



Sydney City College of Management

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Student Policies and Procedures Manual

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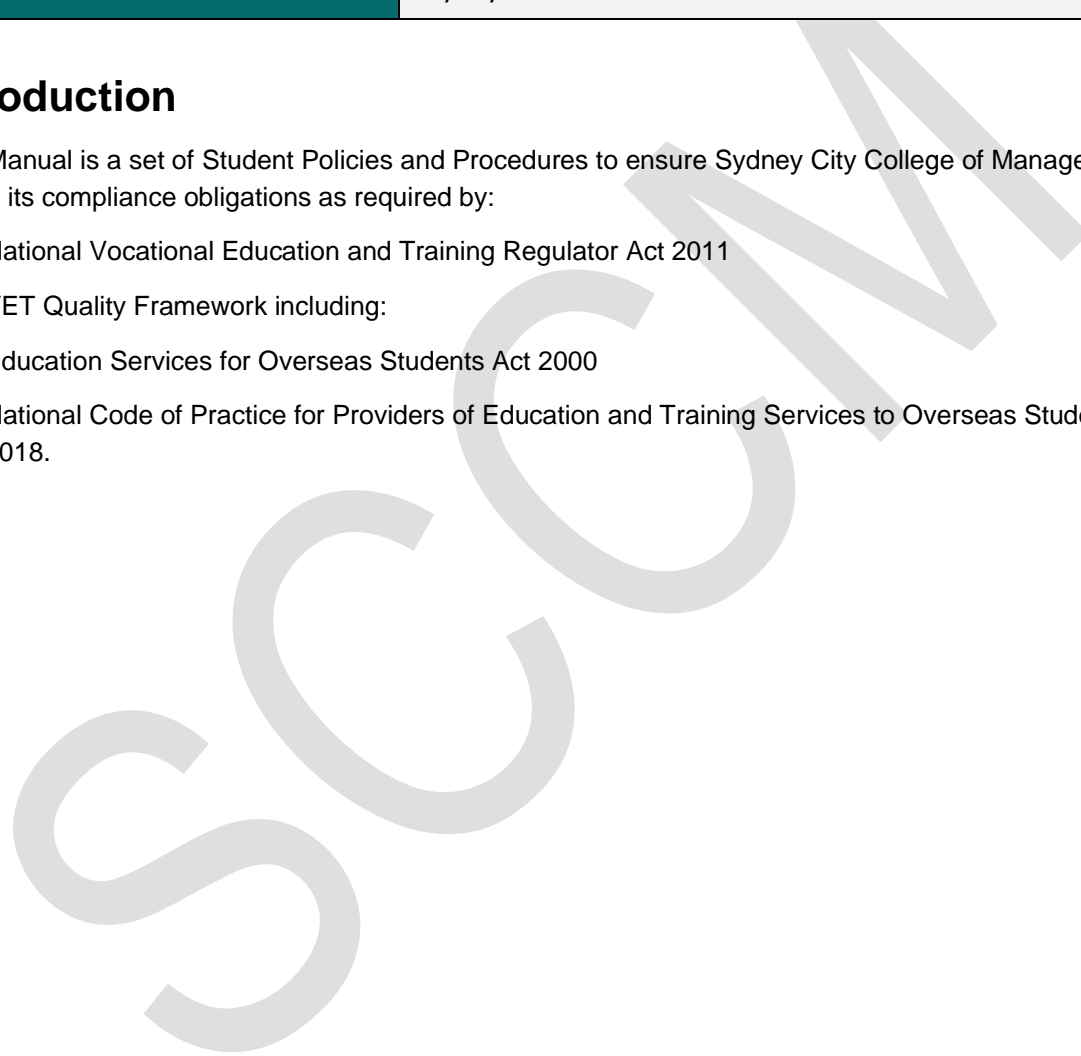
SCCM Student Policies and Procedures Manual

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Introduction

This Manual is a set of Student Policies and Procedures to ensure Sydney City College of Management meets its compliance obligations as required by:

- National Vocational Education and Training Regulator Act 2011
- VET Quality Framework including:
- Education Services for Overseas Students Act 2000
- National Code of Practice for Providers of Education and Training Services to Overseas Students Act 2018.



Glossary

The following glossary defines certain words and expressions which have specific meaning in the standards, as outlined in the Standards for Registered Training Organisations 2015. In these Standards the following terminology is used, unless the contrary intention appears:

Access and equity means policies and approaches aimed at ensuring that VET is responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

AQF certification documentation is the set of official documents that confirms that an AQF qualification or statement of attainment has been issued to an individual.

AQF qualification means an AQF qualification type endorsed in a training package or accredited in a VET accredited course.

Assessment means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in training product or VET accredited course.

Assessment system is a coordinated set of documented policies and procedures (including assessment materials and tools) that ensure assessments are consistent and are based on the Principles of Assessment contained in Table 1.8-1 and the Rules of Evidence contained in Table 1.8-2.

Assessors are persons who assess a learner's competence in accordance with Clauses 1.13 to 1.16

Audit means an audit or compliance audit undertaken by the VET Regulator.

Australian Qualifications Framework (AQF) means the framework for regulated qualifications in the Australian education and training system, as agreed by the Commonwealth, State and Territory ministerial council with responsibility for higher education.

Authenticated VET transcript has the meaning given in the *Student Identifiers Act 2014*.

Client means a learner, enterprise or organisation that uses or purchases the services provided by an RTO.

Code means the unique identifier for units of competency, skill sets, VET accredited courses, modules, AQF qualifications or Training Packages as required by the Standards for Training Packages and Standards for VET Accredited Courses.

Competency means the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.

Current industry skills are the knowledge, skills and experience required by VET trainers and assessors and those who provide training and assessment under supervision to ensure that their training and assessment is based on current industry practices and meets the needs of industry.

Current industry skills may be informed by consultations with industry and may include, but is not limited to:

- a) having knowledge of and/or experience using the latest techniques and processes;
- b) possessing a high level of product knowledge;
- c) understanding and knowledge of legislation relevant to the industry and to employment and workplaces;
- d) being customer/client-oriented;
- e) possessing formal industry and training qualifications; and
- f) training content that reflects current industry practice.

Data Provision Requirements are the requirements for data provision as agreed by the Industry and Skills Council and implemented by the VET Regulator as required by its governing legislation.

Educational and support services may include, but are not limited to:

- a) pre-enrolment materials;
- b) study support and study skills programs;
- c) language, literacy and numeracy (LLN) programs or referrals to these programs;
- d) equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity;
- e) learning resource centres;
- f) mediation services or referrals to these services;
- g) flexible scheduling and delivery of training and assessment;
- h) counselling services or referrals to these services;
- i) information and communications technology (ICT) support;
- j) learning materials in alternative formats, for example, in large print;
- k) learning and assessment programs contextualised to the workplace; and
- l) any other services that the RTO considers necessary to support learners to achieve competency.

Executive officer means:

- a) a person, by whatever name called and whether or not a director of the organisation, who is concerned in or takes part in the management of the RTO; or
- b) an administrator, receiver and manager, or liquidator of the organisation (other than a receiver and manager, or liquidator, appointed by a court); or
- c) if the RTO is a body corporate:
 - (i) a person who, at any time during a period for which the organisation is registered, owns 15% or more of the organisation; or
 - (ii) a person who, at any time during a period for which the organisation is registered, is entitled to receive 15% or more of dividends paid by the organisation; or
 - (iii) the administrator of a deed of company arrangement executed by an organisation; or
 - (iv) a trustee or other person administering a compromise or arrangement made between the organisation and another person or other persons.

Financial Viability Risk Assessment Requirements means the requirements made under section 158 of the *National Vocational Education and Training Regulator Act 2011* or equivalent requirements made or adopted by the VET Regulator of a non-referring State as the case requires.

Government entity means:

- a) a Department of State of the Commonwealth; or
- b) a Department of the Parliament established under the *Parliamentary Service Act 1999* of the Commonwealth;
- c) an Executive Agency, or Statutory Agency, within the meaning of the *Public Service Act 1999* of the Commonwealth;
- d) a Department of State of a State or Territory; or
- e) an organisation that:
- f) is not an entity; and
- g) is either established by the Commonwealth, a State or a Territory (whether under a law or not) to carry on an enterprise or established for a public purpose by an Australian law; and

- h) can be separately identified by reference to the nature of the activities carried on through the organisation or the location of the organisation whether or not the organisation is part of a department or branch described in paragraph (a), (b), (c) or (d) or of another organisation of the kind described in this paragraph.

High managerial agent means an employee or agent of the organisation with duties of such responsibility that his or her conduct may fairly be assumed to represent the organisation in relation to the business of providing courses.

Independent validation means, for the purposes of Clause 1.25, that the validation is carried out by a validator or validators who:

- a) are not employed or subcontracted by the RTO to provide training and assessment; and
- b) have no other involvement or interest in the operations of the RTO.

Industry means the bodies that have a stake in the services provided by RTOs. These can include, but are not limited to:

- a) enterprise/industry clients, e.g. employers;
- b) group training organisations;
- c) industry organisations;
- d) industry regulators;
- e) industry skills councils or similar bodies;
- f) industry training advisory bodies; and
- g) unions.

Industry and Skills Council means the Commonwealth, State and Territory ministerial council established by the Council of Australian Governments (COAG), or its successor.

Industry engagement, for the purposes of Clauses 1.5 & 1.6, may include, but is not limited to, strategies such as:

- a) partnering with local employers, regional/national businesses, relevant industry bodies and/or enterprise RTOs;
- b) involving employer nominees in industry advisory committees and/or reference groups;
- c) embedding staff within enterprises;
- d) networking in an ongoing way with industry networks, peak bodies and/or employers;
- e) developing networks of relevant employers and industry representatives to participate in assessment validation; and
- f) exchanging knowledge, staff, and/or resources with employers, networks and industry bodies.

Industry regulator means a body or organisation responsible for the regulation and/or licensing arrangements within a specific industry or occupation.

Learner means a person being trained and/or assessed by the RTO for the purpose of issuing AQF certification documentation.

Licensed or regulated outcome means compliance with an eligibility requirement for an occupational licence or a legislative requirement to hold a particular training product in order to carry out an activity.

Mode of delivery means the method adopted to deliver training and assessment, including online, distance, or blended methods.

Module means a group of learning outcomes in a VET accredited course where it can be established that it is not possible to develop an appropriate unit of competency.

National Register means the register maintained by the Commonwealth Department responsible for VET and referred to in section 216 of the *National Vocational Education and Training Regulator Act 2011*.

Nationally Recognised Training (NRT) Logo means the logo used nationally to signify training packages and VET accredited courses.

Operations of an RTO include training, assessment and administration and support services related to its registration, including those delivered across jurisdictions and offshore.

Person includes a body politic or corporate as well as an individual.

Professional development means activities that develop and/or maintain an individual's skills, knowledge, expertise and other characteristics as a trainer or assessor. This includes both formal and informal activities that encompass vocational competencies, currency of industry skills and knowledge and practice of vocational training, learning and assessment, including competency based training and assessment. Examples of professional development activities include:

- a) participation in courses, workshops, seminars, conferences, or formal learning programs;
- b) participation in mentoring, professional associations or other learning networks;
- c) personal development through individual research or reading of publications or other relevant information;
- d) participation in moderation or validation activities; and
- e) participation in industry release schemes.

Recognition of Prior Learning (RPL) means an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.

- a) formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree);
- b) non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business); and
- c) informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

Record means a written, printed, or electronic document providing evidence that activities have been performed.

Registrar has the meaning given in the *Student Identifiers Act 2014*.

Registration means registration as an RTO by the VET Regulator, where that registration is then entered on the National Register.

RTO means a Registered Training Organisation.

RTO code means the registration identifier given to the RTO on the National Register.

Scope of registration means the training products for which an RTO is registered to issue AQF certification documentation. It allows the RTO to:

- a) both provide training delivery and assessment resulting in the issuance of AQF certification documentation by the RTO; or
- b) provide assessment resulting in the issuance of AQF certification documentation by the RTO.

Services mean training, assessment, related educational and support services and/or any activities related to the recruitment of prospective learners. It does not include services such as student counselling, mediation or ICT support.

Skill set means a single unit of competency or a combination of units of competency from a training package which link to a licensing or regulatory requirement, or a defined industry need.

Standards for VET Accredited Courses are the standards made under subsection 188(1) of the *National Vocational Education and Training Regulator Act 2011* or the equivalent requirements adopted by a non-referring State.

Statement of attainment means a statement issued to a person confirming that the person has satisfied the requirements of the unit/s of competency or accredited short course specified in the statement.

Statistically valid means for the purposes of these Standards, a random sample of appropriate size is selected to enable confidence that the result is sufficiently accurate to be accepted as representative of the total population of assessments being validated.

Student Identifier has the meaning given in the *Student Identifiers Act 2014*.

Third party means any party that provides services on behalf of the RTO but does not include a contract of employment between an RTO and its employee.

Trainers are persons who provide training in accordance with Clause 1.13, 1.14 and 1.16.

Training is the process used by an RTO or a third party delivering services on its behalf, to facilitate learning and the acquisition of competencies in relation to the training product on the RTO's scope of registration.

Training and assessment strategies and practices are the approach of, and method adopted by, an RTO with respect to training and assessment designed to enable learners to meet the requirements of the training package or accredited course.

Training Package means the components of a training package endorsed by the Industry and Skills Council or its delegate in accordance with the Standards for Training Packages. The endorsed components of a Training Package are: units of competency; assessment requirements (associated with each unit of competency); qualifications; and credit arrangements. The endorsed components form part of the requirements that an RTO must meet under these Standards. A training package also consists of a non-endorsed, quality assured companion volume/s which contains industry advice to RTOs on different aspects of implementation.

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

Unit of competency means the specification of the standards of performance required in the workplace as defined in a training package.

Validation is the quality review of the assessment process. Validation involves checking that the assessment tool/s produce/s valid, reliable, sufficient, current and authentic evidence to enable reasonable judgements to be made as to whether the requirements of the training package or VET accredited courses are met. It includes reviewing a statistically valid sample of the assessments and making recommendations for future improvements to the assessment tool, process and/or outcomes and acting upon such recommendations.

VET means vocational education and training.

VET accredited course means a course accredited by the VET regulator in accordance with the Standards for VET Accredited Courses.

VET Quality Framework comprises:

- a) the Standards for Registered Training Organisations
- b) the Australian Qualifications Framework
- c) the Fit and Proper Person Requirements
- d) the Financial Viability Risk Assessment Requirements
- e) the Data Provision Requirements

VET Regulator means:

- a) the National VET Regulator; and
- b) a body of a non-referring State that is responsible for the kinds of matters dealt with under the VET legislation for that State.

Assessment Standards Policy and Procedure

Policy

All assessments conducted by the Institute will comply with the assessment guidelines defined in the relevant nationally endorsed training package.

Guidelines

All of our assessments will be:

- Valid - Assessment methods will be valid, that is, they will assess what they claim to assess.
- Reliable - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context.
- Fair - Assessment procedures will be fair, so as not disadvantage any learners. Assessment procedures will:
 - be equitable, culturally and linguistically appropriate,
 - involve procedures in which criteria for judging performance are made clear to all participants, employ a participatory approach,
 - provide for participants to undertake assessments at appropriate times and where required in appropriate locations.
- Flexible - Assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment.

We will achieve this through:

- Careful design of our assessment materials
- Validation of the assessment materials conducted in line with our Assessment Validation Policy
- An understanding of the definition and practical application of the above definitions

Sydney City College of Management assessment tools include clear instructions and support materials for Trainers (Trainer Instructions and Marking Guides), Students (Student Instructions) an Assessment Summary Record Form (which must be used to record individual student assessment outcomes for each unit of competency) and a Mapping Document (confirming that the assessment tool meets unit of competency requirements).

Completed student assessments must be compiled in line with Institute recording procedures by using the End of Unit Requirements Checklist.

Note that the Institute's Student Assessment, Reassessment and Repeating Units of Competency Guidelines Policy (available in the Institute's Policy Drive) applies to all assessment tasks.

Related Policies

- Student Assessment, Reassessment and Repeating Units of Competency Guidelines Policy

Policy Implementation Manager

- Academic Manager

Language, Literacy and Numeracy Support Policy and Procedure

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

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

Literacy

- Providing students 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

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 students to ask questions
- Asking questions to ensure students understand

Numeracy

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

Related Policies

- Student Assessment, Reassessment and Repeating Units of Competency Policy
- Student Course Progress and Completion within Expected Duration Policy

Policy Implementation Manager

- Student Services Manager

Distance/Online Delivery Policy and Procedure

Purpose

Under Standard 9.4 of the National Code – a registered provider may allow the student to undertake no more than 1/3 of the student’s total course by distance and/or online learning. However, the registered provider must not enroll the student exclusively in distance or online learning units in any compulsory study period.

SCCM delivers 30% online for each vocational qualification by using E-learning Platform Learning System.

SCCM has allocated 5 hours per week for their online supervised structured self-study activities, and this can be done anytime of the week after their designated 2 day or 3-day classroom delivery timetable. Students are advised of their regulatory obligation of ensuring that they maintain the required 80% attendance at all times.

Policy Aims

The College will continually monitor the progress and active participation of the students in both online/distance and face-to-face classes to ensure all students have the maximum opportunity to progress through the course in a manner expected by both the college and our students to deliver and achieve maximum quality and standard education.

This distance and the supervised structured self-study activities by no means aims to replace or substitute the 15-hour allocated for the face to face. This strategy will address gaps or re-enforce what they had learned in the lectures.

Online/Distance Delivery Platform

The E-Learning Platform system has enabled SCCM to deliver some of its subjects via online, distance or in many cases both to increase the flexibility offered to students.

In E-LEARNING PLATFORM, different sections have been created for each subject; one for face-to-face delivery and others for distance/online self-study activities delivery. Distance/online material as well as face to face online materials will be posted on relevant folder by trainers/Academic Manager in each term. This will provide continuity and added support for students who might miss some of the face-to-face class by having access on what has been discussed during lectures but most importantly it will provide learning and assessment continuum.

SCCM Academic team designs their session plan in a manner that the face-to-face delivery covers all the elements of competency in the form of discussion, activity, or class participation via question and answers, etc. By design the face-to-face class is to offer formative acquisition of knowledge and skills and the online delivery allows the student to demonstrate their summative knowledge and skills by participating on discussion forum, some reading of lecture notes, reflective learning and writing, or additional resources to complement the lectures, as well as participating on the graded online activity.

Procedure

All student’s logins, time spent online, uploads and downloads etc., are logged by the system. Which can then supply activity reports as required to the relevant academic and intervention staff. SCCM has allocated 5 hours per week for their structured self-study activities learning, and this can be done anytime of the week outside of their designated 2-day or 3-day classroom delivery timetable. Students are advised of their regulatory obligation of ensuring that they maintain the required 80% attendance at all times.

1. SCCM will conduct a student orientation on how to participate in E-learning Platform every first week of the term conducted by the E-learning Platform. The existing student will have a refresher training session on the first day of the term by the class trainer in E-learning Platform related matters.

2. All required materials for distance/online self-study component will be uploaded on E-learning platform before the new week begins. This particular activity allows the trainer ample time to prepare session plan and assessment plan that will be in sync with the online component.
3. Trainers to provide feedback on existing material as part of validation process at the end of the term. Distance/online self-study component has separate assessments and activities that trainer will consider while determining the competency of the student. Students must submit online self-study activities to their respective class teacher via the submission link on Moodle.
4. Student access to E-learning Platform will be organised in the following manner;
 1. For new students- access will be given on the orientation day
 2. For existing students- there will be automatic re-enrolment for every term of their studies and will be notified if changes to their username/password occurs.
5. Students will be able to download of the relevant learner's materials for the subject that has distance/online self-study component. SCCM keeps accurate and up-to-date records of each student's study participation on E-learning Platform and recorded in our class attendance sheet.

Online/Distance Assessment

The assessment of distance/online self-study components of the course is through case studies, scenarios, short answer questions, reflection report etc. The assessment tools are uploaded on the E-learning Platform. The learning materials provided are a mixture of the workbooks/self-study guides and through the use of relevant web-based materials or link to other relevant websites such as YouTube or ACEQA as an example.

Trainer must remind all his/her students that they must log on to E-learning Platform at least 5 hours per week and submit their self-study answers that is required to be done under Distance/online delivery. If the Students have any question with the assessment and activities posted under distance/online component, they can discuss with their trainer. Students must submit the activities and assessments for distance/online component with SCCM assessment cover sheet to the trainer via E-learning Platform or hard copy.

Allocated trainer ensures that all of his/her participant's (students) email address is valid and current, if not they will ask them to update it immediately so that trainer or student services can communicate with students when required. Trainers can send message to all or selected participants of the course via E-Learning Platform.

Fair Access and Equity

SCCM acknowledge that not all SCCM students will have access to computers at home, therefore on a case-to-case basis; students are welcome to do their online component in the campus outside of their allocated timetable. Student request are obliged if they want to print the learning resources so that they can read it at home or print the assessment materials so that they can attempt at home and submit to the trainer at an agreed time and date. If and when the activity requires for them to participate in the discussion forum, the student is assisted by the Academic Manager and online coordinator where and when it is applicable, schedule will be organised in advance.

Security and Integrity Measures

Several mechanisms are used to ensure that the integrity of the online system is maintained. Firstly, students are automatically timed out after thirty minutes of inactivity to ensure that the user doesn't log in and walk away. This can be modified up or down but testing at SCCM has shown that thirty minutes was optimal for SCCM's current students.

All student activity is logged. This includes the student's username, time logged in and out, time spent online, and the type of activity the user participated. This also ensures that users are not logging in and walking away.

Students' passwords are their Date of Birth, and they will be forced to change password in their first login.

Students who are caught cheating will automatically fail the subject and are then counseled, have the misconduct added to their student file and may ultimately enter into intervention stage. Continued misconduct may lead to either the suspension and/or dismissal of the student from the college.

Monitoring

Finally, SCCM's trainer/ assessors monitor all online activity by liaising with SCCM Student Service Co-Ordinator. They undergo specific training at SCCM to enable them to use E-learning Platform Learning Management System. These are the same trainers who also teach the subjects face to face (in class) including investigation of unusual results, plagiarised work or work, which may not belong to the students. This is used as a final check to ensure that all submitted work belongs to the student is original and that no cheating has occurred.

E-learning Platform learning hours are recorded by E-learning Platform attendance register in the E-learning Platform system where our trainers and online coordinator will record accumulated hours of student every week and record it in system and hard copy for reference. To ensure the quality and standard online coordinator predominantly monitors online learning system and its attendance of student every week.

Policy Implementation Manager

- Academic Manager

SCCM

Certificate and Statement of Attainment Issue Policy

Policy

Sydney City College of Management will issue AQF Qualifications upon the successful completion of the course, which is specified in each Students Acceptance Agreement. Where a Student has partially completed a course, and has met the requirements of this policy, Sydney City College of Management will issue a Statement of Attainment to the eligible student.

