

Embark on a Journey to  
make your Dream a Reality

*Student*  
**HANDBOOK**

# TABLE OF CONTENTS

Welcome to Sydney Metro College .....	1 - 3
Our Vision and Mission .....	4
Registration and Accreditations .....	5
Our Campus Locations .....	6
Our Staff .....	7
Our Facilities & Services .....	8
Emergency & Evacuation Procedures .....	9
Admission Requirements .....	10
English Language Requirements .....	10
Courses Information .....	11 - 12
Academic Support .....	13
Counselling Services .....	14
Career Advice .....	15
Events .....	15
Preparing for the Future Study Tips .....	16
Important Information Regarding Studies at SMC .....	17 - 18
Issuance of Qualification Completion Documents .....	19
Credit Transfer .....	20 - 21
Course Progress Requirements .....	22
Assessment submission and resubmission requirements .....	23 - 27
Fees and Refunds .....	28 - 29
Code of Conduct, Rules and Legal Compliance .....	30 - 32
Complaints and Appeals .....	33 - 34
Your Life in Australia is Just Around the Corner .....	35 - 39
Important Information .....	40 - 43
Apendix.....	48 - 47



# YOUR SUCCESS STARTS AT SMC COLLEGE

Welcome to your new  
future.

# YOUR FUTURE AWAITS YOU

Welcome to Sydney Metro College! As you embark on this exciting journey, we want to ensure that you have all the resources and information you need to succeed.

Sydney Metro College is a vibrant community that celebrates cultural diversity. We are committed to creating an inclusive environment where everyone feels welcome and valued. Embrace the opportunity to learn from and connect with people from different backgrounds and cultures.

At Sydney Metro College, we pride ourselves on offering high-quality education that prepares you for the global workforce. Our courses are designed to equip you with the knowledge and skills necessary to excel in your chosen field.

We understand that studying in a new environment can be challenging. That's why we offer a range of support services to help you adjust and thrive.

Your experience at Sydney Metro College extends beyond the classroom. We encourage you to get involved in engaging campus life through various events and activities.

We are dedicated to helping you achieve your career goals by preparing you for the future through our careers services.

We invite you to keep up to date with important information and announcements by regularly checking your student portal and college email. Stay engaged with the college community through our social media and newsletters.

Studying at Sydney Metro College is a unique and rewarding experience.

Embrace the challenges, seize the opportunities, and make the most of your time here. We are excited to see what you will achieve and are here to support you every step of the way.

Sydney Metro College (SMC) offers outstanding courses in both English Language and Vocational sectors, catering to students from Australia and abroad. Our mission is to ignite potential through enriching learning experiences, empowering graduates to achieve their personal & professional aspirations.

At SMC, we are dedicated to helping students achieve their educational goals and unlock their full potential. With extensive experience, we serve as a trusted education partner for international students, fostering strong collaborations with higher education institutions. We understand the unique needs of international students and are committed to meeting them with excellence.



Sydney Metro College (SMC) offers outstanding courses in both English Language and Vocational sectors, catering to students from Australia and abroad. Our mission is to ignite potential through enriching learning experiences, empowering graduates to achieve their personal & professional aspirations.

At SMC, we are dedicated to helping students achieve their educational goals and unlock their full potential. With extensive experience, we serve as a trusted education partner for international students, fostering strong collaborations with higher education institutions. We understand the unique needs of international students and are committed to meeting them with excellence.

# OUR MISSION & VISION



## MISSION

At Sydney Metro College, our team of dedicated professionals and educators is committed to delivering courses that blend theoretical knowledge with practical skills, equipping graduates for real-world careers. We prioritize top-quality learning experiences, striving to redefine education and empower students to achieve success in business, both in Australia and globally.



## VISION

At Sydney Metro College, we turn your dreams into reality. We are committed to supporting you throughout your educational journey, paving the way for your future achievements.



Whether you're beginning to build your General English skills or aiming to advance them further



Whether you have a particular goal in mind, like preparing for an official language exam or gaining accreditation for further studies and higher education



Whether you're seeking to embark on a new career path with one of our vocational courses



Whether you intend to progress from vocational education to a Bachelor's degree program through our partner institutes.



# REGISTRATION ACCREDITATIONS

Sydney Metro College is a Registered Training Organisation (RTO), and our courses are accredited and recognised by all relevant government bodies.

## THE AUSTRALIAN SKILLS QUALITY AUTHORITY (ASQA)

ASQA is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

## ENGLISH AUSTRALIA

English Australia is the national peak body for the English language sector of international education in Australia. English Australia represents member colleges throughout Australia that provide quality English language programs to students and professionals from around the world.



# CAMPUS LOCATIONS

## SYDNEY CAMPUSES

📍 Level 2, 16 – 22 Wentworth Avenue, Surry Hills NSW 2010 Australia

☎ +61 02 8937 0991

✉ admissions@sydneymetrocollege.edu.au

✉ studentservices@sydneymetrocollege.edu.au

🌐 www.sydneymetrocollege.edu.au

## AFTER HOURS EMERGENCY CONTACT

👤 **MR. RAM SHRESTHA | CEO**

☎ 0425 327 953

✉ ram@sydneymetrocollege.edu.au

👤 **MR. LOKESH SINGH | CAMPUS MANAGER**

☎ 0415 514 116

✉ lokesh@sydneymetrocollege.edu.au

## MELBOURNE CAMPUSES

📍 Level 5, 400 Elizabeth St, Melbourne VIC 3000 Australia

☎ +61 03 9077 0758

✉ admissions@sydneymetrocollege.edu.au

🌐 www.sydneymetrocollege.edu.au

## AFTER HOURS EMERGENCY CONTACT

👤 **MR. LOKESH SINGH | CAMPUS MANAGER**

☎ 0415 514 116

✉ lokesh@sydneymetrocollege.edu.au





# OUR STAFF



## Student Services Team

At Sydney Metro College, our experienced Student Services Officers are here to support and guide you throughout your journey. Our team includes multilingual staff members who can assist you in various languages, ensuring you receive the help you need in a way that's comfortable for you.



## Health & Safety Personnel

To ensure the well-being of all our staff and students, we have established a comprehensive health and safety network. This team includes well-trained and certified first aiders, fire emergency responders, and mental health first aiders across all our campuses.



## Academic Team

Our students are supported on their educational journey by our experienced Academic Team. The team can assist you with your current course and study plans, offering guidance and expertise every step of the way. Our teaching staff comprises highly qualified industry professionals who are dedicated to providing high-quality training and enhancing the learner experience in the classroom.

# OUR FACILITIES & SERVICES

## Student Breakout Areas

Our student breakout areas are equipped with refrigerators, microwaves, vending machines, tea and coffee, and drinking water. Please note that the refrigerators are emptied and cleaned every fortnight.

## Mental Health & Wellbeing

Sydney Metro College is committed to supporting the mental health and wellbeing of our students. We offer access to mental health and wellbeing support services, including appointments with our Health and Wellbeing Counsellor. Students can schedule appointments either face-to-face or over the phone for confidential support. Please contact our Student Services team to arrange an appointment or for more information.

## Student Identification Card

Your Sydney Metro College Student Card gives you access to discounts at various tourist attractions, venues that offer student discounts. Please note that international students studying English (ELICOS) courses cannot get discounts on public transport in Australia. Students studying a VET course in NSW or VIC are not eligible to receive a discount for public transport.

## Wi-Fi

Sydney Metro College provides free Wi-Fi for students across all campuses. For Wi-Fi login details, please see Reception.

## Photography & Printing Services

Please see Reception if you would like to photocopy and/or print a document.

## Pricing

Photocopy/Print - Black & White Only. A4 - \$0.20 per single-sided page

# EMERGENCY

## EMERGENCY EVACUATION PROCEDURES

### Workplace Health & Safety

Sydney Metro College prioritises the safety and wellbeing of all students and staff. We adhere strictly to all relevant Workplace Health and Safety (WHS) regulations to ensure a secure learning environment. Our commitment to safety includes proactive hazard identification by all staff members, who promptly address or report any identified hazards to the Management team. Students are required to adhere to all safety rules, procedures, and guidelines outlined by the College at all times.

### Emergencies & Incidents

In the event of any accidents or incidents, please notify your teacher, trainer, or the nearest staff member at Sydney Metro College immediately. If someone requires first aid, our Critical Incident Management team will promptly initiate and follow the Critical Incident Policy. This may include administering necessary First Aid or contacting Emergency Services as necessary. Sydney Metro College staff are not authorised to administer any form of medication under any circumstances.

