

# 2023 STUDENT HANDBOOK

ABN : 57 169 281 501 | RTO NO : 41204 | CRICOS CODE : 03427D

SYDNEY METRO  
COLLEGE  
Education Redefined

RTO NO: 41204; CRICOS CODE: 03427D



2023

## SYDNEY

+61 2 8937 0991

Level 2, 16-22 Wentworth Avenue,  
Surry Hills Sydney, NSW 2010, Australia

## MELBOURNE

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Level 5, 440 Elizabeth Street,  
Melbourne VIC 3000, Australia

[admissions@sydneymetrocollege.edu.au](mailto:admissions@sydneymetrocollege.edu.au)

[www.sydneymetrocollege.edu.au](http://www.sydneymetrocollege.edu.au)

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## Glossary

**Academic staff** includes ELICOS teachers and VET trainer/assessors as relevant to course/student.

**CoE** means Confirmation of Enrolment

**DHA** means Department of Home Affairs

**ESOS Act** means the Education Services for Overseas Students Act 2000

**National Code** means the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*

**PRISMS** mean Provider Registration and International Student Management System (PRISMS).

**Training Product** means AQF qualification, skill set, unit of competency, accredited short course or module.

**SCV** is a Student Course Variation which is entry made in PRISMS by a provider to notify the Department of Home Affairs of any change to an accepted student's enrolment, or an accepted student's failure to meet visa conditions.

## **1.0 Welcome**

It is with pride and pleasure that I welcome you to Sydney Metro College. Your decision to join the College is an excellent one and one in which you will gain immense satisfaction.

As a student, you are expected to comply with College requirements, apply yourself to your study and display professional behaviour at all times. With this approach, you can expect strong support and efficient services from the College to ensure you have the finest opportunity to achieve your best.

Our aim is to provide high quality, industry-informed training courses and prepare you for an exciting career in the business sector. The College continues to work towards its goals of achieving academic and service excellence.

On behalf of all staff members and the Board of Directors at Sydney Metro College, I extend you a warm welcome. I hope your studies will be challenging, enjoyable and rewarding and I wish you every success with your studies.

**Ram Shrestha**

**PEO**

**Sydney Metro College**

## 2.0 Before you start

As a Registered Training Organisation (RTO ID: 41204) and CRICOS Provider (CRICOS ProviderCode: 03427D), Sydney Metro College (SMC) can deliver nationally recognised Vocational Education and Training (VET) courses. Sydney Metro College currently delivers the following courses from its Surry Hills campus located at Level 2, 16-22 Wentworth Avenue, Surry Hills, Sydney, NSW 2010, and Level 2, 213-215 Lonsdale Street, Melbourne, VIC 3000.

BSB40120 Certificate IV in Business (CRICOS Course Code: 106342H) For further detailed information regarding this course, refer to:

<https://sydneymetrocollege.edu.au/course/certificate-iv-in-business/>

BSB60120 Advanced Diploma of Business (CRICOS Course Code: 106343G) For further detailed information regarding this course, refer to:

<https://sydneymetrocollege.edu.au/course/advanced-diploma-of-business/>

FNS40217 Certificate IV in Accounting and Bookkeeping (CRICOS Course Code: 099685C) For further detailed information regarding this course, refer to:

<https://sydneymetrocollege.edu.au/course/certificate-iv-in-accounting-and-bookkeeping/>

FNS50217 Diploma of Accounting (CRICOS Course Code: 099686B) For further detailed information regarding this course, refer to:

<https://sydneymetrocollege.edu.au/course/diploma-of-accounting/>

FNS60217 Advanced Diploma of Accounting (CRICOS Course Code: 099687A) For further detailed information regarding this course, refer to:

<https://sydneymetrocollege.edu.au/course/advanced-diploma-of-accounting/>

BSB40920 Certificate IV in Project Management Practice (CRICOS Course Code: 103929E) For further detailed information regarding this course, refer to:

<https://sydneymetrocollege.edu.au/course/certificate-iv-in-project-management-practice/>

BSB50820 Diploma of Project Management (CRICOS Course Code: 104062K) For further detailed information regarding this course, refer to:

<https://sydneymetrocollege.edu.au/course/diploma-of-project-management/>

BSB60720 Advanced Diploma of Program Management (CRICOS Course Code: 104451H) For further detailed information regarding this course, refer to:

<https://sydneymetrocollege.edu.au/course/advanced-diploma-of-program-management/>



BSB80120 Graduate Diploma of Management (Learning) (CRICOS Course Code: 106344F) For further detailed information regarding this course, refer to:

<https://sydneymetrocollege.edu.au/course/graduate-diploma-of-management-learning/>

ICT40120 Certificate IV in Information Technology (CRICOS Course Code: 103059B) For further detailed information regarding this course, refer to:

<https://sydneymetrocollege.edu.au/course/cert-iv-in-information-technology/>

ICT50220 Diploma of Information Technology (CRICOS Course Code: 106345E) For further detailed information regarding this course, refer to:

<https://sydneymetrocollege.edu.au/course/advanced-diploma-of-information-technology/>

ICT60220 Advanced Diploma of Information Technology (CRICOS Course Code: 108830J) For further detailed information regarding this course, refer to:

<https://sydneymetrocollege.edu.au/course/diploma-of-information-technology/>

SIT40516 Certificate IV in Commercial Cookery (CRICOS Course Code: 103057D) For further detailed information regarding this course, refer to:

<https://sydneymetrocollege.edu.au/course/certificate-iv-in-commercial-cookery/>

SIT50416 Diploma of Hospitality Management (CRICOS Course Code: 103058C) For further detailed information regarding this course, refer to:

<https://sydneymetrocollege.edu.au/course/diploma-of-hospitality-management/>

SIT60316 Advanced Diploma of Hospitality Management (CRICOS Course Code: 108828C) For further detailed information regarding this course, refer to:

<https://sydneymetrocollege.edu.au/course/advanced-diploma-of-hospitality-management/>

AUR30620 Certificate III in Light Vehicle Mechanical Technology (CRICOS Course Code: 108827D) For further detailed information regarding this course, refer to:

<https://sydneymetrocollege.edu.au/course/certificate-iii-in-light-vehicle-mechanical-technology/>

AUR40216 Certificate IV in Automotive Mechanical Diagnosis (CRICOS Course Code: 108829B) For further detailed information regarding this course, refer to:

<https://sydneymetrocollege.edu.au/course/certificate-iv-in-automotive-mechanical-diagnosis/>

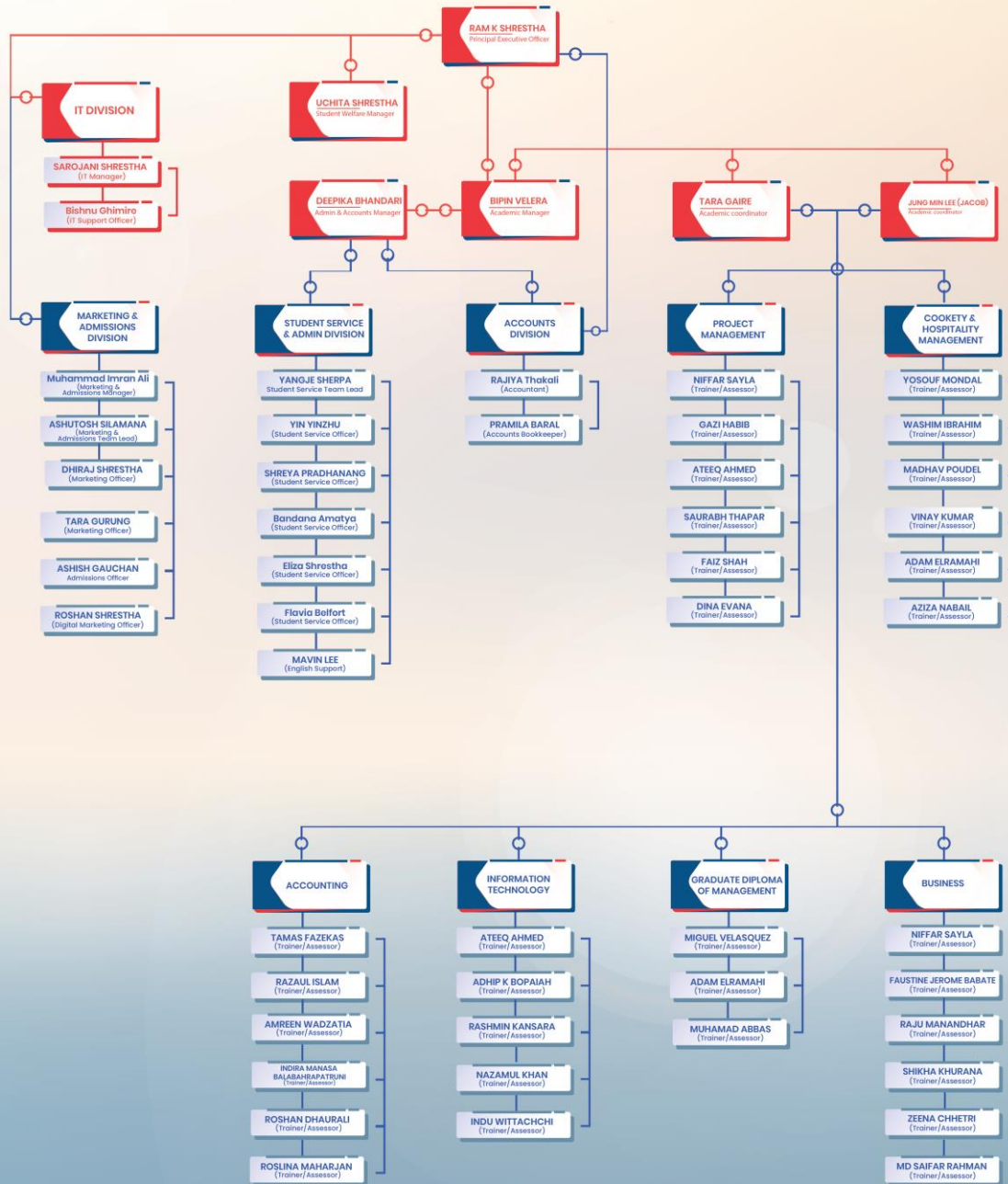


### 3.0 Sydney Metro College organisation chart

# ORGANIZATIONAL CHART



RTO NO: 41204; CRICOS CODE: 03427D

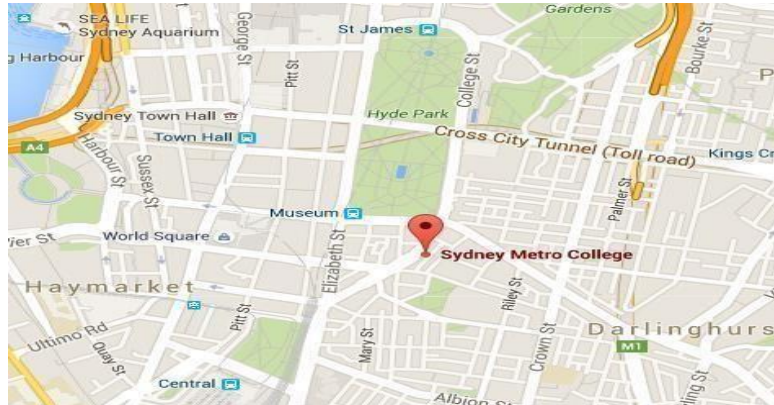


SMC Organizational Chart Version 14.4 | Last updated: April 2022

## 4.0 College location and facilities

### SYDNEY

Level 2, 16-22 Wentworth Avenue, Surry Hills, Sydney, NSW 2010, Australia.



The premises are located about 5 minutes' walk from Museum Train Station and has easy access to busses to and from the City. The college building comprises of:

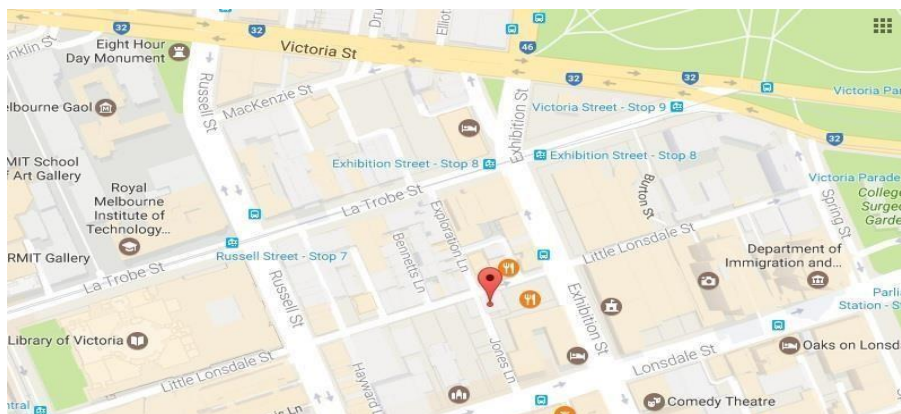
4 classrooms, equipped with power point projectors, trainer computers, white boards, sound system. A student computer lab, equipped with 20 flat screen computers with Microsoft Office, Internet, printing and photocopying facilities, Reception and meeting room, Student break-out area, Resource library, Staff and student kitchen, Student services office space, Administration and Management office space.

<b>GENERAL STAFF OPERATING HOURS (SYD):</b>
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<b>Monday to Saturday: 8:30am – 10:00pm</b>
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### MELBOURNE

Level 2, 213-215 Lonsdale Street, Melbourne, Victoria 3000, AUSTRALIA.



<b>GENERAL STAFF OPERATING HOURS (MEL):</b>
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<b>Monday to Saturday: 8:00am – 10:00pm</b>
<b>Sunday : 8:00am – 6.00pm</b>

## 5.0 Introduction

This Student Handbook is designed to provide students with relevant information to assist with their studies and life at Sydney Metro College. You may use the 'Quick Guide: Who Can Help Me' section on the next page to quickly locate the most appropriate person to contact with your query. We have attempted to make this Student Handbook as comprehensive and helpful as possible, however if you feel we have missed something, please email your questions and suggestions to the Manager of Student Services at [admin@sydneymetrocollege.edu.au](mailto:admin@sydneymetrocollege.edu.au). A more comprehensive record of Sydney Metro College's policies and procedures, including explanations and advice can be obtained by visiting the Student Services Team at the College.

## 6.0 Quick guide - who can help me

Staff Hours are from Monday to Friday: 8:00am – 7:30pm, Saturday: 9:00am – 4:00pm			
Issue	Position	Name and Email Address	Phone Number
After hours emergency	Academic Coordinator	Mr. Tara Gaire (Melbourne) <a href="mailto:tara@sydneymetrocollege.edu.au">tara@sydneymetrocollege.edu.au</a>	0412 330 620
	Academic Manager	Mr Bipin Velera <a href="mailto:bipin@sydneymetrocollege.edu.au">bipin@sydneymetrocollege.edu.au</a>	0452389499
	CEO	Mr Ram Shrestha <a href="mailto:ram@sydneymetrocollege.edu.au">ram@sydneymetrocollege.edu.au</a>	0425 327 953

<p>Admissions and Enrolment</p> <p>Re-enrolment</p> <p>Overseas Student Health Cover</p> <p>Visa Issues</p>	<p>Marketing and Admissions Office</p>	<p>Roshan Shrestha</p> <p><a href="mailto:roshanshrestha@sydneymetrocollege.edu.au">roshanshrestha@sydneymetrocollege.edu.au</a></p> <p>Ashutosh Silmana</p> <p><a href="mailto:ashutosh@sydneymetrocollege.edu.au">ashutosh@sydneymetrocollege.edu.au</a></p> <p>Roshan Shrestha</p> <p><a href="mailto:roshanshrestha@sydneymetrocollege.edu.au">roshanshrestha@sydneymetrocollege.edu.au</a></p>	<p>02 8937 0991</p>
<p>Academic Issues</p> <p>Classroom Issues</p> <p>Recognition of Prior Learning/Credit Transfer</p> <p>Timetabling</p>	<p>Academic Coordinator</p>	<p>Mr Bipin Velera</p> <p><a href="mailto:bipin@sydneymetrocollege.edu.au">bipin@sydneymetrocollege.edu.au</a></p>	<p>02 8937 0991</p>
<p>Accommodation Issues</p> <p>Airport Pickup</p> <p>Bank Account</p>	<p>Admin and Account Manager</p>	<p>Ms. Deepika Bhandari</p> <p><a href="mailto:deepika@sydneymetrocollege.edu.au">deepika@sydneymetrocollege.edu.au</a></p>	<p>02 8937 0991</p>

Assistance		Yin Yinzhu	
Career/Job		<a href="mailto:isabela@sydneymetrocollege.edu.au">isabela@sydneymetrocollege.edu.au</a>	
Counselling			
Complaints and Appeals	Student Services Officer	Ayesha KC <a href="mailto:ayasha@sydneymetrocollege.edu.au">ayasha@sydneymetrocollege.edu.au</a>	
Cultural Adjustment			
English Language Support		<b>Mavin Lee</b> <a href="mailto:lee@ashley.nsw.edu.au">lee@ashley.nsw.edu.au</a>	
Finance/Fees Issues	Accountant	Rajiya Thakali <a href="mailto:rajiya@sydneymetrocollege.edu.au">rajiya@sydneymetrocollege.edu.au</a>	
Settlement Issues		Pramila Baral <a href="mailto:pramila@sydneymetrocollege.edu.au">pramila@sydneymetrocollege.edu.au</a>	
Welfare Issues		<b>Uchita Shrestha</b> <a href="mailto:uchita@sydneymetrocollege.edu.au">uchita@sydneymetrocollege.edu.au</a>	

Academic Progress	Academic Coordinator	Mr Bipin Velera <a href="mailto:bipin@sydneymetrocollege.edu.au">bipin@sydneymetrocollege.edu.au</a>	02 8937 0991
Access to Policies and Procedures			
Attendance	Reception	Ms Alice Ngan <a href="mailto:alice@sydneymetrocollege.edu.au">alice@sydneymetrocollege.edu.au</a>	
Certificates, Statement of Results and Statements of Attainment	Student Officer	Saisha Maharjan <a href="mailto:saisha@sydneymetrocollege.edu.au">saisha@sydneymetrocollege.edu.au</a>	
Change of Address	Services		

Deferment, Suspension Cancellation Applications	Student Service officer	Ms Bandana Amatya  <a href="mailto:bandana@sydneymetrocollege.edu.au">bandana@sydneymetrocollege.edu.au</a>		
Extra-curricular activities		MS Deepika Bhandari  <a href="mailto:deepika@sydneymetrocollege.edu.au">deepika@sydneymetrocollege.edu.au</a>		
Graduation		Rajiya Thakali <a href="mailto:rajay@sydneymetrocollege.edu.au">rajay@sydneymetrocollege.edu.au</a>		
Orientation				
Personal Files Documentation		and		
Refund Applications				
Student ID Cards/ Manager Login				
IT Issues e.g. Computer Issues, Student Printing, Photocopying	System (IT) Help Desk	Mr Bishnu Ghimre <a href="mailto:it@sydneymetrocollege.edu.au">it@sydneymetrocollege.edu.au</a>	02 8937 0991	



## **7.0 Orientation**

Before commencing your course, you must attend Orientation. Orientation will give you all the important information you need to study at Sydney Metro College and in Australia. Orientation will cover things such as how to purchase your mandatory Student Workbooks, important SMC contacts, class timings, college policies and procedures, student services and everything else you need to study successfully at SMC. SMC Student Services staff will let you know when your orientation date and time is. You can also speak to Reception or the Marketing and Admissions Team if you have any questions in regards to orientation.

The International Student Orientation session is held prior to each intake. Students must attend the Orientation session. During the session you will register your arrival at SMC, meet other international students, SMC staff and trainers. During the Orientation the following topics will be covered:

- Orientation Presentation
- Enrolment information
- Student ID
- USI creation or confirmation
- Overseas Student Health Cover
- Student visa requirements and compliance
- Support services provided SMC and available in the community
- Student safety information and more.

If you are unable to attend the session, please contact the Student Services team for information on alternative sessions.

## **8.0 Access and equity**

### **Policy**

The aim of Sydney Metro College's access and equity policy is to promote full and equal participation of all students and staff, and to foster an environment free of discrimination and harassment. Sydney Metro College is committed to ensuring equal opportunity for all.

### **Sydney Metro College's access and equity principles:**

- 2.1 All staff and students have a right to equal opportunity
- 2.2 There is recognition of, respect for and promotion of diversity within our community
- 2.3 There is encouragement of initiatives to effect change

- 2.4 While some people clearly need our advocacy, we support and encourage people on the journey of self-determination and self-advocacy (empowerment)
- 2.5 Everybody has the right to participate in decisions that affect their lives
- 2.6 Everyone will be treated fairly and will have opportunity to participate in a range of forums
- 2.7 College will be free from bias, discrimination and harassment

To view our full policy, refer to our Access and Equity Policy available at Reception.

## **ANTI-DISCRIMINATION**

The Sydney Metro College is committed to delivery of a fair and equitable learning environment for its students and visitors. Any discrimination or harassment of staff, students or visitors because of their sex, pregnancy, race, colour, nationality, ethnic or ethno-religious background, marital status, physical or intellectual or psychiatric disability, homosexuality or age will not be tolerated.

Students wishing to lodge a complaint regarding discrimination or harassment should contact

the Director of Operations immediately and it will be investigated promptly, impartially, confidentially and thoroughly.

All students should note that if Sydney Metro College becomes aware of any discriminatory behaviour or harassment, it may of its own initiative take disciplinary action against the student involved even though a complaint has not been made regarding the student's conduct.

## **HARASSMENT, VICTIMISATION AND BULLYING**

Sydney Metro College is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. Any behavior that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person will not be tolerable.

Harassment is any form of actions or behaviors that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint. Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per Sydney Metro College Complaints and Appeals procedure and detailed in this Handbook.

## **9.0 Accommodation**

Accommodation will vary according to your needs, budget, and where you wish to live. Sydney and Melbourne have many options for students including home-stay, shared accommodation, serviced apartments and private leasing (rental). Many of these accommodation options are available close to the college or with direct public transport access to the college. Advice on accommodation can be obtained from the College, but it is the student's responsibility to organise accommodation.