Sydney City College of Management will ensure all Qualifications and Statement of Attainments that are issued from Sydney City College of Management are within its Scope of Registration and meet the requirements as stipulated in the relevant nationally endorsed Training Packages, qualifications, competency standards or modules specified in accredited courses. Note that Sydney City College of Management will not issue AQF certification documentation to an individual without being in receipt of a verified Unique Student Identifier (USI) for that individual, unless an exemption applies under the Student Identifiers Act 2014.

1.0 Procedure for Certificate Issuing

- 1.1 Student Results (Units of Competency achieved) are entered in SCCM's Student Management System (Wisent) by the Student Services Officers
- 1.2 Once a student has completed their course, the onus is on the student to complete the Certificate Issue Request Form, which is available at Reception or SCCM will issue the credential within 30 days of the student completion by default.
- 1.3 SCCM Student Services Staff will also remind students of this process in week 5 and 7 of each term and will conduct necessarily follow up measures in conjunction with Course Progress Monitoring and Completion within Expected Duration procedures
- 1.4 Statements of Attainment are issued in conjunction with Certificates upon successfully meeting criteria outlined below.

2.0 Certificate checks:

- 2.1 It is the responsibility of the Student Services Department upon receipt of the request form, to conduct the following checks.
- 2.2 Results: The Statement of Results (SOR) are checked for any outstanding units or requirements for the student's successful completion of studies
- 2.3 If all units of competency are completed successfully, the Student Services Manager will provide a copy of the completed Statement of Result (SOR) to the Academic Manager and the results and on approval, the student's status will be changed from 'Current' to 'Complete' in the Student Management System (Step 1 of the Certificate Issue Request Form)
- 2.4 Fees: A check is conducted with the Finance Department that all fees are paid (Step 2 of the Certificate Issue Request Form)
- 2.5 If any of the above requirements are not met, the student is notified by email or by a letter and advised on how to rectify the situation
- 2.6 If all of the above requirements are met, the Academic Manager will confirm that the certificate issuing process can proceed, and the student's certificate request will be forwarded to the Student Services Manager for processing (Step 3 of the Certificate Issue Request Form)

3.0 Certificate registration

- 3.1 The Student Services Manager is to access and complete the appropriate register upon receiving the Academic Manager approved Certificate Issue Request Form.
- 3.2 Register student number/name/issuing date/payments approval/certificate registration number
- 3.3 Copy the allocated registration number onto the certificate master correlating to the relevant course
- 3.4 The collection date is entered when the student collects or requests the Certificate to be mailed

4.0 Certificate issue

- 4.1 The Student Services Manager accesses the appropriate certificate template and completes the individual details.
Note: Student name as requested by student on the Certificate Issue Request Form
- 4.2 Copy the allocated registration number on the certificate (as noted above)
- 4.3 Ensure that the Institute's name, RTO ID, CRICOS Provider Code, NRT logo, AQF logo, course code and title and date that the certificate is being issued for is listed in the certificate
- 4.4 Save an electronic copy of the completed certificate as the student number
- 4.5 Print the certificate on Sydney City College of Management certificate paper
- 4.6 Certificates are issued within 10 working days of receipt of a complete Certificate Issue Request Form, provided all aspects of point 2 of this policy has been met and the student has opted not to receive it at SCCM's graduation ceremony

5.0 Signing of certificates

5.1 The certificate, along with a copy of the statement of results (SOR) is presented to the Principal Executive Officer for authorized signature.

- Statement of Result must be signed by PEO
- Statement of Attainment must be signed by PEO
- Certificate must be signed by the PEO

6.0 Certificate collection/delivery

The student is contacted in line with details provided on the Certificate Issue Request form and advised the certificate is ready. Certificate may only be delivered or collected with the appropriate student verification.

- 6.1 Certificates to be posted:
 - a) email/phone student and advise certificate is ready and will be posted
 - b) prepare letter and post
 - c) update register comments to show date and postal address
- 6.2 Certificates to be collected:
 - a) email/phone student and advise certificate is ready for collection
 - b) Certificates are held by Student Services until collection

7.0 Procedure for Statement of Results (SOR) issuing

- 7.1 On completion of a course and completion of the Certificate Issue Request Form, a student will automatically be issued with a copy of their SOR's.
- 7.2 Students who require an interim copy of their SOR's for immigration purposes must complete a Student Document Request Form which is available to students at Reception
- 7.3 Interim and replacement SOR's are charged at a fee of \$20.00 and are issued within 5 working days of SCCM's receipt of the complete Student Document Request Form
- 7.4 There is no fee for SOR's issued on the completion of training

8.0 Statement of Attainments

8.1 Students who have not completed their full enrolment, but have completed units of competency within their enrolment are entitled to a Statement of Attainment for their completed units

8.2 Students must provide the Statement of Attainment issue request form to the Student Services Department and meet the criteria's outlined below

9.0 Statement of Attainment checks:

9.1 It is the responsibility of the Student Services Department upon receipt of the request form, to conduct the following checks.

9.2 Results: The Statement of Results (SOR) are checked for all completed units of competency. The Student Services Manager will provide a copy of the students Statement of Results (SOR) to the Academic Manager and Operations Manager Executive Officer to confirm the results and on approval, the student's status will be changed from 'Current' to 'Finished' in the Student Management System (Step 1 of the Statement of Attainment Issue Request Form)

9.3 Fees: A check is conducted with the Finance Department that relevant fees are paid up until students last day of study (Step 2 of the Statement of Attainment Issue Request Form)

9.4 If any of the above requirements are not met, the student is notified by email or by a letter and advised on how to rectify the situation

9.5 If all of the above requirements are met, the Academic Manager will confirm that the statement of attainment issuing process can proceed and the student's statement of attainment request will be forwarded to the Student Services Manager for processing (Step 3 of the Statement of Attainment Issue Request Form)

10.0 Statement of Attainment registration

10.1 The Student Services Manager is to access and complete the appropriate register upon receiving the Academic Manager approved Statement of Attainment Issue Request Form.

10.2 Register student number/name/issuing date/payments approval/statement of attainment registration number

10.3 Copy the allocated registration number onto the statement of attainment master correlating to the relevant course

10.4 The collection date is entered when the student collects or requests the statements of attainment to be mailed

11.0 Statements of Attainment issue

11.1 The Student Services Manager accesses the appropriate statement of attainment template and completes the individual details. Note: Student name as requested by student on the Statement of Attainment Issue Request Form

11.2 Copy the allocated registration number on the statement of attainment (as noted above)

11.3 Ensure that the Institute's name, RTO ID, CRICOS Provider Code, NRT logo, unit code(s) and title(s) and date that the statement of attainment is being issued for is listed in the statement of attainment

11.4 Save an electronic copy of the completed statement of attainment as the student number

11.5 Print the statement of attainment on Sydney City College of Management certificate paper

11.6 Statement of attainments are issued within 10 working days of receipt of a complete Statement of Attainment Issue Request form, provided all aspects of point 9 of this policy has been met

12.0 Signing of Statements of Attainment

12.1 The statement of attainment is presented to the Principal Executive Officer for authorised signature

13.0 Statement of Attainment collection/delivery

The student is contacted in line with details provided on the Statement of Attainment Issue Request form and advised the Statement of Attainment is ready. Statement of Attainments may only be delivered or collected with the appropriate student verification.

13.1 Statement of Attainments to be posted:

- a) email/phone student and advise the statement of attainment is ready and will be posted
- b) prepare letter and post
- c) update register comments to show date and postal address

13.2 Statement of Attainments to be collected:

- a) email/phone student and advise statement of attainment is ready for collection
- b) Statement of attainments are held by Student Services until collection

14.0 Use of NRT logo

14.1 Sydney City College of Management will use the Nationally Recognised Training (NRT) logo on our Certificates and Statements of Attainments in accordance with the NRT logo usage specifications.

14.2 Sydney City College of Management will only use the NRT logo in advertisements only where it complies with the NRT usage specifications and Standards for Registered Training Organisations (RTOs) 2015

14.3 Sydney City College of Management only use the NRT logo with respect to training and or assessment within our scope of registration.

15.0 Use of AQF logo

15.1 Sydney City College of Management will comply with the AQF logo usage specifications and WILL NOT use the AQF logo on our Statements of Attainment.

15.2 We can only issue statements of attainment for the qualifications that are on our scope of registration.

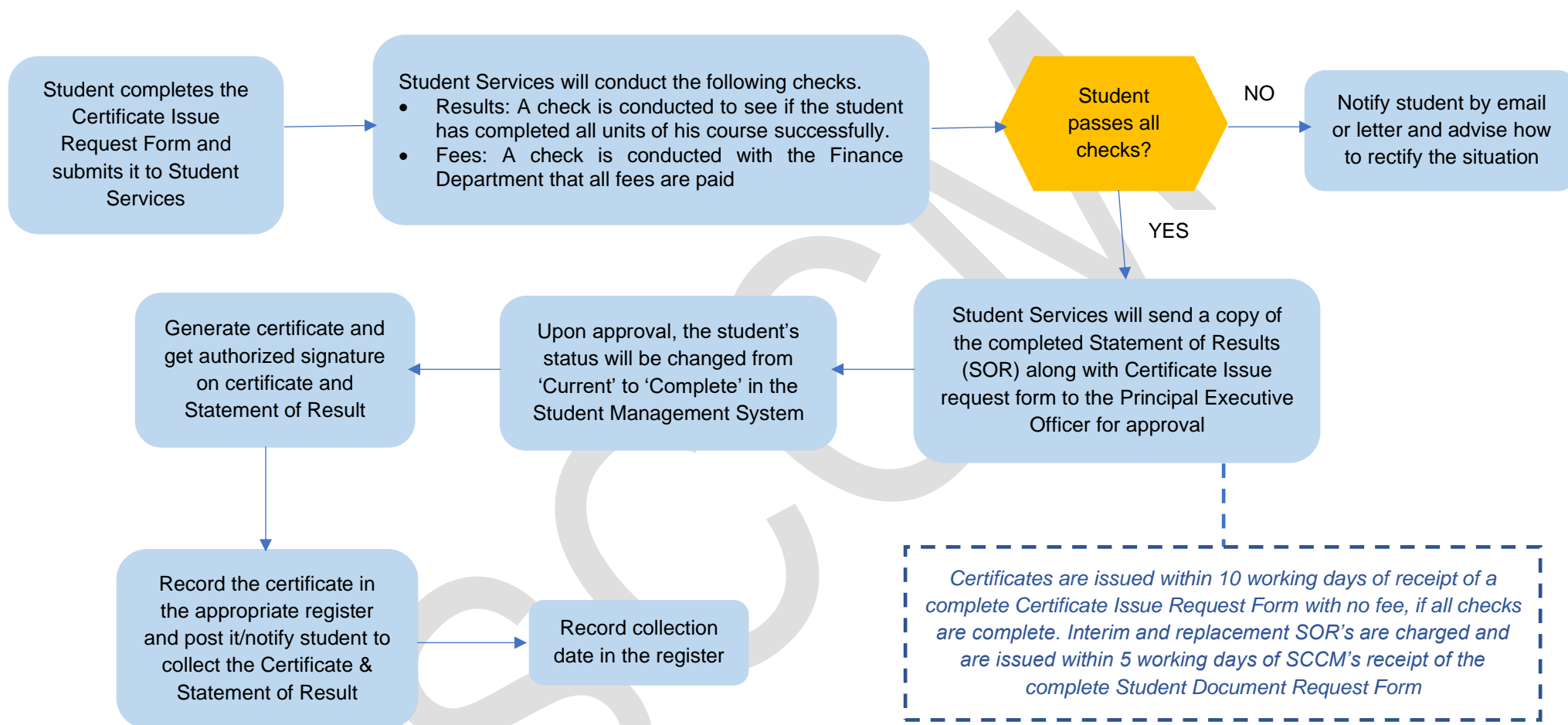
Related Documents

- Certificate Issue Request Form
- Student Document Request Form
- Statement of Attainment Issue Request Form

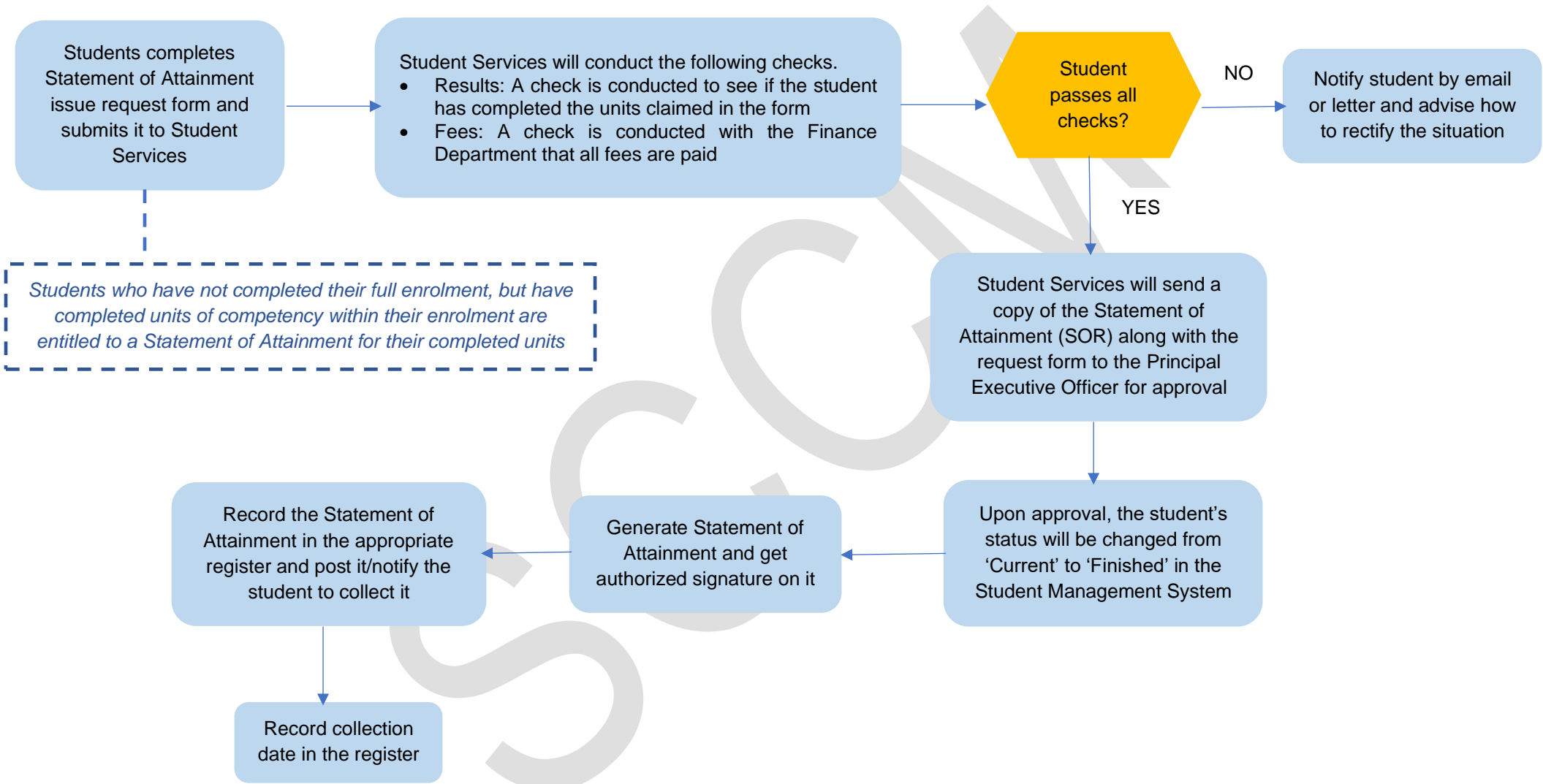
Policy Implementation Manager

- Student Services Manager

CERTIFICATE ISSUE POLICY FLOW CHART



STATEMENT OF ATTAINMENT ISSUE POLICY FLOW CHART



Continuous Improvement Policy and Procedure

Policy

Sydney City College of Management is committed to providing consistent high-quality training, assessment and client services to our customers. To assist in the provision of high-quality services, the Institute adopts a continuous improvement approach to the implementation and management of operations.

Guidelines

In order to achieve its quality objectives, Sydney City College of Management will implement the following procedures:

1.0 Internal Audit

- 1.1 The Compliance Manager will conduct an internal audit of SCCM's compliance with the Standards for Registered Training Organisations (RTOs) 2015, National Code 2007 and other relevant legislation, standards, frameworks and codes annually
- 1.2 A report of the audit will be documented and where non-compliances and areas of improvement are identified, they will be recorded in the Institute's Continuous Improvement Form and Continuous Improvement Register and will be issued to the Principal Executive Officer
- 1.3 The Principal Executive Officer will review the audit and sign off on its completion, including completion of rectification activities to non-compliances and areas of improvement

2.0 Trainer and Assessor Feedback

- 2.1 Trainer and Assessor Feedback will be distributed and implemented each academic Term in line with the Institute's Stakeholder Feedback Policy
- 2.2 Trainer and Assessor Feedback results are reviewed and analysed by the Compliance Manager and the Management Team
- 2.3 Where analysis indicates that there are issues which need to be addressed, they will be recorded on the Institute's Continuous Improvement Form and Continuous Improvement Register and will be issued to the Principal Executive Officer
- 2.4 The Principal Executive Officer will ensure that improvements are completed as soon as practicable and where appropriate, by the conclusion of the following term

3.0 Student Feedback

- 3.1 Student Feedback will be distributed and implemented each academic Term in line with the Institute's Stakeholder Feedback Policy and Student Record and Data Entry Policy
- 3.2 Student Feedback results are reviewed and analysed by the Compliance Manager and the Management Team
- 3.3 Where analysis indicates that there are issues which need to be addressed, they will be recorded on the Institute's Continuous Improvement Form and Continuous Improvement Register and will be issued to the Principal Executive Officer
- 3.4 The Principal Executive Officer will ensure that improvements are completed as soon as practicable and where appropriate, by the conclusion of the following term

4.0 Employer Questionnaire

- 4.1 Employer Questionnaire's will be distributed and implemented biannually in line with the Institute Student Record and Data Entry Policy
- 4.2 Employer Questionnaire results are reviewed and analysed by the Compliance Manager and the Management Team
- 4.3 Where analysis indicates that there are issues which need to be addressed, they will be recorded on the Institute's Continuous Improvement Form and Continuous Improvement Register and will be issued to the Principal Executive Officer
- 4.4 The Principal Executive Officer will ensure that improvements are completed as soon as practicable and where appropriate, by the conclusion of the following term

5.0 General Staff Feedback

- 5.1 Staff Feedback will be distributed and implemented biannually in line with the Institute Stakeholder Feedback Policy
- 5.2 Staff Feedback results are reviewed and analysed by the Compliance Manager and the Management Team
- 5.3 Where analysis indicates that there are issues which need to be addressed, they will be recorded on the Institute's Continuous Improvement Form and Continuous Improvement Register and will be issued to the Principal Executive Officer
- 5.4 The Principal Executive Officer will ensure that improvements are completed as soon as practicable and where appropriate, by the conclusion of the following term

6.0 Other Feedback

- 6.1 Other ways to obtain feedback include (but are not limited to):
 - 6.1.1 Issues arising from Trainers/Assessors Monthly Meetings
 - 6.1.2 Suggestions made by Trainers/Assessors formally or informally
 - 6.1.3 TAS Reviews
 - 6.1.4 Assessment Validations
 - 6.1.5 Trainer/Assessor Observations
 - 6.1.6 Complaints and Appeals
 - 6.1.7 Suggestions made by Students formally or informally
 - 6.1.8 Industry Consultations
 - 6.1.9 Regulatory Audit Results
- 6.2 The Department Manager responsible for implementation of the above activity is responsible for bringing the improvement opportunity to the attention of the Principal Executive Officer, through completion of the Continuous Improvement Form. In addition, any staff member can complete and submit the Continuous Improvement Form at any time where they feel an improvement opportunity exists
- 6.3 The Principal Executive Officer will record the form in the Continuous Improvement Register and will evaluate the form at the next Management Meeting
- 6.4 Where appropriate, the Principal Executive Officer will ensure that improvements are completed as soon as practicable, and by the conclusion of the following term

7.0 Review of Policies and Procedures

- 7.1 Sydney City College of Management reviews all its policies and procedures on a continuous basis and in accordance with the version-controlled review date to ensure they are still current, accurate and relevant
- 7.2 The Compliance Manager is responsible for reviewing relevant policies and procedures and submitting continuous improvement requests regarding changes to the Principal Executive Officer
- 7.3 Any Staff Member can also submit continuous improvement requests regarding policy and procedure changes to the Principal Executive Officer
- 7.4 The Principal Executive Officer will record the form in the Continuous Improvement Register and will evaluate the form at the next Management Meeting
- 7.5 Where appropriate, the Principal Executive Officer will ensure that improvements are completed as soon as practicable, and by the conclusion of the following term

Relevant Policies

- Stakeholder Feedback Policy

Relevant Documents

- Trainer/Assessor Course Feedback Form
- Trainer/Assessor Course Feedback Register
- Trainer/Assessor Course Feedback Analysis Report
- Learner Questionnaire
- Learner Questionnaire Analysis Report
- Student Feedback Form
- Student Feedback Register
- Student Feedback Analysis Report
- Employer Questionnaire
- Employer Questionnaire Analysis Report
- Staff Feedback Form
- Staff Feedback Register
- Staff Feedback Analysis Report
- Assessment Validation
- Assessment Moderation
- TAS Review
- Trainer/Assessor Observation
- Complaints Form
- Continuous Improvement Form
- Continuous Improvement Register

Policy Implementation Manager

- Compliance Manager

Privacy Policy

Sydney City College of Management takes the privacy of our participants very seriously and we will comply with all legislative requirements.

These include the Privacy Act 1988 and Australian Privacy Principles.

In some cases, as required by law and as required by the Standards for Registered Training Organisations (RTOs) 2015, ESOS Act 2000 and National Code 2007, we will need to make information available to others. In all other cases we ensure that we will seek the written permission of the participant.

The ten Privacy Principles are defined below:

1. Collection - We will collect only the information necessary for one or more of our functions. The individual will be told the purposes for which the information is collected.
2. Use and disclosure - Personal information will not be used or disclosed for a secondary purpose unless the individual has consented, or a prescribed exception applies.
3. Data quality – We will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date.
4. Data Security – We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.
5. Openness – We will document how we manage personal information and when asked by an individual, will explain the information we hold, for what purpose and how we collect, hold, use and disclose the information.
6. Access and correction - The individual will be given access to the information held except to the extent that prescribed exceptions apply. We will correct and update information errors described by the individual.
7. Unique Identifiers - Commonwealth Government identifiers (Medicare number or tax file number) will only be used for the purposes for which they were issued. We will not assign unique identifiers except where it is necessary to carry out our functions efficiently.
8. Anonymity - Wherever possible, we will provide the opportunity for the individual to interact with external agencies without identifying themselves.
9. Trans-border Data Flows - The individual’s privacy protections apply to the transfer of personal information out of Australia.
10. Sensitive Information – We will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual’s racial or ethnic background, or criminal record.