### Emergency Evacuation Procedures

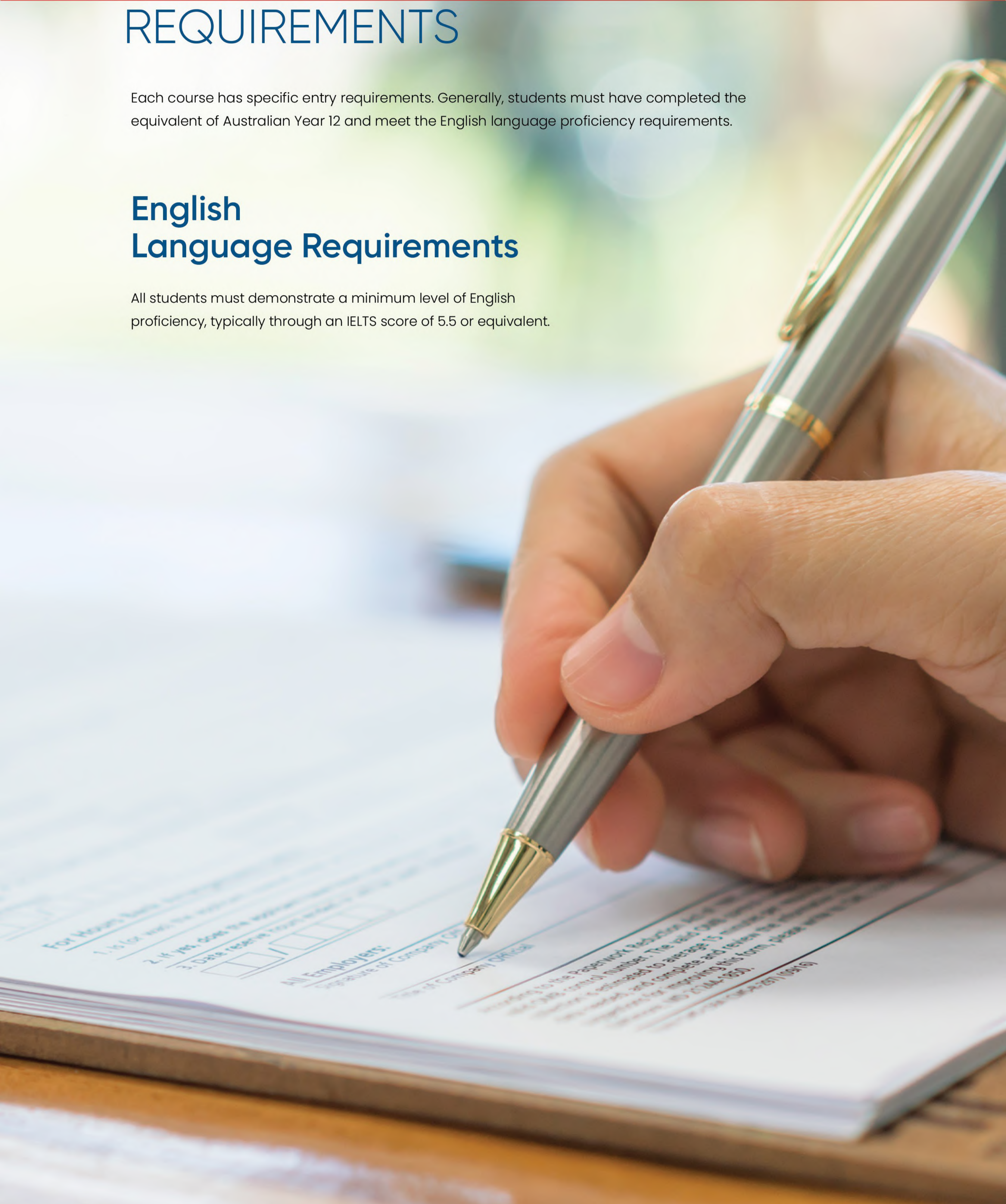
In the event of an evacuation, safety signage and exit procedures are clearly marked in each classroom and on Campus at Sydney Metro College. Students should follow the directions provided by staff to evacuate the building calmly and orderly using the designated fire stairs, and proceed to the designated assembly point indicated on the evacuation diagrams located throughout the campuses. It is essential to familiarise yourself with these evacuation diagrams when you are on campus. Please take only your personal belongings and refrain from using the elevators during an evacuation. The Fire Wardens are responsible for initiating contact with the appropriate emergency services and ensuring a safe and efficient evacuation process. No one should re-enter the building until authorised to do so by a Fire Warden.

# ADMISSION REQUIREMENTS

Each course has specific entry requirements. Generally, students must have completed the equivalent of Australian Year 12 and meet the English language proficiency requirements.

## English Language Requirements

All students must demonstrate a minimum level of English proficiency, typically through an IELTS score of 5.5 or equivalent.



# COURSE INFORMATION

SMC offers a variety of vocational courses designed to meet industry needs and prepare students for employment. Each course includes a detailed structure, duration, and assessment methods. Please refer to our website for specific information on each program.



[Scan Here](#)

## English Course

Sydney Metro College provides a variety of English courses tailored to meet diverse learning needs. Whether you're embarking on your Australian journey or aiming to enhance your language skills for academic pursuits at vocational colleges or universities, our General English and English for Academic Purpose courses are designed to cater to your goals. We offer weekly intakes for these courses, ensuring flexibility and accessibility for all learners.

## Accounting

FNS40222 Certificate IV in Accounting and Bookkeeping

FNS50222 Diploma of Accounting

FNS60222 Advanced Diploma of Accounting

## Automotive

AUR30620 Certificate III in Light Vehicle Mechanical Technology

AUR40216 Certificate IV in Automotive Mechanical Diagnosis

## Building & Construction

RII60520 Advanced Diploma of Civil Construction Design

## Community Services

CHC33021 Certificate III in Individual Support - Ageing and Disability

CHC43015 Certificate IV in Ageing Support

CHC52021 Diploma of Community Services

## Early Childhood Education

CHC30121 Certificate III in Early Childhood Education and Care

CHC50121 Diploma of Early Childhood Education and Care



## Hospitality Management

SIT40521 Certificate IV in Kitchen Management

SIT50422 Diploma of Hospitality Management

SIT60322 Advanced Diploma of Hospitality Management

## Management

BSB80120 Graduate Diploma of Management (Learning)

## Information Technology

ICT40120 Certificate IV in Information Technology

ICT50220 Diploma of Information Technology

ICT60220 Advanced Diploma of Information Technology  
(Cyber Security & Telecommunications Network Engineering)

## Project Management

BSB40920 Certificate IV in Project Management Practice

BSB50820 Diploma of Project Management

BSB60720 Advanced Diploma of Program Management



Scan Here



# ACADEMIC SUPPORT

At Sydney Metro College, we are dedicated to helping you achieve your academic goals. Our academic support services are designed to provide you with the resources and assistance you need to excel in your studies.

## Available Academic Support Services

- **Tutoring and Mentoring:** One-on-one or group sessions to help with difficult subjects, provided by experienced tutors and mentors.
- **Workshops and Seminars:** Regularly scheduled sessions on study skills, time management, exam preparation, and assignment writing.
- **Resource Centres:** Access to libraries, computer labs, and study materials.

## How to Access Academic Support

Contact the Student Services team or Reception to book an academic support session.

☎ +61 02 8937 0991 (Sydney) | +61 03 9077 0758 (Melbourne)

✉ [studentservices@sydneymetrocollege.edu.au](mailto:studentservices@sydneymetrocollege.edu.au)



# COUNSELLING SERVICES

Balancing academic responsibilities with personal life can be challenging. Our counselling services are here to support your mental and emotional well-being.

## Counselling Services Provided

- **Personal Counselling:** Confidential sessions to discuss personal issues, stress, anxiety, and other mental health concerns.
- **Academic Counselling:** Guidance on academic concerns, including course selection, study habits, and managing workload.
- **Crisis Intervention:** Immediate support and intervention in case of personal emergencies or crises.

## How to Access Counselling Services

Contact the Student Services team or Reception to book a session, or meet the Campus Manager to discuss immediate assistance and options.

☎ +61 02 8937 0991 (Sydney) | +61 03 9077 0758 (Melbourne)

✉ [studentservices@sydneymetrocollege.edu.au](mailto:studentservices@sydneymetrocollege.edu.au)





# CAREER ADVICE

Preparing for your future career is an integral part of your education at Sydney Metro College. Our career advice services are designed to help you navigate your career path and achieve your professional goals.