### **Rental**

You can rent or 'lease' a property by yourself or with friends. This can be done through a real estate agent or privately. When renting a property, you will need to pay a security deposit or 'bond' (which is usually four weeks rent), as well as rent in advance (also usually two weeks). The bond is held to repair any damage that you, your house mates or house guests cause to the property while renting. Some, or all, of this amount may be refunded to you once your tenancy agreement has terminated.

For more information on your rights and obligations when renting in NSW you should contact the NSW Government Fair Trading on 133220, or check out the website -

<http://www.fairtrading.nsw.gov.au/>

For more information on your rights and obligations when renting in Victoria you should contact Consumer Affairs Victoria on 1300 55 81 81, or check out the website

<https://www.consumer.vic.gov.au/businesses/fair-trading>.

Estimated costs for accommodation in Sydney are as follows:

- Share Accommodation – AUD\$85 - \$215 per week
- Rental Accommodation – AUD\$165 - \$440 per week
- Home-stay AUD\$235 - \$325 per week per week
- Hotels and Guesthouses AUD\$90 - \$150 per week

Estimated costs for accommodation in Melbourne are as follows:

- Share Accommodation – AUD\$50 - \$200 per week
- Rental Accommodation – AUD\$200 - \$450 per week
- Home-stay AUD\$150 - \$300 per week per week
- Hotels and Guesthouses AUD\$80 - \$135 per week

Students should make enquiries and arrangements for accommodation prior to arriving in Australia.

There are also organisations such as tenants' unions and consumer advocates that can provide assistance. To find out more please contact the Student Services Team.

### **Home-stay**

With home-stay, you will live with a family in their home. Home-stay can be a good option for younger students as you will have all the comforts of an established home, often with meals and cleaning included. Families offering home-stay accommodation to international students are thoroughly screened by the College to ensure they can provide a suitable living environment for students.

### **Legal protection**

You have certain responsibilities to meet when it comes to paying accommodation expenses on time, cleaning and maintenance. You also have the right by law to feel secure in your property, maintained with working facilities. If there are any problems with your accommodation, talk to your agent or landlord (if renting).

## **10.0 Address and contact details**

Your student visa requires you to notify your education provider of your residential address in Australia within 7 days of arriving in Australia. In addition, you must notify your education provider of any change in your residential address within 7 days of the change.

It is your responsibility to ensure that you always update your address details at the College to ensure you receive important information about your course, fees, receipts and any other important information.

## **11.0 Admissions**

Sydney Metro College ensures that all individuals who gain access into a Nationally Accredited Program have the appropriate skills and abilities they require to be successful in their studies.

Each course has specific entry requirements as listed in the course information sheet for that particular course.

Prior to formally applying for a course, students who enquire about enrolment are encouraged to seek information through the SMC website <https://www.sydneymetrocollege.edu.au/> or to talk personally with a Marketing and Admissions officer. Students may also obtain information on qualifications, fees, durations etc. about SMC's courses from one of the authorised representatives listed on its website.

Students are required to submit relevant documents for the admission process including the Enrolment Form. Enrolment is confirmed upon receipt of a deposit and signed Offer letter. In returning the signed Offer letter, students demonstrate their acceptance of the obligation outlined as per SMC's Policy and Procedures. A student's continuing enrolment will be dependent on satisfactory attendance, behaviour, application to his/her studies and ongoing financial commitment as agreed in the letter of enrolment offer. Students are required to meet the entry requirements to enroll in the course.

We will assist you with Admissions into your chosen program and will guide you through the admissions process.

If you have any questions with regards to Admissions, please speak to the Marketing and Admissions Team or see the College's Student Entry Requirements, Selection, Enrolment and Orientation Policy available at Reception.

## **12.0 Airport pickup**

We are able to arrange to pick you up from the airport on arrival. This service comes with an additional fee. Please speak to SMC Marketing and Admissions staff to arrange for this. If you would like to know more information on other alternatives for airport pick-up, please check out <http://www.sydneyairport.com.au/go/dropping-off-and-picking-up.aspx>

## **13.0 Assessment**

Assessment is the means by which we determine whether or not a competency has been achieved. It is the process of collecting evidence and making judgements about the extent to which a person demonstrates the knowledge and skills as set out in the standards or learning outcomes of a unit of competency. For an effective assessment system in a competency environment, some basic principles must apply.

### *Underlying principles of assessment:*

- a) **Valid:** The assessments actually assess what they claim to assess and what they have been designed to assess. Validity of assessment is when: Assessors are fully

aware of what is to be assessed, as indicated by the standards of competence, including clearly defined performance criteria;

- Appropriate evidence is collected from activities that can be clearly related to the units of competency.

**b) Reliable:** Individual learners would get a similar result if tested on different occasions, given the same set of circumstances

**c) Flexible:** The assessment instrument can be adapted to suit work needs and site needs

**d) Fair:** Assessment instruments are fair when:

- The Instrument is non-discriminatory and inclusive

- The Instrument can be reasonably adjusted
- Language, literacy, numeracy requirements are appropriate for the competency level

Underlying rules of evidence:

**a) Valid:** Validity means the instrument covers the knowledge and skills that are essential to competent performance as set out in the unit of competency.

**b) Sufficient:** The instrument allows for the collection of sufficient quality and quantity of evidence

- as set out in the Critical aspects of evidence for the unit of competency.

**c) Authentic:** The instrument allows an assessor to be assured that the evidence presented for assessment is the candidate's own work.

**d) Current:** The instrument allows enough current evidence to be collected to make a decision of competent/not yet competent.

Your program of study may include a combination of any of the following assessment tasks:

**Demonstration:** Any practical display that happens off-the-job including role-play, simulation and performance of a skill.

**Knowledge test:** Multiple choice questions, short answer or essay, usually under supervised and/or timed conditions. May be written, oral or open-book.

**Interview:** Interviews may be conducted face-to-face, by telephone or via web conference.

**Presentation:** Oral presentations may be made to an audience during a workshop or on video.

Differs from demonstration as not actually demonstrating a skill.

- **Project:** A series of tasks to be completed to produce a specific definable outcome. The outcome is known as the deliverable. Once the outcome has been delivered the project is finished.
- **Report:** A report provides information about something that has happened. Usually done in the candidate's own time and submitted for assessment. A reflective journal is a type of report.
- **Documents:** A candidate may be asked to present previously completed documents as evidence. A supervisor's verification is also a document.

**Workbook:** Completion of the assessment activities in the student's workbook. Assessment activities may relate to questions assessing knowledge, demonstration of skills, case studies and practical activities which become part of formative assessment and are collected over a period of time.

- Your Trainer/Assessor will provide you with the full details of the assessment tasks for each unit of competency in your program and will let you know when each assessment task is due and the required acceptable standard.
- Note that the College's Assessment, Reassessment and Repeating Units of Competency Guidelines Policy applies to all assessment tasks. The College will go through this policy with you at Orientation and is available from your Trainer/Assessor or Reception.

#### **14.0 Assessment results**

To successfully complete a unit of competency i.e. achieve a competent result for the unit, you must achieve a Satisfactory Result for all assessment tasks for that unit. Your Academic Results will be available within ten (10) working days of your final assessment task for the unit and can be accessed through the Student Management System i.e., RTO Manager System or by visiting the Student Services Department.

### **15.0 Student Assessment, Reassessment and Repeating Units of Competency Guidelines**

#### **Definitions**

##### **1.0 Not Yet Satisfactory:**

Where a student submits a complete assessment task which has not met all the competency requirements of the assessment.



## 2.0 Not Yet Competent:

Where a student submits an incomplete assessment task/does not submit an assessment task/does not participate in the assessment task on the scheduled date and no compassionate or compelling circumstances exist, in line with the Institute's Compassionate and Compelling Circumstances policy.

Where a student is unable to meet competency after being deemed Not Yet Satisfactory after three attempts. Where a student is found to have cheated in the assessment task

## 3.0 Re-submission/Re-attempt:

What a student is required to do when he/she submits a completed assessment task/participates fully in an assessment but has not met the requirements of the task. Students are permitted two attempts before point 3.4 of the Compassionate and Compelling Circumstances policy is applied.

## 4.0 Re-assessment:

What a student is required to do when he/she is deemed not yet satisfactory on three occasions for that assessment task or if the student submits an incomplete assessment task/does not submit an assessment task/does not participate in the assessment task on the scheduled date and no compassionate or compelling circumstances exist, in line with the Institute's Compassionate and Compelling Circumstances policy.

What a student is required to if he/she is found to have cheated on the assessment task.

## 5.0 Student Assessment

Students are advised of all assessment details, including the date, time and location, at least one (1) week prior to an assessment taking place.

It is the responsibility of the student to ensure that they attend class on the scheduled day to undertake the assessment.

Where a student does not attend/submit an assessment, the student may re-sit/re-submit the assessment free of charge, provided the student meets the Institute's Compassionate and Compelling Circumstances policy, subject to assessor availability.

Where a student submits an incomplete assessment task/does not submit an assessment task/cheats of the assessment task/does not participate in the assessment task on the scheduled date and no compassionate or compelling circumstances apply in line with the Institute's Compassionate and Compelling Circumstances policy, the student will be deemed Not Yet Competent and will be required to pay for the relevant reassessment fee as listed in point 3.4 of this policy.

## 6.0 Student Re-assessment Guidelines

6.1 Students deemed as Not Yet Satisfactory in an Assessment Task are permitted three (3) attempts within the term before being deemed Not Yet Competent.

6.2 Where a student is found to have cheated, the student will be deemed as Not Yet Competent.

6.3 Where students are deemed as Not Yet Competent, they will be required to undertake a Reassessment which is organised by the Student Services Department as soon as practicable.

6.4 The cost per re-assessment is:

\$250 per Assessment (\$250 for cookery course re-assessment fee)

#### 7.0 Student Reassessment Procedure

7.1 Student books in for re-assessment with the Student Services Department. To confirm the reassessment booking, students must pay the relevant re-assessment fee.

7.2 Students will be provided with a receipt and confirmation of the date, venue and time of the reassessment upon payment of the relevant fees.

7.3 Students will be provided with the results of the re-assessment within ten (10) working days of the re-assessment taking place.

#### 8.0 Repeating Units of Competency Guidelines

8.1 If a student is deemed Not Yet Competent after re-assessment, the student will be required to repeat the entire unit of competency, subject to timetable availability.

8.2 Students in their final term of their course must make contact with the academic manager to establish an individual learning plan (see point 6.0), to ensure completion before the expected duration of the student's CoE.

8.3 Costs for repeating individual Units of Competency are:

\$400 per unit of competency

Students must book for a repeat of Unit of Competency, a minimum of 2 weeks prior to the commencement of a new term.

#### 9.0 Individual Learning Plans

9.1 Students that have outstanding Not Yet Competent (NYC) units in their final term of their course must see the Course Coordinator to establish an Individual Learning Plan.

9.2 Individual Learning Plans are in place to ensure students complete within the specified duration of their CoE.

#### 10.0 Learning Support

Sydney Metro College provides additional classes for students that require additional training and support. The Learning Support classes are provided free of charge and occur on a weekly basis, as well as during term break. Students may be required to attend these classes as a result of an intervention strategy being activated.

## **16.0 Student Attendance Policy**

### **Policy**

Sydney Metro College recognises the correlation between student attendance and achievement of course outcomes and the requirement to adhere to Standard 11 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018). In turn, Sydney Metro College maintains a policy course progress for all class sessions. The Institute systematically records, monitors and

assesses student attendance and where attendance falls below acceptable levels, the student will be counseled in line with this policy and procedure.

## **1.0 Guidelines**

1.1 Satisfactory attendance for International Students is defined as attending 80% or more of the scheduled contact hours in each term.

1.2 A term is considered to be nine (09)\* weeks in duration. Where a student commences a term late, the term will be considered as the remaining duration for that nine week period e.g. Student commences Term 1, 2015 at the start of week 3, means that the student's term duration for Term 1, 2015 is 8 weeks.

\* A term is considered to be ten (10) weeks in duration for cookery course.

1.3 Student attendance is calculated by Student Management System automatically.

1.4 Where a student has been issued with an attendance warning letter, the student is required to contact the Student Services Team for consultation.

1.5 All attendance monitoring communication between the student and the college will be recorded appropriately in the Institute's Student Management System, with documentation retained in the Students file.

1.6 Students will be informed of this policy and its consequences through the following means:

1.6.1 Inclusion of information about the policy in the enrolment application form

1.6.2 Inclusion of information about the policy in the student handbook

1.6.3 Overview of the policy at the selection interview

1.6.4 Inclusion of information about the policy in the offer letter and agreement form

1.6.5 Overview of the policy at the student orientation program

## **2.0 Recording Student Attendance**

2.1 The Student Services Department is responsible for preparing the Weekly Attendance Sheet for each class. In doing so, the Students Services Department will ensure the Weekly Attendance Sheet reflects accurate timetabling details, including listing only current students. Students not listed on the Weekly Attendance Sheet must see the Student Services Department to rectify the situation.

2.2 The Trainer is to pick up the Weekly Attendance Sheet from the Student Services Department prior to commencement of the class for that week.

2.3 Trainers are to record student's daily attendance.

2.4 Trainers are to record the sign out time of students in the sign out column of the Weekly Attendance Sheet e.g. 3.00pm.

2.3 The comments column will be used to indicate whether medical certificates have been provided and any other relevant attendance related issues, including if the student left the class early (including the actual time), then returned to class prior to their final sign out time (including the actual time).

2.4 Trainers are to sign the Weekly Attendance Sheet to confirm that the information provided is true and correct.

2.5 At the conclusion of the last class for the week, the Trainer is to immediately forward the completed Weekly Attendance Sheet to the Student Services Department.

2.6 The Student Services Department ensures attendance is entered into the student management system within ten (10) working days of the final class for the week and signs the Weekly Attendance Sheet as confirmation that attendance has been entered accurately into the Student Management System.

### **3.0 Monitoring Student Attendance**

3.1 Student Attendance is monitored on a regular basis by Trainers, the Student Services Department and the Manager of Student Services.

3.2 Trainers monitor student attendance on a daily basis, based on the Weekly Attendance Sheet. Where students are not attending classes as scheduled, the Trainer will encourage and counsel students to improve their attendance. Where necessary, the Trainer will inform the Student Services Department to hold a formal counselling meeting with the Student.

3.3 The Student Services Department monitors student attendance on a weekly basis, based on the information included in the Student Management System, and will counsel students as instructed by Trainers and the Student Services Officer.

3.4 The Student Services Manager monitors student attendance on a weekly basis, based on reports from the Student Management System. The Student Services Manager will counsel and report students to the Department of Home Affairs (DHA) in line with the requirements of this policy.

### **4.0 Assessing Student Attendance**

4.1 The Student Services Manager assesses student attendance on a weekly basis by analysing reports generated from the Student Management System and student services team send reminder emails for attendance every term.

## **5.0 Calculating Student Attendance**

5.1 The calculation is based on the student's actual attendance in scheduled classes which is reflected in the Weekly Attendance Sheets.

5.2 Sydney Metro College's Student Management System automatically calculates student attendance based on Weekly Attendance Sheets.

## **17.0 Student Course Progress and Completion within Expected Duration and Course Extension Policy**

### **1.0. Policy**

Sydney Metro College systematically records, monitors and assesses student course progress and takes proactive measures in notifying and counseling students at risk of not meeting course requirements. In addition, the College continuously monitors the workload of students to ensure they complete their enrolment within the duration specified in their CoE, and, only allow course duration extensions in certain limited circumstances. Students who do not meet course progress requirements will be reported to the Department of Home Affairs (DHA), which may result in the cancellation of their student visa.

### **2.0 Purpose**

**2.1** The purpose of this policy is to ensure that Sydney Metro College monitors international students to ensure that they can complete their course within the duration specified on their Confirmation of Enrolment (CoE) and that timely intervention strategies are implemented for students who are at risk of failing to meet course progress requirements.

**2.2** The intention of this policy is to provide all students with the best opportunity to meet their study goals and aspirations and to ensure that students do not breach their visa requirements. This ensures compliance with Standard 8 of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*.

### **3.0 Policy**

#### **3.1 Completion within expected duration**

- International students must complete their studies within the expected duration specified on their Confirmation of Enrolment (CoE). The duration of the course as specified on the student's CoE will never exceed that registered on the CRICOS register.
- Sydney Metro College monitors student progress to ensure that students complete their studies within the expected duration as specified on their Confirmation of Enrolment.

### **1. 3.2 Study Periods**

- Students who do not meet course progress requirements within each Study Period are at risk of having their visas cancelled.
- Study periods may also be known as ‘terms’ and are described in Training and Assessment Strategies and course outlines. They are designed to ensure the academic integrity of the course is upheld.
- Each study period is divided in half forming a monitoring point at mid and end points at which students are assessed for satisfactory course progress. A student must be identified as ‘at risk’ prior to being reported as having not met satisfactory course progress requirements.

### **3.3 Determining if a student has meet course progress requirements**

- Students must have demonstrated satisfactory course progress requirements by the end of each study period. To do so, they must have successfully completed (achieved satisfactory outcomes) on all assessment tasks they were required to submit in the study period.
  - A schedule for when assessment tasks are due is outlined in the *Training & Assessment Strategy* and communicated to students at the commencement of each new study period.

### **3.4 Determining ‘at risk’ students**

- Students will be deemed at risk of not meeting course progression requirements if they:
  - do not participate in a summative assessment task
  - do not submit an assessment task within 2 weeks of the due date
- have received an assessment outcome of Not Yet Competent for one or more assessment task.

### **3.5 Progress Monitoring**

- All students’ progress will be monitored using the *Course Progress Report prepared by the Student Services Team for each unit*
- At the end of each monitoring period:
  - The monitoring report is updated by the Student Services Manager which will include a status of ‘progressing’, ‘at risk’ or ‘not progressing’ for all overseas students. This is based on current evidence located in student files and other academic records.
  - The Student Services Manager will consult with academic staff if there is any uncertainty or more evidence is required to confirm a student’s course progress status.
- The monitoring report will also record commencement and review dates for all Intervention Strategies.

### **3.6 Intervention Strategy**

- Sydney Metro College ensures that it identifies, notifies and assists students where there is evidence that the student is at risk of not meeting course progress requirements.

- For students at risk of not meeting course progress requirements, an individual intervention plan will be developed that documents the support that will be provided. This may include:
  - English language support;
  - reviewing learning materials with the student and providing information to students and in a context that they can understand;
  - providing extra time to complete tasks;
  - providing access to supplementary or modified materials;
  - providing supplementary exercises to assist understanding;
  - attending academic skills programs;
  - attending support class;
  - attending counselling;
  - receiving assistance with personal issues which are influencing progress;
  - receiving mentoring;
  - referral to external organisations where Sydney Metro College is unable to address the identified learning or academic issues;
  - being placed in a suitable alternative subject within a course or a suitable alternative course; or
  - a combination of the above and a reduction in course load.

### **3.7 Extension to an expected course duration**

- Extensions to the course duration as specified on the CoE are only allowed where:
  - A student is complying with an intervention strategy implemented for students identified at risk of not making satisfactory course progress, or
  - An approved deferral or suspension of studies has been granted in accordance with Sydney Metro College's *Student Deferral, Suspension and Cancellation Policy and Procedures*.
  - Compassionate or compelling circumstances apply (suitable evidence must be provided), which may include but is not limited to:
    - serious illness or injury, where a medical certificate states that the student was unable to attend classes;
    - bereavement of close family members such as parents or grandparents;
    - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
    - a traumatic experience which has impacted on the student and which could include involvement in or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports;
    - where Sydney Metro College is unable to offer a pre-requisite unit;
    - where the student is unable to begin studying on the course commencement date due to a delay in receiving a student visa.



- When the student can only account for the variation/s by extending his or her expected duration of study, this will be reported to the Department of Home Affairs (DHA) via PRISMS.
- All variations in the student's study load, including the reasons for the variation will be recorded on the student's file.
- Where the duration of the student's enrolment is extended, Sydney Metro College will advise the student to contact the Department of Human Affairs (DHA) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

### **3.8 Online or distance learning enrolment**

- Sydney Metro College will not deliver a course exclusively by online or distance to an international student.

### **3.9 Reporting students**

- Where a student has demonstrated unsatisfactory course progress despite interventions implemented, Sydney Metro College will be required to report the student to DHA via PRISMS and the student will receive a written notice informing them of the intention to report for nonsatisfactory course progress and the reasons for the intention to report. Students will have received first and second warning letters before the notice of intention to report is issued.
- Students have the right to appeal against the decision to report as per Sydney Metro College *Student Complaints and Appeals Policy*. If the student chooses to access this process, the student will not be reported until this process is complete.
- Sydney Metro College will only report unsatisfactory course progress in PRISMS if:
  - the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider; or
  - the overseas student has chosen not to access the internal complaints and appeals process within the twenty (20) working day period; or
  - the student has chosen not to access the external complaints and appeals process: or
  - the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.
- All records will be kept on the student's file including warning letters and the notice of intention to report.

### **3.10 Publication**

- This policy and procedure will be published in the Student Handbook to ensure that course progress requirements are clearly communicated to students before they commence their course.
- This policy will also be covered during orientation for overseas students and induction for all academic staff.