Reviewing the above, you will realise that yours, staff members and participants privacy is protected by law. You will not seek to obtain private information about participants or staff. Equally so, you will not reveal private information about staff and participants.

Policy Implementation Manager

- Operations Manager

Unique Student Identifier (USI) Policy

Policy

Sydney City College of Management will ensure that it meets the requirements of clause 3.6 of the Standards for Registered Training Organisations (RTOs) 2015. Sydney City College of Management will ensure that it:

- Verifies with the Registrar, a Unique Student Identifier provided to it by an individual before using that Student Identifier for any purpose
- 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 described in Clause 3.6 (b) applies, it will inform the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET Transcript prepared by the Registrar
- Ensures security of Student Identifiers and all related documentation under the Institutes control, including information stored in its student management system

Guidelines

1.0 Verifying with the Registrar, a Unique Student Identifier provided by an individual before using it for any purpose

- 1.1 The Institute will inform all students of the need to provide their Unique Student Identifier to the Institute via its Enrolment Form, Letter of Offer and Student Acceptance Agreement and Student Handbook
- 1.2 Students must register for their Unique Student Identifier (USI) and provide it to the Institute by their Orientation date
- 1.3 Information on how students are able to register for their Unique Student Identifier is provided in the Institute's Student Handbook and assistance is provided to Students if they require it by the Student Services Team
- 1.4 The Marketing and Admissions Officer is responsible for collecting each Students Unique Student Identifier (USI) at orientation
- 1.5 Following the collection of the students USI, the Marketing and Admissions Officer is responsible for verifying each USI through the USI registry system within 5 working days of receipt by following the step by step guide provided in the USI Registry System User Guide for Training Organisations

2.0 Unique Student Identifier and AQF Certification

- 2.1 The Institute ensures that it will not issue students AQF certification 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 through implementation of this policy and the Institute's Certificate and Statement of Attainment Issue Policy
- 2.2 Students are informed of this requirement via the Institute's Enrolment Form, Offer Letter and Student Acceptance Agreement and Student Handbook
- 2.3 Individual Student (USI's) are collected at orientation and verified in line with points 1.4 and 1.5 of this policy

3.0 Where an exemption described in Clause 3.6 (b) applies, it will inform the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET Transcript prepared by the Registrar

3.1 Students are informed of the requirements stated in point 3.0 of this policy via the Institute's Enrolment Form, Offer Letter and Student Acceptance Agreement.

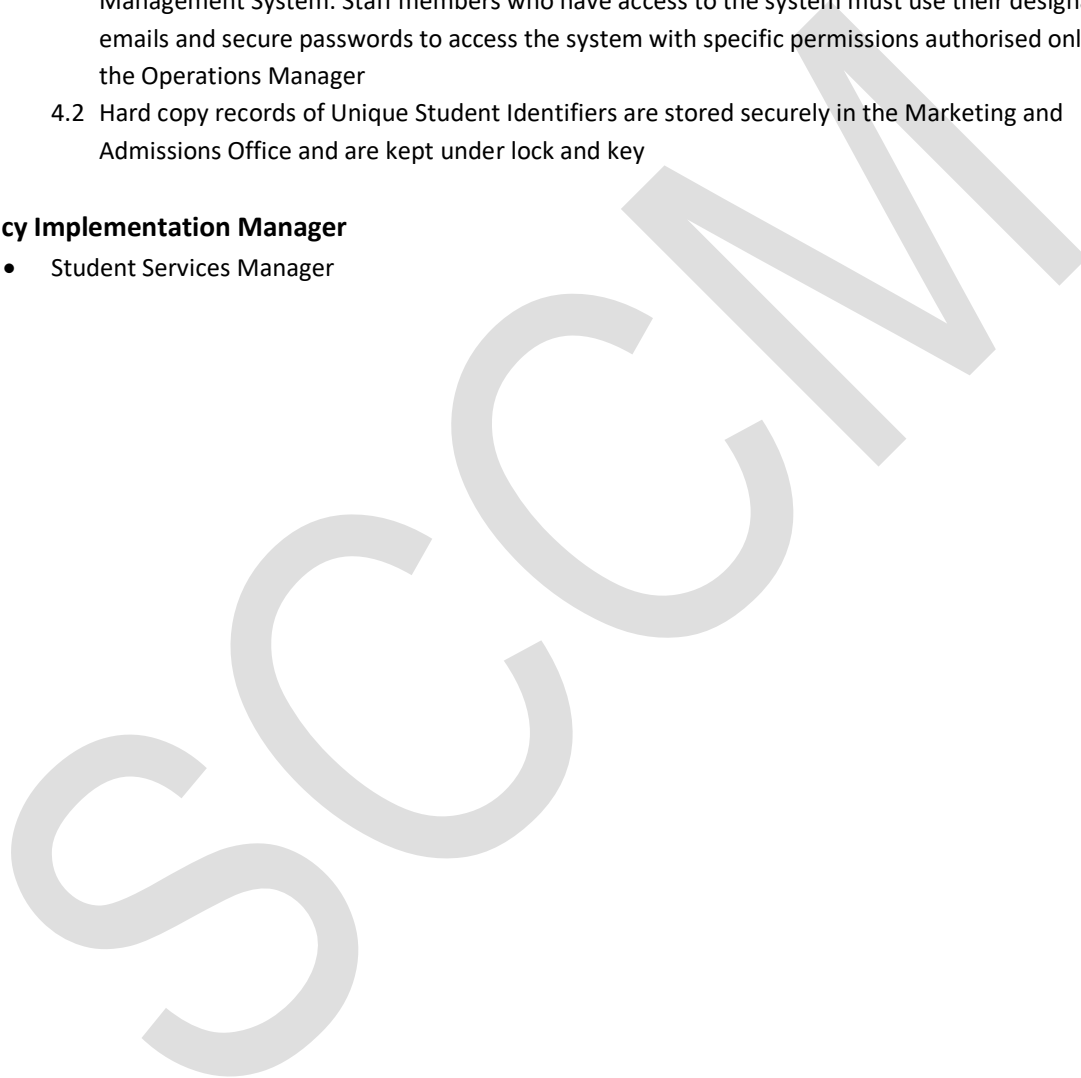
4.0 Ensures security of Student Identifiers and all related documentation under the Institutes control, including information stored in its student management system

4.1 Unique Student Identifiers are stored within the Students Profile in the Institute's Student Management System. Staff members who have access to the system must use their designated emails and secure passwords to access the system with specific permissions authorised only by the Operations Manager

4.2 Hard copy records of Unique Student Identifiers are stored securely in the Marketing and Admissions Office and are kept under lock and key

Policy Implementation Manager

- Student Services Manager



Student Refund Policy and Procedure

Policy

Sydney City College of Management'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, current and re-enrolling students unless otherwise stated, and provides the details and circumstances of applicable refunds to students where:

- **Sydney City College of Management 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 Institute. Does not include items listed as other fees and charges

- **Nature of Guarantee**

The nature of guarantee given by Sydney City College of Management relating to the completion of training and/or assessment once the student has commenced study in their chosen qualification or course. Sydney City College of Management's nature of guarantee is outlined in point 1.0 of this policy

Guidelines

1.0 Provider Default

1.1 Sydney City College of Management 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 City College of Management

1.2 In cases where Sydney City College of Management defaults, the Institute will advise affected students in writing of the default within 3 working days of the default taking place.

1.3 Within 10 working days of the default taking place, the Institute 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 Institute 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 City College of Management 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 10 working days of the default taking place. Note that international students ceasing studies are advised to contact the Department of Home Affairs (DHA) for implications to their student visa
- 1.6 In the event that Sydney City College of Management is unable to provide a refund of unused prepaid tuition fees or place the student in a suitable alternative registered course, the 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 Home Affairs (DHA) for implications to their student visa
- 1.7 The Institute's fee protection measures for tuition fees paid in advance by international students is through membership of the Tuition Protection Service (TPS) which is implemented by the TPS Director
- 1.8 Sydney City College of Management 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

- 2.1 A student will be considered to have defaulted when:
 - 2.1.1 The student has failed to pay an amount he or she was liable to pay to Sydney City College of Management for the course he/she is enrolled in
 - 2.1.2 The student withdraws after their agreed starting day
 - 2.1.3 The student is deemed to have breached a condition of his or her student visa
 - 2.1.4 The student has been expelled by the Institute due to serious misconduct
- 2.2 In the case of student default, no refunds will be made. Sydney City College of Management reserves the right to claim any outstanding fee for the course(s) the student has enrolled in

3.0 Refund Unavailable

Sydney City College of Management will not refund fees in the following circumstances:

- 3.1 The terms and conditions of the enrolment agreement entered into by the student and the Institute are breached, including breach of the Institutes policies;
- 3.2 The student is found to have supplied fraudulent, forged or deliberately misleading documentation to the Institution;
- 3.3 The student's enrolment is cancelled by SCCM, including cancellation caused by a breach of student visa conditions or any illegal or unlawful conduct by the students;
- 3.4 Where the student has had their enrolment terminated due to either academic or behavioral misconduct; or
- 3.5 The student visa is refused by the Department of Home Affairs due to the submission of fraudulent documents by or on behalf of the student.

4.0 Refund Situations

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

Circumstance	Refund due
PROVIDER DEFAULT*	
Sydney City College of Management cancels course before commencement	Full refund of all fees
Sydney City College of Management cancels course following commencement	Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).
Sydney City College of Management has not provided a Student Agreement that meets the requirements of the National Code 2018	Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).
STUDENT DEFAULT**	
Student withdraws up to 10 weeks prior to course commencement	Application fee not refunded. Refund of 85% of all other fees and charges.
Student withdraws up to 7 weeks prior to course commencement.	Application fee not refunded. Refund of 80% of all other fees and charges.
Student withdraws up to 4 weeks prior to course commencement.	Application fee not refunded. Refund of 70% of all other fees and charges.
Student withdraws less than 4 weeks prior to course commencement.	Application fee not refunded. Refund of 50% of all other fees and charges.
Student does not commence on the agreed start date and has not previously withdrawn.	No refund. Fees for full study period (term) to be paid.
Student withdraws after commencement.	No refund. Fees for full study period (term) to be paid.
Student's enrolment is cancelled due to disciplinary action.	No refund. Fees for full study period (term) to be paid.
Student breaches a visa condition	No refund. Fees for full study period (term) to be paid.
Student has supplied incorrect or incomplete information causing Sydney City College of Management to withdraw the offer of the course prior to commencement.	No refund. Fees for full study period (term) to be paid.
Student is refused a visa because they did not pay start their course at the agreed location on the agreed starting day or they withdrew from their course with Sydney City College of Management, or they did not pay an amount due.	No refund. Fees for full study period (term) to be paid.
Student is refused a visa and therefore does not commence their course on the agreed starting day or withdraws from the course on or before the agreed starting day because of the visa refusal.	The total amount of all course fees (tuition and any non-tuition fees) received or less whichever is the lower amount of 5% of the total amount of the fees or the sum of \$500.
Student is refused a visa and has already commenced their course.	The total amount of all course fees (tuition and any non-tuition fees) received for less whichever is the lower amount of 5% of the total amount of the fees or the sum of \$500.
Withdrawal from study – (current students enrolled in a packaged courses)	Refund policy applies in the same way that it does for the first course.

Note:

**Student can also accept placement into another suitable registered course.*

***Refund policy applies in the same way to students enrolled in one course and to students enrolled in the packaged course.*

***Refunds granted may also incur an education agent's fee, except in the case of visa refusal prior to course commencement*

**** No refund of fees unless it is a genuine/compassionate reason with supported evidence.*

5.0 Refund Guidelines

- 5.1 Timeframes and the amount for refund, except in cases identified in point 1.1, are considered from the day the Institute receives the complete refund application including supporting evidence, not from the day the student has signed the refund forms
- 5.2 Applications for refund must be supported by enough evidence supporting the students claim to the satisfaction of the Institute
- 5.3 Sydney City College of Management reserves the right to withhold granting the award attained by the student if student fees remain outstanding
- 5.4 The Refund policy applies equally to all Sydney City College of Management students including students on student visas, permanent residents or Australian citizens
- 5.5 The Enrolment Fee and Other Fees and Charges as stipulated in each programs Course Information Sheet are non-refundable
 - 5.5.1 All processed refund to the overseas bank account will incur \$20 international transfer fees, which will be deducted from the amount of refund.
 - 5.5.2 Student are advised that SCCM will only refund the applicable refund in Australian dollar value, this may cause in variation on the amount in their home country.
- 5.6 Students who have applied for refund and have been unsuccessful in their application are able to access the Institute's complaints and appeals policy (See Complaints and Appeals Policy)
- 5.7 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.**
- 5.8 Sydney City College of Management's dispute resolution processes do not circumscribe the students right to pursue other legal remedies**

6.0 Written Agreement

- 6.1 Sydney City College of Management 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**)
- 6.2 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 Institute in recovering any outstanding monies, including debt collection agency and solicitor fees, in line with the requirements stipulated in this policy

7.0 Non-Commencement of Studies

- 7.1 Where a student accepts an offer to admission and fails to attend the college on the agreed starting day, or notify the institute of his/her intentions, Sydney City College of Management 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

8.0 Deferring/Rejoining Student

- 8.1 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 reenrollment fees will apply. The next available intake may be the following term or in following subsequent terms, depending on course availability. The applicant will need to apply to defer studies (see deferment, suspension and cancellation policy).
- 8.2 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 day, a refund will be assessed based on the period of notification and circumstances of the original agreed starting day
- 8.3 Note that Sydney City College of Management is only permitted to approve deferral of studies to overseas students on the grounds of compassionate or compelling circumstances in line with the Institute's deferment, suspension and cancellation policy and compassionate and compelling circumstances policy

9.0 Exceptional Grounds for Refunds

- 9.1 Sydney City College of Management will give special consideration to refunds of fees in extenuating circumstances following a written application being received by the PEO
- 9.2 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 students agreed starting day. Applications received after this date will be treated in line with point 4.0 of this policy
- 9.3 Sydney City College of Management will use its discretion to consider the written notice as grounds for either a total or partial refund of fees, provided acceptable documentary evidence is provided, in support of the refund application. Exceptional circumstances may include:
 - a) An illness or disability (certified by a licensed medical practitioner or registered psychologist).
 - b) The death of a close family member (parent, grandparent, sibling, spouse or child).
 - c) A political, civil or natural event that prevents full payment of fees or enrolment.
 - d) 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.

10.0 Refund Application Procedure

- a) Student must complete an Application for Refund form and an Application to Withdraw form
- b) Student must attach a written statement providing details and reasons for their request. Statements can be handwritten 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 PEO within 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:
 - (i) Application approved and refund issued
 - (ii) 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

- f) If approved, Sydney City College of Management Student Services Staff will log into PRISMS (for International Students) and cancel the students CoE's, provide the student with a letter of release (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
- g) 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 Institute's attendance and course progress policies
- h) 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 City College of Management's dispute resolution processes do not circumscribe the students right to pursue other legal remedies**
- i) If the application for refund is successful, Sydney City College of Management will pay the refund within 20 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 students 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.

11.0 Additional Fees

Additional fees that may apply in addition to tuition and non-tuition fees include:

Please note that the following fees can apply in addition to the fees advertised in the Course Brochure.

Additional fees that may apply	Amount
Deferral fee: Student initiated deferral other than compassionate or compelling circumstances	\$250
Re-assessment fee (students have a total of 2 attempts and any attempt thereafter will incur the stated fee). *	\$100
Repeating a full unit of competency	\$400
Fees for late payment of course fees	\$250 per invoice for course fees if the payment not made by due date
Credit transfer (CT) Only one-off Credit transfer assessment fee apply	Unit fee is Nil \$250
Recognition of Prior Learning (RPL)	Application fee of \$250 Unit fee \$200
CoE Extension fee (up to 30 days) CoE Extension fee (for a full term)	\$1,000 Equivalent to one term of relevant course fee
Fees for missed placement/practical session	\$300 for one session \$500 for two sessions
Re-issuance of academic certificate and transcripts	\$100 (\$50 per credential)

11.1 Student are required to pay all fees and charges by the date indicated on the invoice. Where you are unable to make a payment by the specified date, please contact us to discuss alternative arrangements.

11.2 All payments are to be made into the account specified on the invoice.

11.3 Where fees are overdue and you have not made alternative arrangements, a first warning, second warning and notice of intention to report regarding non-payment of fees will be sent to you as follows:

11.4 First warning letter: failing to pay an invoice within 5 days of receipt or contacting us to make alternative arrangements.

11.5 Second warning letter: failing to pay an invoice within 9 days of receipt of the first warning letter or contacting us to make alternative arrangements.

11.6 Notice of intention to report: failing to pay an invoice within 7 days of receipt of the second warning letter or contacting us to make alternative arrangements.

11.7 Following cancellation of enrolment due to non-payment of fees, your debt will be referred to a debt collection agency.

12.0 Administrative Notes

12.1 This policy and related documentation are accessible via Sydney City College of Management Reception, Website, Student Handbook, Student Services team, or Marketing team and is provided to the student prior to enrolment

12.2 All notes relating to refund applications will be recorded in the Institute's Student Management System (TEAMS) and hard copy documents retained in the student's file

12.3 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

12.4 Where Sydney City College of Management defaults, the Institute will:

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

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

12.4.3 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 days after the end of the obligation period

12.5 Where an International Students visa is refused (whether there is a compliant written agreement in place), the Institute will report to the Secretary and TPS Director on whether the Institute provided a refund to the Student. In this case, SCCM will report that the Institute has discharged its obligations to the Student within seven days after the end of the provider obligation period of 28 days, which is in total, 35 days after the default occurs.

Related Documents

- Application for Refund
- Application to Withdraw
- Course Information Sheets
- Release Letter

Related Policies

- Deferment, suspension and cancellation policy
- Compassionate and compelling circumstances policy
- Student fees and charges policy

Policy Implementation Manager

- Accounts Manager

Student Fee Payment Policy

Purpose

SCCM will communicate our policy and terms clearly to customers, Student and clients about financial arrangements and terms and conditions as required by legislation, the VET Quality Framework and the Standards for RTO's 2015. This includes the Requirements for Fee Protection.

Where SCCM has a specific government funded training contract or offers government funded places in a course to eligible candidates, the obligations under legislation, the Standards for RTO's 2015 and the contract and guidelines will be clearly communicated through information and terms to customers and clients.

Where SCCM is offering places in a course through VET Student Loans funding, the VET Student Loans Help specific policies, requirements by all parties and practical arrangements will be communicated clearly to customers and clients.

Clear communication will be through print or through an electronic copy with telephone support if required.

Tuition Fees Information

SCCM will provide **fee information** in print and electronic copy and at various locations to ensure all candidates will know the fees prior to commencement of a course.

Fees information will be on the website and /or through the enquiry portal off the website

The fees information will be on the formal letter of offer that forms the agreement with the customer.

The total amount of fees may include:

- Enrolment/ Application fee
- Course fee
- Administration fees and any other extra charges.

A course and administration fees schedule will be kept up to date in the administration office.

Administration fees

The Administration fees and any other charges are explained in print and electronic copy and at various locations to ensure all candidates will know the fees prior to commencement of a course. Administration fees are on the website and in the terms and conditions that form part of the agreement on the enrolment form and formal letter of offer.

The Administration fees include:

- Late payment penalties for customers, Student and client who do not pay fees on time (*Late payment of tuition fees will incur \$250 penalty.)
- Re-assessment fees available to Student who are deemed not yet competent on completion of training and assessment after re-submit and re-sit options
- Re-enrolment fees for customers whose time for submission of work has passed and they wish to extend the length of the course
- Fees for credit transfer requests
- Fees for processing cancellations and course variations including transfers
- Fees for issuing a replacement qualification testamur
- Material fees for lost or replacement course materials supplied in hard or soft copy
- Fees for processing refunds

Other Expenses Information

Some courses require participants to invest in their study. Where this is the case, any additional costs to undertake a course will be mentioned on the website and course information.

Other expenses are separate to fees and are expenses the candidate may incur. These may include:

- Textbooks where the participant can purchase texts if they want their own copy

- Laptops or mobile devices where the participant can bring these to class and use them to complete the course
- Materials and supplies needed to complete the course
- Other equipment needed to complete the course
- Clothing requirements such as safety shoes needed to complete particular units of study
- Travel expenses where the participant is required to travel to a placement or location at their own expense as part of the course

Requirement for Fees Protection

Standard 7 (Clause 7.3) states;

“Where the RTO requires, either directly or indirectly or through a third party, a prospective or current Student to prepay fees in excess of a total of \$1,500 (being the threshold prepaid fee amount), the RTO must meet the Requirements for Fee Protection in Schedule 6.”

International students:

SCCM is a registered CRICOS providers, SCCM will comply with the obligations and requirements of the Education Services for Overseas Students Act (ESOS Act) 2000 (Cth).

SCCM is required to comply with the requirements of the Tuition Protection Service (TPS).

Under TPS the provider may receive up to 50% of the total tuition fees for the course at any time before a Student commences a course. SCCM allows Student and their Sponsor to choose to pay more than 50% of tuition fees upfront at any time before Student commences a course if they wish to do so (ESOS Act) 2000 (cth).

Collected advance fees will be deposited in Trust account maintained by SCCM and will not be drawn until the student commences their study with SCCM.

SCCM will have tuition fee schedules and payment plan schedules in the accounting system. These will be indicated on the formal letter of offer and written agreement with the student.

Domestic students:

To meet this requirement, SCCM will collect course fees in advance from INDIVIDUALS as follows:

The RTO will accept payment of no more than \$1500 from each individual customer prior to the commencement of the course. This will be the first instalment.

Following course confirmation, we require payment of additional fees as course instalments from the customer but only such that at any given time, the total amounts required to be paid do not exceed \$1500.

These fees that can go up to \$1,500 include the application fee, the tuition fees, materials fees and any other fee that is a mandatory payment for the course.

To meet this requirement, SCCM will collect course fees in advance from BUSINESSES as follows:

The RTO can accept prepaid payment of fees for the total amount or any other agreed payment plan that can be more than \$1500.

Protection of Student Prepaid Fees in Advance

SCCM will comply with the Tuition Protection Service (TPS) policy and procedures as a CRICOS provider.

First payment prior to commencement of the course can be collected but will not be drawn until day 1 – commencement date of the course.

After the Student has commenced, SCCM cannot require the Student to pay any further fees until two weeks before the start of the second study period. The general ledger will show fees paid in advance as a liability in the accounts. Fees will be drawn down as required in compliance with the TPS requirements.

Third Party Fee Collection Must Meet Same Requirements

The requirements for protection of prepaid fees apply no matter how the fees are collected.

This means:

Any fees collected by a third party for the RTO such as an education agent or broker are subject to the same conditions. These requirements apply to fees prepaid by Students, regardless of when our RTO actually receives the payment.

