GLENCOE Education



STUDENT HANDBOOK

WELCOME TO GLENCOE INSTITUTE OF HIGHER EDUCATION

TEQSA Provider ID: TBA | CRICOS Provider Code: TBA

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Acknowledgement of Country

Glencoe Institute of Higher Education respectfully acknowledges the Traditional Custodians of the land on which our campus stands in Perth, Western Australia, the Whadjuk Noongar people. We recognise and honour their enduring cultural, spiritual and historical connection to land, waters and community.

We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples. We acknowledge the deep knowledge systems, resilience and stewardship of First Nations peoples, whose custodianship has sustained these lands for millennia.

As an academic community, we affirm our commitment to respect, inclusion and reconciliation, and to valuing the cultures, knowledge and contributions of Australia's First Peoples.



Welcome Message

Welcome to **Glencoe Institute of Higher Education** (the "Institute"). We are pleased to welcome you to our academic community and to support you throughout your studies.

At Glencoe Institute of Higher Education, you will undertake the B*achelor of Business Administration*, our flagship course, offered with four majors: *Accounting, Information Systems, Hospitality Management, and Marketing*. Each subject is designed to build your knowledge, practical skills, and professional confidence, preparing you for meaningful career pathways in a competitive global environment.

We are committed to delivering high-quality, industry-informed education within a respectful and inclusive learning environment. Strong governance and quality assurance processes ensure that our course and subjects meet national standards and uphold the integrity of Australian higher education.

Your success and wellbeing are central to our mission. We encourage you to engage actively in your studies, make full use of the support services available, and take pride in being part of the Institute's community.

On behalf of the Governing Council, I wish you every success in your academic journey.

Warm regards,

Associate Professor Brendan Boyle
Chair, Governing Council

About Glencoe Institute of Higher Education

Regulatory Standing & Academic Governance

Glencoe Institute of Higher Education is currently progressing through the formal application process for initial registration and course accreditation with *Tertiary Education Quality and Standards Agency (TEQSA)*. The Institute is committed to delivering high-quality education under a structured framework of academic integrity, accountability, and continuous improvement, aligned with the *Higher Education Standards Framework (Threshold Standards) 2021*.

The Institute operates in alignment with Australia's national regulatory environment, including:

- Higher Education Standards Framework (Threshold Standards) 2021;
- Tertiary Education Quality and Standards Agency Act 2011;
- Education Services for Overseas Students Act 2000 (where applicable);
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (where applicable).

Through structured academic governance and quality assurance processes, the Institute ensures that its courses, subjects, and student services consistently meet Australian higher education standards.

International Student **Compliance (ESOS Framework)**

Glencoe Institute of Higher Education complies with the *Education Services for Overseas Students Act 2000 (ESOS Act)* and the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*, where applicable to enrolled international students.

These requirements ensure:

- Transparent recruitment, admissions and written agreements;
- Tuition protection arrangements (where applicable);
- Monitoring and reporting of enrolment and course progress through PRISMS, as required by law;
- Access to appropriate academic, well-being, and support services;
- Fair internal and external grievances and appeals processes;
- Protection of personal information in accordance with privacy legislation.

International students are responsible for:

- Maintaining satisfactory course progress and enrolment;
- Updating contact details within required timeframes;
- Complying with visa conditions set by the *Department of Home Affairs.*

Changes to enrolment status (including deferment, suspension or cancellation) are managed in accordance with the Institute's policy and, where applicable, *ESOS* and *National Code* requirements.

GLENCOE Education

Vision & Mission

Our Vision

To be a distinguished higher education provider fostering excellence in learning and teaching, and industry-informed engagement, empowering graduates with the knowledge, skills, and ethical awareness to contribute meaningfully to society.

Our Mission

To provide inclusive, innovative, and student-centred higher education that upholds academic excellence, integrity, and industry engagement, delivering transformative learning experiences that build critical thinking, professional capability, and lifelong learning.

The mission will be realised through the Institute's commitment to:

- Fostering innovation and continuous improvement in teaching and learning;
- Integrating emerging technologies to enhance learning outcomes;
- Collaborating with industry and community partners for relevance and impact;
- Supporting scholarship, reflective practice, and professional growth; and
- Promoting ongoing professional development to strengthen academic and operational excellence.

GLENCOE Education

Core Values

Our Values

The Institute values underpin all academic and operational practices and are embedded across its teaching, learning, governance, and workforce initiatives:

EXCELLENCE
Striving for high standards in education, scholarship, and professional practice.

INTEGRITY
Upholding ethical conduct, transparency, and accountability in all institutional activities.

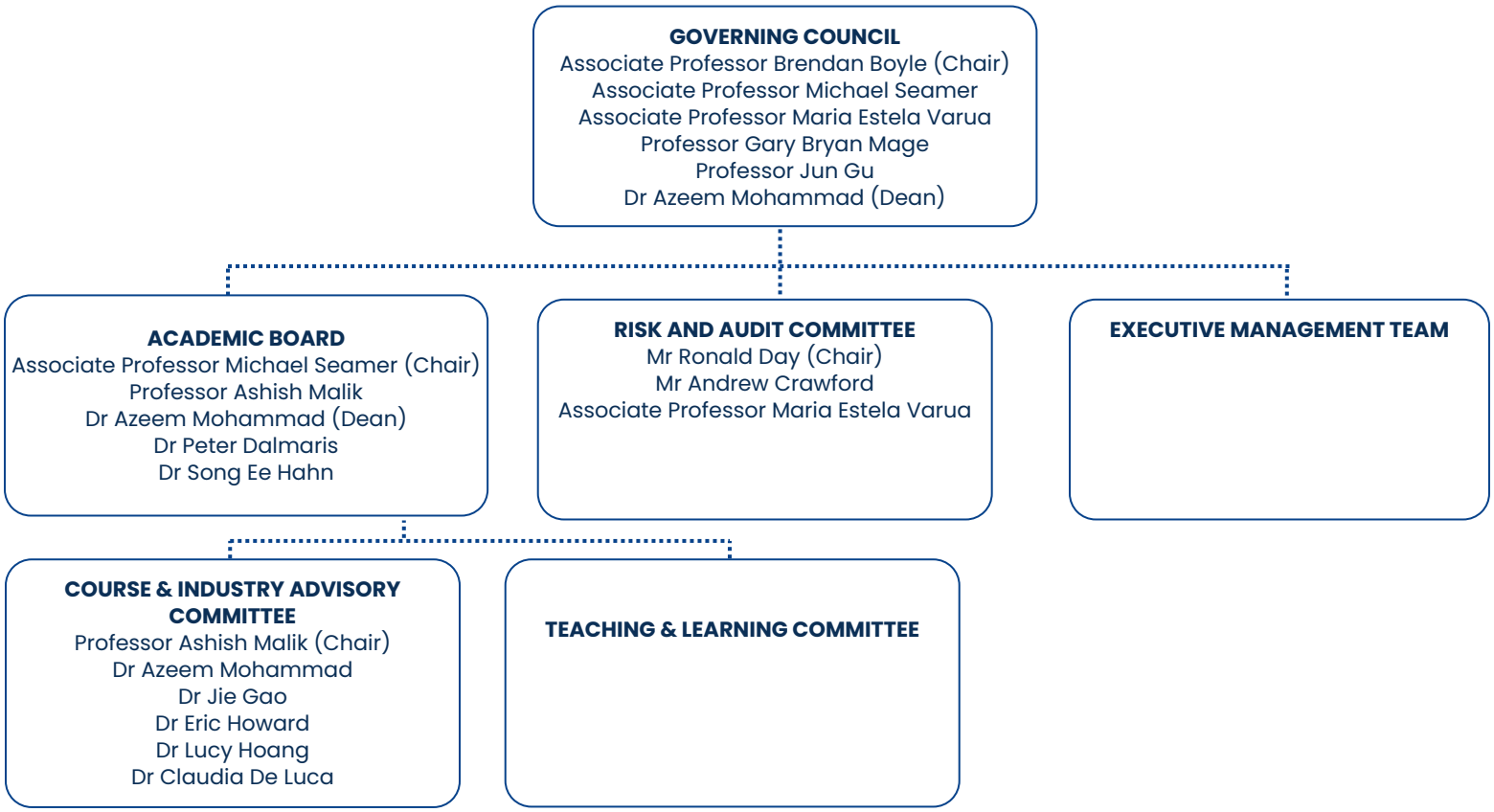
INCLUSIVITY
Fostering respect, diversity, and equity for all students and staff.