#### 4.0 Procedures

##### 4.1 Monitoring course progress

National Code: Standard 8

Procedure	Responsibility
<p><b>A. Monitor course progress</b></p> <ul style="list-style-type: none"><li>• At the defined monitoring point of the study period (per TAS), monitor students' course progress to determine if students are at risk of not meeting course progress requirements.</li><li>• Use class activities, learning and class participation to informally monitor students in class.</li><li>• Use the <i>student course progress report</i> provided by Student Services Team to monitor formal progress.</li></ul>	VET Trainer/Assessor

##### 4.2 Warnings and intervention

National Code: Standard 8

Procedure	Responsibility
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<p><b>A. Risk of Unsatisfactory course progress – Stage 1</b> • Where a student's course progress is at risk of being unsatisfactory, send a <i>First Warning Letter Risk of Unsatisfactory Course Progress</i> inviting the student to attend a meeting to develop an intervention strategy.</p> <ul style="list-style-type: none"> <li>• Inform students of the implications of amending their CoE, if applicable.</li> <li>• Record outcomes of the meeting in the <i>Intervention Strategy Record</i>.</li> <li>• Ensure <i>Intervention Strategy Record</i> is signed by the student to state that they agree to the intervention strategy.</li> <li>• Immediately implement the intervention strategy as documented in the <i>Intervention Strategy Record</i>.</li> <li>• The student will be reminded that if they continue not to meet course progress requirements, they will be reported to DHA via PRISMS and that this will affect their visa.</li> <li>• To issue a new CoE to extend the duration of the student's study, the administrator finds the CoE concerned and selects the SCV report option. Include reasons for granting the extension.</li> </ul>	<p>Student service Manager</p> <p>Student service Officer</p>
<ul style="list-style-type: none"> <li>• Place all documentation on the student's file.</li> </ul>	
<p><b>B. Monitor student's progress following first warning</b></p> <ul style="list-style-type: none"> <li>• Monitor student's progress according to the <i>Intervention Plan</i>.</li> <li>• In collaboration with the student, adjust the <i>Intervention Plan</i> as required.</li> <li>• Record outcomes of meetings in the <i>Intervention Plan</i>.</li> <li>• Include the form in the student's file.</li> </ul>	<p>Student Services Manager</p> <p>Student Services Officer</p> <p>Trainer/Assessor</p>
<p><b>C. Risk of Unsatisfactory course progress – Stage 2</b></p> <ul style="list-style-type: none"> <li>• If, after twenty days there is a continuing risk of the student demonstrating unsatisfactory course progress as evidenced through course progress monitoring, send a <i>Second Warning Letter of Risk of Unsatisfactory Course Progress</i> to the student; inviting them to another meeting.</li> <li>• At the meeting, discuss the reasons for the continuing unsatisfactory course progress and identify further intervention strategies, as required. Amend the Intervention Plan as required.</li> <li>• Advise the student that if they continue to demonstrate unsatisfactory course progress, they will receive a <i>Notice of Intention to Report for Unsatisfactory Course Progress</i>.</li> </ul>	<p>Student Services Manager</p> <p>Student Services Officer</p>

### 4.3 Notification and Reporting

National Code: Standard 8

Procedure	Responsibility
<p><b>C. Inform student of intention to report following continuing unsatisfactory course progress</b></p> <ul style="list-style-type: none"> <li>• Where a student has failed to meet course progress requirements after sending 1<sup>st</sup> and 2<sup>nd</sup> warning emails, despite interventions implemented, send the student a <i>Notification of Intention to Report for Unsatisfactory Course Progress</i>.</li> <li>• This notice must be sent as soon as practicable by post to the student's registered address, as well as by email.</li> <li>• Inform the student in the same letter of their right to access Sydney Metro College's Student Complaints and Appeals process and that they have twenty (20) working days in which to do this from the date specified on the letter.</li> <li>• Students who choose to access this process will not be reported if they appeal within twenty (20) working days indicating Sydney Metro College's intention to notify. Students must continue to attend classes during the appeals process as specified in Sydney Metro College's <i>Complaints and Appeals Policy and Procedure</i>.</li> <li>• Place a copy of the Letter and any other relevant documentation on the student file.</li> </ul>	<p>Student Services Manager</p> <p>Student Service Officer</p> <p>Course Coordinator</p>
<p><b>D. Reporting a student</b></p> <ul style="list-style-type: none"> <li>• After twenty (20) working days, report the student via PRISMS if: <ul style="list-style-type: none"> <li>○ the student does not appeal against the decision to report them, or</li> <li>○ their appeal is unsuccessful or withdrawn</li> </ul> </li> <li>• Submit SCV via PRISMS as failure to meet visa conditions with reason either: <ul style="list-style-type: none"> <li>○</li> </ul> </li> </ul>	<p>Student Services Manager</p> <p>Student Services Officer</p>

## 18.0 Student Services

Sydney Metro College is committed to providing all students with quality student support services throughout their enrolment and adhering to the principles of access and equity for all its students.

Sydney Metro College offers a range of support services to students to assist them with:

- A. Achieving their learning goals
- B. Achieving satisfactory academic and attendance progress towards meeting the learning outcomes of their enrolment
- C. Adjusting to study and life in Australia
- D. Any welfare issues that may arise throughout their enrolment
- E. Their individual, training, assessment and service needs

F. Any enquiries they may have with regards to their enrolment and progress

Sydney Metro College provides academic support to its students to ensure that each student achieves their academic progression. Students consult with trainers for academic support. For any additional academic support, students consult with the Course Coordinator including support with student learning management systems.

Student Services officers may refer students to have consultation with the Course Coordinator for further support.

## **19.0 Overview of Sydney Metro College's Student Support Services**

Sydney Metro College (SMC) offers a range support services to students to assist their transition into life and study in Australia, as well as ongoing academic support to assist students to meet the requirements of their course.

Our key student support personnel and their role is outlined below:

- **Ram Shrestha - PEO**
- **Bipin Velera - Academic Manager**
- **Tara Gaire – Course Coordinator**
- **Deepika Bhandari –Student Services Manager**
- **Saisha Maharjan- Student Services Officer**
  
- **Yin Yinzhu - Student Services Officer**
- **Yangje Sherpa - Student Services Officer**
- **Pramila Baral - Student Services Officer**

Support services that are offer at each stage of the student journey are outlined below.

### **1) Support to complete the enrolment**

Student Services Manager, Student Services and Accounts Officer and Accounts and Admin Officer can provide one-on-one assistance to students to complete the enrolment process.

### **2) Student Orientation**

SMC provides appropriate support to students through the provision of an age and culturally appropriate orientation. This includes details of all the support that SMC can provide to students to assist them in adjusting to life and study in Australia.

The orientation includes information on support services to assist students with any personal circumstances that are affecting their education, English language and study assistance programs that are offered to students, as well as emergency, health and legal services that students can access.

SMC also provides information on employment rights and conditions and how to resolve workplace issues through the Fair Work Ombudsman or other relevant bodies.

The orientation includes a tour of SMC's training facilities and a review of all the resources that are offered to students, including library and learning resources and equipment.

SMS also outlines key policies and procedures including course transfer, course progress requirements, complaints and appeals and deferral suspension and cancellation.

An orientation day schedule is sent to students prior to the orientation day.

### **3) Academic support**

Trainers/assessors provide ongoing academic support to students face or face or via email, messaging and/or through the online course forums. SMC's trainers/assessors play an active role on the online platforms.

### **4) Student Welfare Services**

SMC can also offer students a range of welfare services.

These services may include, through direct provision or referral, information/advice about: accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues.

Internal welfare services will be provided at no additional cost to the student. However, where a student is referred to an external provider, the student will be responsible for meeting the costs of the provider. SMC does not charge for such referrals to the provider.

Contact us for further details about our student support services we can offer.

#### **External Support Services**

For students requiring additional support with their studies, work or life, SMC has included the details of a number of communities organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

Some services may only be applicable depending on the state you are in, which is indicated in the list.

#### **Reading and Writing Hotline**

Website: <http://www.readingwritinghotline.edu.au/> Telephone: 1300 655 506

The Hotline can provide you information about:

- Classes close to you
- Help by mail or computer
- Teachers and other people who can help
- Websites and books that can help you to learn

#### **Lifeline**

Website: <https://www.lifeline.org.au/> Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respect everyone's right to be heard, understood and cared for. They also provide information about other support

services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

### **Beyond Blue**

Beyond Blue – National Depression Initiative | Website: [www.beyondblue.org.au](http://www.beyondblue.org.au) | Tel: 1300 224 636

Anyone can call Beyond Blue for immediate support with any problems or concerns.

Call 1300 22 4636 24 hours a day, 7 days a week. Also view the web site at [www.beyondblue.com.au](http://www.beyondblue.com.au)

### **Redfern Legal Centre (NSW Students only)**

Website: <http://rlc.org.au/our-services/international-students> | Tel: 02 9698 7277

The Redfern Legal Centre gives free, confidential legal advice to international students living in New South Wales.

### **Study Melbourne (VIC students only)**

Visit the Study Melbourne web site at <https://www.studymelbourne.vic.gov.au> to find a wealth of information on accommodation, legal services and English language support.

### **Study Sydney**

Visit the Study Sydney web site at <https://www.study.sydney> to find a wealth of information on accommodation, legal services and English language support.

### **Fair Work Australia**

Website: <https://www.fwc.gov.au/>

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

### **Reach Out**

Website: [www.reachout.com.au](http://www.reachout.com.au) | Telephone: 1300 799 675

Reach Out is a web-based service that inspires young people to help themselves through tough times and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

### **Alcoholics Anonymous**

Website: [www.aa.org.au](http://www.aa.org.au) | Tel: 1300 222 222

Alcoholics Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism. **Legal Services**

### **Sydney**

Website: <https://www.legalaid.nsw.gov.au/about-us> | Tel: 02 9219 5000 | Central Sydney Legal Aid Office



Legal Aid NSW helps people with their legal problems. Our legal services include legal advice, help at court and family dispute resolution. We can help in most areas of criminal law, family law and civil law. **Melbourne**

Victoria Legal Aid

Website: [www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au) Tel: 03 9269 0234

Victoria Legal Aid is a state-wide organisation that helps people with their legal problems. Their focus is on helping and protecting the rights of socially and economically disadvantaged Victorians.

### **Consumer Affairs Victoria (Victorian students only)**

Website: <https://www.consumer.vic.gov.au/internationalstudents> Tel: 1300 558 181

Consumer Affairs Victoria is Victoria's consumer regulator, helping to create a competitive and fair marketplace for businesses and consumers. The organisation provides specific information for international students about their rights and responsibilities.

### **Fair Trading NSW (NSW students only)**

Website: <https://www.fairtrading.nsw.gov.au/help-centre/youth-and-seniors/youth/international-students> Tel 13 32 20.

On Arrival	During Study	Post - Completion
Airport pickup*	Timetabling	Certificate copies*
Accommodation Assistance*	Education counseling (Course Progress, Attendance)	Transcript copies*
Admissions	Course Options	Re-enrolment*
Overseas student health cover assistance	Welfare counseling Career counseling	
Bank account assistance	English language support	
Orientation	Cultural adjustment	
	Recognition of Prior Learning*	

	Internet access and Student Computer Lab	
	Extra-curricular activities*	
	Student ID Cards* and RTO Manager Login	
	Document Access	
	Tax file number assistance	
	Job finding and resume assistance	
	Complaints and Appeals	
	Student Deferment, Suspension and Cancellation	

NSW Fair Trading is the state government agency responsible for protecting consumers' rights. We provide free assistance and information on shopping and renting rights. The organisation provides specific information for international students about their rights and responsibilities. **Student Support Services**

\* ***Indicates that fees are involved. Please contact us for further information***

To find out more information about particular student services, see the relevant section in this student handbook, or speak to the relevant staff member directly by viewing The QUICK GUIDE – WHO CAN HELP ME section.

## **20.0 Student welfare**

The Student Services Officer is available for confidential assistance in any of the following area:

- Counselling – general or personal, emergency assistance, support and referrals
- Cultural Adjustment
- Student Accommodation
- Study Assistance

Feel free to drop in to see the Student Services Officer between Monday to Friday.

For after hour emergencies, please contact:

**Course Coordinator (Melbourne) Mr. Tara Gaire Phone: 0433 175 232**

**Email: [tara@sydneymetrocollege.edu.au](mailto:tara@sydneymetrocollege.edu.au)**

**OR**

**Student Services Manager (SYDNEY) Ms. Deepika Bhandari Phone: 0420580074**

**Email: [deepika@sydneymetrocollege.edu.au](mailto:deepika@sydneymetrocollege.edu.au)**

**OR**

**Mr. Ram Shrestha (PEO) Phone: 0425327953**

**Email: [ram@sydneymetrocollege.edu.au](mailto:ram@sydneymetrocollege.edu.au)**

Or, please refer to the **section 2: Quick Guide - who can help me** section of this Student Handbook.

## **21.0 Welfare counselling**

During your study you may encounter personal problems that may end up affecting your enrolment. This can include the stress of being away from family and friends, difficulty in finding suitable accommodation, difficulty with work, personal Issues at home, financial Issues etc. Our Student Services Team is here to assist you as needed. If you are experiencing stress or difficult issues, please let our Student Services Team know about it. Conversations will remain confidential if you wish. To contact our Student Services Team, visit us between Monday to Friday: 9:00am – 10:00pm. For after- hour emergencies, please contact Campus Manager or Operations Manager (details provided in point 3 of this policy).

## **22.0 Compassionate and Compelling Circumstances**

### **Policy**

Sydney Metro College will assess whether compassionate or compelling circumstances exist, based on documented evidence provided by the student. The evidence will be reviewed, and a decision made at the discretion of Sydney Metro College.

### **Definition**

Compassionate or compelling circumstances are generally those beyond the control of the student, when they have an impact on the student's course progress or wellbeing. These could include but are not limited to:

- serious illness or injury;
- death or illness of close family members such as parents or grandparents

- major political upheaval or natural disaster in the international student's home country requiring emergency travel and this has impacted, or will impact, on the student's studies;
- a traumatic experience which could include:
  - Involvement in, or witnessing of a serious accident; or
  - Witnessing or being the victim of a serious crime, and this has impacted on the student;
- Where SMC was unable to offer a pre-requisite unit;
- Inability to begin studying on the course commencement date due to delay in receiving a student visa.
- Where a student fails occasional units throughout the course but has not been identified as requiring

additional support as per Sydney Metro College's Student Course Progress policy.

International students may also defer or suspend their studies with SMC for other reasons; however, the student will be required to provide compelling documentary evidence to support their request.

## **Guidelines**

**1.0** Medical certificates provided as evidence must:

- (i) include the doctor's contact details
- (ii) state that the student has a 'medical condition and is unfit for class'
- (iii) state the length of time the student will be unfit for class
- (iv) be issued by a registered doctor

**2.0** Death certificates provided as evidence must be translated into English and certified.

**3.0** Evidence of a major political upheaval or natural disaster must be within reasonable proximity to the students' family and will be investigated by Sydney Metro College.

**4.0** Evidence of a traumatic experience must include a police report or licensed medical practitioner's certificate or psychologists' report/letter.

**4.1.** The licensed medical practitioner's certificate or psychologist report/letter must:

- include the doctor's or psychologist's contact details
- be issued by a licensed medical practitioner or registered psychologist

## 23.0 Student Complaints and Appeals Policy

### Policy

Sydney Metro College endeavors to create a positive learning environment, free of coercion, unfair treatment or harassment. Any circumstance caused by Sydney Metro College, its trainers, assessors or other staff, a third-party providing services on Sydney Metro College's behalf (including, the third-party organization itself, their trainers, assessors or other staff), or another learner of Sydney Metro College, which affects the well-being of a student, will be dealt with in a professional manner in line with published procedures. Students who are dissatisfied with decisions made by the Institute will be able to access the Institute's internal and external appeals processes, which are handled with care, fairness, professionalism, objectivity and independence. Should a student engage Sydney Metro College's appeal process, the students' enrolment will be maintained until the internal appeals process and if necessary, external appeals process has been completed. Once the appeals process has been completed, Sydney Metro College will undertake necessary actions depending on the outcome of the appeals process, within ten (10) working days of the process being finalised. Where Sydney Metro College considers more than sixty (60) calendar days are required to process and finalise the complaint or appeal, it:

- informs the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and
- regularly updates the complainant or appellant on the progress of the matter.

### General Guidelines

**1.0** A complaint is defined as a dissatisfaction with a treatment or service made by:

**1.1** Sydney Metro College, its trainers, assessors or other staff

**1.2** A third party providing services on Sydney Metro College's behalf (including, the third-party organization itself, their trainers, assessors or other staff)

**1.3** Another learner of Sydney Metro College

**1.4** Sydney metro College will provide each complainant or appellant an opportunity to formally present his or her case at minimal or no cost to him or herself

**1.5** If the internal or any external complaint handling or appeal process results in a decision that supports the student, Sydney Metro College will immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.

Examples of complaints include, but are not limited to:

- Unfair treatment conducted by any party identified in point 1.0 of this policy
- State of classroom facilities, equipment or resources of Sydney Metro College or third-party organisations providing services on Sydney Metro College's behalf

- Time taken to receive feedback on academic results
- Time taken to access any service provided by Sydney Metro College or a third-party organization providing services on Sydney Metro College's behalf
- Any interaction conducted by a party identified in point 1.0 of this policy

**2.0** An appeal is defined as a dissatisfaction with a decision made by Sydney Metro College, or a third party providing services on Sydney Metro College's behalf. Examples of appeals include, but are not limited to, a review of:

- A decision, including an assessment decision made by a Sydney Metro College assessor or assessor of a third party providing services on Sydney Metro College's behalf
- SMC's intention to report a student for non-compliance of a visa condition
- SMC's decision to not provide a student refund
- SMC's decision to not approve a transfer request
- SMC's decision to not accept an enrolment
- SMC's decision to not approve a suspension of studies, deferment or cancellation request

Note that grounds for internal appeals generally fall in to, but are not limited to, one of the following categories:

- New evidence being received by the Institute, which was not reasonably available at the time that Sydney Metro College or a third party providing services on Sydney Metro College's behalf, made its decision
- Procedural irregularity by Sydney Metro College or a third party providing services on Sydney Metro College's behalf
- Other (compassionate or compelling circumstances)

### **3.0 Internal Complaints/Appeals Guidelines**

**3.1** There is no cost involved to students in accessing SMC's internal complaints and appeals process **3.2** All parties directly involved in the internal complaints and appeals process may be accompanied and assisted by a support person at any relevant meeting

**3.3** Complaints and Appeals applications must be accompanied with relevant documentation e.g. written statements, names of witnesses and any other relevant documents to support the students' case. The evidence provided by the student will determine SMC's investigative activities and will form the basis of SMC's decision **3.4** Should a student not make an internal appeal within 20 working days of Sydney Metro College or a third party providing services on Sydney Metro College's behalf's

initial decision, the initial decision will be maintained and the Institute or third party acting on Sydney Metro College's behalf will act on the decision

**3.5** All students that access Sydney Metro College's complaints and appeals process will be provided with acknowledgement of receipt within five (5) working days of the complete complaint/appeal (including supporting evidence) being received

**3.6** Sydney Metro College will maintain the students' enrolment while the complaints and appeals process is ongoing, and will not act on its', or a third party acting on Sydney Metro College's behalf, initial decision until the appeals process has been completed. Students must in turn ensure they continue to meet their attendance and course progress requirements until the process has been completed

**3.7** All students that access Sydney Metro College's complaints and appeals process will be provided with written notification of the outcome, including reasons for the outcome, within ten (10) working days of the complete complaints/appeal being received

**3.8** Where the complaint or appeals process results in a decision that supports the student, Sydney Metro College or a third party acting on Sydney Metro College's behalf, will complete any corrective actions within ten (10) working days from the decision

**3.9** Where the complaint or appeals process results in a decision that is not in favour of the student, the student may choose to access Sydney Metro College's external appeals process within ten (10) working days of the internal appeal outcome

**3.10** Sydney Metro College will assist all students with the external appeals process and will provide the student with written acknowledgement that the external appeals process has been activated upon advice from the student

**3.11** All records of the complaints and appeals process will be filed in the students file

#### **4.0 External Complaints/Appeals Guidelines**

**4.1** Students that are dissatisfied with the outcome of Sydney Metro College's internal complaints and appeals process, have the right to access Sydney Metro College's external appeals process within ten (10) working days of the internal appeal outcome. Should a student not make an external appeal within ten (10) working days of the internal appeal outcome, Sydney Metro College's initial decision will be maintained and the Institute will act on the initial decision

**4.2** Sydney Metro College's external appeal reviewers are:

- Overseas Students Ombudsmen (International Students)

**4.3** The external review is provided at minimum cost to students that wish to access it. Where there are appeal application, fees involved with the above two mentioned bodies, Sydney Metro College will cover 50% of the application fees, with the remaining 50% to be covered by the student

**4.4** Sydney Metro College will maintain the students' enrolment while the complaints and appeals process is ongoing and will not act on the initial decision until the appeals

process has been completed. Students must in turn ensure they continue to meet their attendance and course progress requirements until the process has been completed

- 4.5** In most cases, the purpose of the external appeals process is to consider whether Sydney Metro

College or a third party providing services on Sydney Metro College's behalf has followed its policies and procedures, not to make a decision in place of Sydney Metro College

- 4.6** The outcome of the external appeal is final, however does not remove the right for the

student to take further action under Australia's Consumer Protection Laws, pursue other legal action or make a complaint to:

- The National Training Complaints Hotline 13 38 73
- Department of Fair Trading (<http://www.fairtrading.nsw.gov.au>)
- Administrative Appeals Tribunal (<http://www.aat.gov.au>)
- AustralianSkillsQuality Authority (ASQA)  
<http://www.asqa.gov.au/complaints/makeacomplainttother-stakeholders/making-a-complaint---other-stakeholders.html>
- Please note the following:  
ASQA accepts complaints about training providers from all members of the community.
  - ASQA takes a risk-assessment approach to student complaints, which allows us to focus on risks to the quality of vocational education and training in Australia.
  - ASQA is not a consumer protection agency and cannot act as an advocate for individual students. However, ASQA highly values complaints about training providers—all complaints are used as intelligence to inform regulatory activities.
  - For more information on how ASQA handles complaints, refer to the ASQA website about Managing complaints about training providers.

- 4.7** Where the external complaints or appeals process with the Overseas Students Ombudsmen (OSO), results in a decision that supports the student, Sydney Metro College will provide written advice to the student and any other relevant party of the outcome and will complete all necessary corrective actions within ten (10) working days

- 4.8** Where the external complaints or appeals process with OSO, maintains Sydney Metro

College's or a third party providing services on Sydney Metro College's behalf initial decision, the Institute will implement the actions as stated in the initial decision

- 4.9** All records of the complaints and appeals process will be filed in the relevant students' file



- 4.10 Students not satisfied with Sydney Metro College's complaints and appeals process can contact the Department of Education by email on [esosmailbox@deewr.gov.au](mailto:esosmailbox@deewr.gov.au) or phone **1300 566 046**

## 5.0 Complaints/Appeals Process

**Informal Stage (Complaint only):** Student advises Student Services Team and attempts to solve the problem with the relevant party identified in point 1.0 of this policy informally.