The written agreement with the third party will include these conditions and the monitoring to ensure the protection measures are in place and implemented as required.

Course Fees Can Be Paid by Instalments

Payment schedule agreement:

By signing the agreement, course participants who choose to pay by instalments agree to honor the RTO payment plan and understand that:

1. all instalments must be paid on or before the due date;
2. There are sufficient funds available in the nominated account to meet the instalment payments;
3. The RTO reserves the right to suspend access to the course in the event that a participant fails to pay any part of the course fees as and when it falls due for payment;
4. In the event that a participant requests or fails to advise of a course cancellation, the refund policy applies;
5. The RTO will not issue a Statement of Attainment/s until course fees are paid in full.

Default on the payment schedule:

1. The enrolment will be suspended and outstanding accounts will become immediately due and payable; or
2. As a cancelled participant the outstanding account will become immediately due and payable;
3. The outstanding debt will be forwarded to a debt collection agency, and
4. The participant may also be required to pay additional fees associated with the debt collection process.

Overseas Student Health Cover:

Students are required to pay the OSHC required fees to the SCCM prior to Commence the study. SCCM partners with BUPA as an OSHC provider for International Students of SCCM. Prepaid OSHC charges will be transferred to BUPA to obtain the policy cover for the student. The OSHC cost are not controlled by SCCM and SCCM do not impose any administration charges on arranging OSHC for students.

Students are entitled to receive the refund if the student visa is rejected by the Department of Home Affairs. See Refund Policy.

Policy Implementation Manager

- Accounts Manager

Access and Equity Policy

Policy

The principle role of the Access and Equity Policy is to promote full and equal participation of all students and staff of Sydney City College of Management and to foster an environment free of discrimination and harassment.

1.0 Guidelines

1.1 The College is committed to integrating Access and Equity principles within all the services provided to clients in accordance with the:

- 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 (Cth)
- Anti-Discrimination Act 1977 (NSW)

1.2 All staff members recognise the rights of their colleagues and students and provide information, advice and support consistent with our mission statement, code of ethics and code of practice

1.3 The Institute recognises the diverse background of staff and students. Regardless of cultural, linguistic, nationality, gender, sexuality, religion, disability or age, all staff and students have the right to be in an environment that is free of discrimination and harassment

1.4 All staff and students equally have the right to be treated in a fair and considerate manner while at the college

2.0 Access and Equity Principles

2.1 The Access and Equity Policy is guided by the following principles:

- That all staff and students have a right to equal opportunity
- That there is recognition of, respect for and promotion of diversity within our community
- That there is encouragement of initiatives to effect change
- That while some people clearly need our advocacy, we support and encourage people on the journey of self-determination and self-advocacy (empowerment)
- That everybody has a right to participate in decisions that affect their lives

3.0 Informing Staff of Sydney City College of Management's Access and Equity Policy

3.1 Staff are informed of the Institute's Access and Equity Policy at Induction and throughout employment

3.2 Information relating to the Institute's Access and Equity Policy is provided in the staff handbook and Institute's policy and procedures drive

4.0 Informing Students of Sydney City College of Management's Access and Equity Policy

4.1 Students are informed of the Institute's Access and Equity Policy prior to enrolment, at enrolment, at orientation and throughout their enrolment

4.2 Information relating to the Institute's Access and Equity Policy is provided in each program's Course Information Sheet, Student Handbook and at Reception or the Student Services Department

5.0 Addressing breaches of Access and Equity (Staff)

5.1 Staff who believe there has been a breach of the Institute's Access and Equity Policy should activate the Institute's Staff Grievance Policy

6.0 Addressing breaches of Access and Equity (Students)

6.1 Students who believe there has been a breach in the Institute's Access and Equity Policy should activate the Institute's Student Complaints and Appeals Policy

Related Policies

- Staff Grievance Policy
- Student Complaints and Appeals Policy

Policy Implementation Manager

- Operations Manager

SCCM

Student Photos policy

Policy

All new Sydney City College of Management students are required to have their photo taken on orientation day.

Guidelines

- 1.0 Sydney City College of Management marketing and admissions staff is required to have a digital camera available to them on orientation day;
- 2.0 Each student on arrival is required to have their photograph taken and sign a photo consent form;
- 3.0 The photo is to be downloaded and saved onto the Marketing drive under a new folder called STUDENT PHOTOS, a subfolder with the YEAR, with each student photo saved under their relevant student number;
- 4.0 Students are requested to sign the Photography Agreement allowing the Institute to use student images in promotional material.

Related Documents

- AD 1 Photography Agreement

Policy Implementation Manager

- Student Services Manager

Student Entry Requirements, Selection, Enrolment and Orientation Policy and Procedure

Policy

This policy is in place to ensure that all individuals who gain entry into a Nationally Accredited Program have the appropriate skills and abilities they require to be successful in their studies. The policy also ensures that all students are provided with detailed information on Sydney City College of Management's courses, facilities and services, prior to enrolment and that the enrolment and selection process is conducted in an ethical and responsible manner.

The following outlines entry requirements for both local and international students intending to undertake study at Sydney City College of Management.

1.0 Entry Requirements for Local Students

- 1.1 Local students must be 16 years or older
- 1.2 Fulfil any specific course requirements as listed in the course information sheets (See course information sheets)

2.0 Entry Requirements for International Students

- 2.1 International students must be 18 years or older
- 2.2 Fulfil any specific course requirements as listed in the course information sheets (See course information sheets)
- 2.3 Satisfy English Language requirements*

* International students (from countries where English is not the first language) are expected to have a minimum English Language standard and are required to have one of the following prior to enrolling in a qualification:

- Year 12 (HSC)
- Academic IELTS 5.5 overall, no less than 5.0 in each band, or upper intermediate, or EAP from approved ELICOS/ESL center or evidence of completing a VET course at Certificate IV or above level in Australia.
- Student who do not meet the English requirement as above must sit for an LLN Test.
- At least 18 years or above

Depending on the student's country of origin, there may be additional English Language requirements that the student needs to meet to obtain a student visa. For more information, please check the Department of Immigration and Border Protection (DIBP) website: <http://www.border.gov.au/Trav/Stud>

3.0 Student Selection

In order for Sydney City College of Management to assess an application to admissions into a course, applicants must complete the following:

3.1 Local Students

- 3.1.1 Send the completed and signed Enrolment Form to Sydney City College of Management's Marketing and Admissions Officer, including all relevant transcripts and records in line with point 1.0 of this policy
- 3.1.2 Have an Interview with the Institute's Marketing and Admissions Officer. The applicant will be assessed on suitability to the course and the industry. The Marketing and Admissions Officer will also

provide the student with the following information prior to the student signing any agreement with Sydney City College of Management:

- Entry requirements
- Recognition of other AQF qualifications, Recognition of Prior Learning & Credit Transfer information. At this stage the Marketing and Admissions Officer will reconfirm that the student has provided all previously completed Certificates and Transcripts
- Course content and duration, modes of study and assessment methods
- The total amount of all fees including tuition fees, administration fees, materials fees and any other associated fees and charges, including, but not limited to, late payment fees, reassessment fees, repeating units of competency fees and issuance of replacement qualification test amurs
- Payment terms, including timing and amount of fees to be paid and any non-refundable deposit/administration fee
- The nature of the guarantee given
- Refund policy
- Campus locations and a general description of facilities, equipment and learning and library resources available to students
- Details of any arrangements with another registered provider, person or business to provide the course or part of the course (if applicable)
- Information about the grounds on which the student's enrolment may be cancelled
- Information about SCCM's complaints and appeals policy and procedure
- Information about SCCM's attendance and course progress requirements
- The options available to students who are deemed NYC in a unit on completion of training and assessment

3.1.3 At the end of the interview, the Marketing and Admissions Officer and the student must sign the Local Student Enrolment Form declaring that the staff member has conducted the interview in line with the requirements of the Student entry requirements, selection, enrolment and orientation policy

3.1.4 Successful applicants will receive a Letter of Offer and Student Acceptance Agreement

3.1.5 Unsuccessful applications will be provided with the specific reason(s) they were not accepted and will be referred to the Director of Studies

3.2 International Students

3.2.1 Send the completed and signed Enrolment Form to Sydney City College of Management's Marketing and Admissions Officer, including all relevant transcripts, records and proof of English Language proficiency in line with point 2.0 of this policy

3.2.2 Have an interview with the Institute's Marketing and Admissions Officer. The applicant will be assessed on suitability to the course and the industry. The Marketing and Admissions Officer will also provide the student with the following information prior to the student signing any agreement with Sydney City College of Management:

- Entry requirements, including minimum level of English
- Recognition of other AQF qualifications, Recognition of Prior Learning & Credit Transfer information. At this stage the Marketing and Admissions Officer will reconfirm that the student has provided all previously completed Certificates and Transcripts and is not in breach of the AQF Qualifications Pathway or SCCM's Transfer between registered providers policy

- Course content and duration, modes of study and assessment methods
- The total amount of all fees including tuition fees, administration fees, materials fees and any other associated fees and charges, including, but not limited to, late payment fees, reassessment fees, repeating units of competency fees and issuance of replacement qualification test amurs
- Advice on the potential for fees to change during the student's course and applicable refund policies
- Payment terms, including timing and amount of fees to be paid and any non-refundable deposit/administration fee
- The nature of the guarantee given
- Refund policy
- Campus locations and a general description of facilities, equipment and learning and library resources available to students
- Details of any arrangements with another registered provider, person or business to provide the course or part of the course (if applicable)
- Information about the grounds on which the student's enrolment may be deferred, suspended or cancelled
- Information about the grounds on which student's may be granted a transfer between registered providers, including release letters
- Information about SCCM's complaints and appeals policy and procedure
- Information about SCCM's attendance and course progress requirements
- The options available to students who are deemed NYC on completion of training and assessment
- Information about refusing or terminating enrolment at any time if information provided by the student in the International Student Enrolment Form does not adhere to the AQF Qualifications Pathway Policy or Transfer between providers policy
- Description of the ESOS framework made electronically by the Department of Education and Training
- Relevant information on living in Australia, including: indicative costs, accommodation options and where relevant schooling obligations and options for school aged dependents of intending students, including that school fees may be incurred

3.2.3 At the end of the interview the Marketing and Admissions Officer and the student must sign the International Student Enrolment Form declaring that the staff member has conducted the interview in line with the requirements of the Student entry requirements, selection, enrolment and orientation policy

3.2.4 Successful applicants will receive a Letter of Offer and Student Acceptance Agreement

3.2.5 Unsuccessful applicants will be provided with the specific reason(s) they were not accepted and will be referred to the Director of Studies.

4.0 Sydney City College of Management ensures adherence to the AQF Qualifications Pathway Policy.

Sydney City College of Management achieves this through checking mechanisms at the time the student completes the relevant Enrolment Form and during the student interview. Where Sydney City College of Management identifies breaches to the AQF Qualifications Pathway Policy, one of the following rectifications actions will be undertaken:

- Either refusing enrolment into the qualification or;
- Requesting the student to apply for credit transfer (CT) or recognition of prior learning (RPL) appropriately.

5.0 Enrolment Procedure

5.1 To secure the offer made by Sydney City College of Management, applicants must send the signed Letter of Offer and Student Acceptance Agreement along with the relevant fees as outlined in the Letter of Offer and Student Acceptance Agreement to a SCCM Marketing and Admissions Officer.

5.2 Payment should be forwarded by direct deposit or bank transfer to the trust account of the Sydney City College of Management, payment direction will be given to the student during the offer after they complete the GTE assessment.

5.3 Upon receiving tuition fees and a signed Agreement, Sydney City College of Management will issue a Confirmation of Enrolment (CoE) to the International Student (or their authorized agent) via email, as well as details of their orientation date. International Students are able to then use the CoE to apply for a student visa to study in Australia. More information on visa requirements can be found at <http://www.border.gov.au/Trav/Stud> (Department of Immigration and Border Protection Website)

5.4 Local Students are sent their Orientation details via post or email

6.0 Orientation

Once a student's enrolment is confirmed, the student will be provided with details of their orientation date. All SCCM students must attend orientation prior to commencing their studies. At the orientation program, students will be given information on:

- (i) Student support services available to assist with transitioning to life and study in a new environment, as well as student support services available throughout enrolment
- (ii) Contact details of the Welfare Officer and other relevant staff
- (iii) Legal services
- (iv) Emergency and health services
- (v) Work, Health and Safety procedures
- (vi) Emergency evacuation procedures and meeting points
- (vii) Notification of change of address process
- (viii) SCCM code of practice and student life at Sydney City College of Management
- (ix) Organisation flow chart
- (x) Operating hours
- (xi) Facilities and resources
- (xii) Training and assessment procedures
- (xiii) Purchasing mandatory student workbooks
- (xiv) Access to the SCCM library and local public library
- (xv) Tour of the college
- (xvi) Reporting of non-compliant students to DIBP and internal and external appeals processes
(International Students only)
- (xvii) Overseas student health cover (International Students only)
- (xviii) Student visa conditions (International Students only)
- (xix) SCCM's policies and procedures, including:
 - Student assessment, reassessment and repeating units of guidelines policy
 - Complaints and appeals processes
 - Student credit transfer and recognition of prior learning policy
 - Attendance and course progress policies
 - Refund policy
 - Student misconduct policy
 - Internet use policy
 - Fees and charges policy
 - Transfer between providers policy (International Students only)
 - Deferral, suspension and cancellation policy (International Students only)

Relevant Documents

Course Information Sheets

LEADERSHIP AND MANAGEMENT

- Certificate IV in Leadership and Management
- Diploma of Leadership and Management
- Advanced Diploma of Leadership and Management and
- Graduate Diploma of Management (Learning)

ACCOUNTING

- Certificate IV in Accounting
- Diploma of Accounting
- Advanced Diploma of Accounting

PROJECT/PROGRAM MANAGEMENT

- Diploma of Project Management
- Advanced Diploma of Program Management

INFORMATION TECHNOLOGY

- Certificate IV in Information Technology
- Diploma of Information Technology
- Advanced Diploma of Information Technology

RESOURCES AND INFRASTRUCTURE

- Advanced Diploma of Civil Construction Design

COOKERY and HOSPITALITY MANAGEMENT

- Certificate IV in Commercial Cookery
- Diploma of Hospitality Management
- Advanced Diploma of Hospitality Management

COMMUNITY SERVICES

- Diploma of Community Service

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- Local Student Enrolment Form
 - International Student Enrolment Form
 - Letter of Offer and Student Acceptance Agreement
 - Checklist for enrolling a Local Student
 - Checklist for enrolling an International Student

Relevant Policies

- Transfer between Providers Policy
- Marketing and Advertising Policy

Policy Implementation Manager

- Admission Manager

Internet and Computer Use Policy

Purpose

This policy outlines the policy around students' use of computers, the internet and associated aspects.

Applicability

This policy applies to all students enrolled at Sydney City College of Management. This policy applies always where students at Sydney City College of Management are granted access to the internet or IT equipment on college grounds.

Implementation

All students will be inducted on this policy upon commencement of their enrolment at Sydney City College of Management.

Students Sydney City College of Management are required to:

- Use the internet only for educational purposes
- Not knowingly search for anything that is illegal, dangerous or offensive
- If they accidentally come across something that is illegal, dangerous or offensive, they will clear any offensive pictures or information from their screen and immediately inform their trainer
- Not reveal home addresses or phone numbers
- Not use the internet to annoy or offend anyone else
- Not download music, movie files or games
- Not bring CDs, DVDs, disks or any other digital media into the computer rooms
- Not store music, movies, sound files or games on college computers
- Not move or interfere with computer equipment
- Not access web mail servers, chat rooms or message sites using the college computers
- Not to enter game sites or play games unless for educational purposes, as approved by a trainer
- Not send abusive emails
- Report hardware or software problems to their trainer.

IT Systems Use

Users will, by default, only have access to the information and systems that they need, to perform their function. Elevated local access privileges must only be granted for essential and specific purposes.

Users must be aware that removable storage like USB connected media, flash drives, CDs or DVDs are a security risk. The loss of these storage media is a common place occurrence and therefore users must be responsible for them. Where employees have, confidential data stored on the removable storage, then the employee may be required to encrypt the data.

Sensitive information stored on portable devices (e.g. laptops, PDAs) must be encrypted. This ensures that the data remains confidential if the device is lost or stolen. Users may not copy any information or software stored on their desktop or laptop computer, for personal use.

Users may not use Sydney City College of Management systems for any of the following activities:

- Gambling or any form of Internet gaming.
- Share trading unless you have the prior consent of your Manager.
- Use any Sydney City College of Management IT systems for personal financial gain, solicitation or private business purposes.

- Posting any Sydney City College of Management information to internet bulletin boards, discussion lists, news groups, chat groups or other internet discussion forums that are accessible by the public unless you are authorised by your Manager to do so

Safe Practices

Users (e.g. employees, students, visitors) shall work in accordance with safe computing practices to minimise the risks associated with computer viruses.

Users are advised to use caution when opening email attachments from unknown sources. Users shall not open any received .exe, .pif, .com, or .scr files without prior consultation with IT staff. If virus protection software detects a virus from an incoming file, inform the person who introduced that file so they can ensure it does not happen again. If a computer is acting strangely, there may be an undetected virus.

This does not happen often, but it is worth checking with IT Support. The wilful introduction of computer viruses or other disruptive/destructive programs into Sydney City College of Management computers or networks, or into external networks using the SCCM network, is not permitted.

Inappropriate Material

If you are the recipient of inappropriate material, or end up at an inappropriate website, it is important that you:

- Delete this material or close the web browser immediately;
- You must also advise your trainer/manager or a Sydney City College of Management staff member that you have received or accessed such content. If the sender is known to you ask them to stop sending inappropriate material to Sydney City College of Management email accounts.

Users must not access, create, download, print, store, forward or send inappropriate content. Examples of which include, but are not limited to:

- Information or images containing indecent material (this includes pornographic or other sexually explicit material), or other material, which explicitly or implicitly refers to sexual conduct or preference.
- Information or images containing profane or abusive language. This includes anything that refers to or supports discrimination of any kind.
- Unwelcome propositions.
- Any defamatory, illegal, offensive, annoying or harassing material.
- Information intended to incite criminal activities or instructs others how to commit such acts. If a user is in doubt as to whether the material they are accessing is inappropriate, it should be treated as such and remove it from your computer.

Monitoring

Sydney City College of Management reserves the right to regularly audit IT systems to ensure compliance with this policy.

As part of normal system operation, Sydney City College of Management reserves the right to maintain logs of email system activity. These logs identify sender, recipient, message size, relay, date and time.

As part of normal system operation, Sydney City College of Management network systems generate logs of all www activity and access. These systems are the DNS and internet cache. The logs from these sites identify destination sites, pages, page download size, and originating Sydney City College of Management computer.

Remote access connections to Sydney City College of Management are monitored. Monitoring includes connection dates and times and may include access to system resources.

To ensure compliance to licensing obligations Sydney City College of Management reserves the right to scan all Sydney City College of Management equipment to detect illegal or non-Sydney City College of Management registered software and remove it.

All files, including those generated via internet email and proprietary email systems, are generally accessible by persons with system administration privileges (eg, Sydney City College of Management IT staff). Users are discouraged from maintaining anything private on the servers or desktop computers.

Access to Sydney City College of Management IT systems is provided to you on condition that you consent to monitoring in accordance with this and the IT Security Policy. Your use of Sydney City College of Management IT systems constitutes your consent to the monitoring

Sydney City College of Management Assets

Hardware always remains the property of the Sydney City College of Management, on cessation of employment all Sydney City College of Management hardware must be returned in a clean, tidy, working and prompt fashion to Sydney City College of Management.

Sydney City College of Management notebooks and desktop computers are issued for use by Sydney City College of Management staff only. Notebooks and accessible Sydney City College of Management resources (e.g., internet access) are not provided for non-Sydney City College of Management staff members to use (i.e., friends, family, etc.).

The unauthorised duplication of copyrighted computer software violates the law and is contrary to Sydney City College of Management's standards of conduct and business practice.

Software always remains the property of Sydney City College of Management, on cessation of employment all Sydney City College of Management software must be returned in a prompt fashion to Sydney City College of Management.

Users are not permitted to install their own software on any company computers, without prior approval from their supervisor or manager. Failure to comply may result in users being held personally responsible for any data loss or penalties imposed for breach of copyright.

Installation or use of peer to peer file sharing programs such as LimeWire, Bit Torrent, etc., is not permitted on computers connected to the Sydney City College of Management network.

Users shall not download or authorise downloading of information or software from the internet or emails to provide to a third party violate copyright, license agreements or contract of usage.

Breaches

Any security exposures, misuse or non-compliance must be reported as soon as an occurrence is identified to IT Support.

Failure to comply with this policy may result in any or all the following:

- Suspension and/or termination of access to Sydney City College of Management systems.
- Additional disciplinary action as determined by relevant Managers in line with existing policies.
- Referral to law enforcement authorities for criminal prosecution.
- Other legal action, including action to recover civil damages and penalties.

Relevant Legislation

Users need to be aware that certain conduct may breach laws outside of Sydney City College of Management and lead to criminal or civil proceedings and/or penalties for which they will be held personally accountable. In Australia, these laws include:

- Equal Opportunity Act 1984 (WA) http://www.austlii.edu.au/au/legis/wa/consol_act/eoa1984250/
- Sex Discrimination Act 1984 (Cth) http://www.austlii.edu.au/au/legis/cth/consol_act/sda1984209/
- Disability Services Act 1993 (WA) http://www.austlii.edu.au/au/legis/wa/consol_act/dsa1993213/
- Disability Discrimination Act 1992 (Cth) http://www.austlii.edu.au/au/legis/cth/consol_act/dda1992264/
- Racial Discrimination Act 1975 (Cth) http://www.austlii.edu.au/au/legis/cth/consol_act/rda1975202/
- Censorship Act 1996 (WA) http://www.austlii.edu.au/au/legis/wa/consol_act/ca1996137/index.html
- Copyright Act 1968 (Cth) http://www.austlii.edu.au/au/legis/cth/consol_act/ca1968133/
- Privacy Act 1988 (Cth) http://www.austlii.edu.au/au/legis/cth/consol_act/pa1988108/
- SPAM Act 2003 (Cth) http://www.austlii.edu.au/au/legis/cth/consol_act/sa200366/index.html and
- Other relevant Commonwealth and/or State laws such as those relating to the transmission of offensive material and Telecommunications.