## Career Services Provided

- **Career Counselling:** One-on-one sessions with career advisors to discuss career options, pathways, and professional development.
- **Resume and Cover Letter Workshops:** Guidance on creating effective resumes and cover letters that stand out to employers.
- **Job Search Assistance:** Support in finding job opportunities, including access to job boards, internships, and work placements.
- **Interview Preparation:** Mock interviews and tips to help you prepare for real job interviews.
- **Networking Opportunities:** Events and workshops to connect with industry professionals and potential employers.

## How to Access Career Services

Contact the Student Services team or Reception to book a career advice session.

### *Events*

Throughout the year, Sydney Metro College organises social events to celebrate various festivals and foster a vibrant community spirit among students. Students also have the opportunity to participate in college organised excursions to explore various events and sites of interest.



# PREPARING FOR THE FUTURE STUDY TIPS

**Be Accountable:** Take ownership of your learning journey.

**Be Prepared for Class:** Remember your Learning Hub password and ensure you have a notepad, pen, or laptop ready to take notes and complete activities.

**Know Your Timetable:** Familiarise yourself with your schedule for each term.

**Know Your Subjects:** Understand the subjects required for your qualification and follow your timetable accordingly.

**Meet Assessment Deadlines:** Stay aware of assessment due dates and submit your assessments on time.

**Be Punctual:** Arrive on time to avoid inefficiencies and disruptions for others.

## **Be Bold:**

- **Step Out of Your Comfort Zone:** Embrace challenges and be prepared for lessons that may be difficult.
- **Seek Clarification and Assistance:** Don't hesitate to ask questions and seek help when needed.
- **Stay Engaged:** Participate actively in class discussions and activities.

## **Be Inclusive:**

- **Celebrate Diversity:** Embrace and appreciate differences in ideas, values, and individuality.
- **Support Each Other:** Share ideas, offer help when needed, and encourage classmates.
- **Use English as a Common Language:** Foster inclusivity by communicating primarily in English on campus.
- **Show Respect and Politeness:** Be courteous and considerate in all interactions.

## **Be Amazing:**

- **Embrace Feedback:** Welcome and act upon constructive feedback to improve your work.
- **Meet Deadlines:** Submit assessments punctually or ahead of schedule.
- **Take Initiative:** Engage actively in class activities and initiatives.
- **Support Your Peers:** Assist and encourage your classmates in their academic journeys.

# IMPORTANT INFORMATION REGARDING STUDIES

**Mandatory Orientation Session:** Upon successful enrollment, you are required to attend a mandatory Orientation Session before the first day of your course commencement. The Student Services Team will notify you via email of your orientation session details.

In this session, you will:

1. Complete appropriate forms.
2. Obtain or provide your Unique Student Identifier (USI) number.
3. Receive information regarding your course and learning platforms.
4. Receive information regarding the College, its policies, and procedures.
5. Receive information regarding the requirements of being on a Student Visa, C Course Progression, and attendance requirements.
6. Get a tour of the premises.
7. Have your questions answered.

**What is Unique Student Identifier (USI):** All students undertaking vocational education and training (VET) in Australia are required to have a Unique Student Identifier (USI). This number links to an online account containing all your training records and results from January 1, 2015, onwards. Each year, Registered Training Organisations (RTOs) must submit their students' results to this system. For instance, your results from 2022 will be available in your USI account in 2023.

Students must notify the College of their USI as soon as possible. The College cannot issue a qualification or statement of attainment without this number. Furthermore, students must register their USI to access their timetable. Create your USI at [usi.gov.au](https://usi.gov.au).

**Notification in Case of Address Change:** As a requirement of your student visa, you must notify Sydney Metro College in writing of your address and Australian phone number within seven days of arriving in Australia.

Additionally, you must inform Sydney Metro College of any changes to your Australian contact details within seven days.

The College needs your current contact details to reach you if you do not meet the requirements of your course and/or visa. Failure to keep your contact information up to date may result in difficulties in reaching you, potentially leading to the cancellation of your visa.

### Leave, Deferment, Suspension, and Cancellation of Study:

- **Request for Leave:** Submit a leave request application at least 10 working days before the intended leave date.
- **Deferment of Studies:** Granted only under compassionate and compelling circumstances. For more details, refer to the Deferment, Suspension, and Cancellation policy.
- **Suspension of Study Requested by the Student:** Only granted for compassionate and compelling circumstances. Suspension periods will not be included in attendance or course progress calculations.
- **Exclusion from Class / College-Initiated Suspension of Studies:** May occur due to student misbehaviour as per the Student Code of Conduct.
- **Cancellation of Enrolment:** May occur under specific conditions. Refer to the Deferment, Suspension, and Cancellation policy for details.
- **Visa Implications:** Deferment, suspension, and cancellation of enrolment may affect a student's visa. Contact the Department of Home Affairs for guidance on visa implications.

**Overseas Student Health Cover (OSHC):** As an international student in Australia, you are required to have Overseas Student Health Cover (OSHC) for the entire duration of your study. Ensure you inform your OSHC provider of your arrival in Australia. Maintain your OSHC cover throughout your stay and provide the details to Sydney Metro College for use in emergencies. OSHC assists with medical, hospital, and prescription costs but does not cover dental, optical, or physiotherapy services.

**Absence and Sickness:** If you cannot attend classes due to illness, obtain a medical certificate and send a scan or screenshot to Student Services. Keep the original certificate in a safe place. For extended absences, contact Sydney Metro College to inform us of your situation. Medical certificates will not improve your attendance record but may be considered by the Department of Home Affairs if reported for unsatisfactory attendance.

**Student Visa Conditions:** Maintaining your visa requires regular attendance and satisfactory academic progress. Failure to meet these conditions can result in visa cancellation. Refer to the Department of Home Affairs for detailed visa conditions.



# ISSUANCE OF QUALIFICATION COMPLETION DOCUMENTS

## Certificate

Students who have successfully completed their course requirements are eligible to apply for their Certificates at the end of their course duration. The Certificate will detail the full qualification completed and will be accompanied by a Record of Results, listing the individual units of competency achieved. Additionally, a course completion letter will be included.

**Request for Certificate after Course Completion:** Students must complete a certificate request form to apply for their Certificate. The request will be processed, and the Certificate issued within 15 days, provided there are no outstanding fees or units of competency pending marking. According to the RTO Standards, the College has up to 30 days to issue the Certificate.

## Partial Course Completion

**Statement of Attainment (SOA):** A Statement of Attainment will list the individual units completed under the qualification. It does not represent a full qualification. Students who have not successfully completed all course requirements but have completed some units of competency may apply for a Statement of Attainment at the end of their study duration.

**Request for Statement of Attainment:** Students must complete a Statement of Attainment request form. The request will be processed, and the SOA issued within 15 days, provided there are no outstanding fees or units of competency pending marking. According to the RTO Standards, the College has up to 30 days to issue the SOA.

## Requesting Interim Copies Of Academic Records During The Course

Students may request a copy of their current academic record during the course duration. This document can be used for various purposes, such as immigration. Students must complete a Student Document Request Form, and a fee of \$20 will be charged for generating this document.

# CREDIT TRANSFER

Students who have completed prior Australian qualifications can apply for a Credit Transfer. This process assesses the initial course or subject that an applicant is using to claim access to or credit in a destination course. To apply, students must complete a Credit Transfer Application Form at the time of enrolment and provide the necessary supporting documents.

**Authentication of Evidence:** All evidence submitted as part of a Credit Transfer application will be authenticated by contacting the issuing organization to verify the validity of the documents.

**Assessment Process:** The assessment determines the extent to which the applicant's initial course or subject matches the required learning outcomes, competency outcomes, or competency standards for entry to, and/or partial or total completion of, a qualification.

## Fees

- **Administration Fee:** \$250 per application, credited towards your enrollment fees upon successful completion.
- **Per Unit Fee:** \$100 for each successfully credited unit.

**Application of Credit Transfer after Course Commencement:** If Credit is granted after the acceptance of a place in a course or upon commencement of studies, and this affects the duration of studies, it will be recorded in PRISMS, and a Certificate of Enrolment (CoE) variation will be created. An administration fee of \$250 must be paid for the application to be assessed, and a \$100 fee applies for each unit successfully credited.

## Attendance & Course Progress

### Students Studying English Courses (ELICOS)

**Attendance Policy:** Attendance is recorded for every lesson. Absent students or those arriving late or leaving early will have their attendance affected.