If the student is satisfied with the outcome, no further action is needed.

If the student is not satisfied with the outcome, progress to step 1.

**STEP 1 – INTERNAL (Complaint and Appeals):** Student completes the relevant form (SMC Complaint Form or SMC Internal Appeal Form) with relevant supporting documentation and lodges it with the Admin and Account Officer. For appeals, this must be within twenty (20) working days of Sydney Metro College or third party providing services on Sydney Metro College's behalf's initial decision.

The Manager of Student Services:

- a) Reviews the case and provides written advice of receiving the complaint/appeal within five (5) working days of receiving the complete student submission
- b) Schedules a meeting with the relevant parties involved
- c) Provides student with outcome, including reasons for the outcome within ten (10) working days of receiving the complete student submission

If the student is satisfied with the outcome, no further action is needed.

If the student is not satisfied with the outcome, progress to step 2.

**STEP 2 – EXTERNAL (Complaints and Appeals):** Within ten (10) working days of receiving the outcome, the student makes an external appeal to the Australian Council for Private Education and Training (Domestic Students) or the Overseas Students Ombudsmen (International Students) and completes and submits the SMC External Appeal Form to the Admin and Account Officer.

The Student Services Officer

- a) Provides ongoing assistance to the student in accessing the Institute's external appeals process
- b) Provides written advice acknowledging the student's external complaint/appeal within five (5) working days
- c) Provides student and other relevant parties with the final outcome, including reasons for the outcome within ten (10) working days of receiving notification from OSO

OSO will review the appeal and inform Sydney Metro College and the student of the outcome.

Note that in most cases, the purpose of the external appeals process will be to consider whether Sydney Metro College or a third party providing services on Sydney Metro College's behalf has followed its policies and procedures, not to make a decision in place of Sydney Metro College. OSO decisions are final however this does not remove the right for the student to take further action under Australia's Consumer Protection Laws or pursue further legal action.

Where the external complaints or appeals process with OSO results in a decision that supports the student, Sydney Metro College will provide written advice to the student and any other relevant party of the outcome and will complete all necessary corrective actions within ten (10) working days.

Where the external complaints or appeals process with OSO, maintains Sydney Metro College's or a third party providing services on Sydney Metro College's behalf's initial decision, the Institute will implement the actions as stated in the initial decision

**International students lodging an external appeal with should contact the OSO on 1300 362 072.**

#### **24.0 Certificates and Statement Of Results**

Sydney Metro College will issue AQF Qualifications upon the successful completion of the course that is outlined in your Student Acceptance Agreement.

Sydney Metro College will ensure all qualifications and Statement of Attainments that are issued from Sydney Metro College are within its Scope of Registration and meet the requirements as stipulated in the relevant nationally endorsed Training Packages, qualifications, competency standards or units specified in accredited courses.

Once you have met your program requirements and paid your relevant tuition fees, you are able to apply for your Certificate and Statement of attainment (SOA) by completing the Office Request Form. On completion of the form, the college will check you have met all course requirements and have paid all tuition fees. If you are eligible, you will be contacted within ten (10) working days to collect your Certificate and Statement of attainment (SOA). Alternatively, you can have the Certificate and Statement of attainment (SOA) posted to you or presented to you at Graduation. If you have not met all course requirements or have outstanding fees, the Student Services team will contact you within ten (10) working days and inform you accordingly.

If you have not completed all program requirements, you may be eligible for a Statement of Attainment for your successfully completed units. To apply, please fill in the Certificate request form.

## 25.0 Student Credit Transfer and Recognition of Prior Learning Policy

### Policy

Sydney Metro College will ensure that Credit Transfer (CT) / Recognition of Prior Learning (RPL) is offered to all applicants prior to and upon enrolment. Sydney Metro College will fully recognise the AQF and VET Qualifications and Statements of Attainments issued by other Registered Training Organisations and ensures that its own recognition process is transparent, fair and provides students with sufficient information to support their claim for recognition. It is a requirement that Sydney Metro College grant credit to learners that have previously completed units of competency or modules (unless licensing or regulatory requirements prevent this) and that students are not required to repeat any unit or module in which they have already been assessed as competent unless a regulatory requirement or license condition (including industry licensing schemes) require this.

### 1.0 Definitions

**1.1 Credit Transfer:** Credit Transfer assesses the initial course or subject that an applicant is using to claim access to or credit in a destination course. The assessment determines the extent to which the applicant's initial course or subject is equivalent to the required learning outcomes, competency outcomes or competency standards for entry to, and/or partial or total completion of a qualification.

**1.2 Recognition of Prior Learning:** An assessment process that assesses an applicant's non-formal and informal learning to determine the extent to which the applicant has achieved the required learning outcomes, competency outcomes, or competency standards for entry to, and/or partial or total completion of a qualification.

### 2.0 Guidelines

**2.1** Students are informed of Recognition options prior to and upon enrolment and are encouraged to apply

**2.2** Students that apply for CT / RPL must provide evidence that indicates they are currently competent against the endorsed industry competency standards. These could include, but is not limited to:

- ✦ Resume
- ✦ Copies of relevant study certificates
- ✦ Letters from relevant employers detailing duration, tasks and duties performed by the applicant
- ✦ Pictures or videos of work experience
- ✦ Work experience related emails
- ✦ Relevant position descriptions
- ✦ Relevant employment agreement
- ✦ Minutes of attended meetings
- ✦ Relevant business cards

- ✦ Certified copies of original certificates or statements of attainment issued by other Registered Training Organisations
- ✦ Course outlines (For courses where the candidate has been deemed competent)
- ✦ Certification of hours of study
- ✦ Certified results from an institution
- ✦ Subject outlines from previous study
- ✦ Client testimonials
  - CT / RPL assessment can only be conducted by SMC assessors who hold the following: ✦ TAE40110 Certificate IV in Training and Assessment
- ✦ Vocational Qualification or demonstrated equivalent or higher (in the unit(s) parent qualification)
- ✦ Demonstrated competence in the unit(s) being assessed
- ✦ Two (2) years of relevant employment experience
  - When assessing Recognition, Sydney Metro College will ensure that the evidence supplied is:
    - ✦ Authentic
    - ✦ Valid
    - ✦ Reliable
    - ✦ Current
    - ✦ Sufficient

**2.3** All supporting documentary evidence must be translated into English and certified

**2.4** All students must sign the Student Exemption Form as acceptance of the recognition being granted, prior to any changes being made to their CoE.

**2.5** Where CT or RPL is granted before the issue of a visa grant, the net course duration (as reduced by

CT/RPL) will be indicated on the CoE issued for that student. Where CT/RPL is granted after the issue

of a visa, the resulting change of course duration will be reported via PRISMS within ten (10) working days.

**2.6** All copies of the recognition process will be retained in the student's file.

**2.7** All AQF qualifications and statements of attainments issued by other Registered Training Organisations are fully recognised by Sydney Metro College.

**2.8** Credit will only be granted for an entire unit of competency, not for individual elements of competency

### **3.0 Credit Transfer Procedure**

**3.1** Sydney Metro College provides information on recognition options prior to and upon student enrolment.

**3.2** Student advises Sydney Metro College's Marketing and Admissions Team that they would like to apply for Credit Transfer and completes the Student Exemption Form.

**3.3** The Course Coordinator contacts the student and arranges a meeting, providing complete information about the Credit Transfer process including discussions on appropriate evidence and presentation of evidence.

**3.4** The Student provides the evidence to the Course Coordinator as discussed which will usually include certified copies of original certificates or statements of attainment issued by other Registered Training Organisations and certified academic transcripts.

**3.5** The Course Coordinator advises if the student application was successful or not and completes the Student Exemption Form which must be also signed by the student as acceptance of the decision.

**3.6** If the Student's application is successful, the Course Coordinator will inform the student of the outcome. Where CT or RPL is granted before the issue of a visa grant, the net course duration (as reduced by CT/RPL) will be indicated on the CoE issued for that student. Where CT/RPL is granted after the issue of a visa (which results in a shortening of the CoE course duration), the resulting change will be reported via PRISMS within ten (10) working days and a new CoE will be issued to the student. The Marketing and Admissions Officer is responsible for ensuring that all enrolment documentation reflect the reduction in course duration.

**3.7** If the Student's application is not successful, the Course Coordinator will provide information specifying the reasons for the decision and the next available course of action. Students may appeal any decision made by Sydney Metro College (See Complaints and Appeals Policy).

#### **4.0 Recognition of Prior Learning Procedure**

**4.1** Sydney Metro College provides information on recognition options prior to and upon student enrolment.

**4.2** Student advises Sydney Metro College's Marketing and Admissions Team that they would like to apply for Recognition of Prior Learning and completes the Student RPL Application Form.

**4.3** The Course Coordinator contacts the student and arranges a meeting, providing complete information about the RPL process including completion of the RPL Kit, the Student Exemption Form and discussions and presentation of the student's supporting evidence.

**4.4** The Student provides the evidence to the Course Coordinator as discussed.

**4.5** The Course Coordinator meets with the student and provides feedback on the student's first attempt as well as any further evidence that the student may need to submit.

**4.6** The Student provides further evidence to the Course Coordinator as discussed.

**4.7** The Course Coordinator meets with the student and provides feedback on the student's second attempt as well as any further evidence that the student may need to submit.

**4.8** The Student provides further evidence to the Course Coordinator as discussed.

**4.9** The Course Coordinator advises if the student application was successful or not and completes the

Student Exemption Form, which must also be signed by the student as acceptance of the decision.

**4.10** If the Student's application is successful, the Course Coordinator will inform the student of the outcome. Where CT or RPL is granted before the issue of a visa grant, the net course duration (as reduced by CT/RPL) will be indicated on the CoE issued for that student. Where CT/RPL is granted after the issue of a visa grant (which results in a shortening of the CoE course duration), the resulting change will be reported via PRISMS within ten (10) working days and a new CoE will be issued to the student. The Marketing and Admissions Manager is responsible for ensuring that all enrolment documentation reflects the reduction in course duration.

**4.11** If the Student's application is not successful, the Course Coordinator will provide information specifying the reasons for the decision and the next available course of action. Students may appeal any decision made by Sydney Metro College (See Complaints and Appeals Policy).

### 5.0 Cost

Item	Cost
Credit Transfer	\$200 enrolment fee + \$100 per unit of competency
Recognition of Prior Learning	\$200 enrolment fee + \$200 per unit of competency

## 26.0 Student Deferment, Suspension and Cancellation

### Policy

Sydney Metro College will only grant deferment, suspension and cancellation of student's enrolments in certain limited circumstances. Deferment, suspension and cancellation of a student enrolment can be initiated by the student, or the Institute. Where the Institute initiates the process or makes a decision on the outcome of an application, students will be given the opportunity to access the Institute's complaints and appeals procedure.

#### 1. Definitions

**Deferral**– Postponement of commencement of course

**Suspension**– Temporary postponement of enrolment during course

**Cancellation**– Cessation of enrolment in course

Deferral of Enrolment Guidelines

## **1.1 Student Initiated**

Students may apply to Student Services for a deferral of their enrolment. A Student Services Officer and or Manager will liaise with Academic Manager to seek the advice on the matter. Deferrals will only be granted in the following limited circumstances:

## **1.2 Student Visa Delay**

Compassionate or Compelling Circumstances (in line with the requirements of the Institute's Compassionate or Compelling Circumstances Policy).

If a deferral application is approved, the student will receive a letter advising of the approval and confirming the new course dates within ten (10) working days of the Institute receiving the complete application. In addition, the student acceptance agreement will be amended to reflect the new course dates. All terms and conditions of the original student acceptance agreement will remain the same.

If a deferral application is not approved, the student will receive a letter providing the specific reasons why the application was not approved within ten (10) working days of the Institute receiving the complete application. Students may appeal the decision in line with the Institute's Complaints and Appeals Policy.

Where a deferral is granted that will affect the end date of the original CoE, the Student's CoE will be reported on PRISMS within ten (10) working days of the Institute receiving the complete application to reflect the changes. A copy of the new CoE will be sent to the student and a copy retained in the student's file.

All students are informed that deferral of their enrolment may affect their student visa.

All documentation relating to the assessment of the student's deferral application will be retained in the student's file.

## **27.0 Suspension of Enrolment Guidelines**

### **1. Student Initiated**

Students may apply to the Student Services Manager or Officer for a suspension of their enrolment.

Suspensions will only be granted in the following limited circumstances:

- Compassionate or Compelling Circumstances (in line with the requirements of the Institute's Compassionate or Compelling Circumstances Policy).
- If a suspension application is approved, the student will receive a letter advising of the approval and confirming the new course dates within ten (10) working days of the Institute

receiving the completed application. In addition, the student acceptance agreement will be amended to reflect the new course dates. All terms and conditions of the original student acceptance agreement will remain the same.

- If a suspension application is not approved, the student will receive a letter providing the specific reasons why the application was not approved within ten (10) working days of the Institute receiving the completed application. Students may appeal the decision in line with the Institute's Complaints and Appeals Policy.
- Where a suspension is granted that will affect the end date of the original CoE, the Student's CoE will be reported on PRISMS within ten (10) working days of the institute receiving the complete application to reflect the changes. A copy of the new CoE will be sent to the student and a copy retained in the student's file
- All students are informed that suspension of their enrolment may affect their student visa.
- All documentation relating to the assessment of student suspension applications will be retained in the student's file.

## **2. Sydney Metro College Initiated**

- Sydney Metro College may suspend a student's enrolment in the following instances:
- Student misbehaviour where it constitutes a breach of the Institute's Student Misconduct Policy
- Compassionate or Compelling Circumstances (in line with the requirements of the Institute's Compassionate or Compelling Circumstances Policy
- In cases where the suspension of the student enrolment is initiated by Sydney Metro College, students will be notified in writing and given twenty (20) working days to access the Institute's Internal Complaints and Appeals Policy (See Complaints and Appeals Policy).
- The change in enrolment status will not be reported to the Department of Education until the internal appeals process has been completed.
- All students are informed that suspension of their enrolment may affect their student visa.
- All documentation relating to the suspension will be kept in the student's file.
- The Student Services Officer is responsible for reporting the student to the Department of Education within ten  
(10) working days via PRISMS, once the suspension has been finalised.

## **28.0 Cancellation of Enrolment Guidelines**

### **1. Student Initiated**

- Students may apply to the Student Services for a cancellation of their enrolment.
- Students that cancel their enrolment will be liable to pay outstanding fees as stipulated in their signed student acceptance agreement and the Institute's Refund Policy.



- Students whose enrolments have been cancelled may apply for a Release. Release on PRISMS will be granted at no charge and provided within ten (10) working days of receiving the completed application, provided the student has no outstanding fees owing to Sydney Metro College and the application meets the requirements of the Institute's Transfer between Providers Policy.
- Student Initiated Deferment, Suspension or Cancellation of Enrolment Procedure:
- Student completes the Application to Defer or Suspend Enrolment Form or Application to Withdraw Form and provides supporting documentation to the Admin and Account Officer. The onus is on the student to provide relevant documentation to support their claim.
- The Student Services Manager or Officer provides the student with written acknowledgement of the application within five (5) working days of receiving the complete application.
- The Student Services Manager or Officer assesses the case and provides the student with Sydney Metro College's written outcome (including specific reasons) within ten (10) working days of the Institute receiving the completed application.
- Where students are dissatisfied with Sydney Metro College's outcome, the student may access Sydney Metro College Complaints and Appeals Policy (See Complaints and Appeals Policy).
- Where the student has accessed the Complaints and Appeals policy and the outcome is in favour of the student, Sydney Metro College will undertake corrective actions within ten (10) working days of the decision.
- Where the student has accessed the Complaints and Appeals policy and the outcome is in favour of Sydney Metro College, the Institute's decision will remain.
- Students must continue to attend classes until the appeals process has been completed and a decision has been made.

## **29.0 Disciplinary procedures**

### **Verbal Warning**

Minor breaches of policies or procedures will result in a verbal warning given to the student. Verbal warnings will be recorded on the student's file notes.

### **Formal warning letter**

Significant or repeated minor breaches shall result in a formal written warning being issued to the student. Should the student so wish, an opportunity to refute the allegations will be given and fully recorded in the presence of a colleague selected by the student, and at SMC's discretion, a further

employee selected by SMC. A copy of any warning will be retained in the student's administration file notes. The PEO will issue written warnings.

### **Final warning letter**

Continued unsatisfactory behaviour or the first incidence of a serious matter shall result in a final written warning being provided to the student.

The student will be given an opportunity to respond to the allegations in the presence of a colleague selected by the student, and at SMC management's discretion, a further employee selected by SMC management. This will be recorded. A copy of any final warning will be retained in the student's file. The PEO will issue final warnings.

### **Expulsion**

In serious cases of misconduct or if unsatisfactory behaviour has continued, expulsion of the student may occur. In this situation, the student's CoE may be cancelled and DHA notified. The PEO may only expel a student and the dismissal will be authorised in writing.

The student will be given an opportunity to respond to the allegations in the presence of a colleague selected by the student, and at SMC's discretion, a further employee selected by SMC management. This will be recorded.

For Sydney Metro College's full disciplinary procedures, please see SMC's Student misconduct policy.

## **30.0 Transfer between Providers Policy**

### **Policy**

This policy is in place to ensure Sydney Metro College meets its obligations with regards to Standard 7 of the National Code 2018. The policy specifies:

- The circumstances in which Sydney Metro College grants transfers to its international students who wish to transfer to another provider (prior to them completing six (6) months of their principal course of study)
- The limited circumstances in which Sydney Metro College accepts students from other providers (prior to them completing six (6) months of their principal course of study)
- The process for transfer to and from the Institute once the six (6) months principal course restriction has been met
- The process for transfer within SMC Colleges prior them completing six (6) months of their principal course of study
- Transferring to another course offered by SMC

### **1.0 Guidelines for Students seeking to transfer to Sydney Metro College from another provider**

- 1.1 Sydney Metro College will not enroll students wishing to transfer from another registered provider prior to the student completing six (6) months of his or her principal course of study, except where:
- a) The original provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered
  - b) The original registered provider has provided a release through PRISMS
  - c) The original registered provider has had a sanction imposed on its registration by the Australian Government or State and Territory Government that prevents the student from continuing study in his or her principal course
  - d) Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change
- 1.2 Where students have completed six (6) months of study in their principal course, no transfer restrictions will apply. Sydney Metro College will assess student enrolment applications from this cohort of students in line with its Student Entry Requirements, Selection, Enrolment and Orientation Policy.

## **2.0 Procedure for Students seeking to transfer to Sydney Metro College from another provider (Prior to completing six (6) months of their principal course)**

- a) The Marketing and Admissions Officer receives an enrolment application from an onshore International Student who is currently studying at another Institution.
- b) The Marketing and Admissions Officer assesses the application in line with Sydney Metro College Student Entry Requirements, Selection, Enrolment and Orientation Policy. The Marketing and Admissions Officer will know the student is currently studying at another provider due to declarations provided by the student via the Enrolment Form and through PRISMS
- c) Due to the student being enrolled at the other provider prior to completing six (6) months of their principal course, the student must provide relevant evidence as per 1.1 of this policy
- d) Where the Student can demonstrate adherence to point 1.1 a, c or d, the student enrolment will progress, and the Marketing and Admissions Officer will assess the student for suitability for entry in line with the Institute's Student Entry Requirements, Selection, Enrolment and Orientation Policy
- e) Where the student is requesting to enroll based on point 1.1 b and meets other entry requirements specified in Sydney Metro College's Student Entry Requirements, Selection, Enrolment and Orientation Policy, Sydney Metro College will offer a Conditional Letter of Offer, clearly stating that the offer is contingent of the student being Released on PRISMS from their original provider to Sydney Metro College
- e) Where the student is released through PRISMS by the original registered provider, the enrolment process will progress in line with SMC's Student Entry Requirements, Selection, Enrolment and Orientation Policy
- f) Where the student is unable to meet one of the requirements of 1.1 of this policy, the student will be informed why their application for enrolment was rejected. This will occur as soon as practicable and no longer than ten (10) working days from the day the student submits their completed enrolment application.

## **3.0 Procedure for Students seeking to transfer to Sydney Metro College from another provider (After completing six (6) months of their principal course)**

- 3.1 Where students have completed six (6) months of study in their principal course, no transfer restrictions will apply. Sydney Metro College will assess student enrolment applications from this cohort of students in line with its Student Entry Requirements, Selection, Enrolment and Orientation Policy and Student Deferment, Suspension and Cancellation Policy

#### **4.0 Guidelines for Students seeking to transfer from Sydney Metro College to another provider**

- 4.1 Sydney Metro College will assess student transfer requests prior to completing six (6) months for its international students. The student has no outstanding fees owing to Sydney Metro College and can provide evidence of one of the following circumstances:
- a) Provided a letter from another registered provider confirming that a valid enrolment offer has been made, and
  - b) The student wishes to access support services that the other provider has, and Sydney Metro College is unable to provide
  - c) The student is experiencing a threat to their physical safety which will be alleviated by studying at the other provider
  - d) The program of study is not consistent with what was specified in the student acceptance agreement and offer letter
  - e) The student can provide evidence that he or she was misled by Sydney Metro College or by one of its education agents
  - f) The student is able to demonstrate compassionate or compelling circumstances exist in line with the Institute's Compassionate and Compelling Circumstances policy, which necessitate transfer to another provider
  - g) Sydney Metro College ceases to be registered or the course in which the student is enrolled ceases to be registered
  - h) Sydney Metro College has a sanction imposed on its registration by the Australian Government or State and Territory Government that prevents the student from continuing study in his or her principal course
  - i) Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change
  - j) The student has not commenced studies due to not securing an Australian visa or other compassionate or compelling circumstances in line with the Institute's Compassionate and Compelling Circumstances policy
  - k) Where the course for which the student is enrolled at SMC no longer meets student's learning needs and the student satisfies course progress and fee obligations as per SMC policy and procedures.
  - l) The international student will be reported because they are unable to achieve satisfactory course progress
  - m) An appeal (internal or external) on another matter results in a decision or recommendation to release the international student.
- 4.2 Sydney Metro College will NOT grant student transfer requests and will NOT release its international students in PRISMS (who have not completed six (6) months of study in their principal course), where the student has outstanding fees owing to Sydney Metro College and the student falls into one of the following categories:
- a) The student has not provided a valid offer letter from their prospective CRICOS provider
  - b) The student is experiencing welfare issues but has not discussed the issues with SMC's Student Support Services team

4.3 Should a student wish to withdraw from Sydney Metro College to another provider after completing six (6) months of their principal course, no transfer restrictions apply. Students must complete Sydney Metro College's Application to Withdraw Form (available at Reception), as well as ensure their fees are up to date in line with their Student Acceptance Agreement and SMC's Student Refund Policy. Students should then follow point 5.0 (b, c, e, f) below.