Policy Implementation Manager

- Operations Manager

Student Support Services Policy

Policy

Sydney City College of Management 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 City College of Management 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

1.0 Overview of Sydney City College of Management's Student Support Services

On Arrival	During Study	Post-Graduation
<ul style="list-style-type: none"> • Airport pickup* • Accommodation Assistance* • Admissions • Overseas student health cover • Bank account assistance • Orientation 	<ul style="list-style-type: none"> • Timetabling • Student workbooks* • Education counseling (Course Progress, Attendance) • Welfare counseling • Career counseling • Internal English language support • External English language support* • Cultural adjustment • Recognition of Prior Learning* • Internet access and Student Computer Lab • Extra-curricular activities* • Student ID Cards* and WiseNET Login • Document Access • Tax file number assistance • Job finding and resume assistance • Complaints and Appeals • Student Deferment, Suspension and Cancellation • Certificate and Statement of Results (SOR) Issue 	<ul style="list-style-type: none"> • Re-Issue Certificate copies* • Re Issue Transcript copies* • Re-enrolment*

** May have extra cost associated please check with student services*

2.0 Overview of Student Support Services

2.1 On Arrival

2.1.1 Airport Pickup*

We are able to arrange to pick you up from the airport on arrival for a total fee of \$100. Please speak to SCCM Marketing and Admissions staff to arrange for this or if you would like to know more information.

2.1.2 Accommodation Assistance*

We are able to assist you in finding accommodation in Sydney, Australia. Accommodation in Sydney starts from approximately \$250 per week. For further information on rental costs, see the Living in Sydney section of our Student Handbook. We can also organise and secure suitable accommodation for you at a fee of \$250. If you would like to ask for further assistance, please speak to the Student Services Team.

2.1.3 Admissions

We will assist you with Admissions into your chosen program. Our friendly Admissions staff will guide you through the process and will let you know if additional documentation is needed for entry into your desired course. If you have any questions with regards to Admissions, please speak to the Marketing and Admissions Team.

2.1.4 Overseas Student Health Cover (OSHC)*

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 City College of Management 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 SCCM Marketing and Admissions Staff.

2.1.5 Bank Account Assistance

We can help you open your Australian Bank Account. For Bank Account Assistance, please speak to the Student Services Team.

2.1.6 Orientation

Before commencing your course, you must attend Orientation. Orientation will give you all the important information you need to study at Sydney City College of Management and in Australia. Orientation will cover things such as how to purchase your mandatory Student Workbooks, important SCCM contacts, class timings, college policies and procedures, student services and everything else you need to study successfully at SCCM. SCCM 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 regard to orientation.

2.2 During Study

2.2.1 Student Workbooks*

As part of a condition of your enrolment, you can purchase the required Student Workbook for each unit of competency at Reception (at an additional cost), prior to the commencement of the unit. SCCM provides a digital copy of learner guide to students, which can be accessed in eLearning portal.

2.2.2 Education Counseling (Course Progress and Attendance)

Sydney City College of Management 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 Attendance Policy and Course Progress Policy, you may be reported to the Department of Immigration and Border Protection 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 5 working days of submission. Your latest attendance percentages will also be available within 5 working days of your last class for the week via our WiseNET Student Login page (See 2.2.9 of this policy).

2.2.3 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 3 opportunities to achieve a Satisfactory Result. Should you be unable to achieve a Satisfactory Result by your 3rd attempt, you will be required to undertake a Re-assessment. Reassessments are organised by the Student Services Department and cost \$100 per assessment task. 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 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.

2.2.4 Welfare Counseling

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, 8:00am – 9:15pm. For afterhours emergencies, please contact our Student Services Manager (details provided in point 3 of this policy).

2.2.5 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 trade, you are also wanting 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 centers however these will incur additional costs.

2.2.6 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.

2.2.7 Course Credit and Recognition of Prior Learning*

Have you worked or studied in this field before? RPL allows you the opportunity to be recognised for skills, experience and study that you may have already attained. To gain RPL you will need to contact the college for our RPL kit, which will guide you through the process of presenting your evidence. RPL will only be granted before the start of the course, or within the first two weeks of starting the course. Note that where an

overseas student is granted CT/RPL that results in a shortening of the student's course duration, the change will be reported via PRISMS to the Department of Immigration and Border Protection.

There is a fee for the RPL service, which is \$200 per unit of competency. For more information see the College RPL kit and Student Credit Transfer and Recognition of Prior Learning Policy or see our Academic Manager.

Sydney City College of Management will also fully recognise the AQF and VET Qualifications and Statements of Attainments issued by other Registered Training Organisation's. Should you have completed another course with another provider and wish to claim credit into your course at Sydney City College of Management, you may do so by completing the College Student Exemption Form. There is no additional fee for Credit Transfer. See SCCM's Student Credit Transfer and Recognition of Prior Learning Policy for more information.

2.2.8 Internet Access, Computer Login and Student Computer Lab

On 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 8:00am – 9:30pm, Monday – Friday. 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.

2.2.9 Student ID Cards* and WiseNET Logins

On enrolment you will be given a Student ID card. You must have this Student ID card with you at all times when visiting the college. You will also be given access to the WiseNET Student Login page where you will be able to check your latest attendance percentage and course progress as well as update your address. To visit the site, click on the SCCM Connect Button on our website www.sccm.edu.au. Attendance records will be available within 5 working days of your last class for the week. Final Academic results will be made available within 10 working days of your final assessment task for that unit. Should you have any questions about your attendance or academic results, you are able to speak to the Student Services Team at any time. Re-issue for lost Student ID Cards is \$30.

2.2.10 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 5 working days of your completed request form.

2.2.11 Extra Curricular Activities*

From time to time, SCCM will organise extra-curricular 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 great sites and events. Extra-curricular 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.

2.2.12 Tax File Number Assistance

Before you are able to work in Australia, you will need to apply for a Tax File Number. The process can be confusing so if you would like assistance, please speak to the Student Services Team. You can also find out more information about Tax File Numbers and working in Australia by viewing the Working in Australia section of this Student Handbook.

2.2.13 Job Finding and Resume Assistance

The Student Services Team can assist you for locating and securing a job. 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.

2.2.14 Complaints and Appeals

During your enrolment you may become dissatisfied with a service or decision made by your fellow classmates or the college. You are able to access the College's complaints and appeals processes at any time between Monday to Friday, 8:00am – 9:30pm. For SCCM's complete process for complaints and appeals, please view the Complaints and Appeals section of our Student Handbook. Alternatively, you can speak to a member of our Student Services Team between Monday to Friday, 8:00am – 9:30pm or obtain the policy from Reception.

2.2.15 Student Deferment, Suspension and Cancellation

You are able to defer, suspend or cancel your enrolment by completing the relevant form and meeting with the Student Services Team. For more information about deferring, suspending or cancelling your enrolment, see the deferment, suspension and cancellation section of our Student Handbook. Alternatively, you can speak to our friendly Student Service Team between Monday to Friday, 8:00am – 9:30pm or obtain the policy from Reception.

2.2.16 Certificate, Statement of Results (SOR) and Statement of Attainment Issue

Once you have met your program requirements and paid your relevant tuition fees, will issue the credential within in the 30 days of completion of the course.

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 Statement of Attainment Issue Request Form.

2.3 Post Graduation

2.3.1 Re issue Certificate Copies*

Should you lose your Certificate and require a new one, you can apply for one by completing the Certificate Issue Request Form. Your Certificate will be made available to you within 10 working days of form submission. The cost of a replacement Certificate is \$20.

2.3.2 Re Issue of Statement of Results (SOR) Copies*

Should you require an Interim or Replacement Statement of Results (SOR), you can apply for one by completing the Student Document Request Form. Your Statement of Results will be made available to you within 5 working days of form submission. The cost of an interim or replacement Statement of Results is \$20.

2.2.3 Re-issue Statement of Attainment Copies*

Should you lose your Statement of Attainment and require a new one, you can apply for one by completing the Statement of Attainment Issue Request Form. Your Statement of Attainment will be made available to you within 10 working days of form submission. The cost of a replacement Statement of Attainment is \$20.

3.0 Key student support service contacts

Issues	Name and Email	Position	Contact Number
<ul style="list-style-type: none"> Emergency/ Afterhours Emergency 	Ranju Thapa peo@sccm.edu.au	Principal Executive Officer	0405060456
<ul style="list-style-type: none"> Admissions and Enrolment Personal file and Documentation Deferment, Suspension or Cancellation Applications 	Trish Pastor admissions@sccm.edu.au	Admission and Administration Manager	0288720435
<ul style="list-style-type: none"> Admission and Enrolment Overseas 	Santosh Thapa santosht@sccm.edu.au	International Admission Officer	+9779849335818
<ul style="list-style-type: none"> IT Issues e.g. Computer Issues, Student Printing, Photocopying 	Niraa Thapa helpdesk@sccm.edu.au	IT Support and Operations Manager	0288720435
<ul style="list-style-type: none"> All Academic Issues 	Shahriar Kabir academic@sccm.edu.au	Academic Manager	0288720435
<ul style="list-style-type: none"> Accounts and Finance Issues Bank Account Assistance Finance/Fees Issues Refund Applications 	Amod Rayamajhi accounts@sccm.edu.au	Accounts	0889009683
<ul style="list-style-type: none"> Complaints and Appeals Academic Course Progress Re-assessment Change of personal details Time tabling Cultural Adjustment Attendance Certificate, Statement of Result and Statements of Attainment Online Learning Issues 	Pratikshya Shrestha pratikshyas@sccm.edu.au	Student Support Manager	0288720435
<ul style="list-style-type: none"> Complaints and Appeals Cultural Adjustment Academic Course Progress Re-assessment Time tabling Student ID Cards/Wisent Login/Moodle Login 	Rajesh Basnet rajesh@sccm.edu.au	Online Learning Co-Ordinator and Student Support Officer Moodle Support	0288720435
<ul style="list-style-type: none"> LLN Support 	Kadam Roka	LLN support Co-Ordinator	0288720435

** May have extra cost associated please check with student services*

Policy Implementation Manager

- Student Services Manager

Transfer between Providers Policy and Procedure

Policy

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

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

1.0 Guidelines for Students seeking to transfer to Sydney City College of Management from another provider

- 1.1 Sydney City College of Management will not enroll students wishing to transfer from another registered provider prior to the student completing six 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 written letter of release
 - 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 6 months of study in their principal course, no transfer restrictions will apply. Sydney City College of Management 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 City College of Management from another provider (Prior to completing 6 months of their principal course)

- a) The Marketing and Admissions Officer receives an enrolment application from an on-shore International Student who is currently studying at another Institution.
- b) The Marketing and Admissions Officer assesses the application in line with Sydney City College of Management 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 Student Enrolment Form and through PRISMS
- c) Due to the Student being enrolled at the other provider prior to completing 6 months of their principal course, the student must demonstrate how he/she complies with point 1.1 of this policy
- d) Where the Student can demonstrate adherence to point 1.1 a, c or d, the students 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 City College of Management's Student Entry Requirements, Selection, Enrolment and Orientation Policy, Sydney City College of Management will offer a Conditional Letter of Offer, clearly stating that the offer is contingent of the student providing Sydney City College of Management with a Letter of Release from their original provider
- f) Where the Student is able to provide Sydney City College of Management with a Letter of Release from his/her original provider, the enrolment process will progress in line with SCCM's Student Entry Requirements, Selection, Enrolment and Orientation Policy
- g) Where the student is unable to meet one of the requirements of 1.1 of this policy, the student will receive a letter stating why their application for enrolment was rejected. This will occur as soon as practicable and no longer than 10 working days from the day the student submits their complete enrolment application

3.0 Procedure for Students seeking to transfer to Sydney City College of Management from another provider (After completing 6 months of their principal course)

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

4.0 Guidelines for Students seeking to transfer from Sydney City College of Management to another provider

- 4.1 Sydney City College of Management will grant student transfer requests and will provide written letters of release for its international students (who have not completed 6 months of study in their principal course), where the student has no outstanding fees owing to Sydney City College of Management and can clearly demonstrate one of the following circumstances:
 - a) The student wishes to access support services that the other provider has and Sydney City College of Management is unable to provide
 - b) The student is experiencing a threat to their physical safety which will be alleviated by studying at the other provider
 - c) The student is not coping in their program, despite participating fully in intervention activities instigated by the Institute (see Course Progress policy)
 - d) The program of study is not consistent with what was specified in the letter of offer and student's acceptance agreement
 - e) The student can provide evidence that he or she was misled by Sydney City College of Management 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 City College of Management ceases to be registered or the course in which the student is enrolled ceases to be registered
 - h) Sydney City College of Management 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

4.2 Sydney City College of Management will NOT grant student transfer requests and will NOT provide written letters of release for its international students (who have not completed 6 months of study in their principal course), where the student has outstanding fees owing to Sydney City College of Management 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) Sydney City College of Management believes that the transfer will be detrimental to the student. Specific factors that may be considered detrimental to the student includes items listed in point 4.2 (c, d, e, i and j) of this policy
- c) The student has changed their mind about what program he/she wishes to study and has not discussed the issue with SCCM’s student support services team
- d) The student is experiencing welfare issues but has not discussed the issues with SCCM’s student support services team
- e) The student is experiencing academic progress or attendance issues but has not discussed the issues with SCCM’s student support services team
- f) Sydney City College of Management reasonably believes that the student is attempting to avoid being reported to DHA for failure to meet attendance or course progress requirements
- g) The student has been issued with two or more low attendance or course progress letters in the specific term
- h) The course for which the student is intending to enroll in with the other provider is similar to or the same as the students current enrolment and no other compassionate or compelling circumstances exist
- i) The student is experiencing homestay or other accommodation problems but cannot demonstrate how the problems will be rectified as a result of the transfer
- j) The student is experiencing timetabling conflicts with regards to personal, work, or other non-study commitments and has not discussed the issues with SCCM’s student support services team

4.3 Should a student wish to withdraw from Sydney City College of Management to another provider after completing 6 months of their principal course, no transfer restrictions apply. Students must complete Sydney City College of Management’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 SCCM’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 City College of Management to another provider (Prior to completing 6 months of their principal course)

- a) Student completes Sydney City College of Management’s Application to Withdraw Form (available at Reception) and provides supporting 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 students Student Acceptance Agreement and SCCM’s Student Refund Policy.

- b) Student submits complete application to the Institute’s Student Services Manager. The Student Services Manager will provide advice on the requirements of the policy and will issue the student with written acknowledgement of the complete application within 3 working days of receipt.
- c) All applications are considered by the Operations Manager as soon as practicable and students are provided with the written outcome within 10 working days of submission of their complete withdrawal application.
- d) If the withdrawal application is approved, Sydney City College of Management will provide a Letter of Release 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. It also requires recording all transfer request outcomes in the Provider Registration International Student Management System (PRISMS), a ‘How To’ guide is available at <https://prisms.education.gov.au/Information/ShowContent.ashx?Doc=How To Manage Student Transfers in PRISMS.pdf>.
- e) Until the withdrawal application has been approved and the letter of release has been provided, students 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.
- 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 students right to take action under Australia’s consumer protection laws or rights to pursue other legal remedies.

6.0 Procedure for Students seeking to transfer from Sydney City College of Management to another provider (After completing 6 months of their principal course)

- 6.1 Should a student wish to withdraw from Sydney City College of Management to another provider after completing 6 months of their principal course, no transfer restrictions apply. Students must complete Sydney City College of Management’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 SCCM’s Student Refund Policy. Students should then follow point 5.0 (b, c, e, f) above.

7.0 Letter of Release

- 7.1 If a Letter of Release is granted by Sydney City College of Management, it will be provided at no cost to the student
- 7.2 Letters of Release will indicate relevant student details, the name of the proposed new provider and proposed new course in line with the providers offer letter
- 7.3 record all transfer request outcomes in the Provider Registration International Student Management System (PRISMS).

8.0 Refund Policy

- 8.1 The approval of transfer from Sydney City College of Management to another provider does not indicate that the Institute is entitled to provide any refunds to the student
- 8.2 Students requesting refunds must provide a separate refund application in line with the Institute’s Student Refund Policy

9.0 Record Keeping

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

Related Documents

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

Related 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 Policy
- Student Entry Requirements, Selection, Enrolment and Orientation Policy
- Student Refund Policy

Policy Implementation Manager

- Student Services Manager

Student Complaints and Appeals Policy and Procedures

Policy

Sydney City College of Management endeavors to create a positive learning environment, free of coercion, unfair treatment or harassment. Any circumstance caused by Sydney City College of Management, its trainers, assessors or other staff, a third-party providing services on Sydney City College of Management's behalf (including, the third party organisation itself, their trainers, assessors or other staff), or another learner of Sydney City College of Management, 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 access Sydney City College of Management'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 City College of Management will undertake necessary actions depending on the outcome of the appeals process, within 10 working days of the process being finalised.

General Guidelines

- 1.0 A complaint is defined as a dissatisfaction with a treatment or service made by:
 - 1.1 Sydney City College of Management, its trainers, assessors or other staff
 - 1.2 A third-party providing services on Sydney City College of Management's behalf (including, employers, a third-party organisation itself, their trainers, assessors or other staff)
 - 1.3 Another learner of Sydney City College of Management

Examples of complaints include, but are not limited to:

- a) Unfair treatment conducted by any party identified in point 1.0 of this policy
 - b) State of classroom facilities, equipment or resources of Sydney City College of Management or third-party organisation providing services on Sydney City College of Management's behalf
 - c) Time taken to receive feedback on academic results
 - d) Time taken to access any service provided by Sydney City College of Management or a third-party organisation providing services on Sydney City College of Management's behalf
 - e) Any interaction conducted by a party identified in point 1.0 of this policy
- 2.0 An appeal is defined as dissatisfaction with a decision made by Sydney City College of Management or a third-party providing services on Sydney City College of Management's behalf. Examples of appeals include, but are not limited to, a review of:
 - a) A decision, including an assessment decision made by a Sydney City College of Management assessor or assessor of a third-party providing services on Sydney City College of Management's behalf
 - b) SCCM's intention to report a student for non-compliance of a visa condition
 - c) SCCM's decision to not provide a student refund
 - d) SCCM's decision to not approve a transfer request
 - e) SCCM's decision to not accept an enrolment
 - f) SCCM'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:

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

3.0 Internal Complaints/Appeals Guidelines

- 3.1 There is no cost involved to students in accessing SCCM'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 SCCM's investigative activities and will form the basis of SCCM's decision
- 3.4 Should a student not make an internal appeal within 20 working days of Sydney City College of Management or a third-party providing services on Sydney City College of Management's behalf's initial decision, the initial decision will be maintained and the Institute or third party acting on Sydney City College of Management's behalf will act on the decision
- 3.5 All students that access Sydney City College of Management's complaints and appeals process will be provided with acknowledgement of receipt within 5 working days of the complete complaint/appeal (including supporting evidence) being received
- 3.6 Sydney City College of Management will maintain the students' enrolment while the complaints and appeals process are ongoing, and will not act on its', or a third party acting on Sydney City College of Management'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 City College of Management's complaints and appeals process will be provided with written notification of the outcome, including reasons for the outcome, within 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 City College of Management or a third party acting on Sydney City College of Management's behalf, will complete any corrective actions within 10 working days from the decision
- 3.9 Where the complaint or appeals process results in a decision that is not in favor of the student, the student may choose to access Sydney City College of Management's external appeals process within 10 working days of the internal appeal outcome
- 3.10 Sydney City College of Management 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 City College of Management's internal complaints and appeals process, have the right to access external appeals process within 10 working days of the internal appeal outcome. Should a student not make an external appeal within 10 working days of the internal appeal outcome, Sydney City College of

Management's initial decision will be maintained, and the Institute will act on the initial decision

4.2 Sydney City College of Management's external appeal reviewers are:

Commonwealth Ombudsmen (International Students)

Address: GPO Box 442, Canberra ACT 2601

Phone: 1300 362 072

Online: <https://www.ombudsman.gov.au/complaints/international-student-complaints#:~:text=We%20can%20look%20into%20complaints,providers%20on%20a%20student%20visa.&text=your%20private%20education%20provider's%20handling,grades%20and%20assessments>

4.3 Sydney City College of Management will maintain the students' enrolment while the complaints and appeals process are 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

4.4 In most cases, the purpose of the external appeals process is to consider whether Sydney City College of Management or a third-party providing services on Sydney City College of Management's behalf has followed its policies and procedures, not to make a decision in place of Sydney City College of Management

4.5 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
- Australian Skills Quality Authority (ASQA)
<http://www.asqa.gov.au/complaints/complaints.html> (complaints about information provided by RTO's, the quality of delivery and assessment and qualifications issued or yet to be issued only)
- Department of Fair Trading (<http://www.fairtrading.nsw.gov.au>)
- Administrative Appeals Tribunal (<http://www.aat.gov.au>)

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

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

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

4.9 Students not satisfied with Sydney City College of Management's complaints and appeals process can contact the Department of Education and Training
<https://www.education.gov.au/email-complaints> or phone 13 38 73

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 (SCCM Complaint Form or SCCM Internal Appeal Form) with relevant supporting documentation and lodges it with the Student Services Manager. For appeals, this must be within 20 working days of Sydney City College of Management or third-party providing services on Sydney City College of Management's behalf's initial decision.

The Student Services Manager:

- a) Reviews the case and provides written advice of receiving the complaint/appeal within 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 10 working days of receiving 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 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 SCCM External Appeal Form to the Student Services Manager.

The Student Services Manager:

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

Overseas Student Ombudsman (OSO)

Address: GPO Box 442, Canberra ACT 2601

Phone: 1300 362 072

Website: OSO.gov.au

Online:

https://www.ombudsman.gov.au/_data/assets/pdf_file/0019/27460/02616-OSO-Making-a-complaint_web.pdf

OSO review the appeal and inform Sydney City College of Management and the student of the outcome.

Note that in most cases, the purpose of the external appeals process will be to consider whether Sydney City College of Management or a third-party providing services on Sydney City College of Management's behalf has followed its policies and procedures, not to make a decision in place of Sydney City College of Management. 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 City College of Management will provide written advice to the student and any other relevant party of the outcome and will complete all necessary corrective actions within 10 working days.

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

For International students, if an appeal is against a College's decision to defer or suspend a student's enrolment due to misbehavior or to cancel a student's enrolment the College only needs to await the outcome of the internal appeals process (supporting the College) before notifying the Department of Education through PRISMS of the change to the student's enrolment

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

Related Documents

- Complaint Form
- Internal Appeal Form
- External Appeal Form
- Internal Appeal Outcome Letter
- External Appeal Acknowledgement Letter
- External Appeal Outcome Letter
- Complaint Register
- Appeal Register

Related Policies

- Student Entry Requirements, Selection, Enrolment and Orientation Policy
- Student Deferment, Suspension and Cancellation Policy
- Transfer between Providers Policy
- Student Refund Policy
- Student Attendance Policy
- Student Course Progress Policy
- Student Assessment, Reassessment and Repeating Units of Competency Guidelines Policy

Policy Implementation Manager

- Academic Manager

Student Attendance Policy and Procedure

Policy

Sydney City College of Management recognises the correlation between student attendance and achievement of course outcomes and the requirement to adhere to Standard 6, 8, & 9 of the National Code 2018. In turn, Sydney City College of Management also maintains a policy of 100% attendance 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. Students whose attendance fall below 80% may be reported to the Department of Home Affairs (DHA), resulting in the possible cancellation of the student's visa.