INNOVATION
Embracing creativity, technology, and continuous improvement to enhance educational outcomes.

COLLABORATION
Strengthening partnerships across academia, industry, and community sectors.

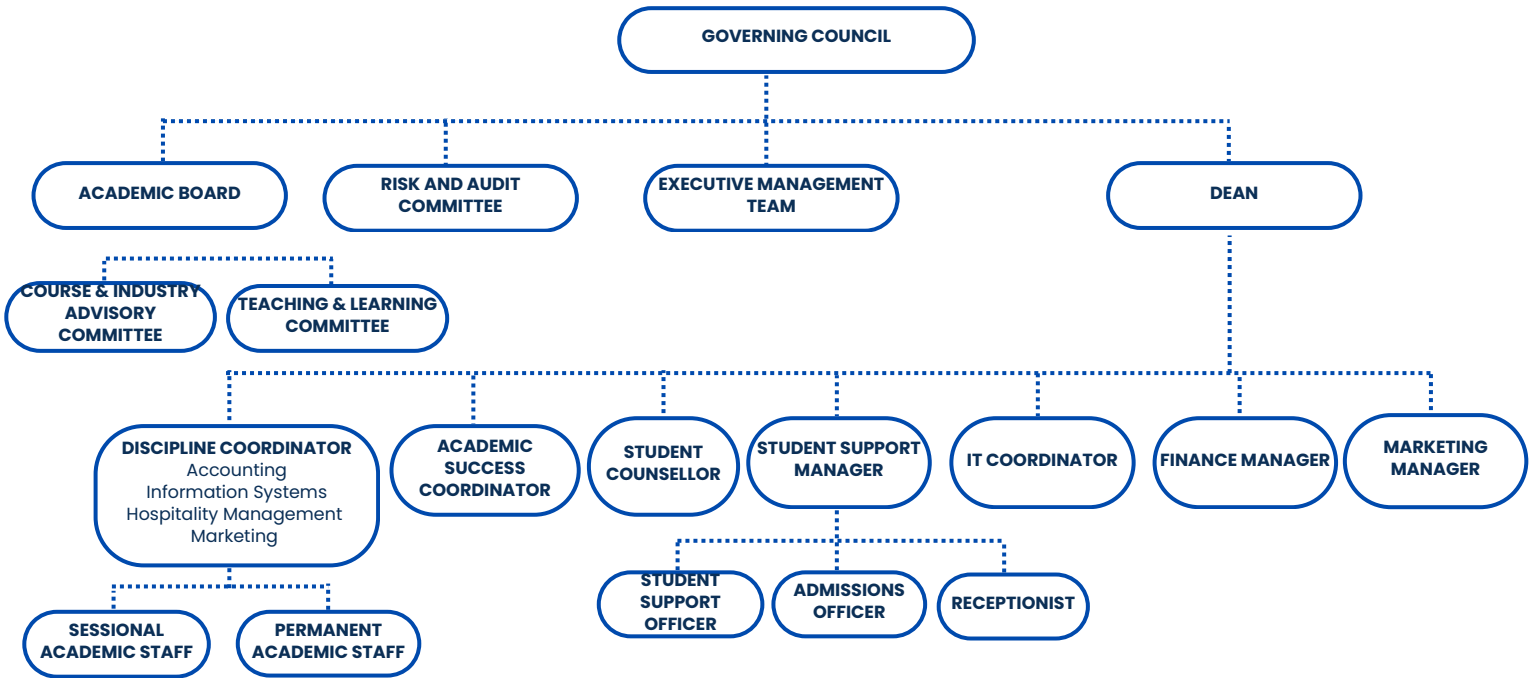
SUSTAINABILITY
Promoting environmental, social, and financial responsibility to ensure long-term institutional success.

Governance Structure



GLENCOE Education

Organisational Chart



Key
Student Contacts

The following staff are responsible for providing student support and administrative assistance at the Institute:

Position	Contact Details
Dean	TBA
Student Support Manager	TBA
Student Support Officer	TBA
Admissions Officer	TBA
Student Counsellor	TBA
Academic Success Coordinator	TBA
Finance Manager	TBA
IT Coordinator	TBA
Reception	+ 61 8 9225 6685

At Glencoe Institute of Higher Education, we are committed to supporting our overseas students throughout their studies. If you require assistance or advice at any stage of your academic journey, you are encouraged to contact the Student Support Manager via email at info@glencoeinstitute.com.au or by telephone at +61 8 9225 6685.

Our Student Support team is here to provide guidance and ensure you are well supported both academically and personally during your time at the Institute.

Campus
Location & Access

Glencoe Institute of Higher Education's campus is located at:

Level 2, 100–104 Murray Street, Perth WA 6000, Western Australia

Our campus is situated in the heart of Perth's central business district (CBD), providing students with convenient access to transport, services, and professional environments.

Accessibility & Transport

The campus is easily accessible by public transport, including:

- Perth Station and Perth Underground Station (approximately 5–10 minutes' walk);
- Multiple bus routes along Murray Street and Wellington Street, including free CAT bus services;
- Perth Busport servicing metropolitan and regional areas;
- Elizabeth Quay Ferry Terminal (approximately 10–15 minutes' walk).

Nearby Facilities

Students benefit from close proximity to:

- Murray Street Mall and Hay Street Mall;
- Cafés, supermarkets, and essential services;
- Banking and commercial facilities.