#### **5.0 Procedure for Students seeking to transfer from Sydney Metro College to another provider (Prior to completing six (6) months of their principal course)**

- a) Student completes Sydney Metro College's Application to Withdraw Form (available at Reception or SMC Website <https://www.sydneymetrocollege.edu.au/downloads/>) and provides relevant evidence to support their claim, including but not limited to:
  - Evidence such as medical or death certificates or other supporting evidence
  - Valid Letter of Offer from receiving provider
  - Ensuring outstanding fees have been paid in line with the student's Student Acceptance Agreement and SMC's Student Refund Policy
- b) Student submits completed application to the College Student Services. The Student Services Officer will provide advice on the requirements of the policy and will issue the student with written acknowledgement of the complete application as soon as practicable of receipt
- c) All applications are considered by the Student Services Officer as soon as practicable and students are provided with the written outcome within ten (10) working days of submission of their completed withdrawal application
- d) If the withdrawal application is approved, Sydney Metro College will Release the student on PRISMS at no cost to the student and the student will be advised to contact DHA to find out what action, if any, they need to take with regards to their student visa
- e) Until the withdrawal application has been approved and the release has been provided, students must continue to attend class, as academic progress and attendance will still be in effect. See the College Student Attendance Policy, Student Course Progress Policy and Student Assessment, Reassessment and Repeating Units of Guidelines Policy
- f) If the withdrawal application is not approved, the student is entitled to appeal the decision in line with the Institute's Complaints and Appeals Policy. During this period, the student must continue to attend class as academic progress and attendance will still be in effect.  
See the Institute's Student Attendance Policy, Student Course Progress Policy and Student Assessment, Reassessment and Repeating Units of Guidelines Policy. Note that this policy does not remove the student right to take action under Australia's consumer protection laws or rights to pursue other legal remedies.

#### **6.0 Transfer within SMC Colleges after commencement of course**

- a) Student Services Officer receives request from student wishing to transfer to another SMC College within the first six (6) months of his/her principal course. The student must demonstrate  
'exceptional circumstances' justifying the transfer along with relevant supporting documentation.

- Exceptional Circumstances include but are not limited to:
  - i. Student has to move his residence to another city/state
  - ii. A medical circumstance that affects the student's performance in their current course and where the student can demonstrate it will not affect his performance in the intended new enrolment
- b) Student completes Sydney Metro College's change of Course/Campus form (available at Reception or SMC Website <https://www.sydneymetrocollege.edu.au/downloads/>) and provides relevant evidence to support their claim, including but not limited to:
  - Evidence such as medical or death certificates or other supporting evidence
- c) Student submits completed application to the College Student Services. The Student Services Officer will provide advice on the requirements of the policy and will issue the student with written acknowledgement of the receipt of the Application to Withdraw as soon as practicable
- d) All applications will be considered by the Student Services Officer as soon as practicable and students are provided with the written outcome within ten (10) working days of submission of their completed withdrawal application.
- e) Until the withdrawal application has been approved, students must continue to attend class, as academic progress and attendance will still be in effect. See the College Student Attendance Policy, Student Course Progress Policy and Student Assessment, Reassessment and Repeating Units of Guidelines Policy
- f) If the transfer application is not approved, the student is entitled to appeal the decision in line with the Institute's Complaints and Appeals Policy. During this period, the student must continue to attend class as academic progress and attendance will still be in effect. See the Institute's Student Attendance Policy, Student Course Progress Policy and Student Assessment, Reassessment and Repeating Units of Guidelines Policy. Note that this policy does not remove the student right to take action under Australia's consumer protection laws or rights to pursue other legal remedies.

## **7. Transferring to another course offered by SMC**

Students may transfer to another course offered by SMC in the following circumstances:

- Where it is considered that the course that the student wishes to transfer to;
  - ✦ better meets the study capabilities of the student; and/or
  - ✦ better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations; and/or
  - ✦ where the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.
- A transfer to another course within SMC will not be granted where:
  - The transfer may jeopardise the student's progression through a package of courses.
  - The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.
  - The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.
- In order for a request for transfer to be considered, students must complete an Internal Change Of Course Form.

- The outcome of the student's application for course transfer will be provided in writing within ten (10) working days of receipt of the application.
- Costs involved in transferring to another course plus any refund of course fees paid for the student's current course will be in accordance with SMC Refund Policy and Procedure.

## **8. Visa advice**

- All students who are either considering a course transfer, or have been granted a release, will be advised that they must contact DHA to seek advice on whether a new visa is required. To find out more about visa requirements, students will be advised to contact DHA on 131881 or visit the following website: <https://www.homeaffairs.gov.au/News/Pages/global-visa-andcitizenshipprocessing-times.aspx>

## **9.0 Procedure for Students seeking to transfer from Sydney Metro College to another provider (After completing six (6) months of their principal course)**

9.1 Should a student wish to withdraw from Sydney Metro College to another provider after completing **six (6)** months of their principal course, no transfer restrictions apply. Students must complete Sydney Metro College's Application to Withdraw Form (available at Reception), as well as ensure their fees are up to date in line with their Student Acceptance Agreement and SMC's Student Refund Policy. Students should then follow point 5.0 (b, c, e, f) above.

## **10.0 Release on PRISMS**

10.1 If Release is granted on PRISMS by Sydney Metro College, it will be provided at no cost to the student

## **11.0 Refund Policy**

11.1 The approval of transfer from Sydney Metro College to another provider does not indicate that the Institute is entitled to provide any refunds to the student

11.2 Students requesting refunds must provide a separate refund application in line with the Institute's Student Refund Policy

## **12.0 Record Keeping**

The Student Services Officer is responsible for ensuring all appropriate records are kept from the Transfer of Providers process, demonstrating compliance with this policy and showing how SMC reached its decision. All Transfer documents, including but not limited to Transfer Application Documents, Supporting Documentation, Release, Conditional Letter of Offer, Letter of Offer, Transfer Outcome Letters etc. will be systematically kept in each students file

## **Record Documents**

- Application to Withdraw Form
- Enrolment Form
- Conditional Letter of Offer
- Release on PRISMS
- Withdrawal Acknowledgement Letter
- Withdrawal Outcome Letter



## **Record Policies**

- Compassionate and Compelling Circumstances Policy
- Complaints and Appeals Policy
- Student Attendance Policy
- Student Assessment, Reassessment and Repeating Units of Guidelines Policy
- Student Course Progress and Completion within Expected Duration Policy
- Student Entry Requirements, Selection, Enrolment and Orientation Policy
- Student Refund Policy

## **31.0 Education counselling**

Sydney Metro College regularly monitors your course progress and attendance to ensure you are progressing successfully in your course. Should your attendance or course progress drop below acceptable levels, the college will contact you and intervene, so you are able to overcome any obstacles you may be facing. As an International Student if your attendance or course progress drops below the minimum acceptable levels as outlined in the College's Attendance Policy and Course Progress Policy, you may be reported to the Department of Home Affairs for breach of your student visa. Note that your Trainer will provide you with feedback and your assessment task result for your submitted assessments within ten (10) working days of submission. Your latest attendance percentages will also be available within ten (10) working days of your last class for the week via our RTO Manager Student Login page (See 2.2.9 of this policy).

For further information on attendance and course progress requirements, please see the relevant sections in our Student Handbook or obtain the policies from Reception. Alternatively, speak to one of our friendly Student Services staff between Monday to Friday: 8:00am – 6:00pm. We also encourage you to speak to us at any time if you believe you are having issues with your progression in your course.

## **33.0 English Language Support**

We understand that for many of you English is not your first language. So in addition to learning new knowledge and skills in your area of study, you also want to improve your English language skills. To gain entry into your chosen program you would have had to meet minimum English Language requirements. If, however you are experiencing issues with talking, writing or reading, please let our Student Services Team know as soon as possible. We can provide you with free additional internal English Language support to help improve your English language skills, which will be extremely beneficial towards completing your course and your general time here in Australia. We can also refer you to external English training centres. We will not charge you for this referral however, you may be charged by the external provider.



### **34.0 English Language Courses**

The costs of English Language courses vary greatly depending on the duration and level of the English course. English language courses vary in duration and intensity, and can cost as little as a few hundred dollars for a two-week short course to A\$3,500 for a half year semester or up to A\$14,500 for a full year university preparation English course.

### **35.0. Student Academic Support Services**

Sydney Metro College (SMC) aims to provide a supportive teaching and learning environment that is responsive to individual student needs.

SMC recognises that, for a wide variety of reasons, students may not achieve the academic results of which they are capable. The following Student Academic Support Services outlines the academic support available to all students including those students who are deemed academically 'at risk' and the support strategies in place for these students.

#### **Identification of Individual Student Needs**

Students who fail to attend class regularly and/or who fail to submit one or more assessments are contacted by the Trainer/Assessor and Student Services Team. The Student Services may identify students having learning support needs. In consultation with the Course Coordinator, the Student Services Officer will consult with each student identified as having learning support needs.

Learning support needs of students may arise from issues associated with:

- English language
- literacy
- numeracy
- study techniques
- time management
- organisational skills
- working with others
- I.T. skills
- the requirements of the course

Learner support needs may be identified:

- by poor attendance or poor assessment outcomes
- during initial discussions with academic staff during Orientation
- after a student subject evaluation survey
- during an interview with a student
- as part of an intervention strategy agreed between the learner and the Student Services Officer

### **35.1 Ongoing Academic Support**

If you are having any difficulties with your studies, we encourage you to contact your trainer/assessor in the first instance who can provide you with support to meet your needs. This may include one to one support such as going through learning materials or providing you with additional activities or resources or discussing assessment requirements. Your trainer/assessor may also refer you to the Course Coordinator who can also provide you with additional academic support such as arranging extra classes, helping you with any technology issues such as accessing or using Moodle and providing you with further learning materials.

### **35.2 Language, Literacy and Numeracy support**

We aim at all times to provide a positive and rewarding learning experience for all students. Our enrolment form asks you to provide information regarding Language, Literacy and Numeracy (LLN) requirements or any other special learning needs. In the event of LLN becoming an issue, you can contact the Student Services Officer to discuss your requirements.

Some examples of the type of support that we can offer include:

#### **35.3 Literacy**

- Providing you only essential writing tasks
- Considering the use of group exercises
- Providing examples and models of completed tasks
- Ensuring that documents and forms are written and formatted in plain English
- Using clear headings, highlighting certain key words or phrases
- Providing explanations of all technical terms used

#### **35.4 Language**

- Presenting information in small chunks and speaking clearly, concisely and not too quickly
- Giving clear instructions in a logical sequence
- Giving lots of practical examples
- Encouraging you to ask questions
- Asking questions to ensure you understand

### **35.5 Numeracy**

Showing you how to do the calculations through step by step instructions and through examples of completed calculations. Helping you to work out what math calculations and measurements are required to complete the task. Encouraging the use of calculators and demonstrating how to use them.

#### **Course Coordinator**

The Course Coordinator is, additionally, available for individual counselling with students by referral from staff or self-referral by students. Appointments can be made in person, by email or at the campus reception desk. Times available for appointments are advertised and sent via e-mail to each student. **Academic Staff Consultation**

#### **In-class consultation**

Individual student consultations with the trainer/assessor are an integral part of the learning experience for each unit.

#### **Electronic consultation**

The unit Moodle page on the Student Learning Management System provides students with access to subject resources and also includes a 'chat room, 'forum' and email facilities that allow for the posing of questions by students and trainer/assessor and response by both students and trainers/assessors. Such communication facilities are moderated and controlled by the Course Coordinator .

Students are encouraged to contact their trainer/assessor directly by email if they have any questions that will not wait until the next study session. Trainers/assessors are required to read and respond to their emails in a timely manner.

#### **Consultation with Course Coordinator**

Course Coordinator s are available for individual consultations at times when they are not engaged in teaching or associated administrative duties. Appointments can be made in person, by email or at the reception desk.

Course Coordinator s provide a range of academic and course management advice, from course planning and subject enrolments, to dealing with progression issues.

#### **Intervention strategies**

Students who do not meet the minimum academic standards are deemed to be "at risk". The Student Services will arrange for academic counselling for all students who are deemed to be "at risk" and also advise such students of the possibility that conditions may be placed on their enrolment.

During the academic counselling session, the counsellor and the student will determine what additional support will be provided to the student. This may include, but is not limited to, the student:

- receiving individual case management;
- attending counselling;
- receiving assistance with personal issues which are influencing progress;
- receiving mentoring; or
- a combination of the above and a reduction in course load.

Students deemed at risk are required to complete and sign an Intervention Strategies Form that stipulates the steps agreed with the counsellor to give them the appropriate level of academic support.

### **36.0 Reassessment and repeating units of competency**

To successfully complete a unit of competency i.e. achieve a competent result for the unit, you must achieve a Satisfactory Result for all assessment tasks for that unit. For each assessment task you will be provided with three (3) opportunities to achieve a Satisfactory Result. Should you be unable to achieve a Satisfactory Result following your 3<sup>rd</sup> attempt, you will be required to undertake a Re-assessment. Reassessments are organised by the Student Services Department and cost \$200 per assessment.

Should you be unable to fulfill the unit of competency requirements following a re-assessment, you will be required to repeat the unit of competency in line with the College's Student Assessment, Reassessment and Repeating Units of Competency Guidelines policy. The cost of repeating a unit of competency is \$400 and is subject to timetable availability.

See the College's Assessment, Reassessment and Repeating Units of Competency Guidelines policy for further information. Note that this policy applies to all assessment tasks conducted at the College.

### **37.0 Refund policy**

#### **Policy**

Sydney Metro College's refund policy observes the principles outlined in the ESOS (Education Services for Overseas Student) Act 2000 and the VET Quality Framework. This policy applies equally to all new and re-enrolling students unless otherwise stated, and provides the details and circumstances of applicable refunds to students where:

- Sydney Metro College or a Third-Party delivering training and assessment on Sydney Metro College's behalf defaults (Provider default)
- The Student defaults (Student default)

#### **Definitions**

- Tuition Fees: Fees directly related to provision of a course. Note that students must pay Tuition

Fees in advance for all courses. See each program's Course Information Sheet for the cost of Tuition Fees for each course.

- **Other Fees and Charges:** Application Fees, Student Workbooks and all Other Fees and Charges that may be incurred by the student during their enrolment. See each program's Course Information Sheet for a list of Other Fees and Charges. Other Fees and Charges are non-refundable under any circumstance.
- **Unused prepaid Tuition Fees:** Tuition for which the student has paid but has not yet been delivered by the College. Does not include items listed as other fees and charges.
- **Nature of Guarantee:** The nature of guarantee given by Sydney Metro College relating to the completion of training and/or assessment once the student has commenced study in their chosen qualification or course. Sydney Metro College's nature of guarantee is outlined in points 1.2, 1.3, 1.4, 1.5, 1.6, 1.7, 1.8, 1.9 and 1.10 of this policy.

## Guidelines

### 1.0 Provider Default

- 1.1. Sydney Metro College will be considered to have defaulted when:
  - 1.1.1. The course the student has enrolled in does not start on the agreed starting day; or
  - 1.1.2. The course the student has enrolled in ceases to be provided at any time after it starts but before it is completed; or
  - 1.1.3. The course the student has enrolled in is not provided in full to the student because a sanction has been imposed on Sydney Metro College
- 1.2. In cases where Sydney Metro College defaults, the College will advise affected students in writing of the default within 10 working days of the default taking place.
- 1.3. Within 12 weeks from the days of the default taking place, the College will calculate the refund amount eligible for the student (based on unused prepaid tuition fees), and will offer students placement into a suitable alternative registered course, or a full refund of unused prepaid tuition fees. In each instance, the College will give the student a statement explaining how the unused prepaid tuition fees have been calculated
- 1.4. Where students choose to accept placement in a suitable alternative registered course, Sydney Metro College will require the student to sign a document to indicate that they have accepted the placement and will take reasonable measures to assist in the transition of the student to the new course. Note that students may have to pay other additional fees and charges to the new provider, such as purchasing of any texts or materials, as well as tuition fees that have not been covered by their unused prepaid tuition fees
- 1.5. Where the student chooses to accept the full refund of unused prepaid tuition fees, the amount will be paid to the student within 12 Weeks from days of the default taking place. Note that international students ceasing studies are advised to contact the Department of home Affairs for implications to their student visa
- 1.6. In the event that Sydney Metro College is unable to provide a refund of unused prepaid tuition fees or place the student in a suitable alternative registered course, the Australian Students Tuition Assurance Scheme (ASTAS) for domestic students or Tuition Protection Service (TPS) for international students will attempt to place the student in a suitable alternative course with another provider, or, if this is not possible, will provide the student with a refund of their unused prepaid tuition fees. Note that international students ceasing studies are advised to contact the Department of Immigration and Border Protection for implications to their student visa
- 1.7. The College's chosen fee protection measures for tuition fees paid in advance by domestic students is 11.3 (e) (option 5) of the Standards for NVR RTO's - The Australian Students Tuition Assurance Scheme (ASTAS) which is implemented by the Australian Council for Private Education and Training (ACPET)
- 1.8. The College's fee protection measures for tuition fees paid in advance by international students is the Tuition Protection Service (TPS) which is implemented by the TPS Director

1.9. Sydney Metro College will ensure that at all times, it maintains current membership with each scheme and meets each schemes membership and compliance obligations

## **2.0 Student Default**

A student will be considered to have defaulted when:

- The student has failed to pay an amount he or she was liable to pay to Sydney Metro College for the course he/she is enrolled in.
- The student withdraws after their agreed starting day.
- The student is deemed to have breached a condition of his or her student visa.
- The student has been expelled by the College due to serious misconduct.

In the case of student default, no refunds will be made. Sydney Metro College reserves the right to claim any outstanding fee for the course(s) the student has enrolled in.

	Refund Situation	Applicable Refund
1	Within ten (10) business days cooling off period	Full refund of prepaid tuition fees (less Application Fee)
2	Provider default	**Full refund of unused prepaid tuition fees (less Application Fee)
3	Student default	No refund
4	Visa refused (Prospective overseas students only)	Full refund of unused prepaid tuition fees (less Application Fee)
5	Student is unable to meet the conditions of enrolment prior to commencement and is not permitted to enroll by the College	85% refund* of the total Tuition Fees
6	Sydney Metro College withdraws a student offer because the offer was made on the basis of incorrect, misleading, incomplete or fraudulent documentation or information provided by the student	50% refund* of the total Tuition Fees
7	Student withdraws at least ten (10) weeks prior to agreed starting day	85% refund* of the total Tuition Fees
8	Student withdraws at least seven (7) weeks prior to agreed starting day	80% refund* of the total Tuition Fees
9	Student withdraws at least four (4) weeks prior to agreed starting day	70% refund* of the total Tuition Fees
10	Student withdraws less than four (4) weeks prior to agreed starting day	50% refund* of the total Tuition Fees
11	Student withdraws after agreed starting day	No refund
12	Visa cancelled due to the actions of the student (overseas students only)	No refund
13	Expulsion from the college due to breach of college rules or misconduct	No refund
14	Visa extension is refused (continuing overseas student)	Full refund of unused prepaid tuition fees (less Application Fee)
15	Withdrawal from study – Current students enrolled in a package of courses	Refund policy applies in the same way it does for first course. Refer to 4, 5, 6, 7, 8, 9.

### 3.0 Refund Situations

The following table provides an itemised list of the situations a student may apply for a refund and the amount of refund the student is entitled to:

### 5.0 Appeals Policy

*This policy and the availability of complaints and appeals processes, does not remove the students right to take action under Australia's consumer protection laws.*

*Sydney Metro College's dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.*



## **6.0 Written Agreement**

Sydney Metro College enters into a written agreement with each student prior to commencement of their studies and acceptance of any fees. This agreement consists of the Letter of Offer and Student Acceptance Agreement, which, when signed, becomes the Contract of Enrolment (The Contract). If after accepting the agreement, the student chooses to cancel the Contract before commencement or completion of the qualification, the student will be liable to pay outstanding tuition fees and the costs incurred by the College in recovering any outstanding monies, including debt collection agency and solicitor fees, in line with the requirements stipulated in this Fees and Charges policy.

### **Non-Commencement of Studies**

**6.1** Where a student accepts an offer to admission and fails to attend the college on the agreed starting day, or notify the College of his/her intentions, Sydney Metro College will consider the student to have defaulted and will be entitled to retain all tuition fees due for the first 6 months of the students' enrolment. This also applies to students recommencing studies after an approved suspension or deferment and students enrolled in a package of courses. For international students, this may affect their student visa.

### **7.0 Deferring/Re-joining Student**

**7.1** If after accepting an offer to admission, an applicant gives written notice before the commencement of the course of his/her intention to defer or postpone his/her place to the next available intake, all tuition fees will be transferred to the next available intake, however new fee structures and re-enrolment fees will apply. The next available intake may be the following term or in subsequent terms, depending on course availability. The applicant will need to submit an application to defer studies (see deferment, suspension and cancellation policy).

**7.2** Where a student defers commencement to a later commencement date and then gives written notice of their intention to not take up a deferred place prior to commencement of the new agreed start date, a refund will be assessed based on the period of notification and circumstances of the original agreed starting date.

**7.3** Note that Sydney Metro College is only permitted to approve deferral of studies to overseas students on the grounds of compassionate or compelling circumstances in line with the College's Deferment, Suspension and Cancellation policy and Compassionate and Compelling Circumstances policy.