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 10 weeks in duration. Where a student commences a term late, the term will be considered as the remaining duration for that 10-week period e.g. Student commences Term 1, 2023 at the start of week 3, means that the students term duration for Term 1, 2023 is 8 weeks
- 1.3 Student attendance is calculated by dividing the total number of scheduled minutes for the term, by the number of attended minutes by the student and multiplying the figure by 100.
- 1.4 Where a student has been issued with an attendance warning letter, a note will be made on the class attendance sheets advising that the student is not permitted back into class until they have seen the relevant college representative
- 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 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 the arrival times of students in the sign in column of the Weekly Attendance Sheet e.g. 9:04am
- 2.4 Trainers are to record the sign out time of students in the sign out column of the Weekly Attendance Sheet e.g. 3.09pm
- 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 complete Weekly Attendance Sheet to the Student Services Department

2.6 The Student Services Department ensures attendance is entered into the student management system within 5 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 Student Services Manager

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 counseling 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 Manager

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 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

4.2 Students who have been absent for three consecutive days without approval, will receive a 3 Consecutive Day Warning Letter either by hand delivery or by registered post, informing them of the requirements to attend classes. The letter will outline student visa condition 8202 and will request the student to contact the college's Student Services Officer/Welfare Officer immediately to explain any extenuating circumstances, and provide supporting documentation for absences

4.3 Students whose **actual** attendance has fallen below 85% will receive a First Attendance Warning Letter, either by hand delivery or by registered post, informing them of the requirements to attend classes. The letter will outline student visa condition 8202 (including that Students whose attendance fall below 80% may be reported to the Department of Home Affairs (DHA), resulting in the possible cancellation of their student visa) and will request the student to contact the college's Student Services Officer/Welfare Officer immediately to explain any extenuating circumstances, and provide supporting documentation for absences

4.4 Students whose **actual** attendance has fallen below 82% will receive a Second Attendance Warning Letter, either by hand delivery or by registered post, informing them of the requirements to attend classes. The letter will outline student visa condition 8202 (including that Students whose attendance fall below 80% may be reported to the Department of Home Affairs (DHA) resulting in the possible cancellation of their student visa) and will request the student to contact the college's Student Services Manager immediately to explain any extenuating circumstances and provide any supporting documentation for absences. The letter will also outline SCCM's intention to report the student via PRISMS for breaching attendance conditions of their student visa, should their attendance fall below 80%

4.5 Once a student **projected** attendance falls below 80%, the student will be issued with an Intention to Report Letter either by hand delivery or by registered post. The letter will outline SCCM's intention to report the student for breaching the attendance conditions of their student visa. The student will be informed of SCCM's Student Complaints and Appeals procedure and will be given 20 working days to make an appeal in line with the Student Complaints and Appeals Policy. During this time, the student must continue to attend all scheduled classes

4.6 Students whose **projected** attendance has fallen below 80% may not be reported if:

- 4.6.1 The student is making satisfactory course progress; and
- 4.6.2 The student is attending at least 70% of the terms scheduled contact hours; and
- 4.6.3 The decision is consistent with this policy and procedure

5.0 Calculating Student Attendance

5.1 Student attendance is calculated by dividing the total number of scheduled minutes for the term, by the number of attended minutes by the student and multiplying the figure by 100

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

5.3 Sydney City College of Management's Student Management System automatically calculates student attendance based on Weekly Attendance Sheets

5.4 Student online attendance will be monitored by the student support officer and trainer's weekly basis. Trainers and student can see individual's online attendance in each course page online that shows students accumulated hours on that course. Student must achieve minimum 5 hours weekly online attendance on other time than their class scheduled time.

Related Documents

- Weekly Attendance Sheet
- Complaints Form
- Appeals Form
- 3 Consecutive Day Warning Letter
- First Attendance Warning Letter
- Second Attendance Warning Letter
- Intention to Report Letter

Related Policies

- Student Course Progress Policy
- Compassionate and Compelling Circumstances Policy
- Complaints and Appeals Policy

Note; As of present, Student Attendance alone may not be a decisive factor for the ITR leading to cancellation of a student CoE.

Policy Implementation Manager

- Academic Manager

Student Course Progress and Completion within Expected Duration Policy and Procedures

Policy

Sydney City College of Management 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 Institute 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.

1.0 Definitions

- 1.1 **Satisfactory course progress:** Satisfactory course progress is defined as a Student achieving a Competent result in more than 50% of their enrolled units in each term. Where a Student is in their final term of study, satisfactory course progress refers to the Student fulfilling all course requirements by their scheduled end date, as specified in the Student's CoE
- 1.2 **Unsatisfactory course progress:** Unsatisfactory course progress is defined as a Student achieving a Not Yet Competent result in 50% or more of their enrolled units in each term
- 1.3 **At risk of not meeting course requirements:** At risk of not meeting course requirements is where a Student falls into one of the following categories:
 - If after the completion of each second unit of the program i.e. second unit, fourth unit, sixth unit etc., the student obtains a Not Yet Competent result
 - At any point throughout the term as identified by the Students' Trainer; or
 - When a student has achieved unsatisfactory course progress; or
 - When a student is in their final 5 weeks of study and has outstanding not yet competent results
- 1.4 **Not meeting course requirements:** Not meeting course requirements is where a Student has achieved Unsatisfactory course progress in two consecutive terms and has had an intervention strategy activated, with sufficient time for the strategy to run its course OR when a Student does not qualify for point 7.0 of this policy, has failed occasional units throughout the course, has had an intervention strategy activated with sufficient time for the strategy to run its course and has not met course requirements by their scheduled end date, as specified in the Student's CoE
- 1.5 **Academic probation:** Academic probation is the consequence for a Student who is deemed as having achieved unsatisfactory course progress in the previous term
- 1.6 **Intervention strategy:** An intervention strategy is a strategy that is devised by Sydney City College of Management to assist a Student who is identified as at risk of not meeting course requirements
- 1.7 **Term:** A duration consisting of 10 study weeks. Where a student commences a term late, the duration is considered to be the remaining weeks of that term
- 1.8 **Competent:** When a Student has achieved a satisfactory result for all assessment tasks for a unit
- 1.9 **Not Yet Competent:** When a Student has achieved a not yet satisfactory result in one or more assessment tasks for a unit
- 1.10 **Timetable summary form:** A document that identifies when all assessments tasks for a program are due

2.0 Recording course progress

- 2.1 Trainers record Student academic results for each assessment in the assessment summary record form and provide feedback to students by the end of each study period.
- 2.2 On conclusion of the final assessment for each unit, the Trainer (by the end of each study period) will collate all Student academic results for the unit into the classes marking grid and will provide the complete and signed marking grid to the student services department
- 2.3 The student services department will ensure that the marking grid is entered into the student management system within 14 working days of the classes final assessment task and will sign the marking grid as confirmation that all results have been accurately entered into the system
- 2.4 Students are able to access their results by logging into the student portal of SCCM's student management system or by completing a student document request form, available at reception

3.0 Monitoring course progress

- 3.1 On completion of each second unit of the program i.e. second unit, fourth unit, sixth unit etc., the Student Services Officer makes an assessment on whether the student is at risk of not meeting course requirements. Students with one or more not yet competent results out of the completed units and/or are in each study period of study and have outstanding not yet competent results, will be issued with an at risk of not meeting course requirements letter. An intervention strategy will be devised and activated for these Students in line point 5.1.1 of this policy
- 3.2 Trainers monitor their Students' Course Progress on a regular basis and consider the following:
 - Academic results
 - Attendance
 - Intervention strategies

Where the Trainer believes a Student is at risk of not meeting course requirements, the Trainer will inform the Student Services Manager who will send the Student an at risk of not meeting course requirements letter. An intervention strategy will be devised and activated for these Students in line with point 5.1.2 of this policy

4.0 Assessing course progress

- 4.1 At the conclusion of each study period (each term), the Student Services Manager will make an assessment on whether or not the Student is achieving satisfactory course progress by pulling a report from the Institute's student management system. Students who have achieved 50% or more Not Yet Competent results in their enrolled units for the term will be sent an unsatisfactory course progress letter and will be placed on academic probation for the following term. An intervention strategy will be devised and activated for these Students in line with point 5.1.3 of this policy
- 4.2 Students that have been assessed as achieving unsatisfactory course progress in two consecutive terms and who have had an intervention strategy activated, with sufficient time for the strategy to run its course OR who do not meet point 7.0 of this policy, have failed occasional units throughout the course, have had an intervention strategy activated with sufficient time for the strategy to run its course and have not met course requirements by their scheduled end date, will be deemed to be not meeting course requirements and will be sent an Intention To Report letter by the Student Services Manager (Via Email and by registered post in some instance). The letter will advise the Student of Sydney City College of Management's intention to report them to the Department of Home Affairs (DHA) through PRISMS, for breaching the course progress requirements of their student visa (see point 6.0 of this policy for more information).

5.0 Intervention strategies

5.1 Where a Student is identified as at risk of not meeting course requirements, the Student will be sent an At Risk Of Not Meeting Course Requirements letter either by hand delivery, registered post or via electronic method where possible. The letter will require the Student to meet with a designated SCCM representative (as specified in the procedures below) who will devise and activate an intervention strategy with the Student to assist him/her in meeting their course requirements. The strategies themselves can be any of the items identified in point 5.2 of this policy and are developed based on the Students' individual circumstances, ensuring all records of communication are recorded within the intervention strategy record form. Students are classified as at risk of not meeting course requirements if they fall into one of the following categories:

- If after the completion of each second unit of the program i.e. second unit, fourth unit, sixth unit etc., the student obtains a not yet competent result
- At any point throughout the term as identified by the Students' Trainer
- If the Student has achieved unsatisfactory course progress
- Where the Student is in their final 5 weeks of their enrolment and has outstanding Not Yet Competent results

INTERVENTION STRATEGY PROCEDURES

5.1.1 If after the completion of each second unit of the program i.e. second unit, fourth unit, sixth unit etc., the student obtains a Not Yet Competent result

On the completion of each study period, the Student Services Officer will identify all Students who have achieved a not yet competent result by pulling a report from SCCM's student management system.

Within 3 days of identifying these Students, the Student Services Officer, will issue the Students with an At Risk Of Not Meeting Course Requirements letter (either by hand delivery, registered post or email), requiring the Student to have a meeting with the Student Services Officer/Student Welfare Officer within 7 days for first warning and 5 days for consecutive warnings.

At the meeting, the Student Services Officer or Student Welfare Officer will evaluate the Students' individual circumstances and based on these will devise and activate an intervention strategy, recording all communication and intervention strategy details within the intervention strategy record form. The intervention strategy record form must be signed by both the Student and the Student Services Officer/Student Welfare Officer and include at a minimum, the details of the issue, the specific intervention strategies that were devised, the schedule for actions and follow up meetings, the intervention strategy objectives, and the date the intervention strategy was activated.

Intervention strategies in this instance will usually consist of re-assessment, however may also include any item listed in point 5.2 of this policy. Note that all intervention strategies listed in point 5.2 of this policy are provided free of charge, except for point 5.2.6, 5.2.7 (where the cost is variable, depending on the costs of the service offered by the external organisation) and 5.2.8 (where the cost is variable, depending on the cost of the alternative subject or course).

Once the intervention strategy is activated, the Student Services Officer, in conjunction with the Student Welfare Officer, will monitor the Students' progress and will decide if the Student, through achievement of the strategy, is no longer at risk of not meeting course requirements.

All records of communication, including meetings conducted and Student progress, will be recorded in the intervention strategy record form, and, along with supporting documentation, will be filed away in the Students' file.

5.1.2 At any point throughout the term as identified by the Students' Trainer

Trainers are expected to provide on-going support to their Students to assist them in meeting their course requirements. On-going support includes things such as providing language, literacy and numeracy support, providing explanations in different ways to ensure Student understanding, providing one-on-one individual support, and providing extensions to assessment tasks, provided the Student has submitted documentary evidence which meet the requirements of the Institute's compassionate and compelling circumstances policy.

Where a Trainer believes a Student is experiencing difficulties and because of the difficulties may be at risk of not meeting course requirements, the Trainer is to inform the Student Services Manager as soon as practicable.

Specific triggers which could lead a Trainer to believing a Student may be at risk of not meeting course requirements include Student performance in relation to:

- Academic results
- Attendance
- Intervention strategies

Within 3 days of being informed by the Student's Trainer, the Student Services Manager will issue the Student with an At Risk Of Not Meeting Course Requirements letter (Via Email and by registered post in some instance), requiring the Student to have a meeting with him/her within 7 days for first warning and 5 days for consecutive warnings.

At the meeting, the Student Services Manager will evaluate the Students' individual circumstances and based on these will devise and activate an intervention strategy, recording all communication and intervention strategy details within the intervention strategy record form. The intervention strategy record form must be signed by both the Student and the Student Services Manager and include at a minimum, the details of the issue, the specific intervention strategies that were devised, the schedule for actions and follow up meetings, the intervention strategy objectives, and the date the intervention strategy was activated.

Intervention strategies in this instance may include one or more of the items listed in point 5.2 of this policy. Note that all intervention strategies listed in point 5.2 of this policy are provided free of charge, except for point 5.2.6, 5.2.7 (where the cost is variable, depending on the costs of the service offered by the external organisation) and 5.2.8 (where the cost is variable, depending on the cost of the alternative subject or course).

Once the intervention strategy is activated, the Student Services Manager, in conjunction with the Students' Trainer, will monitor the Students' progress and will decide if the Student, through achievement of the strategy, is no longer at risk of not meeting course requirements. All records of communication, including meetings conducted and Student progress, will be recorded in the intervention strategy record form, and, along with supporting documentation, will be filed away in the Students' file.

5.1.3 If the Student has achieved unsatisfactory course progress

At the end of each term, the Student Services Manager will identify all Students who have achieved unsatisfactory course progress i.e., achieved 50% or more Not Yet Competent results in their enrolled units for the term, by pulling a report from SCCM's student management system.

Within 3 days of identifying these Students, the Student Services Manager will issue the Students with an At Risk Of Not Meeting Course Requirements letter (Via Email and by registered post in some instance). requiring the Student to have a meeting with him/her within 7 days for first warning and 5 days for consecutive warnings.

At the meeting, the Student Services Manager will evaluate the Students' individual circumstances and based on these will devise and activate an intervention strategy, recording all communication and intervention strategy details within the intervention strategy record form. The intervention strategy record form must be signed by both the Student and the Student Services Manager and include at a minimum, the details of the issue, the specific intervention strategies that were devised, the schedule for actions and follow up meetings, the intervention strategy objectives, and the date the intervention strategy was activated.

Intervention strategies in this instance may include one or more of the items listed in point 5.2 of this policy. Note that all intervention strategies listed in point 5.2 of this policy are provided free of charge, except for point 5.2.6, 5.2.7 (where the cost is variable, depending on the costs of the service offered by the external organisation) and 5.2.8 (where the cost is variable, depending on the cost of the alternative subject or course).

Once the intervention strategy is activated, the Student Services Manager, will monitor the Students' progress and will decide if the Student, through achievement of the strategy, is no longer at risk of not meeting course requirements. All records of communication, including meetings conducted and Student progress, will be recorded in the intervention strategy record form, and, along with supporting documentation, will be filed away in the Students' file.

5.1.4 Where the Student is in their final 5 weeks of their enrolment and has outstanding not yet competent results

5 weeks prior to the conclusion of each Student's program, the Student Services Officer will identify all Students who have achieved a not yet competent result by pulling a report from SCCM's student management system.

Within 3 days of identifying these Students, the Student Services Officer will issue the Students with an At Risk Of Not Meeting Course Requirements letter (Via Email and by registered post in some instance), requiring the Student to have a meeting with the Student Services Officer/Student Welfare Officer within 7 days for first warning and 5 days for consecutive warnings.

At the meeting, the Student Services Officer or Student Welfare Officer will evaluate the Students' individual circumstances and based on these will devise and activate an intervention strategy, recording all communication and intervention strategy details within the intervention strategy record form. The intervention strategy record form must be signed by both the Student and the Student Services Officer/Student Welfare Officer and include at a minimum,

the details of the issue, the specific intervention strategies that were devised, the schedule for actions and follow up meetings, the intervention strategy objectives, and the date the intervention strategy was activated.

Intervention strategies in this instance will usually consist of re-assessment, however, may also include any item listed in point 5.2 of this policy. Note that all intervention strategies listed in point 5.2 of this policy are provided free of charge, except for point 5.2.6,5.2.7 (where the cost is variable, depending on the costs of the service offered by the external organization) and 5.2.8 (where the cost is variable, depending on the cost of the alternative subject or course).

Once the intervention strategy is activated, the Student Services Officer, in conjunction with the Student Welfare Officer, will monitor the Students' progress and will decide if the Student, through achievement of the strategy, is no longer at risk of not meeting course requirements. All records of communication, including meetings conducted and Student progress, will be recorded in the intervention strategy record form, and, along with supporting documentation, will be filed away in the Students' file.

5.2 Intervention strategies may include, but are not limited to the following:

5.2.1 Attending academic skills programs: Academic skills programs are programs designed to increase Student knowledge and skills in:

- Understanding assessment task requirements
- Delivering presentations
- Submitting assessment tasks
- Organising their time
- Assessment task presentation
- Report writing

These programs are organised and run by Sydney City College of Management internally (outside of normal class times), are delivered by SCCM academic staff, and are provided free of charge.

5.2.2 Attending tutorials or study groups: Tutorials or study groups are programs aimed to increase a Students' knowledge and skills in a unit of competency. These programs are attended by one or more Students who are experiencing difficulties with a unit of competency, are organised and run by Sydney City College of Management internally (outside of normal class times), are supervised by a SCCM academic staff member, and are provided free of charge.

5.2.3 Attending counseling/receiving assistance with personal issues that are impacting progress: Counselling/receiving assistance with personal issues that are impacting progress are confidential one on one sessions aimed at helping a Student to overcome any personal issue they may be experiencing. Issues include, but are not limited to, things such as financial issues, family issues, accommodation issues and home sickness etc. These sessions are organized and run by Sydney City College of Management, are conducted by the Institute's Student Welfare Officer, and are provided free of charge.

5.2.4 Receiving mentoring: Receiving mentoring is a strategy aimed at increasing a Students' knowledge and skills in:

- Understanding assessment task requirements
- Delivering presentations
- Submitting assessment tasks
- Organising their time
- Assessment task presentation

- Report writing
- A unit of competency

Mentoring is organised and run by Sydney City College of Management internally (outside of normal class times), is conducted one on one by a SCCM academic staff or senior member of the Student Representative Council and is provided free of charge. In mentoring, the Student is provided with a mentor who they must meet with on a weekly basis and who they are also able to access at any other time as needed (subject to mentor availability). All records of mentoring sessions must be recorded and filed away with the Students' intervention strategy records in the Students' file.

5.2.5 Language, literacy and numeracy support: Language, literacy and numeracy support are one on one or group classes, designed to improve a Students' language, literacy and numeracy skills. The support is organised by Sydney City College of Management (for either during or outside normal class times), are conducted by a SCCM academic staff member who has completed the unit TAE40116 Address adult language, literacy and numeracy skills (or equivalent), and are provided free of charge.

5.2.6 Reassessment: Reassessment is a strategy that provides a Student with another opportunity to demonstrate competence in a unit of competency, after being initially assessed as Not Yet Competent. The implementation of reassessment as an intervention strategy assists the Student in meeting their course progress requirements by clearing any not yet competent units before an assessment on satisfactory course progress is made, in line with point 4 of this policy. Reassessment is organised and run internally by Sydney City College of Management (outside of normal class times), and is conducted by a SCCM Trainer/Assessor who holds the following:

- TAE40116 Certificate IV in Training and Assessment or equivalent; and
- Vocational competencies at least to the level being delivered and assessed;
- Current industry skills directly relevant to the training and assessment being provided (at least 2 years of experience obtained within the last 5 years); and
- Current knowledge and skills in vocational training and learning that informs their training and assessment

5.2.7 Referral to external organisation: Referral to an external organisation is a strategy that is used when the internal equivalent service has been exhausted and it is determined that by not accessing the external service, the Student will be unlikely to satisfy their course progress requirements. These situations could include, but are not limited to:

- Extreme issues with language or literacy skills
- Extreme issues with numeracy skills
- Extreme welfare related issues

Referral to an external organisation is organized by Sydney City College of Management and varies in cost depending on the service provided by the external organisation.

Where compassionate or compelling circumstances exist, Sydney City College of Management will cover up to 50% of the external service fees so as to minimize the additional financial burden to the Student

5.2.8 Being placed in a suitable alternative subject within a course or suitable alternative course: Being placed in a suitable alternative subject within a course or suitable alternative course is a strategy that is used when compassionate or compelling circumstances exist, all other appropriate strategies have been exhausted and it is determined that it would be in the Students' best interest in meeting his/her educational/career goals. The strategy is organised by Sydney City College of Management, varies in cost depending on the cost of the suitable alternative subject or

course and cannot be used as a means to avoid being reported for not meeting course requirements. Being placed in a suitable alternative subject or course is dependent on subject or course availability and must be agreed to by both the Student and Sydney City College of Management

5.2.9 A combination of the above and a reduction in course load

- 5.3 All records of intervention strategies will be recorded in the intervention strategy record form, and, along with supporting documentation, will be filed away in the Students' file

6.0 Not meeting course requirements

- 6.1 Students that have been assessed as achieving unsatisfactory course progress in two consecutive terms and who have had an intervention strategy activated, with sufficient time for the strategy to run its course OR who do not meet point 7.0 of this policy, have failed occasional units throughout the course, have had an intervention strategy activated with sufficient time for the strategy to run its course and have not met course requirements by their scheduled end date, will be deemed to be not meeting course requirements and will be sent An Intention To Report letter by the Student Services Manager (Via Email and by registered post in some instance). The letter will advise the Student of Sydney City College of Management's intention to report them to the Department of Home Affairs (DHA) through PRISMS, for breaching the course progress requirements of their student visa
- 6.2 The Student will be advised that they have 20 working days from the date of the intention to report letter to appeal the decision
- 6.3 A Student may only appeal where one or more of the following circumstances exist:
- 6.3.1 Compassionate or compelling circumstances (see compassionate and compelling circumstances policy)
 - 6.3.2 Academic results were recorded incorrectly
 - 6.3.3 An intervention strategy was not implemented or given enough time to run its course
 - 6.3.4 This policy was not adhered to
- 6.4 In the event that a student lodges an appeal, the student will only be reported when the appeals process (internal, and where necessary, external appeal) has been completed and the decision maintains Sydney City College of Management's decision
- 6.5 During the appeals process, the student must continue to attend scheduled classes
- 6.6 Where a student has not chosen to access the complaints and appeals process within the 20 working days period, withdraws from the process, or the process is completed and results in a decision supporting Sydney City College of Management, the Institute will notify the Department of Home Affairs (DHA) of the students breach of course progress requirements, through PRISMS, as soon as practicable and no longer than 5 working days from the occurrence

7.0 Extension of course duration

- 7.1 Sydney City College of Management will monitor the progress of Students (in line with point 3.0, 4.0 and 5.0 of this policy) to ensure all Students complete their enrolment within their specified durations of their CoE
- 7.2 Where a Student is unable to complete their enrolment within the specified durations of their CoE, Sydney City College of Management will only grant an extension in the following limited circumstances:
- 7.2.1 Compassionate or compelling circumstances (see SCCM's compassionate and compelling circumstances policy)
 - 7.2.2 Implementation of an intervention strategy
 - 7.2.3 An approved deferment or suspension of studies

- 7.3 Should an extension be granted, Sydney City College of Management will provide a written confirmation to the student from the Academic Manager, specifying the details of the extension
- 7.4 The Student Services department will also ensure the Department of Home Affairs is notified as soon as practicable and no longer than 5 working days from the occurrence via PRISMS, and will issue the Student with a new CoE
- 7.5 All records relating to the extension of a Students' course duration will be recorded in the student management system, with documentation retained in the Students' file

8.0 Extension of course duration (other guidelines)

- 8.1 Sydney City College of Management will not provide any unit by distance or online learning to International Students at any time
- 8.2 Sydney City College of Management will ensure that except in the circumstances specified in point 7.2 of this policy, the expected duration of study specified in the student's CoE will not exceed the CRICOS registered course duration

9.0 Students enrolled in a package of courses

- 9.1 Students enrolled in a package of courses, must first satisfactorily complete all course requirements of their current qualification before progressing to the next qualification, (*SCCM have implemented this strategy since January 2019, to address those students who are enrolled in packaged course and do not complete the first course satisfactorily).