**Consequences of Low Attendance:** Students with attendance below 80% will receive warning letters and counselling. Below 80% attendance will result in a Notice of Intention to Report, with 20 working days to appeal before the case may be reported to the Department of Home Affairs.

**Appeal Process:** Contact Student Services for guidance on appealing the College's decision. Failure to meet attendance requirements could lead to visa cancellation.

# Students Studying VET Courses

**Attendance and Course Progress Policy:** Attendance is crucial for effective course progress. Students must attend all lectures and Practical Training Sessions as timetabled.

**Course Progress Monitoring:** Includes continuous recording, monitoring, assessment, counselling, and reporting.

**Definition of Unsatisfactory Progress:** Failing to complete or demonstrate competency in at least 50% of course requirements within a specified study period.

**Intervention Strategy:** Implemented for students not meeting satisfactory progress standards. Additional information is in the Monitoring Course Progress Policy on our website.



# COURSE PROGRESS REQUIREMENTS

Under the National Code 2018 Standard 8: Students must complete at least 50% of their scheduled subjects in any given study period.

Definition of Course Study Period: One Term (9 or 10 weeks, depending on your course).

Intervention Strategy for Course Progress: Includes contacting students to attend a meeting, counselling on course suitability, reassessment opportunities, and the appeals process.

## Stages of Intervention for Course progress

Stage	Description	College Action	Student Action
Recording of Student Results	Results recorded after each assessment	Student can view results any time	-
Intervention Stage	Failing more than 50% of subjects in one study period	Intervention Strategy letter issued; meeting requested	Arrange and attend the meeting; follow recommendations
Intention to Report Stage	Failing more than 50% of subjects in two consecutive periods	Intention to Report letter issued; 20 working days to appeal	Lodge an internal appeal or face reporting
Appeals Stage	Review of internal appeal	-	-
Reporting Stage	Reported to relevant government department	COE cancelled for poor progress	-
Post Reporting Stage	Notification of reporting	Further steps communicated	-



# ASSESSMENT & SUBMISSION

## RESUBMISSION REQUIREMENTS

### Assessment Overview

Assessment determines whether competency has been achieved by evaluating the required knowledge and skills as outlined in the standards or learning outcomes of a unit of competency. Adhering to fundamental principles ensures an effective assessment system within a competency based environment.

- **Under the National Code 2018 Standard 8:** Students must complete at least 50% of their scheduled subjects in any given study period.
- **Definition of Course Study Period:** One Term (9 or 10 weeks, depending on your course).
- **Intervention Strategy for Course Progress:** Includes contacting students to attend a meeting, counselling on course suitability, reassessment opportunities, and the appeals process.

### Underlying Principles Of Assessment

#### Validity

- Assessments must accurately measure what they are intended to assess.
- Validity is achieved when assessors understand the standards of
- competence and performance criteria.
- Evidence must be collected from activities directly related to the units of competency.

#### Flexibility

- Assessment instruments should adapt to varying work and site needs.

#### Reliability

- Assessments are reliable when consistent results are obtained if tested under the same conditions on different occasions.

#### Fairness

- Assessments should be non-discriminatory and inclusive.
- Instruments can be adjusted to accommodate individual needs.
- Language, literacy, and numeracy requirements should match the competency level.

# Underlying Rules of Evidence

## Validity

- Evidence must cover essential knowledge and skills required for competent performance.

## Sufficiency

- Collect enough quality and quantity of evidence as outlined in the Critical Aspects of Evidence for the unit of competency.

## Authenticity

- Evidence must be the candidate's own work.

## Currency

- Evidence must be current to make an informed decision of competence or non-competence.

# Types of Assessment Task

Your program may include a combination of the following:

- **Demonstration:** Practical display of skills, such as role-plays, simulations, and skill performances.
- **Knowledge Test:** Multiple-choice questions, short answers, or essays, conducted under supervised and/or timed conditions.
- **Interview:** Face-to-face, telephone, or web conference.
- **Presentation:** Oral presentations made during a workshop or on video.
- **Project:** Series of tasks to produce a specific outcome known as the deliverable.
- **Report:** Information about events, usually completed outside of class time.
- **Documents:** Previously completed documents, which may include a supervisor's verification.
- **Workbook:** Completion of assessment activities, including knowledge assessment, skill demonstration, case studies, and practical activities.

# Assessment Submission

## Submission Platform

- All assessments must be submitted through your Student Learning Portal.

## Format

- Digital submissions and attachments must be in PDF format.

## Standard of Work

When submitting assessments, ensure:

- Completion of all activities according to set criteria, including word processing standards, referencing, and presentation styles.
- Files are saved with your student number.
- Correct assessments and all required attachments are uploaded in the correct format.

## Acceptable Academic Conduct

- **Original Work:** Produce original work for learning, assessment, and research tasks.
- **Referencing:** Use appropriate referencing and acknowledge all sources.
- **Disclosure:** Disclose any collaboration undertaken.
- **AI Usage:** Artificial intelligence may assist but should not be submitted as original work.

## Breaches of Academic Integrity

- **Plagiarism:** Failing to acknowledge others' ideas or work.
- **Cheating:** Seeking an unfair advantage.
- **Collusion:** Unauthorised collaboration.
- **Fabrication of Data:** Creating false research results.
- **Dishonest Assessments:** Using or submitting others' work as your own.
- **Sharing Work:** Unauthorised sharing of work.
- **Confidentiality Breach:** Failing to maintain confidentiality.

## Plagiarism & Dishonest Conduct

### Dishonest Assessments | Examinations

- Includes copying another student's work, submitting others' work as your own, using prohibited information, and plagiarism.

### Consequences

- Students found submitting plagiarised or dishonest assessments must meet with their trainer and resubmit their work. Further misconduct may result in formal warnings, additional costs, and potential suspension or dismissal.

# Assessment Due Dates

## Due Dates

Available on your timetable for each term.

## Extensions

Extensions due to compassionate and compelling reasons must be requested from the Student Services team with relevant evidence before the due date. Successful extensions incur no penalty, but no further late submissions are allowed.

# Achieving Competency

## Competency-Based

Successful completion requires satisfactory results in all assessment tasks.

## Not Yet Satisfactory After Two Attempts

If competency is not achieved after two attempts within two weeks of notification, the student must repeat the unit at a cost of \$400 per unit, subject to timetable availability.

## Cheating in Assessment

Academic integrity policies apply, which may involve disciplinary actions or consequences as specified in the Student Code of Conduct. Cheating forfeits the two reattempts and incurs a fee of \$250 per unit for subsequent submissions.

## No Submissions

Units graded as Not Yet Submitted (NYS) and Not Yet Competent (NYC) for missed due dates. Future submissions attract a \$250 fee per unit, and the student forfeits the two reattempts.

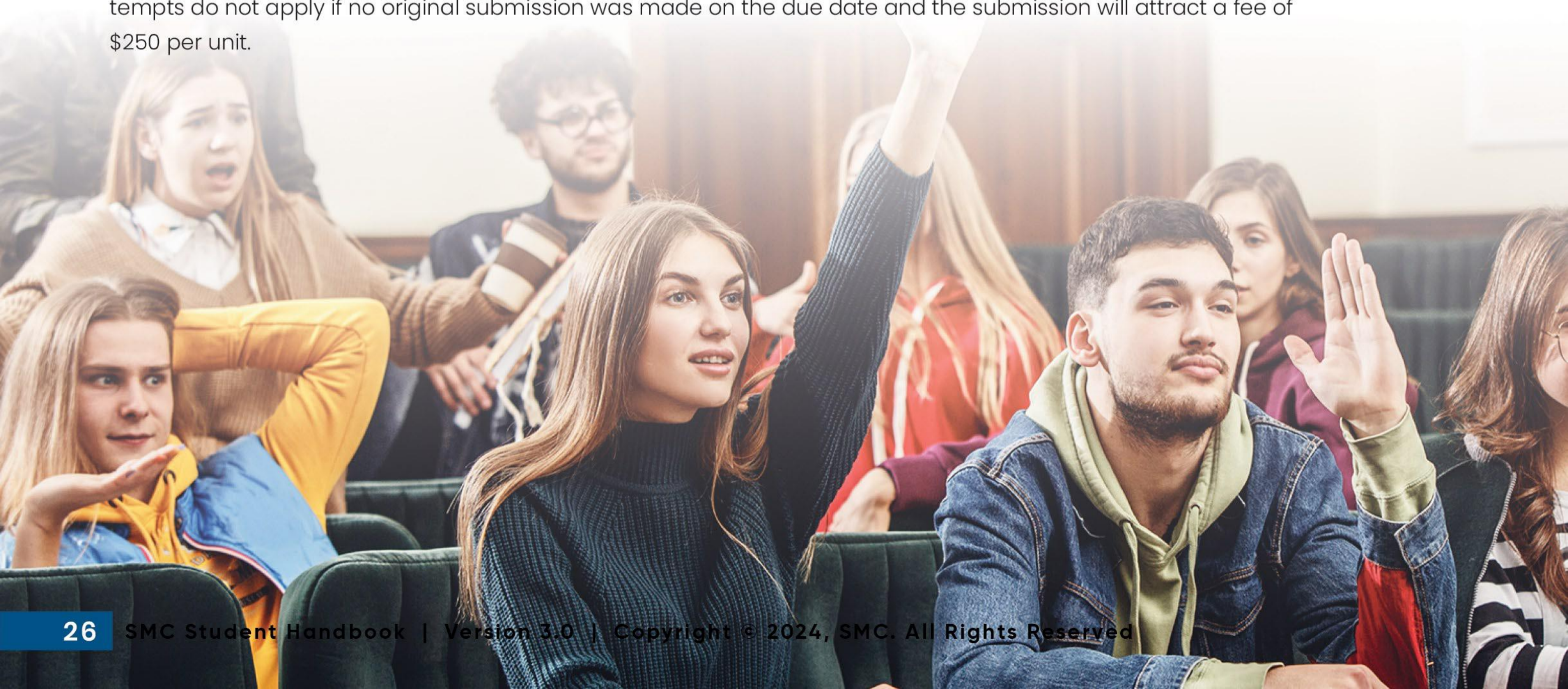
## Achieving Competency in the Final Term