### **8.0 Exceptional Grounds for Refunds**

**8.1** Sydney Metro College will give special consideration to refunds of fees in extenuating circumstances following a written application being received by the Principal.

**8.2** A written notice of withdrawal from a course and refund application due to exceptional circumstances may be lodged up to the last day before the student's agreed starting date.

Applications received after this date will be treated in line with point 3.0 of this policy Sydney Metro College will use its discretion to consider the written notice as grounds for either a total or partial refund of fees if acceptable documentary evidence is provided, in support of the refund application. Exceptional circumstances may include:

- An illness or disability (certified by a licensed medical practitioner or registered psychologist).
- The death of a close family member (parent, grandparent, sibling, spouse or child).
- A political, civil or natural event that prevents full payment of fees or enrolment.
- An onshore student's visa being cancelled by DHA due to a report submitted by a previous institution, or their application for review being unsuccessful.

### 9.0 Refund Application Procedure

- a) Students must complete an Application for Refund form and an Application to Withdraw form (Refer to point 4.1 of this policy where the cooling off period applies)
- b) Student must attach a written statement providing details and reasons for their request. Statements can be hand written or typed
- c) Evidence (such as visa refusal, air tickets, medical or death certificates etc.) must be attached with the application
- d) All applications will be considered by the Principal within ten (10) working days of the completed application being submitted
- e) The Applicant will be notified of the outcome in writing and the reasons for the decision. In general, there will be two possible outcomes:
- f) Application approved, and refund issued
- g) Application not approved and in line with the students written agreement and refund policy, the student will need to make appropriate payment of outstanding monies
- h) If approved, Sydney Metro College Student Services Staff will log into PRISMS (for International Students) and cancel the students CoE's, the student is Released (for International Students) and provide a letter advising of CoE cancellation advising the student to contact DHA to find out what action, if any, they need to take in regards to their student visa. Students will also be provided with a letter detailing how their refund amount was calculated and determined
- i) Until the application has been assessed and a decision reached, students must continue to attend scheduled classes and maintain their course progress and attendance.

Attendance and course progress will be continued to be monitored in line with the College's attendance and course progress policies

- j) Students who are unsuccessful in their refund application may appeal the decision (see Complaints and Appeals policy). **Note that this policy, and the availability of complaints and appeals processes, does not remove the students' right to take action under Australia's consumer protection laws. Further, Sydney Metro**

***College's dispute resolution processes do not circumscribe the students right to pursue other legal remedies***

- k) If the application for refund is successful, Sydney Metro College will pay the refund within ten (10) working days of the decision. All refunds will be reimbursed in Australian Dollars and will be returned to the student by cheque or deposited into the student's nominated account. If another person or organisation is identified as having originally paid the fees, the refund will be made to them instead of the student.

## **10.0 Administrative Notes**

10.0 This policy and related documentation are accessible via Sydney Metro College Reception, Student Handbook, Student Services team or Marketing team and is provided to the student prior to enrolment

10.1 All notes relating to refund applications will be recorded in the College's Student Management System (RTO Manager) and hard copy documents retained in the student's file

10.2 The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by this Refund Policy.

10.3 Where Sydney Metro College defaults, the College will:

10.4 Under section 46B of the ESOS Act, notify the Secretary, the TPS Director and affected students in writing within three (3) business days of the default occurring

10.5 Under section 46D of the ESOS Act, satisfy its tuition protection obligations to students within fourteen (14) days after the default day

10.6 Under section 46F of the ESOS Act, give notice to the Secretary and the TPS Director of the outcome of the discharge of obligations within seven (7) days after the end of the obligation period

10.7 Where the International Student defaults, the College will: Under section 47C of the ESOS Act, notify the Secretary and TPS Director in writing of the default occurring within five (5) days of the default occurring

10.8 Discharge its obligations under sections 47D or 47E of the ESOS Act within the specified periods

10.9 Under section 47H of the ESOS Act, give notice to the Secretary and the TPS Director of the outcome of the discharge of obligations within seven (7) days after the end of the obligation period .

**Note. For more queries and details kindly contact accounts department.**

## **38.0 Cheating and Plagiarism**

Assessments and tests are considered the most important aspect of student development throughout the course and any form of plagiarism or cheating will be considered a serious violation of College rules. To ensure a fair and honorable system of assessment for students, Sydney Metro

College operates and maintains a policy of honesty and integrity with regards to the presentation and submission of all assessments. This is viewed formally with serious consequences for any deviations to this intent.

## **Policy**

Students who are found cheating or guilty of plagiarism in any form of assessment will be deemed Not Yet Competent for the relevant Unit of Competency. The student will then need to undertake assessment at an additional cost of \$200 per assessment task.

Students who are found cheating or guilty of plagiarism for a second time will need to re-enroll and repeat the entire Unit of Competency and pay applicable fees. Students will also be issued with an official written warning, which will be placed in the student's file. Continued behavior of this kind may result in the student being expelled from the College.

Full details regarding Cheating / Plagiarism can be found in the College's Assessment, Reassessment and Repeating Units of Competency Guidelines Policy available at Reception.

## **39.0 Classroom Operation**

### **Introduction**

The security and appearance of the classrooms is the responsibility of the teacher allocated to that room and should reflect the professional image that the College holds. As ownership and pride in the student's surroundings and the presentation of their work is to be considered part of their professionalism, it is expected that these activities be incorporated into class time. Behavior in the classroom is expected to be conducive to the most effective learning environment for all class participants.

### **Guidelines**

**1.0** Food and beverages are not permitted to be consumed in classrooms.

At the end of every class, the room is to be tidied up, chairs pushed in, and tables straightened. This is to be checked by the teacher before dismissal.

In the case of temporary rearrangement or movement of College resources and materials, these are to be returned by the students at the end of the session.

**2.0** All classrooms should be locked when not in use.

**3.0** Please be aware that some classrooms are used for scheduled meetings after class times and therefore will not always be available for Teachers.

- If class rooms are required for use outside usual class times, bookings are required to be made in advance through the Principal.

**4.0** Advice of Open Days or other special occasions: Teachers are required to organise the cleaning and set up of the room using display material appropriate for their class.

**4.1** As classes are utilized by more than one class, Teacher's will be advised of the particular classroom they will set up displays.

**4.2** In the case where the Teacher feels additional cleaning is required, cloths and spray cleaner will be made available for tables and boards.

**4.3** Vacuuming will be covered by Maintenance department procedures.

**4.0** The use of electronic equipment such as mobile phones and audio devices is not permitted whilst class is in session.

**5.0** A lap top computer is permissible provided it is relevant to the class. The use of a dictionary by students in class is permitted.

- Under no circumstances may a student connect their laptop, smartphone, or any electronic device to Sydney Metro College's server for any reason whatsoever including for use of the Internet.

**6.0** Students are expected to use appropriate language at all times.

- Teachers are also reminded that the use of offensive language in class does not reflect the College ethos.
- Students are expected to speak English in the classroom in accordance with local etiquette.

**7.0** In accordance with WHS procedures, please advise the Course Coordinator by email [tara@sydneymetrocollege.edu.au](mailto:tara@sydneymetrocollege.edu.au) or Student Services Manager by email: [deepika@sydneymetrocollege.edu.au](mailto:deepika@sydneymetrocollege.edu.au) for any maintenance issues apparent in the classroom or anywhere within the college campus. Identified maintenance issues will be attended to in a timely manner.

## **40.0 Student Code of Conduct**

All students enrolled in programs or using the services of the College are required to maintain appropriate standards of conduct at all times.

### **Guidelines**

Where behaviour is deemed to be improper or inappropriate as outlined below, the College will take action in accordance with the Student Disciplinary Policy. **Improper or Inappropriate Behavior**

**1.0 Improper or inappropriate behavior includes but is not restricted to:**

- Being on Sydney Metro College premises and consuming or having consumed alcohol;
- Persistent disruptive behavior;
- Verbally abusive or hostile behavior affecting fellow students;
- Smoking or the use of prohibited or illegal substances at Sydney Metro College classes or on Sydney Metro College premises;
- Deliberate misuse of Sydney Metro College equipment or materials;
- Behaviour of a discriminatory nature;
- Carriage, use or being in possession of a prescribed or regulated weapon or dangerous article on Sydney Metro College premises;
- Physical assault on a member of general or teaching staff, other students or members of the public or behaviour which is perceived to be threatening;
- Theft from staff or students at Sydney Metro College;
- Slander or harassment (whether verbal, sexual or otherwise) of staff or other students;
- Arson of Sydney Metro College property;
- Willful or malicious damage to Sydney Metro College property or equipment.

Any student who has been found to willingly or accidentally activate fire or security alarms which result in the calling out of emergency services such as the fire department, police, ambulance or any other emergency service will be liable for whatever costs are incurred by their actions. Furthermore, students may be prosecuted under State or Federal laws in relation to their actions.

## **2.0 Serious Misconduct**

Serious misconduct is deemed to be behaviour that is illegal, willful or premeditated. This behaviour can result in immediate suspension pending investigation and may lead to expulsion.

Misconduct of a criminal nature will be reported to the appropriate authority.

## **3.0 Student Conduct**

Students enrolled at Sydney Metro College should adhere to the following:

- Respect other people's rights to hold different positions and views in our society;
- Are receptive to others' point of view;
- Do not discriminate against another person for their beliefs, nationality, religion, age, associations or sex;
- Are not to impose their own values on other students.
- Students are given the capacity and right to learn with equal opportunity to develop their maximum potential.

## **41.0 College code of practice**

In all interactions with Sydney Metro College and its staff and students, the College will comply with its Code of Practice

## **Policy**

Sydney Metro College promotes a professional educational environment and expects all staff to conduct themselves in a professional manner. The College acts with the highest level of integrity in providing quality Vocational Education and Training services to its clients and adopts policies, procedures and practices, which comply with all relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its operations and scope of registration.

### **Sydney Metro College:**

- Advertises and markets its training services with integrity, accuracy and professionalism
- Recruits participants in a responsible and ethical manner
- Provides accurate, relevant and up-to-date information and states its fees and charges to its students prior to enrolment
- Provides qualified and experienced trainers and assessors who:
  - Undertake their duties with honesty, objectivity, integrity and diligence to act professionally and give the highest standards of service to students
- Conduct fair, flexible, valid and reliable competency-based assessments
- Provides up-to-date facilities and equipment in a safe and healthy environment
- Delivers monitors and reviews training and assessment services to ensure that the interests and welfare of students are maintained
- Provides an appeals and grievance procedure and opportunities for reassessment
- Recognises the rights and dignity of the students observing at all times the tenets of Anti - Discrimination and Equal Opportunity Laws
- Complies with the requirements of Commonwealth, State or Territory legislation and regulatory requirements relevant to its operations and scope of registration (outlined in the College's Legislative and Regulatory Requirements policy)
- Treats students fairly with professional concern for their interests and refers students to external services if necessary
- Acts in a way that promotes co-operation and good relations among the people the organisation works with
- Maintains accurate confidential and secure training and financial records
- Encourages feedback and evaluation from stakeholders
- Observes total discretion and confidentiality in all dealings
- Provides timely and accurate information to government agencies and funding bodies

## **42.0 Competency-Based Training**

You are participating in competency-based training. So, what exactly does that mean? Qualifications are made up of Units of Competency. These tell us the skills and knowledge recognised as necessary to perform effectively in a particular job or role. Each industry area divides these skills and knowledge into related categories that form National Competency Standards for specific industry areas.

The National Competency Standards provide a framework for training and assessment and tell us what skills and knowledge an employee at a particular level within a particular industry should be reasonably expected to have.

So, a competency is: ... “The ability to perform a job to the required level of performance expected in the workplace.” Our assessments are based on confirming if you have the skills, knowledge and attitudes to perform a job.

## **43.0 Computer Lab and Login**

Upon enrolment, you will be given computer login details. Keep this safe with you, as you will need it for the duration of your enrolment. You can use the college’s fully equipped computer lab, which is open between Monday to Wednesday: 8:30am – 8:00pm and Thursday to Saturday : 8:30am – 5:00pm. The student computer lab includes Computers with Microsoft Office, printing facilities and photocopying facilities. Printing and photocopying costs 10 cents per page for black and white copies, and 20 cents per page for colour copies. Should you have login, computer, printing or photocopying issues, you can speak to one of our friendly IT Support Team. Note that by using college computers, you must abide by the college’s Internet and Computer Use Policy.

### **Information Technology Guidelines**

- In order to minimise the risk of computer viruses and to ensure that the College’s resources are used for their intended purpose, the following guidelines have been put in place. Failure to comply with these guidelines will result in disciplinary action and any costs resulting from a failure to comply will be recovered from the person(s) responsible.
- Students shall have access to the computers and computer network designated for student use. All other College computers are for the use of staff members only.
- The student computer network is for the use of current Sydney Metro College of Education students only.
- Students shall not use the Computer Lab when they have a class, except with the permission of their Teacher.
- Students should take great care with all computer and network resources of the College, using the computers and Internet in a manner that is mature, considerate, responsible and courteous.



- Students shall not attempt to access, corrupt, delete or alter any files on the College's computer system or network that are not their own.
- Students shall not make or attempt to make unauthorised access to, or unauthorised copies of, any files on the College's computer system or network.
- Students shall not remove, modify, or bypass any information security mechanisms or virus prevention management systems.
- Students shall not use the computer network or Internet to create access or send any material that is offensive, vulgar, obscene or disrespectful. This includes images or other material of a pornographic nature, images or other material supporting the use of restricted drugs, and images or other material supporting violence or intolerance on the grounds of race, religion, gender or sexual preference.
- Students shall not use the computer network or Internet to download, transfer, or store software or large files. This includes all music, video and program files. This includes but is not limited to: MP3, WMA, MPEG, AVI and ISO files.
- Students shall not use the computer network or Internet for commercial purposes or for personal or financial gain.
- Students shall not use the computer network or Internet for gambling or playing any games.
- Students are not permitted to install any programs or software onto the College computers at any time.
- Students are not permitted to modify network settings at any time. All software is subject to the terms and conditions of the relevant license agreement for the product.
- Students must ensure that any disks or USB memory sticks used are virus free before being used. If a virus is discovered, the student must alert a staff member immediately. All other hardware devices are not to be attached to the computer without prior approval from a staff member.
- The student assumes all risks for any physical or electronic damage, or viruses that may occur should a hardware device (including USB memory stick or digital camera) be connected to Sydney Metro College computer network.
- Students shall exercise care when opening email attachments, ensuring any attachments are virus free.
- Sydney Metro College reserves the right to monitor its information systems at all times and carry out security audits of any systems and data, including individual user files stored on Sydney Metro College's computer network.
- Users of the Internet should be aware that Sydney Metro College makes no guarantees concerning the privacy and security of information transmitted when using the Internet. Please note it is possible that third parties can read and/or intercept this information.

#### 44.0 Contracts (Acceptance Agreement)

All students must ensure that they have signed the Acceptance Agreement at the commencement of their course. Any queries should be directed to Marketing and Admissions Staff.

#### Breach of Contract

The enrolment contract into which the student enters with the College is a legal and binding document. Any breach of the contract will incur costs as per the contract and may attract penalty charges.

#### 45.0 Copyright

Sydney Metro College adheres to Copyright Requirements placed on Educational Institutions under the Copyright Act 1968. Students should be aware that copying of course materials, textbooks or journals is an infringement of copyright laws. For more information, refer to Copyright Policy available at Reception.

#### 46.0 Courses We Offer

Course	Duration	Tuition Fee
ICT40120 - Certificate IV in Information Technology (CRICOS Course Code: 103059B)	52 WEEKS (40 Academic weeks + 12 Weeks Holiday)	\$ 19,900*
ICT50220 - Diploma of Information Technology (CRICOS Course Code: 106345E)	78 WEEKS ( 60 Academic Weeks + 18 Weeks Holidays)	\$19,900*
ICT60220 - Advance Diploma Of Information Technology (Cricos Course Code: 108830J)	78 WEEKS ( 60 Academic Weeks + 18 Weeks Holidays)	\$ 18,500*
SIT40521 - Certificate IV in Kitchen Management (CRICOS Course Code: 109718A)	78 WEEKS ( 60 Academic Weeks + 18 Weeks Holidays)	\$ 26,050*
SIT50422 - Diploma of Hospitality Management (CRICOS Course Code: 111714J)	104 WEEKS ( 80 Academic Weeks + 24 Weeks Holidays)	\$ 25,,900*
SIT60322 - Advance Diploma of Hospitality Management (CRICOS Course Code: 111715H)	104 WEEKS ( 80 Academic Weeks + 24 Weeks Holidays)	\$ 26,700*
BSB40920 - Certificate IV in Project Management Practice (CRICOS Course Code: 103929E)	52 WEEKS ( 36 Academic Weeks + 16 Weeks Holidays)	\$ 9,100*

BSB50820 - Diploma of Project Management (CRICOS Course Code: 104062K)	52 WEEKS ( 36 Academic Weeks + 16 Weeks Holidays)	\$ 9,100*
BSB60720 - Advanced Diploma of Program Management (CRICOS Course Code: 104451H)	52 WEEKS ( 36 Academic Weeks + 16 Weeks Holidays)	\$ 9,100*
BSB40120 - Certificate IV in Business (CRICOS Course Code: 106342H)	52 WEEKS ( 36 Academic Weeks + 16 Weeks Holidays)	\$ 12,300*
BSB60120 - Advanced Diploma of Business (CRICOS Course Code: 106343G)	52 WEEKS ( 36 Academic Weeks + 16 Weeks Holidays)	\$ 12,300*
FNS40222 - Certificate IV in Accounting and Bookkeeping (CRICOS Course Code: 109992E)	52 WEEKS ( 36 Academic Weeks + 16 Weeks Holidays)	\$ 12,000*
FNS50222 - Diploma of Accounting (CRICOS Course Code: 111712M)	52 WEEKS ( 36 Academic Weeks + 16 Weeks Holidays)	\$ 8,900*
FNS60222 - Advanced Diploma of Accounting (CRICOS Course Code: 111713K)	104 WEEKS ( 72 Academic Weeks + 32 Weeks Holidays)	\$ 17,700*
AUR30620 - Certificate III in Light Vehicle Mechanical Technology (CRICOS Course Code: 108827D)	104 WEEKS ( 80 Academic Weeks + 24 Weeks Holidays)	\$ 30,500*
AUR40216 - Certificate IV in Automotive Mechanical Diagnosis (CRICOS Course Code: 108829B)	52 WEEKS ( 40 Academic Weeks + 12 Weeks Holidays)	\$ 20,000*
BSB80120 - Graduate Diploma of Management (Learning) (CRICOS Course Code: 106344F)	52 WEEKS ( 40 Academic Weeks + 12 Weeks Holidays)	\$ 15,300*

**\* Tuition Fee does not include the Enrolment and course Material Fee. For the full list of fees and charges associated with each program, see the relevant Course Information at [www.sydneymetrocollege.edu.au](http://www.sydneymetrocollege.edu.au)**

#### **47.0 Cultural Adjustment**

Living and studying away from your family and friends can be difficult at times. Whilst it is an amazing experience and opportunity, it can be difficult to adjust to the new culture and norms of Australian life. Our Student Services Team will be here every step of the way to help you adjust and feel comfortable in studying in Australia and at the College.

## **48.0 Document access**

You are able to access any of your records at any time by completing the Student Document Request Form available at Reception. Document access includes attendance letters, enrolment/reference letters, course completion letters, interim statement of results etc. The Student Services Team will have your requested document ready for you within five (5) working days of your completed request form.

## **49.0 Driving in Australia**

If you are on a Student Visa, Working Holiday Visa or Tourist Visa, you are NOT required to get a New South Wales or Victorian license even if your stay is longer than three months. However, you are required to have an International Drivers License. Before driving in Australia, make sure you visit <http://www.rms.nsw.gov.au/licensing/visitorstonsw/overseaslicence.html> (NSW students) or call VicRoads on 13 11 71(Victorian students) to check requirements or NSW Roads and Maritime Services on 132 701.

## **50.0 Banking**

Most banks are open Monday – Thursday from 9:30am – 4:00pm and on Friday from 9:30am – 5:00pm with some banks open for limited hours on Saturday and closed on Sunday. To open an account, take your passport and student ID card and the money you would like to deposit to the information desk and ask for a savings and/or transaction account. You can change your money from foreign currency to Australian dollars at any bank.

## **51.0 Education agents**

Sydney Metro College (SMC) is responsible for the actions of their agents in marketing their courses. All Education Agents working on behalf of Sydney Metro College (SMC) have completed an Agent's Agreement with us. We review the activities of Education Agents from time to time and if you are unsure of what is happening then you should give us a call.

It is unusual for you to have additional fee payments made to Education Agents once you have been accepted by the College. Should you be asked for additional fees please speak to SMC's Student Services department.

Our Education Agents must give to you the following information before you make an application to study.

- Information about Sydney Metro College's facilities, equipment and learning resources;
- Information on course content, the qualification gained on completion, duration;
- Teaching and assessment methods;

- Details of any arrangements with other providers for recognition or completion of the course;
- Course fees, refund conditions and other tuition expenses;
- Living in Australia and the local environment of the relevant campus, including information about campus location, accommodation availability, and costs of living;
- Course entry criteria including the minimum level of English language proficiency, educational qualifications and work experience required;
- Visa requirements which must be satisfied by the prospective student including English language proficiency levels;
- Conditions imposed on student visas including satisfactory academic performance, attendance requirements and working rights and that the College will be required to keep a record of your academic progress and attendance at classes;
- The College's requirement to report to relevant Australian government authorities a student's failure to meet their Visa conditions relating to attendance or academic performance;
- Withdrawal arrangements.

## **52.0 Education in Australia – THE ESOS FRAMEWORK**

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2018. For further details, please visit <https://www.legislation.gov.au/Details/F2017L01182>

### **Protection for overseas students**

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.deewr.gov.au> CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students.

### **Your rights**

- The ESOS framework protects your rights, including:
  - your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent.
  - your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.