Related documents

- Unit Result Record Form
- Intervention strategy record form
- Timetable summary form
- At risk of not meeting course requirements letter
- Unsatisfactory course progress letter
- Intention to report letter
- Weekly attendance sheet

Related policies

- Compassionate and compelling circumstances policy
- Complaints and appeals policy
- Student deferment, suspension and cancellation policy
- Student assessment, reassessment and repeating units of competency guidelines

Policy Implementation Manager

- Academic Manager

Student Credit Transfer and Recognition of Prior Learning Policy and Procedure

Policy

Sydney City College of Management will ensure that Credit Transfer (CT) / Recognition of Prior Learning (RPL) is offered to all applicants prior to and upon enrolment. Sydney City College of Management 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 City College of Management 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 applicants' 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:
- a) Resume
 - b) Copies of relevant study certificates
 - c) Letters from relevant employers detailing duration, tasks and duties performed by the applicant
 - d) Pictures or videos of work experience
 - e) Work experience related emails
 - f) Relevant position descriptions
 - g) Relevant employment agreement
 - h) Minutes of attended meetings
 - i) Relevant business cards
 - j) Certified copies of original certificates or statements of attainment issued by other Registered Training Organisations
 - k) Course outlines (For courses where the candidate has been deemed competent)
 - l) Certification of hours of study
 - m) Certified results from an institution
 - n) Subject outlines from previous study
 - o) Client testimonials

- 2.3 CT / RPL assessment can only be conducted by SCCM assessors who hold the following:
 - 2.3.1 TAE40116 Certificate IV in Training and Assessment
 - 2.3.2 The vocational qualification or equivalent qualification or higher they intend on assessing
 - 2.3.3 A minimum of 2 years of directly relevant industry experience obtained within the last 5 years for each unit of competency they intend on assessing
 - 2.3.4 Evidence of current knowledge and skills in VET
- 2.4 When assessing Recognition, Sydney City College of Management will ensure that the evidence supplied is:
 - 2.4.1 Authentic
 - 2.4.2 Valid
 - 2.4.3 Reliable
 - 2.4.4 Current
 - 2.4.5 Sufficient
- 2.5 All supporting documentary evidence must be translated into English and certified
- 2.6 All students must sign the Student Exemption Form as acceptance of the recognition being granted, prior to any changes being made to their CoE.
- 2.7 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, the resulting change of course duration will be reported via PRISMS within 10 working days
- 2.8 All copies of the recognition process will be retained in the students file
- 2.9 All AQF qualifications and statements of attainments issued by other Registered Training Organisations are fully recognized by Sydney City College of Management
- 2.10 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 City College of Management provides information on recognition options prior to and upon student enrolment
- 3.2 Student advises Sydney City College of Management's Marketing and Admissions Staff that they would like to apply for Credit Transfer and completes the Student Exemption Form
- 3.3 The Academic Manager 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 Academic Manager 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 Academic Manager advises if the students 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 Students application is successful, the Academic Manager will provide a letter advising so. 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 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 reflect the reduction in course duration
- 3.7 If the Students application is not successful, the Academic Manager will provide a letter specifying the reasons for the decision and the next available course of action. Students may

appeal any decision made by Sydney City College of Management (See Complaints and Appeals Policy)

4.0 Recognition of Prior Learning Procedure

- 4.1 Sydney City College of Management provides information on recognition options prior to and upon student enrolment
- 4.2 Student advises Sydney City College of Management’s Marketing and Admissions Staff that they would like to apply for Recognition of Prior Learning and completes the Student Exemption Form
- 4.3 The Academic Manager 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 students supporting evidence
- 4.4 The Student provides the evidence to the Academic Manager as discussed
- 4.5 The Academic Manager meets with the student and provides feedback on the students first attempt as well as any further evidence that the student may need to submit
- 4.6 The Student provides further evidence to the Academic Manager as discussed
- 4.7 The Academic Manager meets with the student and provides feedback on the students second attempt as well as any further evidence that the student may need to submit
- 4.8 The Student provides further evidence to the Academic Manager as discussed
- 4.9 The Academic Manager advises if the students’ application was successful or not and completes the Student Exemption Form which must be also signed by the student as acceptance of the decision
- 4.10 If the Students application is successful, the Academic Manager will provide a letter advising so. 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 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 reflect the reduction in course duration
- 4.11 If the Students application is not successful, the Academic Manager will provide a letter specifying the reasons for the decision and the next available course of action. Students may appeal any decision made by Sydney City College of Management (See Complaints and Appeals Policy)

5.0 Cost

Item	Cost
Credit Transfer	Nil
Recognition of Prior Learning (RPL)	\$200 per unit of competency

Related Documents

- Student Exemption Form
- RPL Kit
- RPL Feedback Form

Related Policies

- Complaints and Appeals Policy

Policy Implementation Manager

- Academic Manager

Deferral, Suspension and Cancellation Policy and Procedures

Policy

Sydney City College of Management will only grant deferral, suspension and cancellation of student's enrolments in certain limited circumstances. Deferral, suspension and cancellation of a student's 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.

- **Deferral** – Postponement of commencement of course
- **Suspension** – Temporary postponement of enrolment during course
- **Cancellation** – Cessation of enrolment in course

1.0 Variation In the Course Requested By Student

1.1 Change in Schedule:

The student must complete the Application to Defer or Suspend Enrolment Form. A student can request a change in schedule; however, it is subject to approval by the Student Services, Administration Manager and Academic Manager. Timetable/schedules cannot be changed in the middle of the subject. Students are discouraged from making Change in Schedule requests to accommodate work requirements

1.2 Change in Start Date:

The student must complete the Application to Defer or Suspend Enrolment Form. Students, both onshore as well as offshore will be required to submit substantial proof for change in start date.

Once the approval has been granted, the start date change will be processed in the Student Management System and a new Offer Letter provided. Once the student accepts the new offer by submitting the signed contract the update will be made on PRISMS.

If the student wishes to start at a later date owing to medical reasons or if a visa has not been granted he/she will not be charged any administration fees.

1.3 Change in Course:

The student must complete a Course Change Request Form. The change in Course is subject to approval by the Student Services, Administration Manager and Academic Manager

A student wishing to change course can do so provided accounts/fees are paid in full for the previous course and they satisfy the entry requirements for the new course.

The student must pay at least one term towards the new course.

Once the approval has been granted, the course change will be processed in the Student Management System and a new Offer Letter provided. Once the student accepts the new offer by submitting the signed contract the update will be made on PRISMS.

2.0 Deferral of Enrolment Guidelines

2.1 Student Initiated

- 2.1.1 Students may apply to the Marketing and Admissions Manager for a deferral of their enrolment. Deferrals will only be granted in the following limited circumstances:

- (i) Student Visa Delay

- (ii) Compassionate or Compelling Circumstances (in line with the requirements of the Institute’s Compassionate or Compelling Circumstances Policy
- 2.1.2 If a deferral application is approved, the student will receive a letter advising of the approval and confirming the new course dates within 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
- 2.1.3 If a deferral application is not approved, the student will receive a letter providing the specific reasons why the application was not approved within 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
- 2.1.4 Where a deferral is granted that will affect the end date of the original CoE, the Students CoE will be reported on PRISMS within 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 students file
- 2.1.5 All students are informed that deferral of their enrolment may affect their student visa
- 2.1.6 All documentation relating to the assessment of student deferral application will be retained in the students file

3.0 Suspension of Enrolment Guidelines

3.1 Student Initiated

- 3.1.1 Students may apply to the Student Services Manager for a suspension of their enrolment.
- 3.1.2 Suspensions will only be granted in the following limited circumstances:
 - (i) Compassionate or Compelling Circumstances (in line with the requirements of the Institute’s Compassionate or Compelling Circumstances Policy
- 3.1.3 If a suspension application is approved, the student will receive a letter advising of the approval and confirming the new course dates within 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
- 3.1.4 If a suspension application is not approved, the student will receive a letter providing the specific reasons why the application was not approved within 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
- 3.1.5 Where a suspension is granted that will affect the end date of the original CoE, the Students CoE will be reported on PRISMS within 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 students file
- 3.1.6 All students are informed that suspension of their enrolment may affect their student visa
- 3.1.7 All documentation relating to the assessment of student suspension applications will be retained in the students file

3.2 Sydney City College of Management Initiated

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

1.0 Cancellation of Enrolment Guidelines

1.1 Student Initiated

- 1.1.1 Students may apply to the Student Services Manager for a cancellation of their enrolment
- 1.1.2 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
- 1.1.3 Student whose enrolments have been cancelled may apply for a Letter of Release. Letters of release will be granted at no charge, and provided within 10 working days of receiving the complete application, provided the student has no outstanding fees owing to Sydney City College of Management and the application meet the requirements of the Institute's Transfer between Providers Policy

1.2 Sydney City College of Management initiated

- 1.2.1 Sydney City College of Management may cancel a student's enrolment in the following instances:
- (i) Nonpayment of outstanding fees
 - (ii) Student demonstrates serious misconduct in line with the Student Misconduct Policy
- 1.2.2 In cases where the students cancellation is initiated by the Institute, students will be notified in writing and given 20 working days to access the Institutes Internal Complaints and Appeals Policy (See Complaints and Appeals Policy)
- 1.2.3 The change in enrolment status will not be reported to the Department of Education and Training until the internal appeals process, and where necessary, external appeals process, has been completed

- 1.2.4 All students are informed that cancellation of their enrolment may affect their student visa
- 1.2.5 All documentation relating to the assessment of student cancellation applications will be retained in the students file
- 1.2.6 Students whose enrolment has been cancelled may apply for a Letter of Release. Letters of Release will be granted at no charge and provided within 10 working days of receiving the request, provided the student has no outstanding fees owing
- 1.2.7 The Student Services Manager is responsible for reporting the student to the Department of Education and Training within 10 working days via PRISMS, once the cancellation has been finalised

5.0 Student Initiated Deferment, Suspension or Cancellation of Enrolment Procedure:

- 5.1 Student completes the Application to Defer or Suspend Enrolment Form or Application to Withdraw Form and provides supporting documentation to the Student Services Manager. The onus is on the student to provide relevant documentation to support their claim
- 5.2 The Student Services Manager provides the student with written acknowledgement of the application within 5 working days of receiving the complete application
- 5.3 The Student Services Manager assesses the case and provides the student with Sydney City College of Management's written outcome (including specific reasons) within 10 working days of the Institute receiving the complete application.
- 5.4 Where students are dissatisfied with Sydney City College of Management's outcome, the student may access Sydney City College of Management Complaints and Appeals Policy (See Complaints and Appeals Policy)
- 5.5 Where the student has accessed the Complaints and Appeals policy and the outcome is in favor of the student, Sydney City College of Management will undertake corrective actions within 10 working days of the decision
- 5.6 Where the student has accessed the Complaints and Appeals policy and the outcome is in favor of Sydney City College of Management, the Institute's decision will remain
- 5.7 Students must continue to attend classes until the appeals process has been completed and a decision has been made which is in favor of the student

Related Documents

- Application to Defer or Suspend Enrolment Form
- Application to Withdraw Form
- Letter of Release

Related Policies

- Student Misconduct Policy
- Compassionate and Compelling Circumstances Policy
- Student Refund Policy
- Student Complaints and Appeals Policy

Policy Implementation Manager

- Academic Manager

Student Assessment, Reassessment and Repeating Units of Competency Policy and Procedure

1.0 Definitions

1.1 Not Yet Satisfactory:

- Where a student submits a complete assessment task and has not met all the competency requirements of the assessment

1.2 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

1.3 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 three attempts before point 3.4 of this policy is applied

1.4 Re-assessment:

- What a student is required to do when he/she is deemed not yet satisfactory on two 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

2.1 Student Assessment

- 2.1 Students are advised of all assessment details, including the date, time and location, at least 1 week prior to an assessment taking place
- 2.2 It is the responsibility of the student to ensure that they attend class on the scheduled day to undertake the assessment
- 2.3 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
- 2.4 Where a student submits an incomplete assessment task/does not submit an assessment task/cheat 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
- 2.5 Student Assessment submission will be only accepted via online learning Platform Moodle unless student have exception from Academic Manager. Student must submit their assessment on the provided link by the due date advised by their assessor.

3.0 Student Re-assessment Guidelines

- 3.1 Students deemed as Not Yet Satisfactory in an Assessment Task are permitted 3 attempts before being deemed Not Yet Competent
- 3.2 For students to be qualified for the 3 attempts, students are required to submit their assessments within each due date
- 3.3 Where a student is found to have cheated, the student will be deemed as Not Yet Competent
- 3.4 Where students are deemed as Not Yet Competent, they will be required to undertake a Re-assessment which is organised by the Student Services Department as soon as practicable
- 3.5 The cost per re-assessment is:
 - \$100 per assessment task
- 3.6 student's grounds to request to sit for an assessment due to missed or failed assessment.

A. Student may request to sit for a missed assessment at no cost to the student on the following grounds:

1. Due to family illness, death, carer's responsibility - Appropriate Supporting Documents must be provided.
2. If they were absent through illness on the day of the assessment and if they can provide a doctor's certificate substantiating their illness
3. If the student missed the assessment through no fault of their own, for example the college change the date/location without sufficient prior notification

3.7 Student may apply for re-assessment cited below in point B & C and will incur a cost of \$100.00 per assessment task.

B. If Plagiarism or cheating is detected, STUDENT WILL FAIL THE ASSIGNMENT, (disciplinary record of the incident will be kept on the student file). The fee for plagiarism is \$100 per assessment task.

"Plagiarism and Cheating is a DISCIPLINARY MATTER"

Plagiarism: is defines as an act or instance of using or closely imitating the language and thoughts of another author without authorization and representation of that author's work as one's own, as by not crediting the original author.

(<http://dictionary.reference.com/browse/plagiarism>, accessed on 02/2023)

Cheating is to take an examination or test in a dishonest way, as by improper access to answers, (<http://dictionary.reference.com/browse/cheating?>, accessed on 02/2023)

Different forms of cheating

1. Giving completed assessment to another student
2. Looking up answers in the internet
3. Copying classmates answer to the assessment
4. Paying another person to do your assessment

NOTE: REPEATED PLAGIARISM MAY RESULT IN EXCLUSION FROM THE COURSE.

C. If the student failed due to Not Yet Competent Result- student may appeal the assessment result; the student has the option to choose below;

Assessment appeal procedure:

Step 1

If the student is unhappy with their marks, the first thing that the students need to do is:

- Students need to explain why he/she feels that their original mark is incorrect
- Talk to the trainer who has marked the student assessment – trainer can re-mark the assessment or discuss why the marks should stand or allow the student to re-sit.

Step 2

If the student is still unhappy with the result, student can appeal to the Course Coordinator, who will review the marking, whether the mark stands or whether it should change (if the student opted not to be re-assessed but contest the Trainer’s initial decision of Not Yet Competent.

Step 3

If the students still are unhappy, student may opt to see the Academic Manager and decision is final if the marks stand, at this point student must re-assessed to complete the unit satisfactorily

4.0 Student Reassessment Procedure

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

4.2 Student re-assessment submission will be via college online learning Platform Moodle. Student must submit their re-assessment on the provided link by the due date advised Student Services.

4.3 Students will be provided with the results of the re-assessment within 5 working days of the re-assessment taking place

5.0 Repeating Units of Competency Guidelines

5.1 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

5.2 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.

5.3 Costs for repeating individual Units of Competency are:

- \$400 per unit of competency

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

6.0 Individual Learning Plans

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

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

7.0 Learning Support

Sydney City College of Management 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

Related Policies

- Student Course Progress Policy
- Compassionate and Compelling Circumstances

Related Forms

- Intervention Strategy Record

Policy Implementation Manager

- Academic Manager

SCCM

Compassionate and Compelling Circumstances Policy and Procedure

Policy

Sydney City College of Management 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 City College of Management.

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:

- 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 SCCM 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.

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 City College of Management

4.0 Evidence of a traumatic experience must include a police report or psychologists' report/letter.

4.1. The psychologist report/letter must:

- (i) include the psychologist's contact details
- (ii) be issued by a registered psychologist

Related Policies

- Student Course Progress and Completion within Expected Duration Policy
- Student Deferral, Suspension and Cancellation Policy
- Student Assessment, Reassessment and Repeating Units of Competency Guidelines

Policy Implementation Manager

- Academic Manager

Student Misconduct Policy

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

Guidelines

Where behavior is deemed to be improper or inappropriate as outlined below, the Institute will take appropriate action in line with its Student Disciplinary Policy.

1.0 Improper or Inappropriate Behavior

- 1.1 Improper or inappropriate behavior includes but is not restricted to:
 - 1.1.1 Being on Sydney City College of Management premises and consuming or having consumed alcohol;
 - 1.1.2 Persistent disruptive behavior;
 - 1.1.3 Verbally abusive or hostile behavior affecting fellow students;
 - 1.1.4 Smoking or the use of prohibited or illegal substances at Sydney City College of Management classes or on Sydney City College of Management premises;
 - 1.1.5 Deliberate misuse of Sydney City College of Management equipment or materials;
 - 1.1.6 Behavior of a discriminatory nature;
 - 1.1.7 Carriage, use or being in possession of a prescribed or regulated weapon or dangerous article on Sydney City College of Management premises;
 - 1.1.8 Physical assault on a member of general or teaching staff, other students, or members of the public or behavior which is perceived to be threatening;
 - 1.1.9 Theft from staff or students at Sydney City College of Management;
 - 1.1.10 Slander or harassment (whether verbal, sexual or otherwise) of staff or other students;
 - 1.1.11 Arson of Sydney City College of Management property;
 - 1.1.12 Willful or malicious damage to Sydney City College of Management property or equipment.
 - 1.1.13 Academic dishonesty or plagiarism
 - 1.1.14 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

- 2.1 Serious misconduct is deemed to be behavior that is illegal, willful, or premeditated. This behavior can result in immediate suspension pending investigation and may lead to expulsion in line with the Institute's SMP8 Student Deferment, Suspension and Cancellation Policy
- 2.2 Misconduct of a criminal nature will be reported to the appropriate authority.

3.0 Student Conduct

- 3.1 Students enrolled at Sydney City College of Management should adhere to the following;
 - 3.1.1 Respect other people's rights to hold different positions and views in our society;
 - 3.1.2 Are receptive to others point of view;
 - 3.1.3 Do not discriminate against another person for their beliefs, nationality, religion, age, associations, or sex;

- 3.1.4 Not to impose their own values on other students.
- 3.1.5 Students are given the capacity and right to learn with equal opportunity to develop their maximum potential.

Related Policies

- Student Deferment, Suspension and Cancellation Policy
- Student Refund Policy

Policy Implementation Manager

- Academic Manager

SCCM

Under 18 Student Admission and Welfare Policy and Procedure

Purpose

International students under 18 years must have appropriate accommodation and welfare arrangements in place before they can obtain a student visa and commence Sydney City College of Management studies. These procedures provide the steps an international student's parents/guardian, and the College are to take to protect the personal safety and social well-being of the student where the College is to accept responsibility for the student's accommodation and welfare while they are under 18 years. The procedures have been developed to comply with Standard 5 of the Code. The procedures apply to international students who will be under 18 years of age at the date they commence their course at the college and who intend to study on a student visa. The procedures are to be read in conjunction with relevant SCCM policies.

Procedure

Under the Admission_policy, the college may admit an international student who will be under the age of 18 years when they commence their course and who intends to study on a student visa, where the student:

- a. meets other admission requirements;
- b. is of at least 17 years of age; and
- c. will live in Australia until they turn 18 either:
 - i. with their parent or legal custodian;
 - ii. with a suitable relative whom the parent or legal custodian nominates; or
 - iii. under an accommodation and welfare arrangement the college approves.

Sydney City College of Management will only approve accommodation and welfare arrangements that comply with the requirements for protecting the personal safety and social well-being of students specified in Standard 5 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.

Offer of admission

At the time of issuing an offer to an under 18 international applicants, International Admissions will also issue an International Students Accommodation and Welfare Agreement and Details, which provides the steps the applicant needs to take to obtain a student visa and appropriate accommodation and welfare arrangements, and the contact details of approved homestay providers.

When accepting an offer of admission, the applicant's parents/legal guardian must inform the SCCM of the applicant's accommodation and welfare arrangements by signing and lodging the International Students Accommodation and Welfare Agreement, nominating that either:

- a. the student will reside with the parent/legal guardian;
- b. the student will reside with a suitable relative as approved by the [Department of Immigration and Border Protection](#); or
- c. a homestay place has been arranged for the student with an approved homestay provider and requesting the SCCM approve the arrangement.

If the parents/guardian nominate a relative or family friend with whom they wish their child to reside while in Australia but who is not a suitable relative, that person must first register with an approved homestay provider and provide accommodation through that homestay provider.

Accommodation agreement

Where the parent/guardian has arranged a homestay place with an approved homestay provider, the parent/guardian is to enter into a SCCM-approved agreement with the homestay provider which sets out the accommodation arrangements to be provided to the student for the duration of the agreement. The agreement must:

- a. begin no later than the commencement date shown on the student's Confirmation of Enrolment; and
- b. remain in place:
 - i. for the duration of the student's enrolment plus seven days; or
 - ii. until the student turns 18 years of age;

whichever occurs sooner.

- The parent/guardian is to provide a copy of the accommodation agreement to the Sydney City College of management (SCCM) and must be approved by SCCM Welfare Officer before a Confirmation of Enrolment can be issued.

Welfare arrangement

- SCCM will, through the Student Welfare Service, provide for the welfare of students whose parents/guardian enter into an accommodation agreement with an approved homestay provider. The RTO will notify the parents/guardian of the arrangements in the International Students Accommodation and Welfare Agreement.
- SCCM will require homestay providers to ensure homestay hosts provide reasonable welfare assistance and advice to the students they host.