Students in their final term of studies must contact student services to initiate an individual learning plan. This plan ensures that students complete their studies on time before the expected end date of their course.

# Re-submission | Re-attempt

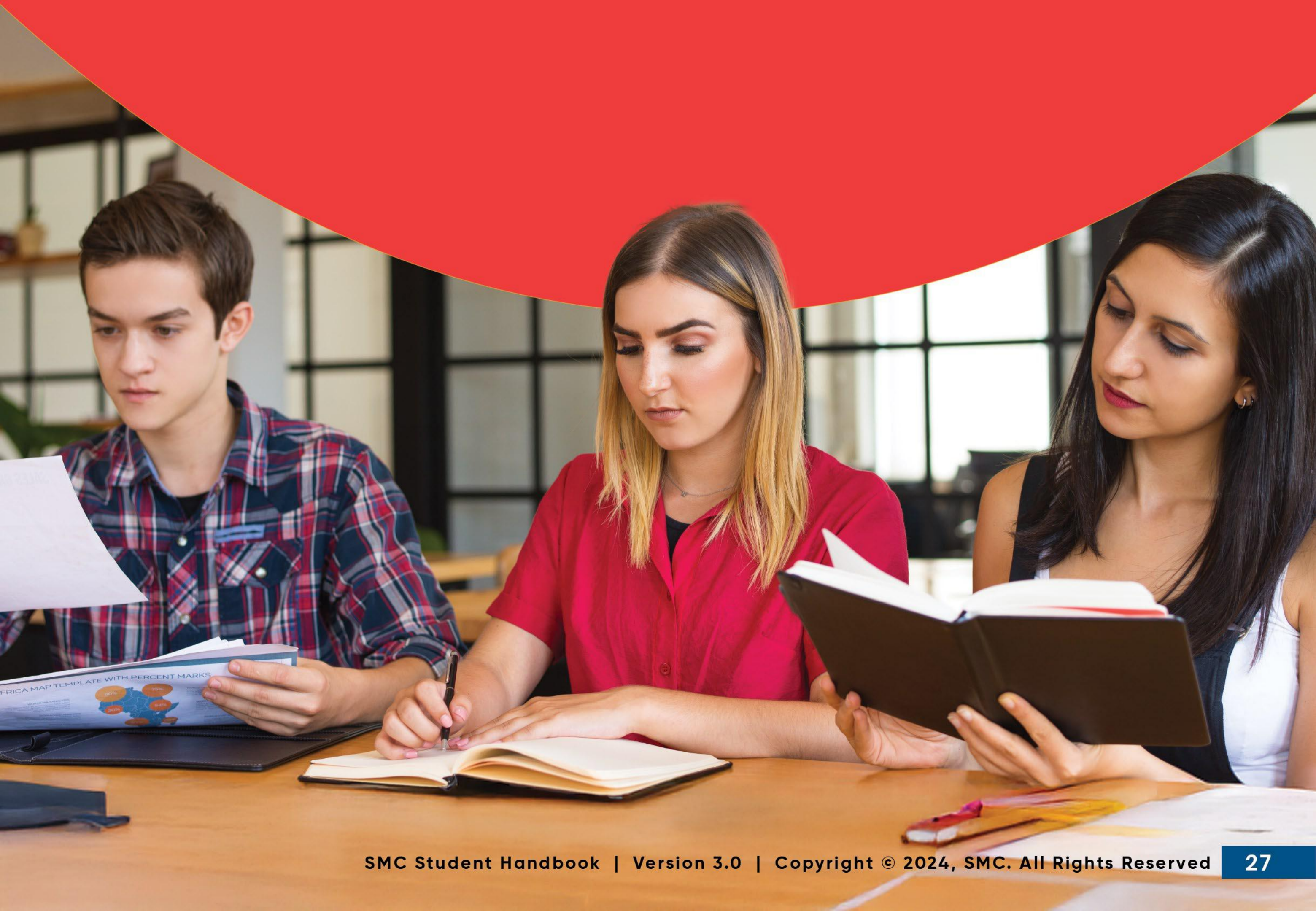
## Re-attempts

Students are allowed two reattempts within two weeks of receiving a Not Yet Competent (NYC) notification. Reattempts do not apply if no original submission was made on the due date and the submission will attract a fee of \$250 per unit.



## Repeating a Unit of Competency

If a student is deemed Not Yet Competent after re-assessment, they will be required to repeat the entire unit of competency, subject to timetable availability. This will be in addition to their current teaching schedule. The cost for repeating a unit of competency is \$400 per unit.



# FEES & REFUNDS

## Tuition Fees

- **Variability:** Fees vary by course and are typically paid in full or in instalments.
- **Payment Schedules:** Provided upon enrolment. Refer to your offer letter, website, or contact the admissions, accounts, or student service team for details.

## Free Assistance

- **Student Services:** Available to assist with fee arrangements, such as splitting or postponing fees. Contact the Student Services Team before fees become overdue.



## Refund Situations

No.	Refund Situation	Offshore Applicable Refund	Onshore Applicable
1.	Provided default	Full refund of prepaid Tuition Fees	Full refund of unused prepaid Tuition Fees (less application Fee)
2.	Student default	No refund	No refund
3.	Visa Refusal (New Visa application / Visa extension / Visa renewal)	Full refund of Tuition Fee (less Application Fee)	Full refund of unused prepaid Tuition Fees (less Application Fee and material fee)
4.	Offer withdrawn due to incorrect/misleading fraudulent or incomplete information	Refund of 85% of Tuition Fee (less application fee)	Refund of 50% of the 1st Term's Tuition fees (less application fees and material fees)
5.	Student withdraws at least 10 weeks prior to course commencement	Refund of 85% of the total Tuition Fees (less application fee)	Refund of 85% of the total Tuition Fees for 1st Term (less application and material fees)
6.	Student withdraws at least 7 weeks prior to course commencement	Refund of 80% of the total Tuition Fees (less application fee)	Refund of 80% of the total Tuition Fees for 1st Term (less application and material fees)
7.	Student withdraws at least 4 weeks prior to course commencement	Refund of 70% of the total Tuition Fees (less application)	Refund of 70% of the total Tuition Fees for 1st Term (less application and material fees)
8.	Student withdraws less than 4 weeks prior to course commencement	Refund of 50% of the total Tuition Fees (less application)	Refund of 50% of the total Tuition Fees for 1st Term (less application and material fees)
9.	Student withdraws after the agreed course commencement date	If a Visa is granted - No refund	No refund
10.	Visa cancelled due to student actions	No refund	No refund
11.	Expulsion for misconduct	Not applicable	No refund
12.	Withdrawal from study (current students)	Not applicable	Refund policy applies as stated above for any future course

**To request a refund:** Complete the Refund Request Form on our website and submit it to the finance office.

# CODE OF CONDUCT, RULES

## & LEGAL COMPLIANCE

At Sydney Metro College (SMC), all students and staff are governed by Australian federal and state laws, in addition to the College's own Code of Conduct and Policies. These guidelines are essential to maintaining a safe, equitable, and orderly environment. The Code of Conduct ensures that everyone behaves responsibly and ethically.