- The Tuition Protection Service (TPS) is a placement and refund service for international students, which is activated in the event that your provider is unable to teach your course. Visit the TPS website for more information, at [www.tps.gov.au](http://www.tps.gov.au)
- The ESOS framework sets out the standards Australian providers offering education and training services to overseas students must meet. These standards cover a range of information you have a right to know and services that must be offered to you, including:
  - orientation and access to support services to help you study and adjust to life in Australia
  - who the contact officer or officers is for overseas students.
  - if you can apply for course credit
  - when your enrolment can be deferred, suspended or cancelled
  - what your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
  - if attendance will be monitored for your course
  - A complaints and appeals process.

One of the standards does not allow another provider to enroll a student who wants to transfer to another course but who has not completed six months of the final course of study in Australia. If you want to transfer before you have completed six months of your final course, you need your provider's permission.

### **Your responsibilities**

As an overseas student on a student visa, you have responsibilities to satisfy your student visa conditions

- maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- meet the terms of the written agreement with your education provider
- inform your provider if you change your address
- maintain satisfactory course progress
- if attendance is recorded for your course, follow your provider's attendance policy,

### **ESOS Helpline – 1300 615 262**

Department of Home Affairs (DHA) – 131 881

## **53.0 Emergencies**

If you are in an emergency situation outside of college hours, dial 000 on your telephone for Fire, Police or Ambulance assistance and inform the College's After-Hours Support Contact (See Who Can Help Me section for relevant contact details). For emergency situations within college hours, inform a Sydney Metro College staff member. The College has a Critical Incident Policy, which will

be activated if a critical incident occurs. The College will go through this policy with you at your Orientation.533.0 Excursions

Excursions are organised to complement the learning outcomes of the curriculum and they are considered to be of great value. Cost for excursions vary and will be advised by your Teacher. An Excursion Form is included in the orientation pack & must be completed and signed by students prior to engaging in any excursions.

#### **54.0 Extracurricular activities**

From time to time, SMC will organise extracurricular activities for you and your classmates to participate in. These activities do not form part of your mandatory enrolment requirements and are in place, so you can get to know your fellow classmates whilst experiencing some of Sydney's/Melbourne's great sites and events. Extracurricular activities are an additional cost which varies depending on the activity or event. If you have any suggestions or would like to participate in extracurricular activities, please speak to the Student Services Team.

#### **55.0 Fees and charges**

Tuition Fees for each program, as well as additional fees and charges associated with each course is stipulated in each program's Course Information Sheet. In your Offer Letter and Student Acceptance Agreement, you will receive a breakdown of your tuition fees and will be provided with the due dates of your tuition fees.

#### **56.0 Fire safety / bomb threat security**

Fire safety drills are practiced regularly in case of an emergency and evacuation charts are posted around campus. For detailed evacuation procedures please see the Emergency Procedures available at Reception.

#### **57.0 Job finding and resume assistance**

The Student Services Team can assist you with job hunting. We post new jobs up on the notice board on a fortnightly basis and can help with resume preparation and interview tips and skills. To access our job finding assistance service, please speak to one of our friendly Student Services Team.

Please note that it is very important to remember that you are required to study for 20 hours a week as part of your visa requirements and you may only work for forty (40) hours total each fortnight.

## **58.0 Legislative and regulatory requirements**

Sydney Metro College is bound by and operates within the following legislative and regulatory requirements in relation to the delivery and assessment of Vocational Education and Training (VET) programs to local and international students.

The VET Quality Framework, including:

- The Standards for Registered Training Organisations (RTOs) 2015
- The Fit and Proper Person Requirements
- The Financial Viability Risk Assessment Requirements
- The Data Provision Requirements; and
- The Australian Qualifications Framework
  
- Students Work Health and Safety Act (NSW) 2011
- Work Health and Safety Regulations (NSW) 2011
- Anti-Discrimination Act (NSW) 1977
- Copyright Act 1968 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Sex Discrimination Act 1984 (Cth)
- Australian Human Rights Commission Act 1986 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Age Discrimination Act 2004
- Privacy Act 1988 (Cth)
- Privacy (Private Sector) Regulations 2001 (Cth)
- Privacy and Personal Information Protection Act 1998 (NSW)
- Children and Young Persons (Care and Protection) Act 1998 (NSW)
- Commission for Children and Young People Act 1998 (NSW)
- Child Protection (Working with Children) Act 2012
- Child Protection (Working with Children) Regulation 2013
- Education Services for Overseas Students (ESOS) Act 2000
- Education Services for Overseas Students (ESOS) Regulations 2001
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (National Code) 2018
- Education Services for Overseas Students (Registration Charges) Act 1997
- Education Services for Overseas (TPS Levies) Act 2012

## **59.0 Library**

Sydney Metro College has a small resource library that contains additional reading materials available for student loan. To borrow books from the resource library, complete the Student Library Agreement Form along with a \$20 deposit and provide the form to our Student Services Officer. Book loans are for a period of seven (7) days.



Sydney and Melbourne Public Libraries are also available to students as well as local libraries in residential areas.

See the following link for more information <https://www.slv.vic.gov.au/or>  
<http://www.melbourne.vic.gov.au/community/libraries/Pages/libraries.aspx>

## 60.0 Living in Australia

Sydney and Melbourne are the two largest cities in Australia in terms of population. Sydney is often called "the Harbour City" and (together with Melbourne) is one of the most multicultural cities in the world, offering a wide selection of entertainment, food, restaurants, shopping, pristine beaches and sightseeing. Sydney has a temperate climate with warm summers and cool winters, and rainfall spread throughout the year. Students are ideally placed to take advantage of it all.

Sydney Metro College is located at Level 2, 16-22 Wentworth Avenue, Surry Hills NSW 2010 (5 minutes from Museum Train Station), which is within the Sydney CBD and is easily accessible through a range of efficient public transport options (train and bus).

The Sydney CBD is a major business and commercial centre. It is home to the Sydney icons such as the Sydney Harbour Bridge, Sydney Opera House, Powerhouse Museum, Sydney Aquarium, Darling Harbour and many shops and restaurants, boasting some of Australia's most historic places of interest.

For those not inclined to the past you can catch a performance at the Sydney Entertainment Centre, offering drama and comedy shows or enjoy the many entertaining areas such as Pitt

Street Mall, The Rocks, Circular Quay and China Town. Australia's most famous beach; Bondi Beach is located approximately 30 minutes from the CBD. Melbourne, with a population of more than three million, is Australia's second largest city. It is regarded as the cultural and fashion capital of Australia and renowned for its fine restaurants. It is a truly multicultural city with more than one quarter of Melbourne's inhabitants born overseas. The city is extremely racially tolerant and very easy to work and live in. Visitors enjoy a warm and friendly reception. Whereas Sydney is bold and brassy, Melbourne is conservative and refined and has an elegance that appeals to most visitors. The American actress Ava Gardner, while visiting Melbourne in the '60s to make the film *On the Beach*, pronounced Melbourne as a great place to film the end of the world, but much has changed, and Melbourne is now arguably one of the great cities of the world. Its unparalleled attractions are **its gardens and parklands, food precincts, arcades, and great sporting facilities, including the Melbourne Cricket Ground and Flemington Racecourse.** Most of these attractions are situated around the Central Business District or within an easy tram or train ride. There are a number of easy walks within a few kilometers of the CBD.

Melbourne is undergoing a lifestyle revolution whereby more and more people are electing to live within a few kilometers of the CBD. This is resulting in the transformation of docklands and older inner-city areas into brash new residential areas.

Although Melbourne sprawls around much of Port Phillip, the main focus for visitors is the **Yarra River**, which, with its resplendent Victorian bridges, forms the southern parameter of the CBD. The river separates the city from the **Southbank** development and the parklands that surround the **Royal Botanic Gardens**.

The **Crown Entertainment Complex**, accommodating the Southern Hemisphere's largest casino, is situated on the banks of the Yarra.

South of the Yarra River is St Kilda Road, a nine-kilometer Boulevard lined with office buildings and English plane trees. To the west of St Kilda Road is Albert Park Lake, which hosts the Australian Grand Prix. The Boulevard runs up to **St Kilda**, a bayside suburb once the haunt of prostitutes and drug addicts. St Kilda, famous for its **Acland Street** cake shops, has seen a remarkable resurgence over the past 20 years and is now one of Melbourne's most fashionable areas to live and visit.

North of the CBD are the **Queen Victoria Market** and a host of parklands and gardens, including **Fitzroy Gardens**, **Flagstaff Gardens** and **Treasury Gardens**.

If you're thinking of studying in Australia, you will need to know what it will cost to support yourself. Obvious things that come to mind are accommodation, food, clothes, child-care and entertainment. Below is guide on financial requirements for international students studying in Australia for each academic year (does not include course tuition fees, Overseas Student Health Cover, travel/incidentals), however this can vary widely depending on your lifestyle:

You - \$21,041.00

Your Partner or Spouse- \$6,515 - \$8,000

Your First Child - \$3,720 - \$4,700

Every Other Child - \$2,790 - \$3,700

For further details, please visit: <https://www.studyinaustralia.gov.au/global/live-inaustralia/livingcosts>

International students wishing to bring their spouse and school aged dependents should ensure they plan for living expenses for each additional family member. In addition, students will be required to pay the full schooling tuition fees of his/her school-aged dependent children. For further information, please visit [http://www.immi.gov.au/students/students/bringing\\_family/howto-apply.htm](http://www.immi.gov.au/students/students/bringing_family/howto-apply.htm)

Initial establishment costs for a shared apartment, such as rental bond for accommodation, electricity, gas and telephone, could add up to at least \$1,500. In addition, there are the costs associated with staying in touch with home. There are Internet cafes located throughout the CBD which cost around AU\$5.00 per hour as well as free Wi-Fi in popular areas such as McDonald's and Starbucks. The cheapest way to phone overseas is using phone apps such as Skype or Viber or via

a phone card. Phone cards can be purchased at newsagents and convenience stores. Different phone cards will have different rates so make sure different cards are compared to see which is the cheapest for your country. Students requiring a mobile phone, can get packages starting from around AU\$15.00 a month plus call costs for a two-year contract. You can also buy a pre-paid mobile phone for about AU\$100.00. Note that calls made from mobile phones to overseas can add up to be very expensive.

To post a letter overseas the cost is between AU\$1.75 to AU\$2.60 through Australia Post. Parcels and freight are a lot more expensive and the cost will depend on how much you are sending and where it is going.

### **61.0 Post office**

Post Offices are open Monday - Friday from 9.00am - 5.00pm. You can buy stamps, money orders, an aerogram to send overseas, send mail and buy padded bags or cardboard boxes to send parcels. You may also pay some utility bills at the post office.

### **62.0 Chemists**

Most chemists are open from 9:00am – 5:30pm. If you need a chemist urgently, ask Sydney Metro College Reception or Student Services Team to find out if there is local chemist that closes late.

### **63.0 Education Costs**

Australian education tuition fees for international students are very competitive with other countries. All tuition fees for international students who study in Australia are exempt from GST and are charged up-front, with some institutions making additional charges to cover other associated costs like mandatory student workbooks, sports facilities, laboratory costs, student organisation membership, and library fees.

### **64.0 Vocational Education and Training (VET) Course Costs**

Prices for vocational education courses in Australia can vary between A\$3,000.00 and A\$70,000.00 depending on the course, duration and whether the qualification is a certificate, diploma or advanced diploma. For example, learning to fly is far more expensive than any course that is largely classroom based.

The length of courses can also vary greatly depending on the type of course you plan on studying so make sure you do your homework before you enroll in any course.

### **65.0 Accommodation Costs**

Please refer to the **Accommodation** Section of this Student Handbook.

## 66.0 Other Living Costs

There are of course other costs associated with living in Australia. Please take these into account. For example, the extra cost of the use of electricity, the telephone and gas on top of your rent. Approximate costs of other living expenses include:

Item	Approximate Cost
Weekly Groceries	\$80 - \$150 per week
Meal, Inexpensive Restaurant	\$13.00 - \$21.00 per meal
Combo Meal at McDonalds or Similar	\$8.00 - \$10.00 per meal
Cappuccino (Regular)	\$3.50 - \$4.50 per cup
Water (0.33 litre bottle)	\$2.00 - \$3.00 per bottle
Public transport costs	\$3.00 - \$5.00 per trip depending on where you are located.
Basic Monthly Utilities (Electricity, Heating, Water, Garbage) for 85m2 Apartment	\$150.00 - \$300.00 per month
Unlimited Monthly Mobile Phone Calls and Texts to Australian Numbers	\$35.00- \$95.00 per month
Internet (6 Mbps, Unlimited Data, Cable/ADSL)	\$50.00 - \$80.00 per month
Fitness Club, Monthly Fee for 1 Adult	\$50.00 - \$90.00 per month

Cinema, International Release, 1 Seat	\$15.00 - \$19.00 per ticket
Entertainment	\$50 - \$100 per week

### **67.0 Lost property**

Any articles found on College premises should be forwarded to the Student Services Officer. Sydney Metro College does not take responsibility for loss of personal items. Please ensure your name is clearly written on all personal items, including your Student Workbooks and other items.

Any lost items that are imperative for completion of your course will need to be replaced at the student's expense.

### **68.0 Medical problems**

#### **Doctor's Visits**

If you get sick, you may have to go and see a doctor. In Australia, you do not go to a hospital unless you are seriously ill. You go to your local doctor who will have a surgery near your house. Surgery hours usually start from 9:00 am and the surgery may be open all day. When you arrive, the receptionist will ask you for your OSHC card or book. Don't forget to take your OSHC Membership card when you go to the doctor's surgery. If you cannot leave the house, you can ring the Doctor's receptionist and make an appointment for the doctor to visit you, which will be more expensive.

If you cannot come to the College, the doctor will give you a medical certificate that describes what is wrong with you and says how many days you may stay at home.

Don't forget to give your medical certificate to your teacher when you return to class. You keep the original certificate and we will place a copy on your file.

In Australia, you only have to pay 15% of the cost of a visit to your local doctor, and if you are in a public hospital you do not have to pay at all. However, you may have to pay more to see a specialist or if you are in a private hospital. When you get a bill or receipt for medical service, take it with your medical card to your OSHC provider and apply for a refund.

## **Hospitals**

Under OSHC you are covered for accommodation and/or treatment in Public hospitals. This applies whether you need to stay in hospital or are a patient at the hospital's outpatient clinic or casualty department.

Public hospitals throughout Australia have emergency clinics where you can go at any time of the day or night in an emergency. Doctors at the hospital will attend to you.

### **69.0 Emergencies**

For all emergencies that are life threatening, dial 000 from your telephone to be attended by the emergency service departments. This includes Fire, Police and Ambulance services, operating 24 hours a day. Please follow the steps below to get assistance as soon as possible.

- Ask the operator for the service you need
- Wait to be connected
- Describe the problem
- Be aware of your address or be ready to describe your location as clearly as possible
- Listen to any instructions given by the operator
- Do not hang up

#### **Ambulance Service**

- Your Overseas Student Health Cover (OSHC) will cover costs for ambulance only when it is used in a state of emergency where medical attention is needed immediately. The costs for an ambulance used for non-emergency medical transport is not covered by OSHC.

#### **First Aid/Medical**

- If a student is ill or injured and needs help please contact any member of the College staff, as First-Aid cabinets are available on the premises. The College is not permitted to provide or administer medication to any students.
- Students must report all injuries, accidents and near misses to their trainer or a staff member.

Students who suffer from a serious illness or allergies or who are required to take medication daily should advise the Student Services Officer for any assistance or special arrangements.

### **70.0 Mobile phones, Walkman and mp3 players**

As a courtesy to the teachers and other students, mobile phones and other electronic devices are to be turned off during class times.

## **71.0 Overseas student health cover**

Australia has a very modern and efficient health care system. It is subsidised by the Australian Government. Overseas Student Health Cover (OSHC) is a type of insurance that allows you to use the Australian healthcare system and it covers the costs for any medical or hospital care which you may need while studying in Australia. It will also pay for some prescription drugs and emergency ambulance transport.

If you are an international student, you must be covered by OSHC from when you arrive in Australia and for the entire duration of your stay, in line with Condition 8501 of your student visa. This can be organised by Sydney Metro College or yourself. If you are studying at more than one educational provider and both are arranging OSHC, you will have to ensure that there is no gap between policies. This means that as one policy expires the next commences immediately. You can find out more about purchasing Overseas Student Health Cover at the website <http://www.studyinaustralia.gov.au/en/Study-Costs/OSHC/Overseas-student-health-cover> or by speaking to SMC Marketing and Admissions Staff.

## **72.0 Privacy policy**

### **Policy**

The purpose of the Privacy policy is to outline the obligation of all Sydney Metro College employees in relation to the collection, storage, accuracy, use, disclosure and retention of “personal information”, which enables an individual to be identified.

### **Definitions**

“Personal Information” is defined as information about an individual, which also identifies the individual. It includes names, physical characteristics, and opinions about a person, e-mail addresses, diary notes and medical records among other things. It may be written down, stored on a database, electronic or exist in the knowledge of the people working for an organisation.

### **Guidelines**

Sydney Metro College is committed to protecting an individual’s right to privacy.

### **1.0 Collection of Information**

Upon the collection of personal information about individuals, in any format, Sydney Metro College will use this only for the primary purpose for which it was provided. This information will be kept confidential and may be given to different units within Sydney Metro College for processing and use under a duty of confidentiality to Sydney Metro College.

Sydney Metro College will not use this information for any other purpose without your consent other than in situations stipulated in 4.1 of this policy.

## **2.0 Security of Information**

Sydney Metro College will take reasonable steps to protect the personal information from misuse and loss and from un-authorized access, modification or disclosure.

Sydney Metro College will also take reasonable steps to destroy or de-identify personal information if it is no longer needed.

Personal information will not be given to third parties outside Sydney Metro College unless otherwise stated or with the individual's written consent.

## **3.0 Review and Access**

3.1 Sydney Metro College endeavours to ensure that the personal information it holds is accurate, complete and up-to-date.

3.2 Under the Freedom of Information Act 1982 Sydney Metro College students are able to access their own student file by placing their request in writing and providing adequate identification. Students must allow five (5) working days.

## **4.0 Use of Information**

The primary purpose in collecting your information is to fulfil our business commitments to you in providing education and training. We may use the information you provide to help improve the services we deliver to you, measure interest in our services, inform you of other products and services or to comply with requirements under the law. Requirements under the law include providing personal information, including your contact details, course enrolment details and changes, and the circumstance of any suspected breach by you of your student visa conditions to the Australian Government and designated authorities, including the Tuition Protection Service (TPS) Director. We shall not otherwise disclose your personal information to any other party without your consent and we do not sell personal information to third parties.

Under the Data Provision Requirements 2012, Sydney Metro College is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by Sydney Metro College for statistical, regulatory and research purposes. Sydney Metro College may disclose your personal information for these purposes to third parties, including:

- Commonwealth and State or Territory government departments and authorised agencies;



- NCVET;
- Organisations conducting student surveys; and
- Researchers

Personal information disclosed to NCVET may be used or disclosed for the following purposes:

- Issuing statements of attainment or qualification, and populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including programme administration, regulation, monitoring and evaluation.
- Australian Tax Office (ATO)
- PRISMS
- Department of Immigration and Border Protection (DHA)

You may receive an NCVET student survey which may be administered by an NCVET employee, agent or third- party contractor. You may opt out of the survey at the time of being contacted.

NCVET will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVET policies and protocols (including those published on NCVET's website at [www.ncvet.edu.au](http://www.ncvet.edu.au)) sharing information with ATO, PRISMS, Immigration and other commonwealth agencies.

### 73.0 Public holidays

Classes will not be run on public holidays; traditionally there are several days in a year that are what we call National Holidays: (these days are in addition to Term breaks, see below)

<b>Christmas Day</b>	<b>25th December</b>
<b>Boxing Day</b>	<b>26th December</b>
<b>New Years' Day</b>	<b>1st January</b>
<b>Australia Day</b>	<b>26th January</b>
<b>Labour Day</b>	<b>check date in your state*</b>
<b>Good Friday</b>	<b>check date*</b>
<b>Easter Monday</b>	<b>check date*</b>
<b>Anzac Day</b>	<b>check date*</b>

\* Your Teacher will inform you of these dates at the commencement of a term.

## **74.0 Record storage and security management**

### **Policy**

Sydney Metro College is committed to creating, using and keeping full and accurate records of its administrative, academic and financial activities by protecting the integrity, authenticity and currency of all records. These records can be in any format including electronic documents, hard copy files, e-mails, spreadsheets, legal contracts and agreements.

All student records pertaining to academic, financial and administrative requirements are recorded and stored on a web-based Student Management System (RTO Manager). All information on RTO Manager is stored and secured off site and has daily back-up procedures in place. Student records located on RTO Manager are kept and stored for a period of no less than thirty (30) years.

## **75.0 Shops**

Most shops are open from 9.00am - 5.30pm from Monday to Wednesday, and from 9.00am - 9.00pm Thursday or Friday (late night shopping), from 9.00am - 5.00pm on Saturday and Sunday (in most large shopping complexes). Milk bars are usually open late, and you can buy most foods here. They are expensive though! Pubs are open from 10.00am - 12.00pm.

## **76.0 Smoking**

The College is a non-smoking environment and therefore smoking is not permitted anywhere in the building including corridors, classrooms, lifts, stairwells, bathrooms, ground floor foyer, or the front steps of the building.

Do you want to QUIT smoking and need help? Contact the QUIT Line – Phone 13 78 48 or visit [www.quit.org.au](http://www.quit.org.au).

## **77.0 Student common room**

A student common room (breakout area) is available for eating and preparing lunches and snacks at all campuses. The common room is a great place to meet other students and there are facilities for storing and heating food. Keep up to date with the latest events by regularly checking the notice board in this area.

## **78.0 Student ID cards**

Once you have enrolled, you are entitled to receive your student ID Card. Your ID card establishes you as part of the College and allows you certain rights and obligations. You will find your card useful in obtaining student concessions and discount rates for the purchase of textbooks, conference and seminar attendance, the cinema and other entertainment events and venues.

ID Cards will be issued during the first week of class. See Reception for Details.

**Please Note International Students are not eligible for public transport concession.**

### **79.0 Students with specific needs**

In line with our Access and Equity practices, we welcome students with specific needs.