The central location supports your academic experience by ensuring easy access to transport, amenities, and professional networks throughout your studies.

GLENCOE Education

Campus
Operating Hours

The Institute's facilities are available to support student learning, study, and access to services.

Standard Operating Hours

Campus Operating Hours

Monday to Friday: 8:30 - 17:30

Library (Physical Access) Hours

Monday to Friday: 8:30 - 17:30

Digital library and ICT resources are accessible online via authorised institutional systems.



Campus
Facilities

The Institute provides facilities and learning resources designed to support your academic success, wellbeing, and professional development. All facilities operate in accordance with the *Library Services and ICT Usage Policy and Procedure,* the *Student Support Services Policy and Procedure,* and related institutional policies.

The campus provides:

- Modern classrooms, seminar rooms, and laboratories equipped with audio-visual and IT-enabled learning technologies;
- Dedicated student consultation and support spaces, including the Student Support Office and other academic advising areas;
- Administrative offices to support academic and operational services;
- Library facilities with physical and digital resources, including group and individual study spaces;
- Computer labs and ICT-enabled learning environments with high-speed internet and discipline-specific software;
- Designated student common and recreational areas that support student engagement and wellbeing.

Students are expected to maintain a respectful and professional learning environment by:

- Keeping classrooms and shared spaces clean and orderly;
- Removing personal belongings and litter after each session;
- Returning furniture to its original position after use;
- Using equipment responsibly and only as authorised.

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Computer & ICT Access

The Institute provides access to computers, Wi-Fi, and digital learning platforms to support teaching, research, and academic collaboration.

Students must:

- Use ICT resources for academic and authorised educational purposes;
- Comply with Australian law and institutional policies;
- Respect the privacy and security of other users;
- Protect login credentials and system access information.

The following are strictly prohibited:

- Downloading or distributing unlawful, offensive, or inappropriate material;
- Engaging in activities that compromise network security;
- Misusing Institute systems for personal commercial purposes.

ICT usage may be monitored in accordance with institutional policy and relevant legislation to ensure security, integrity, and compliance.

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Library Services

The Institute provides access to curated academic resources to support the Bachelor of Business Administration course and its subjects.

Library services include:

- Essential prescribed and recommended textbooks;
- Reference materials aligned to subjects;
- Access to scholarly digital databases and academic journals;
- Online research tools and learning resources; and
- ProQuest database.

Borrowing arrangements, loan periods, renewals, and responsibilities for lost or damaged materials are managed in accordance with the *Library Services and ICT Usage Policy and Procedure*.

Students are responsible for:

- Returning borrowed materials within approved timeframes;
- Maintaining borrowed items in good condition;
- Ensuring all library obligations are finalised prior to course completion.

GLENCOE Education

Student
Common Areas

The Institute provides designated student areas to support study, collaboration, and informal interaction.

Students are encouraged to:

- Use shared spaces respectfully;
- Maintain cleanliness and order;
- Consider the comfort and wellbeing of others.



Commitment to a Respectful Learning Environment

All campus facilities are provided to enhance your learning experience. By using the Institute's facilities and ICT resources, you agree to comply with institutional policies and uphold the standards of professionalism, respect, and academic integrity expected within the Institute community.

Our Course

GLENCOE Education

Course **Overview**

Glencoe Institute of Higher Education offers the *Bachelor of Business Administration (BBA)*, designed to develop capable, ethical, and industry-ready graduates prepared for contemporary business environments.

The course provides a strong foundation in core business disciplines, strategic decision-making, communication, and professional practice, supported by applied learning across all subjects.



Course Details:

- AQF Level: 7
- Duration: 3 years (Full-Time equivalent)
- Total Credit Points: 240
- Structure: 24 subjects (10 credit points per subject)
- Mode of Delivery: Face-to-face, on campus (Perth)
- Work-Integrated Learning: Embedded industry-informed learning within subjects

Throughout the course, students develop analytical capability, ethical awareness, professional communication skills, and applied business knowledge aligned with Australian higher education standards.

GLENCOE Education

BBA
Majors

Students complete core business subjects and select one of four majors to deepen expertise in a specialised area.

Accounting

Develops knowledge in financial accounting, management accounting, auditing, taxation, accounting information systems, and corporate reporting.

Designed to support pathways aligned with professional accounting standards.





Information Systems

Focuses on database management, systems analysis and design, programming fundamentals, information security, IT governance, and emerging technologies.

Prepares students to operate at the intersection of business strategy and technology innovation.

Hospitality Management

Covers hospitality operations, service management, customer experience, sustainability, marketing in hospitality, and contemporary industry challenges including digital transformation.

Develops leadership and operational capability in global hospitality environments.





Marketing

Explores consumer behaviour, marketing strategy, branding, digital marketing, analytics, and ethical marketing practice.

Equips students to design data-informed, customer-focused strategies in competitive markets.

Each major builds progressively across Year 1 to Year 3, culminating in advanced subjects and the *Business Capstone* subject, integrating knowledge, skills, and professional practice.

GLENCOE Education

Course
Learning Outcomes

On completion of this course, the graduate will be able to:

1. Critically analyse and evaluate various business scenarios and challenges, and apply relevant theories, models, and frameworks to make informed decisions;
2. Synthesise data, evidence and information from a range of sources to develop comprehensive and well-reasoned business strategies and solutions to address complex business problems;
3. Apply the principles of ethical conduct and sustainability in business decisions and operations;
4. Exhibit creative and innovative thinking while formulating and implementing solutions;
5. Develop well-informed and robust business policies and frameworks that take into consideration a range of risk profiles and business models;
6. Demonstrate effective written and verbal communication and collaboration skills to effectively convey complex business concepts, proposals, and recommendations to diverse stakeholders;
7. Evaluate and apply artificial intelligence (AI) and other disruptive innovations to promote progress, tackle business challenges, and exemplify ethical leadership in dynamic and rapidly changing environments.

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Graduate **Attributes**

The graduates of the *Bachelor of Business Administration* course will be able to:

1. Think critically and problem-solve to analyse complex challenges and develop effective solutions;
2. Communicate knowledge proficiently, both in written and verbal forms, to convey concepts, proposals, and recommendations to diverse audiences;
3. Exhibit a strong sense of ethical and social responsibility, making sound decisions that consider the impact on stakeholders, society, and the environment;
4. Work effectively as part of a team, fostering positive relationships with colleagues, clients, and stakeholders;
5. Demonstrate tactical decision-making skills by applying specialised knowledge to address specific challenges within their area of focus;
6. Embrace adaptability and commitment to lifelong learning and knowledge acquisition, to succeed in dynamic environments, and strengthen strategic decision-making skills;
7. Demonstrate proficiency in leveraging AI and disruptive innovations to enhance decision-making, drive innovation, and foster sustainable growth.



Professional Accreditation Alignment

Glencoe Institute of Higher Education's *Bachelor of Business Administration* (AQF Level 7) is designed to align with relevant Australian professional standards to support graduate employability and career progression pathways.