## Legal & Regulatory Information

### ESOS Framework

- The Education Services for Overseas Students (ESOS) Act ensures the quality of education and protection of international students. For more information, visit the ESOS website.

### Privacy Policy

SMC is committed to protecting your privacy. Personal information is collected, stored, and used in accordance with our Privacy Policy, available on our website.

SMC complies with:

- The Privacy Act 1988 (Privacy Act), including the Australian Privacy Principles (APPs)
- Subdivision B of the National Vocational Education and Training Regulator Act 2011 (NVETR Act)
- Divisions 4 and 5 of the Student Identifiers Act 2014 (SI Act) and the Student Identifiers Regulations
- The National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020
- The National VET Data Policy.

## General Code of Conduct

### Code of Conduct

Students are expected to:

- Behave respectfully and ethically.
- Adhere to academic integrity standards.

Misconduct may result in disciplinary actions, including warnings, suspension, or expulsion. Respect for other students, staff, and property is crucial to ensure a safe and conducive learning environment. For detailed examples of student misconduct, refer to Appendix A.





## Sydney Metro College Rules

Student at SMC Must

- **Use Only English in the Classrooms:** This maximizes English language learning and fosters an inclusive environment.
- **Arrive on Time:** Punctuality minimizes disruptions.
- **Mute and Put Away Mobile Phones:** Phones should be muted and stored away during class.
- **Participate in Class Activities and Have Fun.**
- **Submit Assessments on Time:** Ensure assessments are submitted by the due dates.

## Responsibility for Equipment

Students are responsible for the equipment they use at the College. Deliberate damage may result in the student having to pay for the damage. Notify trainers if equipment breaks or is not in good working order.

## Cleanliness & Tidiness

**Clean Up After Yourself:** Leave your area clean and tidy after class.

**Dispose of Rubbish Properly:** Use the bins provided in the classroom and around the college.

**No Eating or Drinking in Class:** Do not eat or drink during lessons, except for water.

## Discrimination

SMC fosters a culture of inclusivity and diversity and does not tolerate discrimination. Discrimination includes any action or behavior that treats a person or group less favorably based on characteristics such as sex/gender, language, pregnancy, race, age, marital status, sexual orientation, disability, transgender identity, carers' responsibilities, and more. Discrimination is against the law.

Report any instances of discrimination to the SMC team. Additionally, you can contact the Australian Human Rights Commission and submit a complaint in any language. For more information, please contact the Australian Human Rights Commission.

## Financial Misconduct

Maintaining up-to-date payments for your course is essential. Falling more than one month behind in payments will result in a notification that all outstanding amounts must be paid within 20 days from the specified date in the final notice. Failure to do so will lead to enrollment cancellation and reporting to the DHA for non-payment. Refer to the Sydney Metro Colleges Fee and Charges Policy on our website.

## Penalties for Misconduct

Penalties for misconduct are determined based on the nature and extent of the violation. Disciplinary actions for breaching the Student Code of Conduct may include:

- **Warnings**
- **Suspension**
- **Expulsion**

Multiple violations may be considered cumulatively for a more severe penalty. Non-compliance with SMC Policies and Procedures may result in dismissal and/or suspension from the course or College, with no refund of fees paid. Additionally, students may be required to pay for any damages or disruptions caused and may be reported to relevant government authorities, potentially leading to visa cancellation.

The CEO or Campus Manager may impose permanent exclusion from the College for severe offenses, including physical or verbal abuse, repeated or severe misconduct, or criminal acts. SMC Policies and Procedures, along with the complaints and appeals processes, do not remove the right to take action under Australia's consumer protection laws. SMC will report all criminal acts to the relevant authorities.



# COMPLAINTS & APPEALS

## Complaints

A complaint refers to any concern, difficulty, or problem that a student encounters regarding their studies or any aspect of Sydney Metro College. Students are encouraged to first discuss these issues directly with the staff members or students involved.

## Appeals

An appeal is a request for a review of a decision that has already been made.

### Initial Steps

- **Informal Resolution:** Students should first contact a Student Services Team member or the Campus Manager to attempt mediation and seek an informal resolution of the complaint.
- **Direct Referral:** If the complaint is about a trainer or teacher, students may choose to directly refer the matter to the Campus Manager.

### Formal Process

- If the issue cannot be resolved informally, students should put their concerns in writing using the College's complaints and appeals form, available from the Student Services Team or the College website.
- All internal complaints and appeals processes will be at no cost to the student and will commence within 10 working days of lodging the complaint/appeal.

### External Appeal

- If a complaint or appeal is not resolved after accessing the College's internal appeal stage, students have the right to lodge an external appeal through the Overseas Students Ombudsman.
- There is no fee to lodge an appeal with the Ombudsman.

# Contact Information for The Overseas Students Ombudsman

☎ 1300 362 072 (within Australia) | +61 2 6276 0111 (outside Australia)

📍 GPO Box 442 Canberra ACT 2601

✉ [overseas.students@ombudsman.gov.au](mailto:overseas.students@ombudsman.gov.au)

🌐 [www.ombudsman.gov.au](http://www.ombudsman.gov.au)

## Sydney Metro College Policies

For further details on policies, procedures, and resources, please visit the

Sydney Metro College website: [www.sydneymetrocollege.edu.au](http://www.sydneymetrocollege.edu.au) or contact the Student Services Team. It is the responsibility of all students to familiarize themselves with and adhere to these policies and procedures.



*YOUR LIFE IN*

**AUSTRALIA**

*IS JUST AROUND THE*

**corner**



# LIVING IN AUSTRALIA

Adjusting to life in Australia involves understanding various aspects of daily living, including living costs, accommodation options, transport, and cultural norms. Here's a comprehensive guide to help you settle in comfortably.

## LIVING COST

Living expenses in Australia can vary depending on the city and your lifestyle. Here are some typical costs you might encounter:



**Accommodation:** Rent for a shared apartment can range from AUD 150 to AUD 300 per week. Renting a one-bedroom apartment in the city center can cost between AUD 1,500 to AUD 2,500 per month.



**Food:** Grocery shopping for one person is approximately AUD 100 to AUD 200 per week. Eating out at a mid-range restaurant can cost around AUD 20 to AUD 40 per meal.



**Utilities:** Monthly costs for utilities such as electricity, heating, cooling, water, and garbage are around AUD 150 to AUD 200.



**Transport:** Public transport costs vary by city. A monthly pass can range from AUD 100 to AUD 200.

It's important to budget accordingly to ensure you can cover all necessary expenses while studying in Australia. [www.studyaustralia.gov.au](http://www.studyaustralia.gov.au)



# ACCOMMODATION OPTIONS

There are several accommodation options available for international students:



**Homestay:** Living with an Australian family can provide a unique cultural experience. This typically includes meals and utilities



**Private Rental:** Renting an apartment or house with other students can be more economical. Websites like [Flatmates.com.au](https://www.flatmates.com.au) and [realestate.com.au](https://www.realestate.com.au) can help you find rental properties.



**Student Accommodation:** Purpose-built student accommodations are available in most major cities. These often include amenities like study areas, gyms, and social spaces.

## TRANSPORT

Australia has an extensive public transport system that includes buses, trains, trams, and ferries. Here's a quick overview:



**Public Transport:** Each state has its own transport network. For example, Sydney uses the Opal card, Melbourne uses the Myki card. These cards can be used on all forms of public transport within their respective cities.



**Bicycles:** Many cities have bike lanes and bike-sharing programs, making cycling a convenient option.



**Driving:** If you have a valid driver's license from your home country, you can drive in Australia. However, you may need to get an international driving permit or convert your license after a certain period.





## CULTURAL NORMS

Understanding and adapting to cultural norms can enhance your experience in Australia:

**Equality and Respect:** Australians value equality and respect in all interactions. It's important to be polite, say "please" and "thank you," and respect personal space.

**Punctuality:** Being on time for classes, meetings, and social events is expected.

**Social Etiquette:** Australians are generally informal and friendly. It's common to address people by their first names. Shaking hands is a common greeting.

**Work-Life Balance:** Australians typically prioritize a healthy work-life balance,

## TIPS FOR ADJUSTMENT

**Join Social Groups:** Participating in student clubs, sports, or community groups can help you make friends and feel more at home.

