rules and regulations of the Institute.
- Aiding and abetting other students or outsiders to violate the rules and regulations of the Institute.
- Absconding when summoned for official reasons.
- Involving in assault and or causing physical harm to fellow student / s or a staff member.

- Causing disturbances to the activities of the Institute and or attempting to influence the impartial and independent culture being maintained within the Institute.
- Behaviour which brings the name of the Institute into disrepute.
- Indulging in any unauthorized activity.
- Conduct which constitutes a criminal offence where that conduct:
  - Take place on Institute premises.
  - Affects or concerns other members of the institute or
  - Damages the good name of the Institute or
  - Constitutes misconduct within the terms of these Rules.
- For the avoidance of doubt, the Institute may proceed under these Rules notwithstanding the instigation or outcome of any criminal proceedings. However, the Institute reserves the right to defer any action pending any criminal investigation or prosecution.
- Keeping in one's possession Liquor and or narcotics / unlawful drugs within the Institute and SLIIT premises and or consumption of Liquor or narcotics / unlawful drugs within the Institutional premises and / or being within the Institutional premises under the influence of liquor or narcotics / unlawful Drugs.
- Failure to inform the Institute of being cautioned or arrested for or charges with a criminal offence.
- Organising activities, trips, fund raising, meetings etc. without the approval from the Centre Director.
- Using the name and the Logo (including SLIIT) for whatever activity without the approval of the Centre Director.
- Violating the IT Policy of the Institute and SLIIT.
- Distribution of leaflets, newspapers and / or any other printed material and or audio or video material through any electronic media including but not limited to Email, Facebook, Twitter etc. containing texts or data which have not been approved for distribution among students or staff of the Institute by the Centre Director.
- Any other act or behavior which may be reasonably interpreted as a disciplinary offence or misconduct.

## Student Communication

See also **Email and Noticeboards** - Refer page 7 and 10

William Angliss Institute @ SLIIT communicates to its students in a unique way.

Students should make every effort to familiarise themselves with the various forms of communication that are available to students so that the students are informed about important Institute announcements and will not miss out on all of the exciting news and events.

- Student E-mails
- SMS - Text messages
- Student Services Facebook
- Noticeboards

## Student ID Cards

Student ID Cards will only be issued or validated upon receipt of full payment of outstanding fees.

Replacement of Student ID cards will incur a fee to the student, please contact the Administration & Student Affairs Department for further information. The student ID card is required for entry into the main entrance gate at SLIIT.

Every student shall carry in his / her possession the Student Identity Card (SIC) issued by SLIIT whilst at SLIIT premises and shall produce the SIC when called upon to do so by a member of the Institute Staff or Security Staff of SLIIT.

If a student fails or refuses to produce his/her SIC on such request, he or she may be denied access to the Institute's premises and facilities.

Students must carefully retain the SIC at all times and ensure the details are clearly visible.

If a Student's Identify Card is damaged, lost or misplaced the student should immediately inform the SLIIT Student Services Unit. A replacement will be issued on the payment of a fee where applicable.

## Student Progress within a Course

See also **Probation** - Refer page 11

The prerequisite for entry into the next stage / semester of a course is the successful completion of the preceding stage's / semester's subjects. Students who have not completed all of their subjects may be permitted to commence the next stage / semester at the discretion of the Management and thereafter the approval of their Senior Academic Head

It is the student's responsibility to make an appointment with the Senior Academic Head to discuss progression. This appointment must be made before the commencement of the next study period.

**Unsatisfactory Progress** 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. Attendance will also be considered.

**International Students Progress** The Institute must by law monitor, record and assess the academic progress of all students.

Teaching staff will monitor academic progress and report to the Centre Director on a regular basis. Strategies will be introduced to assist the student if they are identified at risk of not meeting course progress requirements.

If progress is not satisfactory for one semester the student will be on probation and will require an intervention strategy. If progress remains unsatisfactory for two consecutive semesters, the Institute will notify the student in writing of the intention to file a report to the Department of Immigration, the Department of Education and other Government authorities for unsatisfactory course progress.

## Student Resources

Every student should have a copy or access to the following student resources:

Student A-Z Guide (this booklet) Student Code of

# A-Z of Useful Information

## Conduct

Some of the students resources will be released electronically and not in hard copy form.

## Subject Addition / Withdrawal

See **Variation of Enrolment** – Refer page 14

## Surveys

### Student Feedback

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 William Angliss Institute @ SLIIT'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. Personal details are not collected in these surveys and the feedback received from students will be kept confidentially. Participation in surveys is strongly encouraged by the Institute but they are not compulsory.