Accounting Major

The *Accounting major* is structured to align with competency areas identified by CPA Australia and Chartered Accountants Australia and New Zealand (CA ANZ), supporting students in developing knowledge and skills in:

- Financial and management accounting;
- Financial reporting and analysis;
- Auditing and assurance;
- Taxation and corporate law;
- Business finance and accounting information systems.

This alignment supports graduates who wish to pursue further professional development and potential membership pathways, subject to meeting the relevant professional body requirements.

Information Systems Major

The *Information Systems major* is designed in consideration of standards referenced by the Australian Computer Society (ACS), supporting capability development in:

- Systems analysis and design
- Database management and enterprise systems
- Information security and governance
- Cloud computing and emerging technologies
- IT project management and digital transformation

This supports graduates seeking professional recognition in ICT-related career pathways, subject to ACS assessment requirements.

Graduate Employability Focus

Alignment with professional standards enhances:

- Industry relevance of subjects;
- Career readiness and applied business capability;
- Professional recognition and progression opportunities;
- Pathways to postgraduate study and certification.

Work-Integrated Learning

Glencoe Institute of Higher Education embeds industry engagement progressively across the *Bachelor of Business Administration* in accordance with the Institute's *Work-Integrated Learning Strategy*.

WIL Includes:

- Applied case-based learning using real-world business scenarios;
- Industry-informed assessments reflecting contemporary professional standards;
- *Business Capstone* integration (BCAP306) consolidating learning across majors;
- Career readiness development, including professional communication and employability skills;
- Industry engagement activities, such as panels and networking opportunities (where feasible).

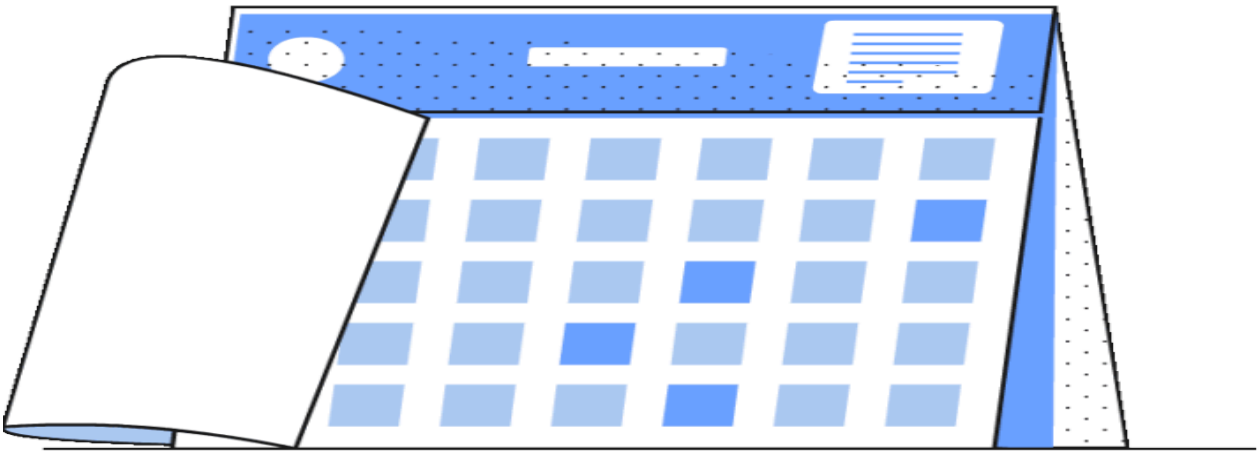


This approach strengthens the connection between academic study and professional practice, supporting graduate employability and career readiness.

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Academic Calendar

2026/2027



Intake Dates: TBA

Important Dates: TBA

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Teaching & Learning Framework

Learning
Design & Delivery

The Institute delivers the *Bachelor of Business Administration* through a structured, academically rigorous and industry-informed learning model aligned with AQF Level 7 requirements.

Learning Design

- Subjects are constructively aligned with Course Learning Outcomes and Graduate Attributes.
- Learning activities integrate theory, applied case analysis, and problem-solving.
- Assessments are designed to develop analytical, ethical and strategic decision-making capability.
- Emerging technologies, including AI, are incorporated within academic integrity frameworks.

Delivery Structure

- Face-to-face, on-campus delivery (Perth).
- Full-time and part-time enrolment options.
- 6 semesters over 3 years (full-time equivalent).
- 240 credit points (24 subjects × 10 credit points each).



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Student Workload & Quality Assurance

Student Workload Expectations

Each 10-credit-point subject includes:

- 4 hours per week timetabled contact (lecture + tutorial);
- 8 hours per week independent study;
- Total: 12 hours per week per subject.

Full-time enrolment:

- 4 subjects per semester (approximately 48 hours per week total study commitment).



Continuous Quality Assurance

- Annual subject and course review processes.
- Student feedback mechanisms.
- Oversight by Academic Board and relevant governance Committees.
- Industry benchmarking and advisory input.

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Student Support & Success

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Principles Guiding **Student Support & Services**

The Institute's student support services are delivered in accordance with the *Student Support Services Policy and Procedure* and aligned with the *HESF 2021).*

All services are designed to promote student success, wellbeing, progression and completion within a structured governance framework.

Our Guiding Principles

Inclusive and Accessible

- Support services are available to all enrolled students.
- Equitable access to academic, well-being, and progression support.
- Clear communication of available services and referral pathways.

Culturally Responsive and Student-Centred

- Recognition of diverse cultural, linguistic and educational backgrounds.
- Respectful engagement that values inclusion and diversity.
- Responsive support tailored to individual learning and wellbeing needs.

Confidential and Ethically Managed

- Student information handled in accordance with institutional policies, including Records *Management Policy and Procedure* and relevant privacy legislation.
- Ethical conduct and professional boundaries maintained in all support interactions.
- Clear grievance and appeal processes.

Monitored and Continuously Improved

- Regular review through institutional governance processes
- Student feedback mechanisms inform service enhancement
- Reporting to relevant academic committees to ensure accountability.

Aligned with National Standards

- Consistent with HESF 2021 requirements.
- Integrated within the Institute's broader academic governance and quality assurance framework.

Academic & Wellbeing

Support Services

The Institute provides structured academic, language, and wellbeing support to promote student success, progression, and overall wellbeing throughout the *Bachelor of Business Administration*.

Academic and Language Support

- Orientation programs supporting transition into higher education.
- Academic skills workshops (research, referencing, writing, exam preparation).
- English language development support (academic writing, communication skills).
- Academic progression monitoring and early intervention.
- Access to learning resources and academic consultation.

Wellbeing and Student Care

- Clear referral pathways for counselling and external wellbeing services.
- Support for students experiencing academic or personal challenges.
- Guidance on maintaining study–life balance.
- Assistance aligned with student grievance and support procedures.