**Explore the Area:** Take time to explore your city and surrounding areas. Australia has a diverse landscape with beautiful beaches, parks, and cultural sites.

**Seek Support:** If you feel homesick or overwhelmed, don't hesitate to seek support from student services or counseling.

## WORKING IN AUSTRALIA

International students have the same basic rights and protections as everyone else in the workplace, including minimum pay and conditions. For further information, please check the Fair Work Australia page.



# VISA WORK CONDITIONS

To work in Australia, students must hold a valid visa that grants them the right to work. Engaging in employment without the appropriate visa or failing to adhere to the work conditions stipulated by their visa is illegal. Such violations can result in visa cancellation and fines of up to AUD 10,000. It is crucial for students to ensure they comply with their visa conditions at all times. For more detailed information, students should refer to the visa label in their passport and the official

## STUDENT VISA HOLDERS

This information outlines the work restrictions for student visa holders:

### Work Limits While Studying:

- o Student visa holders can work up to 48 hours per fortnight (2 weeks).
- o Dependents of student visa holders have the same work limit.

### Work During Course Breaks:

- o Students can work unlimited hours during scheduled or approved course breaks.

### Commencement of Work:

- o Students can start working only after their course start date.
- o Dependents can also work up to 48 hours per fortnight.

*For more detailed information, students should refer to the visa label in their passport and the official Australian government immigration website.*

## TAX FILE NUMBER (TFN)

To work in Australia, obtaining a Tax File Number (TFN) is mandatory. You can apply for a TFN free of charge, either online or in person.

### Apply here:

[www.ato.gov.au/individuals-and-families/tax-file-number/apply-for-a-tfn](http://www.ato.gov.au/individuals-and-families/tax-file-number/apply-for-a-tfn)

## MONEY AND BANKS

The currency used in Australia is the Australian Dollar (AUD\$). If you plan to live and work in Australia, having an Australian bank account is advantageous. To open an account, you will need to provide proof of identification and evidence of your current address.

For further assistance or more detailed information, please refer to the official Australian government immigration website or contact the Student Services Team at Sydney Metro College.

# IMPORTANT INFORMATION

## EMERGENCY, HEALTH SERVICES & SUPPORT SERVICES

### EMERGENCY - NATIONAL

Police: Call 000 or 112 (from Mobile)  
Ambulance: Call 000 or 112 (from Mobile)  
Fire Services: Call 000 or 112 (from  
Mobile)  
Download the Emergency+ app:  
Available  
for free on your phone  
Flood and Storm Crisis: 132 500

### WORK / DISCRIMINATION - NATIONAL

Australian Human Rights  
Commission  
Fair Work Ombudsman  
Fair Work Commission

### WORK / DISCRIMINATION - BY STATE

NSW: SafeWork NSW  
VIC: WorkSafe VIC

### MENTAL HEALTH SUPPORT/SOCIAL WORKER

Uprise: 1300 209 371  
Beyondblue: 1300 22 4636  
Lifeline: 13 11 14  
Menline Australia: 1300 78 99 78  
Suicide Call Back Service:  
1300 659 467

### OTHER SUPPORT SERVICES

Human Rights Commission:  
1300 656 419  
Job Access: 1800 464 800  
Health Direct: 1800 022 222  
Alcohol & Other Drugs  
Information Services (ADIS):

### BUS / TRAIN & FERRY INFORMATION

Melbourne: Public Transport  
Victoria  
Sydney: Transport NSW

## LEGAL ADVICE

Melbourne: Legal Aid – 1300 792 387, 570 Bourke Street, Melbourne  
Sydney: Legal Aid – 1300 888 529

## POLICE

### Melbourne:

- o Melbourne East Police Station: 202 Bourke Street, Melbourne  
– 03 9637 1100
- o Flinders St Railway Station Police Booth: 226 Flinders Street,  
– 03 9610 7446

### Sydney:

- o The Rocks Police Station: 132 George Street, The Rocks  
– 02 8220 6399
- o Day Street Police Station: 192 Day Street, Sydney  
– 02 9265 6499

## RAPE / SEXUAL HARASSMENT CRISIS CENTERS

### Victoria:

- o Sexual Assault Crisis Line: 1800 806 292
- o Royal Women’s Hospital – Sexual Assault Response, Women’s  
Emergency Care, Lower Ground, 20 Flemington Rd, Parkville  
– 03 9635 3610

### New South Wales:

- o NSW Rape Crisis Centre: 1800 424 017
- o Sexual Assault Counselling Australia: 1800 211 028
- o 1800 RESPECT national hotline for sexual assault and domestic  
violence: 1800 737 732

## GAMBLING HELPLINE

Victoria: Gamblers Help  
– 1800 858 858

New South Wales: Gambling Help Online  
– 1800 858 858

## GAMBLING HELPLINE

Victoria: Gamblers Help  
– 1800 858 858

New South Wales: Gambling Help Online  
– 1800 858 858

## DENTIST

Melbourne: Bupa Dental – 473 Bourke St  
– 03 9248 5700

Sydney: Bupa Dental – Shop 2D, 52  
Martin Place (entry via Elizabeth Street)  
– 02 9248 5699

## MEDICAL CLINIC

Melbourne:

My Clinic – 91 William Street  
– 03 9620 5299

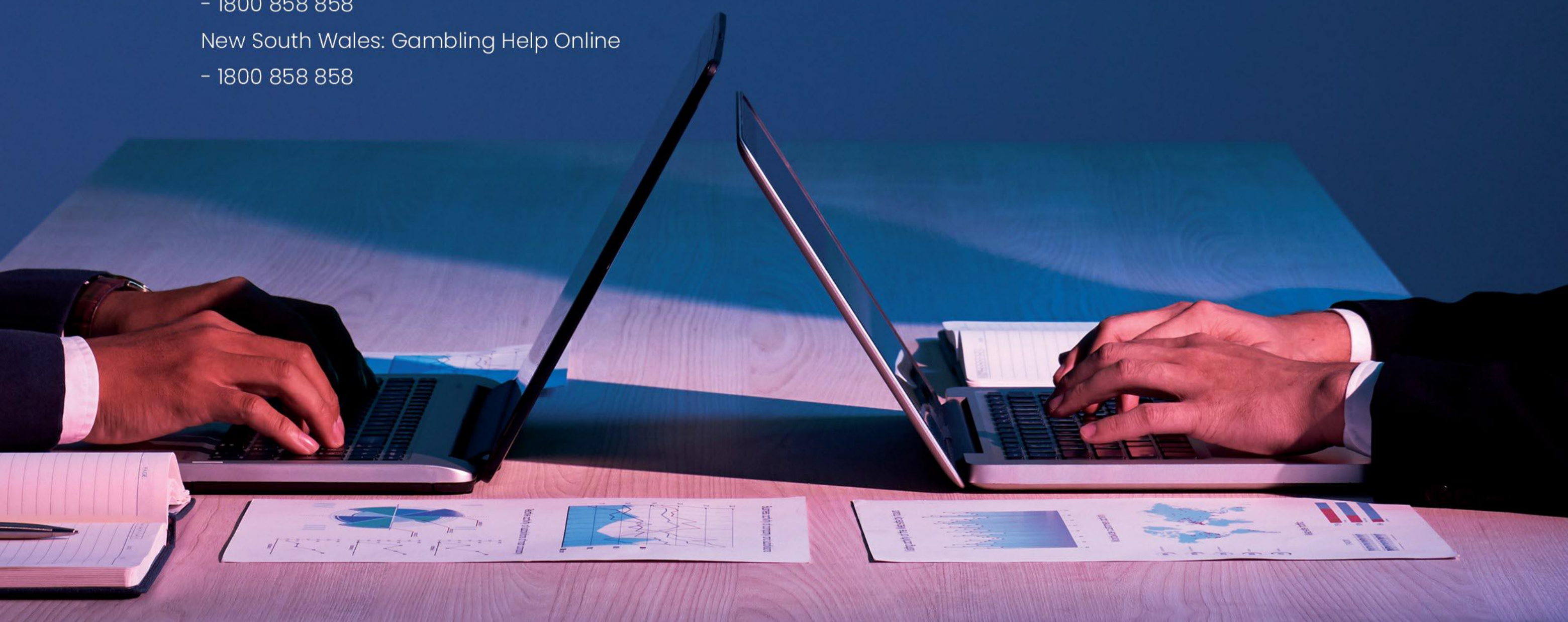
Sydney:

City Medical Practice – 2 York Street  
– 02 9291 9111

## RENTAL PROBLEM RESOLUTION

Victoria: Housing VIC  
– 1300 475 170

New South Wales: Fair Trading  
– 13 32 20



## FAIR TRADING / CONSUMER AFFAIRS

Victoria: Consumer Affairs Victoria - 1300 55 81 81

New South Wales: Fair Trading - 13 32 20 (Mon to Fri 8:30 am to 5 pm)

## ADDITIONAL SUPPORT SERVICES

### General Support Services

Salvation Army: Provides a range of community services, including emergency relief, housing, and support for individuals and families in need.