Such needs will be assessed on a case by case basis. Please contact student services for more information.

### **80.0 Flexible Learning Strategies and Assessment Procedures**

Flexible learning and assessment procedures form part of our learning and assessment strategies and are integral to the concept of competency-based training. We customise our training and assessments to meet your specific needs.

If you have / are having difficulty achieving competency in any module, please discuss the matter with your assessor/trainer and where possible alternative learning/assessment strategies will be provided to you

### **81.0 Suggestions and feedback**

Feedback questionnaires are distributed once a term, all students have the opportunity to complete this questionnaire and have their say. All information in this document is private and confidential.

Feedback can also be emailed on [admin@sydneymetrocollege.edu.au](mailto:admin@sydneymetrocollege.edu.au)

### **82.0 Term dates (2022)**

<b>Term</b>	<b>Start</b>	<b>Finish</b>	<b>Holiday</b>
1	10/01/2022	13/03/2022	14/03/2022 - 10/04/2022
2	11/04/2022	12/06/2022	13/06/2022- 10/07/2022
3	11/07/2022	11/09/2022	12/09/2022–09/10/2022
4	10/10/2022	11/12/2022	12/12/2022- 08/01/2022

## 81.1 Sample Timetables

Sydney Metro College runs its courses over three shifts depending on class availability. Each shift is delivered over 20 hours per week. This includes 13.5 hours of face to face delivery and 6.5 hours of Online through SMC Online platform.

Each term Sydney Metro College provides timetable to its students. Timetable information is also published in the SMC Notice Board.

**\*\* Classes are offered only when a sufficient level of enrolment is achieved.**

To obtain your current timetable or to request a change of timetable, email: [admin@sydneymetrocollege.edu.au](mailto:admin@sydneymetrocollege.edu.au) or speak to the Student Services Team.

## 83.0 Transport

### Sydney

It's easy to travel on Sydney's extensive transport. You will need to purchase an Opal Card that can give you flexible travel between trains, buses and ferries.

See the following link: <https://www.opal.com.au/>

You can also visit the following website for more information about timetables and fares:

<http://www.131500.info/realtime/default.asp>

### Melbourne

Tickets for Melbourne's Myki public transport ticketing system, which covers trams, trains and buses, must be purchased prior to travel at train stations. They can be purchased at some tram stops or retail outlets such as 7-Eleven. Tickets are not available on public transport. For more information, visit: <https://www.ptv.vic.gov.au/tickets/myki>

### Taxi Services

You may find it helpful to put the following taxi phone numbers in your mobile phone:

Australia Wide Taxis	13 10 08
Taxi Cabs Legion	13 14 51
Taxis Combined Services	13 33 00

## **84.0 Unique student identifier (USI)**

From 1<sup>st</sup> January 2015, all students studying Nationally Recognised Training in Australia will be required to have a Unique Student Identifier (USI).

Your USI links to an online account that contains all your training records and results (transcripts) that you have completed from 1<sup>st</sup> January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life.

You can access your USI account online from your computer, tablet or smartphone anytime. To register for a USI, please visit <https://www.usi.gov.au/>

Students are required to provide their USI to the College's Marketing and Admissions Officer by their Orientation date. If you require assistance with registering for your USI please contact the Student Services Team.

Please note that the College will not issue AQF certification documentation to an individual without being in receipt of a verified Student Identifier for that individual, unless an exemption applies under the Student Identifiers Act 2014. Where an exemption applies, the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET Transcripts prepared by the Registrar.

Sydney Metro College requires all students to provide their USI during the enrolment process. If the USI has not been provided, by signing the enrolment form or offer letter, students consent to SMC finding or creating a USI on their behalf.

## **85.0 Visas and immigration**

It is the student's obligation to be aware and abide by their student visa conditions. Students may gain advice from the immigration website <http://www.homeaffairs.gov.au> Or by visiting

### **Department of Home Affairs (DHA)**

#### **OFFICES IN SYDNEY**

##### **CITY CENTRAL**

Ground Floor 26 Lee Street, Sydney NSW 2000

Monday to Friday 9am – 4pm

## **PARRAMATTA**

9 Wentworth Street Parramatta NSW 2150

Monday to Friday 9am – 4pm

## **OFFICES IN MELBOURNE**

### **MELBOURNE**

2 Lonsdale Street, Melbourne Vic. 3000 | Monday to Friday 9am – 4pm

Students who require documentation from Sydney Metro College for appointments at immigration should contact Student Services with their request at least two (2) weeks prior to their appointment in order for documents to be processed in time. See the Document Access section of this Student Handbook for more information.

Migration advice is not given by Sydney Metro College staff we recommend you seek professional advice from a Migration lawyer.

## **86.0 General Health and Safety**

- Students and staff should avoid whenever possible, or otherwise carry out carefully and correctly, any lifting.
- They should not leave items/cords or obstructions in walkways or passageways.
- They should wear footwear appropriate for the activities that they expect to undertake.

### **Hazard Control and Reporting**

- Anyone who sees a potential or existing hazard should:
- take action to signal or warn others of the hazard who may be near
- report the hazard to Student Services who will arrange any further control of the hazard required and record it in the Critical Incident Reporting and Investigation forms and Critical Incident Register.
- assess if they can safely remove or reduce the hazard themselves without undertaking any unnecessary risks

### **Incident/Accident Reporting**

The College recognises the duty of care owed to its students and that planning for the management of a critical incident is essential.

A critical incident is defined as 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'.

The College has in place efficient, sensitive and supportive strategies for dealing with a critical incident and provides support to members of staff, students and others in the community who are involved.

If the incident is on the College premises, the first action will be to contact the emergency services - fire, ambulance or police – as would be the case with other WHS matters. The Campus Manager must also be contacted immediately when the incident involves death, serious injury or a threat to life or property.

If the critical incident involves a student or staff member and is off-campus, the person receiving the information must immediately contact the Campus Manager or person nominated by him who will communicate with other staff as appropriate.

All accidents and injuries must be reported to Student Services and entered in the Critical Incident Reporting and Investigation forms and Critical Incident Register. The aim of the reporting system is to prevent accidents from recurring by identifying the problem or hazard.

### **Beach Swimming Safety Rules**

- Always swim at patrolled beaches
- Swim between the red and yellow flags. They mark the safer area for swimming
- Never swim, surf or fish alone
- Read and obey the signs
- Be aware of rip currents (know how to spot one and how to escape from one)
- Don't swim under the influence of alcohol or drugs
- Never run or dive in the water, even if you have checked before as water conditions can change
- If in doubt stay out
- Seek advice from the lifesavers and lifeguards

For more information on Beach safety, please visit: <https://beachsafe.org.au/>

### **First Aid**

A First Aid kit is located at the Student Services office. All injuries requiring first aid must be reported, treated and recorded in the Critical Incident Reporting and Investigation forms and Critical Incident Register.

The College is not permitted to administer medication to any student.

### **General Safety Awareness**

- Be aware of your surroundings. Observe what is going on around you. Be ready to act. Lookout for unexpected behaviours.
- Identify all exits so you can safely escape from immediate danger. If you cannot escape, hide.

- Know the location of safe places and shelters.
- Stay calm. Plan how to respond to an emergency. Remain informed and follow personal safety measures.
- Know the risks; recognise threats and know how you will respond to minimise impact.
- Follow local news and advice from local authorities. Be proactive if there is a local emergency.

### **Communications**

- Let your family or friends and SMC staff know that you are safe.
- Provide updated emergency contacts to SMC.
- Carry paper copies of emergency contact cards. Know how to reach local emergency services.
- Protect your personal information. Be discreet on social media about yourself and your plans.

### **Out and about**

- Make sure a responsible adult knows where you are going and where you will be at all times.

Call before you set off home from a friend's house

- Remember that there is safety in numbers; wherever possible travel in groups
- Always keep your mobile charged and topped up, or keep money for emergency calls in your pocket
- If you need to ask someone you don't know for help, try to approach a family group or an official figure, such as a police officer
- Don't flaunt expensive personal possessions (such as mobile phones, mp3 players, headphones etc.) in places where they could be taken from you against your will For further information; please visit:

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety>

## **87.0 Emergency Procedures**

### **In the Event of Fire**

- Raise the alarm – contact the Fire Brigade (000).
- Alert other occupants.
- Notify the Chief Warden, Trainer and the Campus Manager and/or Student Services Officer.
- Evacuate the immediate area.
- Assemble as directed by the floor wardens and trainers.
- When instructed, evacuate the building.



## Evacuation

Move to the Floor Assembly Point as directed by floor wardens and trainers.

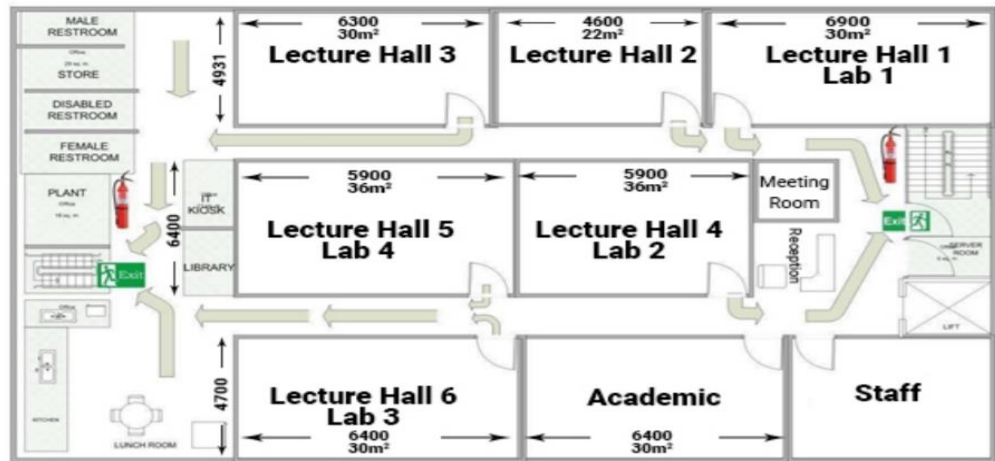
1. When instructed to evacuate, leave by the Fire Stairs/Exits. **DO NOT USE LIFTS**
2. Move quietly and calmly to the Assembly Area.
3. Await instructions

# Sydney Metro College Building Evacuation Plan

## SYDNEY CAMPUS



**EVACUATION PLAN**  
 SYDNEY METRO COLLEGE  
 LEVEL 2, 16-22 Wentworth Avenue, Surry Hills, 2010



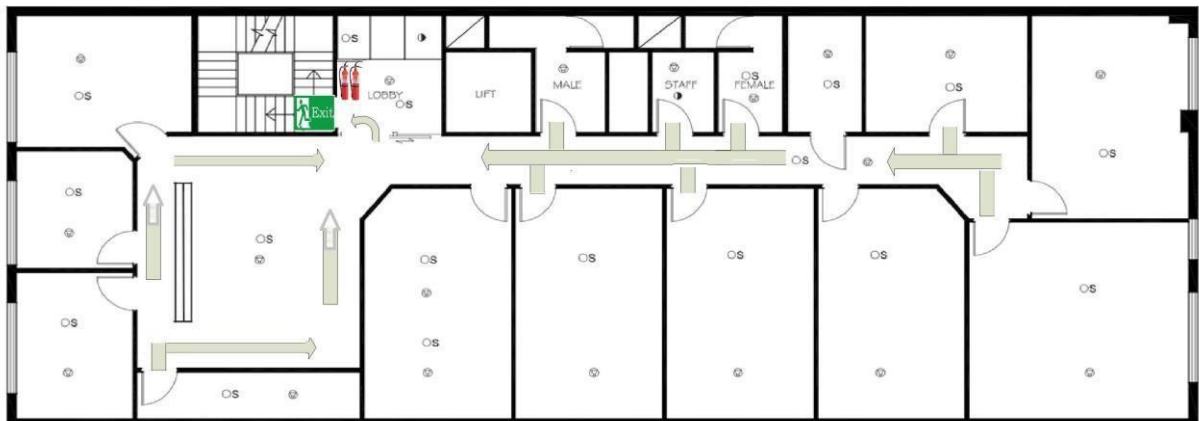
SCALE: 1:100

# Sydney Metro College Building Evacuation Plan

## MELBOURNE CAMPUS



**EVACUATION PLAN**  
 SYDNEY METRO COLLEGE  
 Level 2, 213-215 Lonsdale Street  
 Melbourne, VIC 3000

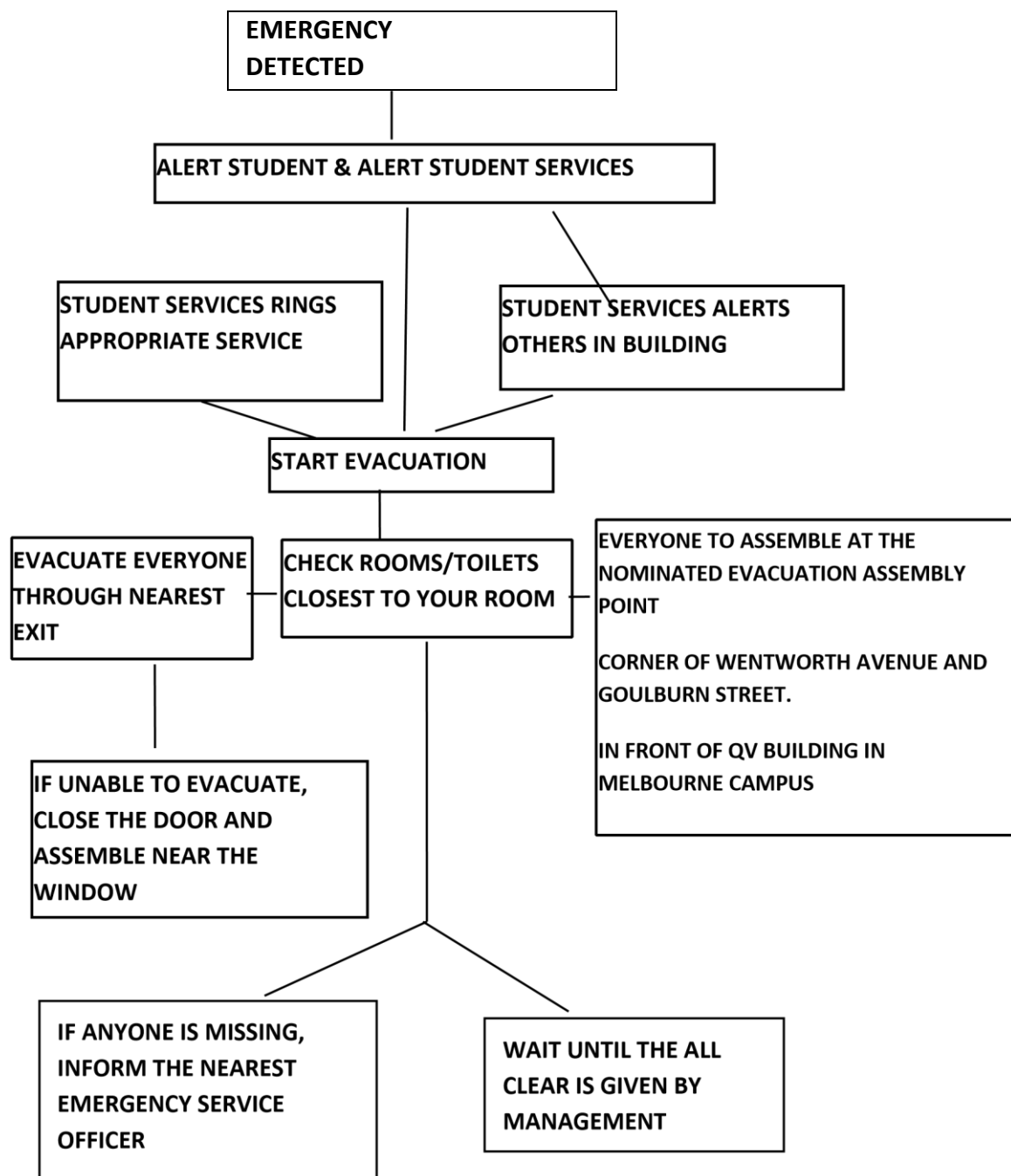


## Building Alarms and Other Emergencies

If the building fire alarm rings or if you are advised that there is an emergency in the building:

- Stay calm.
- Follow the directions of floor wardens and trainers.
- Follow the evacuation procedure if required.

## Evacuation Flowchart



## 88.0 Working in Australia

Student visa holders can work forty (40) hours per fortnight once their course has started and during any period in which their course is in session. They are able to work unrestricted hours during any scheduled course break. A fortnight means a period of fourteen (14) days beginning on any Monday and ending on the second following Sunday.

Do not work longer than the permitted hours as Immigration will conduct checks to ensure you are not breaching your Visa conditions. In addition, whoever employs you for that period has a responsibility under our Immigration laws and can be charged with serious offences should you work over your permitted hours.

Check with your Trainer or the Student Services Officer at the College if you are unsure.

### The Fair Work Ombudsman (FWO)

**"International students have the same rights as all workers in Australia."**

The Fair Work Ombudsman (FWO), is an independent statutory agency of the Government of Australia that serves as the central point of contact for free advice and information on the Australian national workplace relations system. They help you understand your rights and responsibilities at work and investigates workplace complaints and enforces compliance with national workplace laws. They also work closely to educate employees, employers and the community on Australia's workplace laws and compliance matters.

If you have any questions about workplace entitlements, please visit The Fair Work Ombudsman website -<https://www.fairwork.gov.au/> or contact them at

#### Address

175 Liverpool St, Sydney NSW 2000 Hours:  
9AM - 6PM Phone: 13 13 94

## 89.0 Other Fees and Charges

The following includes a list of all additional fees and charges associated with this course. Note that all items listed in this section are non-refundable:

ITEM	COST (w.e.f 26 November 2019)
Black and White Printing and Photocopy	10c per page
Colour Printing and Photocopy	20c per page
CoE( for each CoE variation)	\$50
Airport Pickup Service	\$200
Accommodation Placement Assistance	\$250
Overseas Student Health Cover*	\$492 per year for Single Cover
Reassessment Fee	\$200 per assessment task
Repeating unit of Competency	\$400 per unit
Late Payment Fee for fees	\$10 per day
Recognition of Prior Learning	\$200 per unit

Replacement Student ID Card	\$50
Certificate Re-issue	\$50
Statement of Attainment (SOA) Copy	\$50
Statement of Attainment Re-issue	\$50
External English Language Assistance	Variable
Class Excursions	Variable
Extra -Curricular Activities	Variable

\* Price will vary depending on duration of cover selected and whether you have Single Cover or Family Cover.

### 90.0 Further information:

This handbook is regularly updated. For further and more up to date information on policies and procedures, please contact relevant staff members of Sydney Metro College, or contact [admin@sydneymetrocollege.edu.au](mailto:admin@sydneymetrocollege.edu.au); or +61 2 8937 0991

### 91.0 Reminder

**The information contained in this Student Handbook is vital for your ongoing study at Sydney Metro College (SMC) so please read it carefully.**

#### You must:

- Notify us of changes to your address within seven (7) days of the change
- Notify us of any personal situation or problem you have that may impact your academic progress in your course enrolment as soon as possible
- Provide your Unique Student Identifier (USI) to us at Orientation

### 92.0 Important numbers and contact details

Organisation	Address	Phone number	Website
DHA - Department of Home Affairs	Ground Floor 26 Lee Street Sydney, NSW 2000  2 Lonsdale Street Melbourne Vic. 3000	131 881	<a href="http://www.homeaffairs.gov.au">www.homeaffairs.gov.au</a>

BUPA	Level 19, 201 Kent street Sydney, NSW, 2000 Australia	1800 888 942	www.bupa.com.au
ATO – Australian Tax Office	2 Lang Street Sydney NSW 2000	132 861	www.ato.gov.au

### 93.0 Emergency Numbers

<b>AMBULANCE</b> 000
<b>FIRE</b> 000
<b>POLICE</b> 000

*The following details are for additional emergency services, national and/or state-based.*

<b>Lifeline</b> <a href="https://www.lifeline.org.au/">https://www.lifeline.org.au/</a> 1800 806 292	<b>CHILDREN'S HELP LINE</b> Web site <a href="http://www.kidshelpline.com.au">www.kidshelpline.com.au</a> 1800 55 1800
<b>ABORTION &amp; GRIEF COUNSELLING</b> <a href="https://www.abortiongrief.asn.au/">https://www.abortiongrief.asn.au/</a> 1300 363 550	<b>AIDSLINE</b> <a href="https://aidsinfo.nih.gov/news/311/aidsline">https://aidsinfo.nih.gov/news/311/aidsline</a> 1800 133 392
<b>FAIR WORK OMBUDSMAN</b> <a href="https://www.fairwork.gov.au/">https://www.fairwork.gov.au/</a> 1300 724 200	<b>LEGAL ACCESS HOTLINE</b> 1300 888 529
<b>NSW FAIR TRADING</b> <a href="http://www.fairtrading.nsw.gov.au">http://www.fairtrading.nsw.gov.au</a> 133 220 131 450 (Language assistance)	<b>Consumer Affairs Victoria</b> <a href="https://www.consumer.vic.gov.au/">https://www.consumer.vic.gov.au/</a> <a href="tel:1300558181">1300 55 81 81</a>
<b>POISONS INFORMATION CENTRE</b> <a href="https://www.poisonsinfo.nsw.gov.au/">https://www.poisonsinfo.nsw.gov.au/</a> 131 126	<b>Overseas Student Ombudsman</b> <a href="http://www.ombudsman.gov.au/about/overseasstudents">http://www.ombudsman.gov.au/about/overseasstudents</a> 1300 363 079

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#### **94.0 STUDENT HANDBOOK ACKNOWLEDGEMENT DECLARATION**

I \_\_\_\_\_, confirm that I have received, read, understood and agree to the contents of this Student Handbook prior to enrolling in my course at Sydney Metro College.

\_\_\_\_\_

**Student Name**

\_\_\_\_\_

**Student Signature**

\_\_\_\_\_

**Date**

\_\_\_\_\_

**Witness Name**

\_\_\_\_\_

**Witness Signature**

\_\_\_\_\_

**Date**