### Student Outcomes

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 satisfactory outcomes. WAI graduates can expect to be contacted by NCVER with a request to complete a questionnaire focusing on personal and training characteristics, employment outcomes, further study activity, satisfaction with training, whether they achieved their main reason for undertaking the training and how relevant the training was to their current job (if applicable).

## T

### Theft

Theft of campus property and equipment and personal property will lead to disciplinary action and will face prosecution with the relevant law enforcement.

### Time Commitment

As well as attending normal classes, students should spend a minimum ten hours per week on additional work projects and / or study on or off campus. Some subjects might require students to spend additional time in practical activities.

### Timetables / Schedules

Class timetables are sent electronically to all commencing students.

Request for timetable / classroom change could be made by a student provided, that the student has a valid reason as to why he / she requires the change. The student must fill in the 'Student Request Form' obtaining from the Administration & Student Affairs Department. Approval can only be made by a Senior Academic Head and / or the Centre Director to this effect.

## Transfer from one study programme to another

An application should be submitted to the Administration and Student Affairs Department.

Upon approval students may have to complete additional modules as per the requirements of the newly transferred programme / specialization by paying the applicable fee.

The fee difference between the current programme and the transferred programme has to be paid by the student upon approval of the transfer.

## U

### Uniform Requirements

See also **Personal Grooming & Jewellery** – Refer page 10

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 not be able to participate in the class. This will affect attendance
- Black shoes which are made out of leather or any other material but which will always have a leather effect 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 (that are covering feet completely) are recommended to prevent slips or any hot items penetrating the sole or upper surface of the footwear.
- For all practical sessions irrespective of whether it is Housekeeping, Food and Beverage or Cookery, students are required to wear the appropriate uniform as directed by your teacher. Footwear must include black stockings or socks and black closed-in shoes. (Once again directed by the teacher).
- Where dress required for class is not of a professional standard (dirty or unpressed), students will be excluded from participation.
- Practical session uniforms (mainly cookery uniforms) are not to be worn while travelling to and from the Institute or when students leave the Institute during breaks.

## V

### Variation of Enrolment

Students who need to vary your enrolment after paying fees you need to obtain one of the following forms from the Administration & Student Affairs Department:

- Variation of Enrolment Form
- Cancellation / refund Form

The forms need to be completed and then signed / approved by their Senior Academic Head. Students who do not notify the Administration & Student

Affairs Department of withdrawals, may be given an 'N' (not yet assessed as competent) result for that subject. If they do not process their variation before the census date, even if they do not attend they will be charged for the unit.

### Visitors into the Campus Premises

Students are not permitted to bring outsiders into the campus premises. In case of necessity permission should be duly obtained from the Manager Administration and Student Affairs.

### Volunteering

Volunteer work is unpaid work that can act as a bridge between study and work, giving students on-the-job experience, the opportunity to apply skills learned, develop new networks, and even get more referees. It can also be a fun filled, social experience that can expand personal development skills.

While volunteer opportunities are not paid, formal processes and conduct are still expected and required to ensure both the volunteer and the volunteer provider are protected. Therefore, it is important that students understand all rights and responsibilities and expectations of the role. Basic rights of volunteers:

- Right to be safe and secure
- Right to regular breaks
- Right to decline activities which are unsafe or outside of parameters of the volunteer position
- To seek advice if students want/need help about their rights
- Withdraw at any time without prejudice if students feel uncomfortable or endangered.
- Where to go if students need advice/need to talk to someone, a volunteer could speak to the following:

Teacher/Trainer

Industry Specialist

Senior Academic Head or Centre Director

## W

### Withdrawal from Studies

A student is entitled to withdraw from a course at any given time subject to the following conditions;

- A withdrawal application should be submitted to the Manager – Administration and Student Affairs along with the SLIIT Identity Card.

If the withdrawal request is submitted during the course of a semester, the Institute semester fee refund policy will apply.

### Working Conditions

If students are unsure about their employment rights, working conditions and responsibilities and would like to find out more but are unsure of whom to ask for guidance, then please contact our Industry Specialist. Please note William Angliss Institute @ SLIIT is under no legal obligation to provide information on rates of pay and working conditions.



For over 77 years William Angliss Institute has been a learning community devoted to students with a passion for food, hospitality, tourism and events. Our staff and industry partners work with our students to inspire them and nurture their careers with expert training, education and mentoring.

Sri Lanka Website  
[www.cahm.lk](http://www.cahm.lk)



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