Career Development
& Professional Pathways

Glencoe Institute of Higher Education supports students in developing professional capability and career readiness in alignment with the *Bachelor of Business Administration* course design and the approved *Work-Integrated Learning Strategy*.

Career development initiatives are structured to enhance employability, informed decision-making, and progression opportunities.

Career Readiness Activities

- Workshops on CV preparation, interview skills and professional communication.
- Career planning guidance aligned with industry expectations.
- Development of workplace-ready skills embedded within subject learning activities.

Industry Engagement

- Industry panels and engagement activities (where feasible).
- Exposure to contemporary business practices and professional standards.
- Networking opportunities supporting professional awareness.

Further Study and Professional Pathways

- Guidance on postgraduate study options (AQF Level 8 and Level 9 pathways).
- Information regarding professional progression considerations (e.g., CPA Australia, CA ANZ, ACS), subject to external body requirements.
- Academic advice supporting informed career and study decisions.

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International Students & Regulatory Compliance

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International Student
Compliance & Protections

The Institute complies with the *Education Services for Overseas Students (ESOS)* legislative framework and the *National Code of Practice 2018*, where applicable to enrolled international students.

These requirements support:

- Transparent recruitment and admissions processes.
- Tuition protection arrangements (where applicable).
- Visa-related reporting obligations.
- Provision of appropriate academic and wellbeing support.
- Protection of student information and rights.



Policies & Procedures

GLENCOE Education

Assessment
& Academic Requirements

Assessment requirements are outlined in each subject outline and communicated via the Learning Management System (LMS).

- Assessment tasks, due dates, and submission requirements are specified in subject information.
- Late submissions may attract penalties in accordance with the *Assessment Policy and Procedure*.
- Extensions may be granted under approved extenuating circumstances with supporting documentation.
- Final grades are awarded in accordance with approved marking and grading criteria.



Students are responsible for understanding assessment requirements and submission deadlines.

GLENCOE Education

Academic Integrity

The Institute is committed to maintaining academic integrity, ethical scholarship, and fair academic processes.

Students are expected to submit original work and comply with the *Academic Integrity Policy and Procedure*.

Academic misconduct may include:

- Plagiarism;
- Collusion;
- Cheating or unauthorised assistance;
- Misuse of artificial intelligence tools.

Allegations of academic misconduct are assessed in accordance with defined misconduct levels and recorded in the *Academic Misconduct Register*. Outcomes are communicated in writing, and students retain the right to appeal in accordance with the *Student Grievance Management Policy and Procedure*.

All matters are managed in a manner that ensures procedural fairness, transparency, and consistency.



Academic Integrity Module (AIM)

The **Academic Integrity Module (AIM)** is a mandatory, non-award training designed to equip all students at Glencoe Institute of Higher Education with essential skills to uphold the highest standards of academic integrity.

Key features:

- **Mandatory for All Students**: Completion of the AIM is required at the start of studies, ensuring commitment to academic honesty.
- **Personalised Flexibility:** Flexible timelines, especially for international students, to ensure equitable engagement.
- **Mastery-Based Completion:** Students must achieve 100% in the AIM assessment, with unlimited retakes allowed.
- **Consequences for Non-Completion:** Failure to complete the AIM results in inability to re-enrol, view results, or graduate.
- **Continuous Support:** Ongoing academic integrity resources available throughout the year.

Alignment with the Institute's *Academic Integrity Policy and Procedure*:

- Supports honesty, fairness, trust, and respect in all academic activities.
- Ensures original work and proper source acknowledgment.
- Helps students avoid misconduct such as plagiarism, collusion, and contract cheating.

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Student

Grievances and Appeals

The Institute encourages students to raise academic or administrative concerns in a timely and respectful manner.

- Informal resolution is encouraged where appropriate;
- Formal grievances and appeals are managed under the *Student Grievance Management Policy and Procedure*;
- Processes are fair, transparent and confidential.

Formal grievances are acknowledged within **five (5) working days** and, where possible, resolved within twenty (20) working days in accordance with the *Student Grievance Management Policy and Procedure.*

If a student is dissatisfied with the outcome of an internal grievance or appeal, they may seek an external review.

- International students may contact the National Student Ombudsman under the *ESOS Act 2000*.
- Domestic students may access an appropriate external dispute resolution body as outlined in the *Student Grievance Management Policy and Procedure*.

Seeking an external review does not limit a student's right to pursue other legal remedies.

Academic
Progression & Graduation

Students must meet the academic requirements of the *Bachelor of Business Administration (BBA)* to progress and graduate.

- Minimum academic standards apply in accordance with the *Academic Progression and Graduation Policy and Procedure.*
- Student progress is monitored each study period.
- Early intervention processes apply where academic risk is identified.
- The *BBA course* must be completed within the approved maximum course duration as specified in the Institute's *Bachelor of Business Administration Course Outline*. Extensions are granted only in approved circumstances in accordance with institutional policy and, where applicable, *ESOS* and *National Code* requirements.
- Graduation is awarded upon successful completion of all course requirements.
- International students must also comply with *ESOS* and *National Code* requirements (where applicable), including satisfactory course progress.



Advanced Standing (Credit Recognition)

The Institute recognises prior formal study in accordance with the *Advanced Standing Policy and Procedure*.

- Applications must be submitted prior to or at the commencement of study.
- Documentary evidence is required.
- Approved credit reduces duplication of previously completed equivalent learning.



Deferment,
Suspension & Cancellation

Students may apply to defer, suspend or cancel their enrolment in accordance with institutional policies.

Requests for deferment, suspension or cancellation must be submitted in writing with supporting evidence prior to the relevant census date. Decisions are made in accordance with the Institute's *Deferment, Suspension and Cancellation Policy and Procedure* and, where applicable, *ESOS* and *National Code* requirements.

Approved changes to enrolment status may affect course progression, tuition fees and, for international students, visa conditions.



Refunds & Fees

Refunds are processed in accordance with the *Refund Policy and Procedure*.

All tuition fee refunds are assessed and processed strictly in accordance with the *Refund Policy and Procedure* and applicable legislative requirements.

- Refund eligibility depends on timing and circumstances of withdrawal.
- Tuition protection arrangements apply where required under legislation.
- Supplementary fees (if applicable) are published separately.

International students are advised to review *ESOS* requirements regarding visa and enrolment implications prior to withdrawal.



Future FEE-HELP
Application Status

The Institute intends to apply for approval to offer FEE-HELP, subject to successful TEQSA registration and course accreditation, and subsequent Commonwealth approval.

FEE-HELP is a Commonwealth Government loan scheme available to eligible domestic students under the *Higher Education Support Act 2003 (Cth)*.

At the time of publication of this *Student Handbook*:

- The Institute is not an approved FEE-HELP provider;
- Students are required to pay tuition fees in accordance with published fee schedules;
- Any future availability of FEE-HELP will be formally communicated following regulatory approval.

For further details, please see FEE-HELP.