- o Website: Salvation Army Australia
- o Phone: 13 SALVOS (13 72 58)

Red Cross Australia: Offers support services including emergency relief, migration support, and assistance for people experiencing vulnerability.

- o Website: Red Cross Australia
- o Phone: 1800 733 276

### Health and Wellbeing

Headspace: National youth mental health foundation providing early intervention mental health services to 12-25-year-olds.

- o Website: Headspace
- o Phone: 1800 650 890

Kids Helpline: Free, private, and confidential 24/7 phone and online counselling service for young people aged 5 to 25.

- o Website: Kids Helpline
- o Phone: 1800 55 1800

Relationships Australia: Provides support services including counselling, family dispute resolution, and relationship education.

- o Website: Relationships Australia
- o Phone: 1300 364 277

### Legal Support

Legal Aid NSW: Offers free legal services to disadvantaged people across New South Wales.

- o Website: Legal Aid NSW
- o Phone: 1300 888 529

Legal Aid Victoria: Provides free legal advice and representation for individuals with low incomes.

- o Website: Victoria Legal Aid
- o Phone: 1300 792 387

## HOUSING AND HOMELESSNESS

Mission Australia: Supports people experiencing homelessness, housing instability, and provides services for mental health, disability, and employment.

- o Website: Mission Australia
- o Phone: 1800 888 868

Launch Housing: Provides housing and homelessness services to people in need across Melbourne.

- o Website: Launch Housing
- o Phone: 1800 825 955

## DOMESTIC VIOLENCE SUPPORT

1800RESPECT: National sexual assault, domestic and family violence counselling service.

- o Website: 1800RESPECT
- o Phone: 1800 737 732

Women's Domestic Violence Helpline: Provides support for women experiencing domestic violence, including counselling, referral to safe accommodation, and legal advice.

- o Website: Women's Domestic Violence Helpline
- o Phone: 1800 737 732

## DRUG AND ALCOHOL SUPPORT

Turning Point: Provides treatment, education, and research in the field of alcohol and drug use.

- o Website: Turning Point
- o Phone: 1800 888 236

Alcoholics Anonymous Australia: Support groups and resources for individuals struggling with alcohol addiction.

- o Website: Alcoholics Anonymous Australia
- o Phone: 1300 222 222

## USEFUL WEBSITES AND APPS

Study in Australia: Official Australian government website for international students.

- o Website: [www.studyaustralia.gov.au](http://www.studyaustralia.gov.au)



# “AUSTRALIA AWAITS YOU! APPRECIATE YOUR NEW ENVIRONMENT IN AUSTRALIA AND FOSTER A SENSE OF CONNECTION”

Australia is a vibrant and diverse country with a rich tapestry of natural wonders, cultural heritage, and innovative achievements. As you begin your journey at Sydney Metro College, here are some captivating facts about Australia to enhance your appreciation and connection to this unique land.



## Unique Wildlife

Beaches: Australia boasts over 10,000 beaches. You could visit a new beach every day for more than 27 years!

Great Barrier Reef: The world's largest coral reef system, stretching over 2,300 kilometers and visible from space.

## Diverse Ecosystems

Daintree Rainforest: Located in Queensland, it is one of the oldest rainforests in the world, estimated to be around 180 million years old.

National Parks and Conservation Areas: Australia is home to more than 500 national parks and 2,700 conservation areas.

## Cultural Melting Pot

Multicultural Society: Over 25% of Australians were born overseas, making it one of the most multicultural nations globally.

Languages: More than 300 languages are spoken in Australia, including Indigenous languages.

## Iconic Landmarks

Sydney Opera House: A UNESCO World Heritage Site that hosts over 1,500 performances annually.

Uluru: Also known as Ayers Rock, this massive sandstone monolith in the Northern Territory is sacred to the Indigenous Anangu people.

## Historical Significance

Indigenous Cultures: The Indigenous cultures of Australia are the oldest continuing cultures in the world, with a history spanning at least 65,000 years.

Women's Suffrage: Australia was the second country in the world to grant women the right to vote in 1902.

## Innovations and Inventions

Wi-Fi: Developed by Australian scientists.

Other Inventions: Australia is also known for the black box flight recorder, the electronic pacemaker, and Google Maps.



## Sporting Nation

Olympics: Australia has hosted the Summer Olympics twice: Melbourne in 1956 and Sydney in 2000.

Popular Sports: Cricket, Australian Rules Football (AFL), and rugby are extremely popular.

## Festivals and Events

Vivid Sydney: An annual festival of light, music, and ideas, transforming Sydney's landmarks into a canvas of light.

Melbourne Cup: Held on the first Tuesday of November, it is known as "the race that stops a nation."

## Educational Excellence

Literacy Rates: Australia has one of the highest literacy rates in the world.

Top Universities: Seven of the world's top 100 universities are in Australia.

## Environmental Awareness

Conservation and Sustainability: Australia is committed to preserving its unique ecosystems, with numerous programs focused on conservation and sustainability.

World Heritage Sites: Including the Great Barrier Reef, Kakadu National Park, and the Tasmanian Wilderness.

"We Welcome You to Enhance Your Experience While Studying at Sydney Metro College and Appreciate the Rich Culture, History, & Natural Beauty of Australia."

By immersing yourself in the local culture and environment, you will not only enrich your academic experience but also create lasting memories of your time in Australia





# APPENDIX A: EXAMPLES OF MISCONDUCT

This appendix outlines behaviors considered misconduct at Sydney Metro College. Students are expected to maintain integrity, respect, and responsibility. Violations can lead to disciplinary actions, reflecting the college's commitment to a safe and equitable learning environment.

## GENERAL MISCONDUCT

Acting Dishonestly: Engaging in any form of deceit or misrepresentation.

Bullying and Harassment: Targeting other students or staff with bullying or harassment.

Causing Harm: Knowingly or recklessly causing serious physical or mental harm to another student or staff member.

Discrimination: Discriminating against individuals based on sex/gender, language, pregnancy, race, age, marital status, sexual orientation, disability, transgender status, career responsibilities, association, harassment, or sexual harassment.

Providing False Information: Deliberately or recklessly giving false information to Sydney Metro College.

Disrupting College Activities: Knowingly or recklessly disrupting, obstructing, or interfering with Sydney Metro College staff, students, classes, or activities.

Property Misuse: Intentionally or recklessly damaging, destroying, stealing, tampering with, or using Sydney Metro College property or the property of others without authorisation.

Disregarding Staff Orders: Disobeying or showing disregard for orders or directions from Sydney Metro College staff.

Disrupting Learning: Preventing or interfering with the learning environment.

Attendance: Failing to regularly attend and participate in classes.

Unauthorised Materials: Using or possessing unauthorised materials or technology during assessments or examinations, including obtaining or providing assistance with answers.

Plagiarism: Submitting work as your own that was produced by another person or technology.

IT Abuse: Stealing or misusing information technology, including sending obscene or threatening messages or interfering with college systems.

Alcohol Consumption: Possessing, consuming, or being under the influence of alcohol (except at authorised college events).

Illegal Drugs: Possessing, distributing, or being under the influence of illegal drugs (except those prescribed by a licensed physician).

False Emergency Warnings: Knowingly or recklessly making false emergency warnings or tampering with emergency safety equipment.

Smoking and Vaping: Smoking or vaping within Sydney Metro College, including balconies, terraces, fire stairs, toilets, and covered areas. Smoking is only permitted on the street, 4 meters away from building entrances. Littering, including cigarette butts, is an offense with fines up to \$750.

Selling and Trading: Selling or trading goods or services within the premises without college authorisation.

Posting: Putting up posters around the college without authorisation.

## DRESS STANDARDS

Students are required to adhere to a minimum dress code that includes:

Clean and Presentable Clothing: Ensure clothing is clean and tidy.

Footwear: Must be worn at all times.

Respectful and Modest Attire: Avoid overly revealing, offensive, or inappropriate clothing.



EMBRACE THE  
JOURNEY TO THE  
TRUE POTENTIAL UNLOCK