Equity, Safety & Respect

GLENCOE Education

Equity, Inclusion & Student Rights

The Institute promotes a culture of equity, diversity and inclusion in accordance with the *Equality, Diversity and Inclusion Policy and Procedure*.

Students are entitled to:

- A safe and respectful learning environment;
- Equal opportunity to participate and succeed;
- Access to appropriate support services.



Sexual Harassment & **Sexual Misconduct**

The Institute is committed to maintaining a study environment free from sexual harassment, sexual misconduct, and related inappropriate behaviour.

In alignment with the Institute's *Mental Health, Wellbeing and Sexual Harassment Strategy Plan* and applicable law:

- Sexual harassment and assault are treated as serious breaches of conduct;
- Discrimination based on gender identity or sexual orientation is not tolerated;
- Reports are handled sensitively, confidentially and in accordance with procedural fairness;
- Support and referral pathways are available to affected students.

Students are encouraged to seek assistance immediately if they experience or witness misconduct.

Equal Opportunity & Non-Discrimination

The Institute is committed to providing a safe, inclusive and respectful learning environment for all students and staff.

In accordance with relevant Western Australian and Commonwealth legislation and the Institute's *Equality, Diversity and Inclusion Policy* and Procedure:

- Discrimination, harassment or victimisation is not tolerated;
- Equal opportunity is promoted across admission, learning, assessment and student services;
- Diversity of culture, gender, age, disability, religion, and background is respected;
- Students are entitled to fair and equitable treatment.

All members of the Institute's community are expected to uphold these standards.

Grievance Reporting **Process**

Students who experience discrimination, harassment, or sexual misconduct may:

- Raise concerns informally with academic or student support staff;
- Lodge a formal grievance under the *Student Grievance Management Policy and Procedure;*
- Access external support services where appropriate.

The Institute ensures:

- Timely response and appropriate escalation;
- Fair investigation processes;
- Confidential record management in accordance with the *Records Management Policy and Procedure*;
- Protection from victimisation for making a grievance.

Where required, matters may be referred to external authorities in accordance with legal obligations.

Commitment to a **Safe Learning Environment**

The Institute's governance assurance framework ensures:

- Ongoing staff training and awareness;
- Clear behavioural expectations under the *Student Code of Conduct;*
- Continuous monitoring and review of policies;
- Alignment with Western Australian and national standards.

The Institute is committed to fostering a respectful academic community that promotes dignity, safety and inclusion for all.



Health, Safety & Emergency Management

Work Health
& Safety (WHS)

The Institute is committed to maintaining a safe and healthy learning environment in accordance with the *Work Health and Safety Act 2020 (WA)* and the *Institute Health and Safety Policy and Procedure*.

The Institute takes reasonable steps to:

- Provide and maintain safe facilities, equipment and systems;
- Identify and manage risks within the campus environment;
- Provide information and guidance on safe practices;
- Promote a culture of shared responsibility for safety.

All students and staff share responsibility for contributing to a safe campus environment.

In the event of an emergency, students must contact **000** immediately and notify the Institute staff when safe to do so. All incidents and hazards must be reported in accordance with the *Institute Health and Safety Policy and Procedure*.



Student **Responsibilities**

Students are expected to:

- Follow safe practices while on campus;
- Use facilities and equipment appropriately;
- Comply with safety instructions and signage;
- Report hazards, incidents or unsafe conditions promptly;
- Participate in safety briefings provided during Orientation.



Reporting incidents enables the Institute to assess risks and take appropriate corrective action in line with institutional procedures.

Emergency **Procedures**

The Institute maintains emergency management processes consistent with Western Australian WHS requirements and internal safety procedures.

- Emergency evacuation diagrams are displayed throughout the campus.
- Fire exits and emergency equipment are clearly marked.
- Students must follow instructions from authorised staff during an emergency.
- Emergency services **(000)** should be contacted in urgent situations.

Students are encouraged to familiarise themselves with emergency exits and assembly points upon commencement of study.



Commitment to a **Safe Campus**

The Institute supports campus safety by:

- Maintaining safe entry and exit points;
- Monitoring facilities and infrastructure;
- Providing ongoing safety communication;
- Reviewing safety procedures through governance and risk management processes.



Safety is a shared responsibility. All members of the Institute's community are expected to contribute to a respectful and secure learning environment.

Critical Incident & Emergency Management

Our **Commitment**

The Institute maintains a structured Critical Incident and Emergency Management framework to safeguard students, staff, and visitors.

In accordance with the Institute's *Critical Incident and Emergency Management Policy and Procedure* and relevant legislation, the Institute is committed to:

- Identifying and mitigating risks that may lead to critical incidents;
- Protecting the health, safety and wellbeing of students and staff;
- Responding promptly and effectively to emergencies;
- Maintaining clear communication during incidents;
- Reviewing and improving response processes through governance oversight.

Critical Incident **Defined**

A **critical incident** may include events that significantly impact the safety, wellbeing or operations of the Institute, such as:

- Fire, explosion or hazardous material incident;
- Medical emergency or serious injury;
- Violent behaviour or personal threat;
- Natural disasters (e.g., bushfire, severe weather, flooding);
- Public health emergencies;
- Serious reputational or operational disruption.



The Institute's response procedures are proportionate to the nature and scale of the incident.

Emergency **Response**

In an immediate emergency:

- Call **000** for Police, Fire or Ambulance services;
- Follow evacuation instructions and emergency signage;
- Notify the Institute's staff as soon as it is safe to do so.

The Institute's designated Critical Incident Management Team (CIMT):

- Coordinates the response;
- Liaises with emergency services and relevant authorities;
- Provides support to affected individuals;
- Maintains communication with stakeholders;
- Records and monitors the incident in accordance with institutional procedures.



Support & Communication

During a critical incident, the Institute will:

- Provide immediate support and a safe environment where possible;
- Communicate accurate information while respecting confidentiality;
- Notify relevant external authorities where required;
- Offer referral pathways for counselling or specialist services;
- Maintain records in accordance with the *Records Management Policy and Procedure*.

For international students, the Institute will comply with *ESOS* reporting and support obligations where applicable.



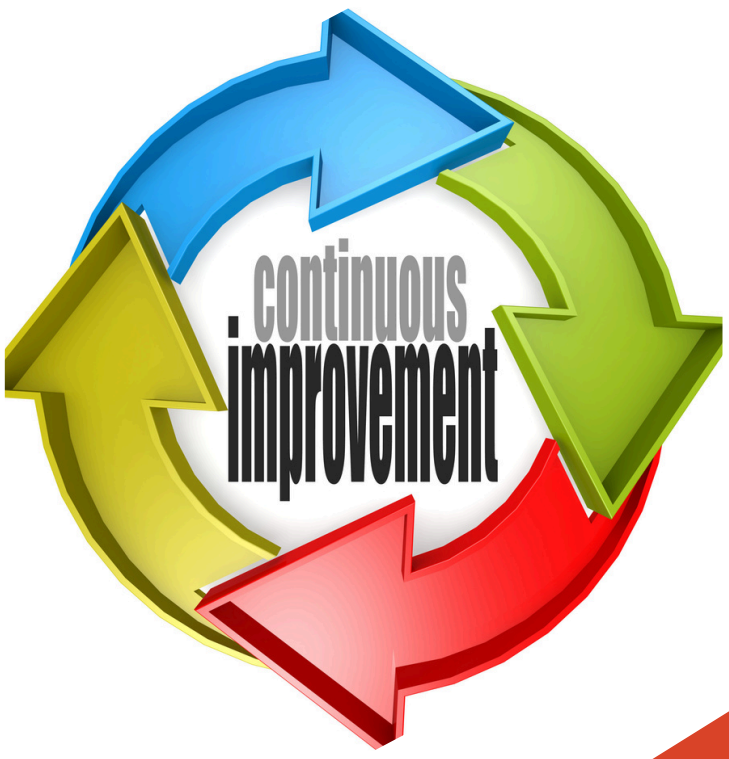
Continuous Improvement & Governance

Following any critical incident, the Institute will:

- Review the effectiveness of its response;
- Identify areas for improvement;
- Update procedures where necessary;
- Report through established governance channels.

This ensures ongoing alignment with the Institute's *Risk Management Plan* and institutional safety standards.

Course and subject performance, student feedback and quality indicators are reviewed each semester and reported through established governance committees, including the Academic Board and Governing Council.



Medical & Emergency Services

GLENCOE Education

Local Medical & Health Services

General Practitioners (GP Clinics)

Central City Medical Centre – GP clinic offering accessible primary care.
📞 +61 8 9225 1188
📍 Shop 14/378 Wellington St, Perth WA 6000

Northbridge Medical Centre – General practice and urgent care services.
📞 +61 8 9228 8339
📍 Shop 2/154 Newcastle St, Perth WA 6000

Pier Street Medical – Medical clinic providing comprehensive care.
📞 +61 8 6222 6622
📍 305 Pier St, Perth WA 6000

Next Practice East Perth – Medical Centre – GP and allied health services.
📞 +61 8 6118 7899
📍 L3/Unit 20/99 Adelaide Terrace, Perth WA 6000

Mill Street Medical Practice – Medical clinic for general care.
📞 +61 8 9322 4788
📍 200 St Georges Terrace, Perth WA 6000

East Perth Healthcare Centre – Local medical centre.
📞 +61 8 9221 1188
📍 125 Royal St, Perth WA 6004

Dr Mark Kent – General practitioner clinic.
📞 +61 8 9486 4588
📍 1st Floor/847 Hay St, Perth WA 6000

Holistica Health – Holistic general practice services.
📞 +61 8 6557 8688
📍 Palace Tower, St Georges Terrace, Perth WA 6000

GLENCOE Education

Local Medical & Health Services

Pharmacies (Prescriptions & Health Supplies)

Chemist Warehouse Perth – Extended hours pharmacy.
📞 +61 8 9325 7948
📍 1/109 Murray St, Perth WA 6000

Priceline Pharmacy Perth Central Station – Community pharmacy.
📞 +61 8 9221 3131
📍 Shop 8/378 Wellington St, Perth WA 6000

Chemist Warehouse Northbridge – Pharmacy near William Street.
📞 +61 8 9328 8202
📍 347–349 William St, Perth WA 6003

Pharmacy 777 Perth City – Local pharmacy with health products.
📞 +61 8 9321 6411
📍 731 Hay Street Mall, Perth WA 6000

Caring Pharmacy Northbridge – Community pharmacy.
📞 +61 8 9328 9447
📍 Shop 1/154–156 Newcastle St, Perth WA 6000

Beaufort Chemist – Late-night pharmacy service (extended hours).
📞 +61 8 9328 7775
📍 647 Beaufort St, Mount Lawley WA 6050

Local Medical & Health Services

Hospitals and Emergency Care

Royal Perth Hospital – Major public hospital and emergency department (24/7).
📞 +61 8 9224 2244
📍 Victoria Square, Perth WA 6000

Mount Hospital – Private hospital with comprehensive care services.
📞 +61 8 9327 1100
📍 146 Mounts Bay Rd, Perth WA 6000

Mental Health & After-Hours Support

• HealthDirect Australia (national health advice line): 📞 1800 022 222 – 24/7 health advice and referral service.

Notes:

- Emergency care (Police/Fire/Ambulance): Dial 000 (WA standard)
- For urgent but non-life-threatening issues, students may contact a GP clinic first
- For after-hours care, use emergency departments or phone health advice services

Non-Emergency **Support**

For non-urgent medical or wellbeing concerns, students may:

- Contact Student Support for guidance and referral pathways;
- Seek assistance from local GP clinics or health providers;
- Access mental health and counselling services (external referral where appropriate).



For health advice in Western Australia:

HealthDirect Australia: 1800 022 222 (24-hour health advice line)

GLENCOE Education

Medical Conditions & Reasonable Adjustments

Students with a medical condition, disability, or ongoing health concern may request reasonable academic adjustments in accordance with:

- Student Support Services Policy and Procedure;
- Equality, Diversity and Inclusion Policy and Procedure.

Students are encouraged to:

- Disclose relevant information early;
- Provide supporting documentation where required;
- Engage with Student Support to arrange appropriate adjustments.

All information is managed confidentially in accordance with institutional privacy and records requirements.

Relevant Services & Community Support

Student Services
& Essential External Resources

Student Services

For enrolment, academic and student support matters:

📧 Admissions: TBA
📧 Student Support: info@glencoeinstitute.com.au
📞 + 61 8 9225 6685

Students are encouraged to contact the Institute first for academic, administrative or wellbeing concerns.

Visa and Immigration (International Students)

Department of Home Affairs
🌐 https://www.homeaffairs.gov.au
📞 131 881 (within Australia)

International students must comply with visa conditions in accordance with the *ESOS Act* and *National Code* (where applicable).

Transport and Local Information

Transperth (Public Transport WA)
🌐 https://www.transperth.wa.gov.au

WA Department of Transport
🌐 https://www.transport.wa.gov.au

Main Roads WA
🌐 https://www.mainroads.wa.gov.au

GLENCOE Education

Student Services
& Essential External Resources

Taxation and Employment

Australian Taxation Office (TFN & Tax Information)
https://www.ato.gov.au

Fair Work Ombudsman (Workplace Rights)
https://www.fairwork.gov.au
13 13 94

Seek Employment Portal
www.seek.com.au

Legal and Consumer Protection

Legal Aid Western Australia
https://www.legalaid.wa.gov.au
1300 650 579

Consumer Protection WA
https://www.commerce.wa.gov.au/consumer-protection

Tenancy WA
https://www.consumerprotection.wa.gov.au/tenancy-advice-and-education-service

Multicultural and Interpreting Services

Translating and Interpreting Service (TIS National)
131 450
https://www.tisnational.gov.au

Office of Multicultural Interests (WA)
https://www.omi.wa.gov.au

GLENCOE Education

Student Services
& Essential External Resources

Emergency and Safety Services

🚨 Emergency (Police / Fire / Ambulance)
📞 Dial 000

WA Police Force
🌐 https://www.police.wa.gov.au

WA State Emergency Service (SES)
🌐 https://www.dfes.wa.gov.au/
📞 132 500 (SES Emergency Assistance)

Department of Home Affairs
🌐 https://www.homeaffairs.gov.au
📞 131 881 (within Australia)

Health and Mental Health Services

HealthDirect Australia (24/7 Advice Line)
📞 1800 022 222
🌐 https://www.healthdirect.gov.au

Royal Perth Hospital
📞 (08) 9224 2244

Beyond Blue (Mental Health Support)
📞 1300 22 4636
🌐 https://www.beyondblue.org.au

Lifeline (24/7 Crisis Support)
📞 13 11 14
🌐 https://www.lifeline.org.au

Student Services
& Essential External Resources

Domestic Violence and Crisis Support

1800RESPECT (National Sexual Assault & DV Support)

📞 1800 737 732
🌐 https://www.1800respect.org.au

Women's Domestic Violence Helpline WA

📞 (08) 9223 1188
📞 1800 007 339 (Regional WA)



Transport Services

Public Transport & Access to Campus

The campus is strategically located within close proximity to major public transport services in Perth CBD.

Public Transport Access (Perth CBD)

The Institute is within walking distance of major transport infrastructure, including:

- **Perth Station and Perth Underground Station:** (approximately 5–10 minutes' walk; metropolitan and regional rail services);
- **Transperth Bus Services:** Multiple bus routes along Murray Street and Wellington Street;
- **Free CAT (Central Area Transit) Buses:** Free bus services operating within the Perth CBD;
- **Perth Busport:** Central interchange for metropolitan and regional bus services;
- **Elizabeth Quay Ferry Terminal:** (approximately 10–15 minutes' walk)

Transport Information and Resources

Students can access transport information through:

Transperth (Public Transport WA)

For timetables, routes, fares and journey planning.

Students are encouraged to:

- Check service updates before travelling;
- Allow sufficient travel time during peak hours;
- Familiarise themselves with station exits and pedestrian access routes.



Student Visa Compliance

International Student **Responsibilities**

International students enrolled at the Institute must comply with the conditions of their **Student Visa (Subclass 500)** and relevant requirements under the *ESOS Act* and *National Code* (where applicable).

Students are responsible for:

- Maintaining satisfactory course progress;
- Enrolling in subjects as required to complete the course within the approved duration;
- Complying with visa work limitations;
- Maintaining valid Overseas Student Health Cover (OSHC);
- Keeping personal and contact details current.

Failure to comply with visa conditions may have implications for enrolment and visa status.



Visa Conditions, **Dependents & Work Rights**

Dependents and Visa Conditions

Students bringing family members to Australia must ensure dependents are declared in their visa application.

School-aged dependents may be required to pay school fees in accordance with Western Australian education regulations.

Students should refer to:

Department of Home Affairs
https://www.homeaffairs.gov.au

for full visa condition details.

Work Rights and Re-Entry

International students must comply with visa work limitations as set by the *Department of Home Affairs*.

Before travelling outside Australia, students should:

Ensure their visa remains valid;
Confirm travel conditions through VEVO (Visa Entitlement Verification Online);

For visa information:

Department of Home Affairs
https://www.homeaffairs.gov.au

Cultural and Religious Communities

GLENCOE Education

Places of **Worship**

Sikh Gurdwaras

Gurdwara Sahib Perth
151–153 Bennett Springs Drive, Bennett Springs WA 6063

Gurdwara Baba Deep Singh Ji
33 Wilding Street, Bullsbrook WA 6084

Mosques

Perth Mosque
427 William Street, Perth WA 6000

Thornlie Mosque (Masjid Ibrahim)
7–9 Ovens Road, Thornlie WA 6108

Hindu Temples

Perth Hindu Temple
22/18 Gympie Way, Willetton WA 6155

Shree Swaminarayan Temple Perth
211 Marshall Road, Bennett Springs WA 6063

Christian Churches (Perth CBD & Surrounding Areas)

St Mary's Cathedral (Catholic)
Victoria Square, Perth WA 6000

Wesley Uniting Church
75 William Street, Perth WA 6000

Synagogues

Perth Hebrew Congregation
28 Freedman Road, Menora WA 6050

Buddhist Temples

Dhammaloka Buddhist Centre
18–20 Nanson Way, Nollamara WA 6061

Fo Guang Shan WA Temple
272 Guildford Road, Maylands WA 6051

Respect & **Inclusion**

The Institute promotes a respectful and inclusive learning environment in accordance with its *Equality, Diversity and Inclusion Policy and Procedure*.

Students are encouraged to:

- Practise their faith freely and respectfully;
- Respect the beliefs and practices of others;
- Seek support from Student Services if needed.

The Institute is committed to fostering a culturally safe and inclusive academic community.





Emergency Contacts & Key Points of Contact

GLENCOE Education

Emergency **Contacts**

In the event of an urgent campus matter or critical incident, students should contact the appropriate Institute personnel as outlined below:

Responsible Area	Email	Contact Number
Dean	TBA	TBA
Discipline Coordinator - Accounting Major	TBA	TBA
Discipline Coordinator - Information Systems Major	TBA	TBA
Discipline Coordinator - Hospitality Management Major	TBA	TBA
Discipline Coordinator - Marketing Major	TBA	TBA
Academic Success Coordinator	TBA	TBA
Student Support Manager	TBA	TBA
Admissions Officer	TBA	TBA
IT Support Services	TBA	TBA
Finance Manager	TBA	TBA

For life-threatening emergencies, call **000** first, then notify the Institute's staff when safe to do so.

Key Student **Contacts**

Students are encouraged to contact the Institute for:

- Academic enquiries;
- Enrolment, progression or course planning matters;
- Tuition fees, payment arrangements and refund enquiries
- Wellbeing and student support services;
- IT access and technical assistance.

All enquiries are managed in accordance with relevant institutional policies and procedures to ensure accuracy, transparency and timely response.

During an Emergency

- Dial **000** for Police, Fire or Ambulance.
- Follow campus evacuation procedures.
- Notify the Institute's staff immediately.
- Await further instructions from authorised personnel.

The Institute manages emergencies in accordance with its *Critical Incident and Emergency Management Policy and Procedure*.

GLENCOE Education

Our Contact Number
+ 61 8 9225 6685

Our Email Address
info@glencoeinstitute.com.au

Our Website
www.glencoeinstitute.com.au

Our Campus Address
Level 2, 100 - 104 Murray Street, Perth, WA 6000

Glencoe Higher Education Pty Ltd, trading as Glencoe Institute of Higher Education
ACN 667 152 276 | ABN 94 667 152 276
TEQSA Provider ID: TBA | CRICOS Provider Code: TBA

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