Confirmation of Appropriate Accommodation and Welfare

When SCCM receives a copy of a SCCM-approved agreement that a parent/guardian of an under 18 international students has entered into with an approved homestay provider:

- a. International Admissions will issue the Confirmation of Enrolment and a Confirmation of Appropriate Accommodation and Welfare (CAAW) letter to the applicant's parents/guardian under the authority of the SCCM's Principal Executive Officer;
- b. International Admissions will inform the Manager, Student Welfare Service of the student's accommodation arrangements;
- c. the Manager, Student Welfare Service, or nominee, will:
 - i. complete an under 18 support plans and notify the relevant School there is a support plan in place for the student; and
 - ii. allocate a case manager to the student.

The CAAW letter the SCCM issues will be for:

- a. the minimum period of the Confirmation of Enrolment plus seven days or until the student turns 18 years of age, whichever occurs sooner;
- b. a longer period as the SCCM nominates, for example the Saturday before the Orientation for the student's course.

An offshore international student who is the subject of an accommodation and welfare arrangement must not travel to Australia before they have been issued with a student visa.

Conditions of accommodation and welfare arrangements

A student who is the subject of an accommodation and welfare arrangement with the SCCM must:

- a. live in the SCCM-approved accommodation for the duration of the CAAW letter or until it is cancelled or changed by the SCCM;
- b. act responsibly, including being aware of their responsibilities under Australian law, not participate in illicit activities, and not partake in risk-taking behavior;
- c. attend scheduled meetings with their SCCM Welfare Officer;

- d. follow the instructions of their SCCM Welfare Officer; and
- e. obtain their parent/guardian's prior written approval to stay away from the approved accommodation.
- Where the student has their parent/guardian's written approval to stay away from the approved homestay accommodation, the homestay provider will inform the Manager, Student Welfare Service, or the student's case manager in advance of the relevant period.
- The SCCM may cancel the accommodation and welfare arrangements of any student who breaches any of these conditions, by cancelling the student's CAAW letter. Before cancelling a CAAW letter, the SCCM will provide the student with an opportunity to show cause as to why the CAAW letter should not be cancelled.
- Where the SCCM cancels a CAAW letter:
 - a. the SCCM will cancel the student's enrolment if no alternative suitable arrangements have been put in place for the student's accommodation and welfare;
 - b. the student's parents/guardian should contact the Department of Immigration and Border Protection (DIBP) as to the impact on the student's visa.

Changes to accommodation and welfare arrangements

If a student and their parents/guardian wish to put in place accommodation and welfare arrangements that are different from those the SCCM has approved:

- a. the parents/guardian must first consult the Manager, Student Welfare Service about the proposed alternative arrangements and provide evidence that the arrangements will satisfy the requirements of the ESOS National Code for international students under 18 years;
- b. where the Manager, Student Welfare Service is satisfied the alternative arrangements will satisfy the requirements of the ESOS National Code:
 - i. if the student will no longer have a homestay place with an approved homestay provider, the Manager, Student Welfare Service will notify the ESOS Compliance Officer who will cancel the CAAW letter; or
 - ii. if the student is to transfer to another approved homestay provider, the parents/guardian must enter into an agreement with the new homestay provider and provide a copy of the agreement to the Manager, Student Welfare Service who will then issue a new CAAW letter; and
 - iii. the Manager, Student Welfare Service will inform the relevant School and the student's case manager of the new arrangements.
- The Student Welfare Service has the sole discretion to approve any changes to the accommodation and welfare arrangements for students under the age of 18.
- The Manager, Student Welfare Service or their nominee will notify DIBP as soon as possible through PRISMS where the SCCM approves a change to the accommodation and welfare arrangements for an under 18-year-old student.

Monitoring accommodation and welfare arrangements

The student's case manager will monitor the suitability of a student's accommodation and welfare arrangements by:

- a. arranging face to face meetings with the student at least fortnightly to discuss any welfare, accommodation or study related matters for which the student may require assistance;
- b. arranging electronic or face to face meetings more frequently if it is in the student's welfare or academic interest;
- c. directing the student to access other support services the SCCM provides, or medical, legal or other services provided outside the SCCM, where necessary; and
- d. maintaining regular contact with the homestay provider to ensure the student's needs are being met.

- The relevant School/s will notify Student Welfare Service of any matter of which the School/s becomes aware that affects the student's accommodation or welfare arrangements.
- Where a student resides with a suitable relative as approved by DIBP, the SCCM is not obliged to monitor the arrangements, but will contact DIBP if they become aware the student is not being looked after appropriately.

Changes to enrolment

If a student transfers to another education provider before the end of the date on the CAAW letter:

- the SCCM will continue to monitor the suitability of arrangements for the student and will report to DIBP under the ESOS National Code Standard 5.1 if it can no longer approve the student's accommodation and welfare arrangements;
 - the parents/guardian will arrange suitable accommodation and welfare support in relation to the course at the new education provider, and inform the Manager, Student Welfare Service; and
 - the SCCM will cancel the student's CAAW letter if the new arrangements satisfy visa requirements for under 18 international students.
- If the SCCM cancels or suspends a student's enrolment, the SCCM will continue to check the suitability of the student's accommodation and welfare arrangements until:
 - the student is accepted by another registered education provider who is willing to take on responsibility for approving the accommodation and welfare arrangements;
 - the student leaves Australia;
 - the parent/guardian makes other suitable arrangements;
 - the student turns 18 years; or
 - events have occurred that make it impossible for the SCCM to continue to check the arrangements for the student.
 - The student's parents/guardian must inform the SCCM if the student leaves Australia for any period while the CAAW letter is in place.
 - If the student appeals his/her cancellation or suspension of enrolment by the SCCM, the terms and conditions of the CAAW letter remain in place until such time as all internal and external appeals have been exhausted, other suitable arrangements are made that satisfy the DIBP, or the SCCM reports to DIBP that it can no longer approve the student's accommodation and welfare arrangements.
 - The SCCM will report to DIBP that it can no longer approve the accommodation and welfare arrangements for a student only once all other attempts to assist the student to maintain appropriate arrangements have been exhausted.

Fees

A student's parents/guardian must pay all fees and charges associated with homestay accommodation, airport pickup, and travel between the homestay and the SCCM, directly to the contracted homestay provider.

Approval of homestay providers

- SCCM may approve a homestay provider providing accommodation services to international students who are under 18 years on behalf of the SCCM where the provider agrees to:
 - enter into a written agreement with the SCCM, in the form approved by the SCCM; and
 - enter into a written agreement with each student's parents/guardian to provide accommodation arrangements while the students are under 18 years, in the form approved by the SCCM.
- The SCCM may request the homestay provider to provide to the SCCM copies of any accreditation requirements, standards or code of conduct that apply to the provider.
- SCCM may withdraw the approval of a homestay provider where continuing with the arrangement is not in the best interests of the SCCM and/or its students, or where the provider has not complied with the agreement the SCCM has with the provider. Before the SCCM such approval, the SCCM will

ensure there are appropriate accommodation and welfare arrangements in place for students whose parents/guardians have entered into agreements with the provider.

- The withdrawal of approval of a homestay provider will be undertaken in accordance with any requirements set out in the written agreement the SCCM has entered with the provider.

Critical incident management

- If a student goes missing from their approved accommodation or otherwise suffers a critical incident, the SCCM will implement its crisis management procedures. If a missing student has not been found after a reasonable period, the SCCM will report the student's breach of visa condition to DIBP.

Record keeping

The SCCM will maintain accommodation and welfare records relating to international students who are less than 18 years in accordance with its Records and Archives Management Policy.

Privacy

The SCCM's position and procedures in relation to protecting a student's personal and health information are set out in its Privacy Policy and Privacy Management Plan.

Implementation and Risk Management

The SCCM will identify, manage, and monitor its risks in relation to the provision of accommodation and welfare arrangements for international students who are less than 18 years in accordance with its Risk Management Policy.

Note: SCCM does not currently enrol International Students under the age of 18 years in our programs.

Policy Implementation Manager

- Operations Manager

Student Code of Conduct Policy and Procedures

Scope

This Policy applies to all students enrolled in a course of study with Sydney City College of Management and is the basis for the standard expected in all relation to general conduct and behaviours.

Policy

This Policy defines the standards of behaviour which Sydney City College of Management students will conduct themselves and the penalties which may apply as a consequence for breaches of these standards of conduct. This Policy works in conjunction with Australian State and Commonwealth laws, including antidiscrimination and anti-harassment legislation. Sydney City College of Management will conduct all investigations and resulting decisions regarding alleged breaches of this Policy in a fair, unbiased and transparent manner.

Student's Rights

Learning and assessment

You can expect to:

- Learn in a safe, supportive environment without harassment or discrimination
- Be informed of all assessment procedures as well as results from those assessments
- Lodge a complaint without being victimised.
- be provided with high quality training, assessment, and support services
- receive the support you need
- have your assessments marked and returned within 7 days of submission.
- receive feedback on assessments where the result is not satisfactory.

Classroom conduct

You can expect your trainer and assessor to:

- be on time for classes
- be prepared for class
- be knowledgeable and engaging
- dress appropriately
- only use handheld devices in class when they are relevant to the activity
- communicate in English.

Respect and ethics

You can expect to:

- have your values and beliefs respected
- be treated fairly and equitably by staff and students
- interact with others in a collaborative, professional manner respect for yourself and your property.

Policies and procedures

You can expect to:

- be informed of our policies and procedures
- receive regular and relevant communications
- learn in a safe environment
- have your personal details kept confidential and secure
- access the information that we hold about you.
- have the opportunity to provide feedback on services received.

Student's Responsibilities

Learning and assessment

You are expected to:

- attend scheduled classes
- actively participate in learning
- complete all homework given to you
- complete and submit all assessments on time
- refrain from plagiarism, cheating and collusion
- be honest in assessments
- pay fees as scheduled
- ask for support if needed.

Classroom conduct

You are expected to:

- attend class arrive on time and progress in your course
- be prepared for class
- dress appropriately
- turn off or silent your mobile phone
- not consume food or beverages in class, except for bottled water.
- not chew gum in the classroom
- not leave valuables unattended in the classrooms
- care with your personal hygiene
- communicate in English.

Respect and ethics

You are expected to:

- obey reasonable directions from trainers and staff
- respond to any contact or communication made by SCCM staff
- not to behave in a way that could threaten, offend or embarrass others
- respect others' values and beliefs
- interact with others in a collaborative, professional manner
- use our resources for the purpose for which they are intended
- refrain from harassment and discrimination of any kind
- resolve any conflicts calmly
- respect ours and other people's property.

Policies and procedures

You are expected to:

- read and follow our policies
- respond to our communications promptly
- advise us within 7 days of any change of contact details including current residential address, mobile number, email address and who to contact in the event of an emergency.

Misconduct

Misconduct includes but is not limited to;

- Theft
- Fraud
- Violence/ assault
- Serious negligence including WHS non compliance
- Breaches of policy on staff/service users relationships
- Serious breach of confidentiality
- Failure to abide any trainers/supervisors/managers' reasonable request and/or direction
- Wilful disobedience
- Being affected by alcohol or drugs (both illegal and prescription) in that their faculties are so impaired that they are unfit to participate in activities.
- Making defamatory, racist or sexist and/or inappropriate comments while on campus and/or on online platforms
- Intimidating and/or threatening behaviour
- Behaving in a disruptive manner such as swearing, yelling or using offensive language in any environment
- Endangering the safety of yourself or others
- Any behaviour deemed contrary to the ethos of Sydney City College of Management.

Disciplinary Actions

Students who are proven to have committed acts deemed as general misconduct may be subject to disciplinary measures. Measure imposed will be determined in line with the severity of the misconduct, damage, injury or harm resulting from the student's actions. These may include:

1. Formal notice to the student identifying that an act of misconduct has been committed, including a warning that any subsequent offences may result in more serious actions being taken by the College
2. Reimbursement of costs for any damage caused
3. Suspension
4. Expulsion
5. SCCM has a no tolerance stance toward acts of misconduct involving bullying, harassment, assault, sexual harassment, discrimination or any behaviour which impacts on the safety and wellbeing of others, and in such cases, instant expulsion will apply
6. Cancellation of Enrolment

Procedure

1. Trainer/staff member will use their judgement to determine if the identified conduct can be managed with a verbal warning. If a verbal warning is provided, this must be documented in the student's file. No more than 2 verbal warnings must be issued, before the matter is referred to the Academic Manager for review and application of appropriate disciplinary action.
2. Should the act of misconduct be warranted to be of a serious nature, the trainer or staff member must report this directly to the Academic Manager. The Academic Manager will seek a full account of the actions of the student from the trainer or staff member, then conduct an interview with the student in question. The Academic Manager will then impose the appropriate disciplinary action.
3. Any disciplinary measures put in place, must be provided to the student in writing, detailing the misconduct and the resulting disciplinary actions imposed. This information must also be saved to the student's file. Student must also be provided with access to College Complaints and Appeals Policy.

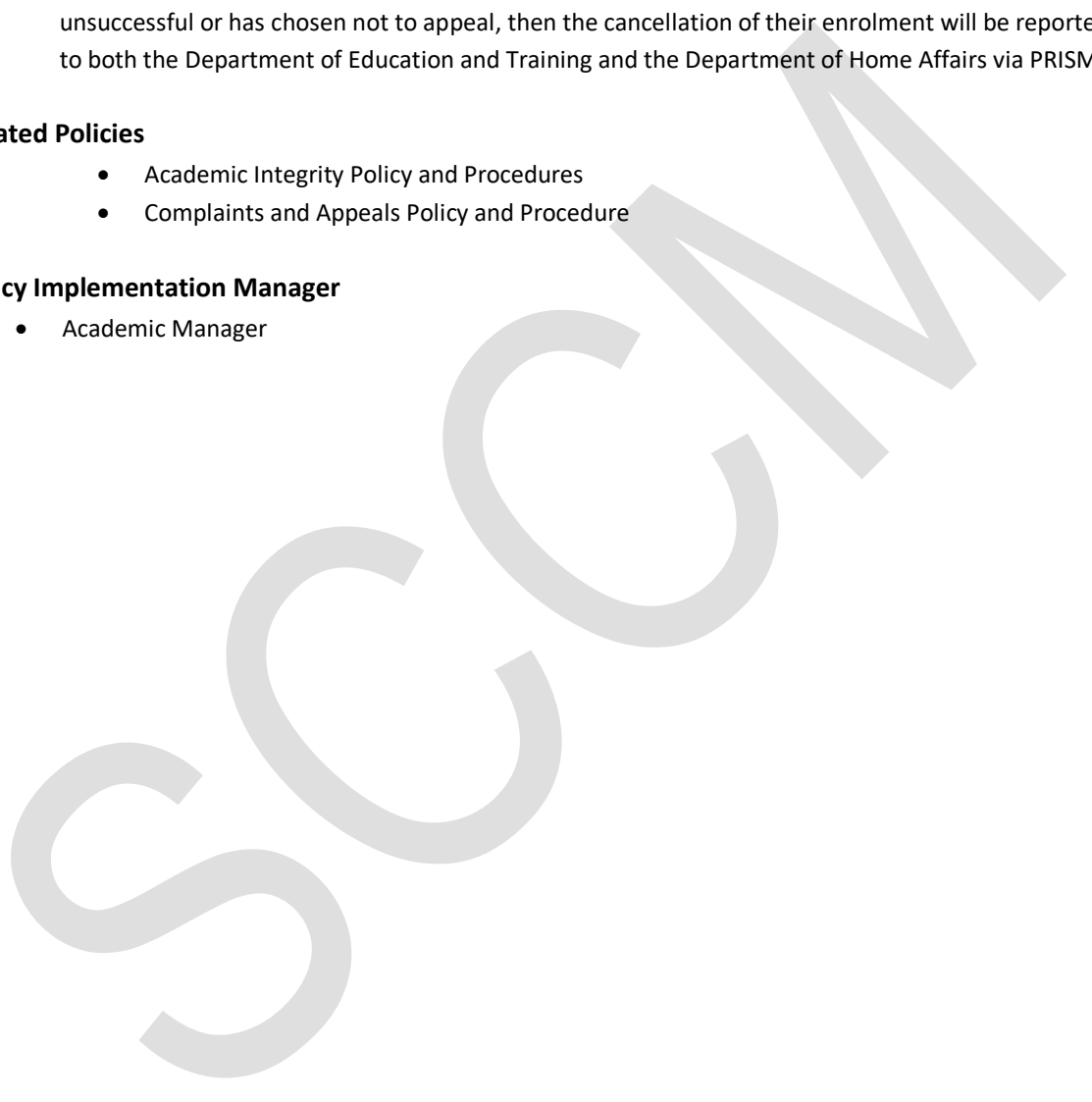
4. Should it be found that a student is involved in acts of bullying, harassment, assault, sexual harassment, discrimination or any unacceptable behaviour mentioned above which impacts on the safety and wellbeing of others, instant expulsion or cancellation of enrolment will apply.
5. Should it be deemed the student to be a non-genuine student, the Student Services Manager will issue a warning letter of disciplinary reasons of the student breaking the Student Code of Behaviour. Within 7 working days the student must contact the College if they disagree with the letter. If the student has made no contact, then the College will issue to the student a Notice of Intention to Report. The student can appeal against the decision made by completing a Complaints/Appeals Application Form within 20 working days of the decision being made. The appeal will be dealt with in accordance with the College's Complaints and Appeal Policy and Procedure. The student's appeal is unsuccessful or has chosen not to appeal, then the cancellation of their enrolment will be reported to both the Department of Education and Training and the Department of Home Affairs via PRISMS.

Related Policies

- Academic Integrity Policy and Procedures
- Complaints and Appeals Policy and Procedure

Policy Implementation Manager

- Academic Manager



Academic Integrity Policy and Procedures

Purpose

This policy is related to the Student Misconduct Policy and sets out the processes to be followed in order to handle incidents of academic dishonesty or plagiarism or other forms of student misconduct at the College.

Policy

Sydney City College of Management requires that students complete all assessments/provide assessment evidence ethically and without cheating, plagiarism, and collusion. The Academic Manager and trainer/assessors will ensure that academic integrity is maintained in all learning and assessment activities by providing information to students to ensure they understand what constitutes cheating, plagiarism, and collusion and what will be the outcome if they undertake such practice. Sydney City College of Management has the following definitions for cheating, plagiarism, and collusion.

Definitions

Academic integrity: refers to the students and SCCM staff upholding ethical standards in all aspects of training and assessment, inclusive of learning, training, assessment, and placement activities. This involves acting with the principles of honesty, fairness, trust, responsibility and requires respect for learning and its development.

Cheating: this is the use of any means to gain an unfair advantage during the assessment process. Cheating may include copying a friends' answers, using mobile phones or other electronic devices during closed book assessments, bringing in and referring to pre-prepared written answers in a closed book assessment and referring to texts during closed book assessments amongst others.

Plagiarism: plagiarism is the submission of somebody else's work as if it were the student's own. This may include copying all or part of another person's thoughts or ideas and representing them as your own. If a student fails to identify the original source of some or all of the submission this also constitutes plagiarism. If a student copies another student's work and passes this of as their own, then this is also a form of plagiarism and cheating.

Collusion: this is the presentation by a student of an assignment as his or her own which is the result of unauthorised collaboration with another person or persons. Collusion involves the cooperation of two or more students in plagiarism or other forms of academic misconduct or cheating. Both collusion and plagiarism can occur in group work.

Procedural Fairness

SCCM will apply procedural fairness to their decision making. Procedural fairness is concerned with the procedures used at SCCM, rather than the actual outcome reached. It requires that a fair and proper procedure be used when making a decision related to an academic issue or complaint. SCCM will follow a fair procedure as outlined below to reach a fair and correct decision for theoretical and practical components of the enrolled course.

Trainer/Assessor Responsibilities and Obligations

- Comply with legislation and policies relating to academic misconduct, demonstrating compliance through their own activities and actions.
- Provide information to students regarding their obligations and potential ramifications regarding academic integrity, legislation and policy.
- Diligence in the detection of academic misconduct and fraud.
- Ensure that participants have information regarding obligations and requirements relating to academic misconduct and fraud.
- Ensure students are aware of the requirements regarding their assessments where working with others or independently.
- In the event of identified plagiarism and/or cheating, provide the student with a formal letter of warning, identifying justification and reference to academic misconduct and fraud.

Student Responsibilities and Obligations

- To read, understand and comply with information and obligations relating to the SCCM academic integrity and related policies.
- Apply suitable referencing (a genuine attempt to support referencing).
- Appropriately acknowledge work that has been sourced from others.
- Take reasonable steps to avoid work being reproduced by other participants.
- Respond in writing, where relevant via the appeal process to any notification of academic fraud where the allegation is unjustified.

Detecting Plagiarism

It is the responsibility of all academic staff to be alert to possible instances of plagiarism and refer those instances for processing under this Procedure as soon as possible after assessment submission deadlines, but in no instance more than two (2) weeks after assessment submission. Assessors may become aware of a potential instance of plagiarism either via the SafeAssign Plagiarism Checker software or via other means which may include comparisons with other student's work or comparisons with published or non-published work not identified by SafeAssign. All academic staff will have access to information on what SafeAssign is and how it can be used to detect possible instances of plagiarism.

Investigating Allegations of Misconduct

- Investigations will be conducted as quickly as possible after identification and will require the collection of all relevant materials.
- Natural justice and procedural fairness will prevail.
- Students involved and trainers and assessors will be informed of the substance of the allegations and the range of possible consequences if substantiated.
- Students will be provided with the opportunity to respond to the allegation and to any penalty to be imposed.

Penalties

A range of penalties may be imposed individually or in combination depending on the findings of the investigation and the severity of the breach:

- Student's assessment submission is invalidated
- A reprimand or warning
- A NYC grade being awarded for the unit
- A requirement to submit an alternative assessment piece
- A request for a written apology
- Immediate withdrawal of the student from the unit of competency
- Imposition of probationary enrolment subject to the student's behaviour being satisfactory
- Withdrawal from the course
- Suspension of enrolment
- Withholding results
- Expulsion from SCCM.

Before any penalties or sanctions are imposed on students, appropriate consultation between the trainer and assessor directly involved with the student, the Trainer and the Academic Manager must be held.

Penalties for students found guilty of academic misconduct will take into consideration:

- The experience of the student (i.e. they are in their first four subjects of enrolment)
- The nature and seriousness of the misconduct
- Whether the student has prior substantiated cases of academic misconduct
- Any mitigating circumstances

Appeals and Review of Decisions

All students have the option to make an appeal and/or have a decision reviewed.

In support of SCCM's application of procedural fairness, a student found to have engaged in academic misconduct or fraud may appeal a decision by completing an appeal form and attaching copies of all documentation relevant to the decision/appeal.

The student must ensure that any appeal with supporting evidence is submitted via email to academic@sccm.edu.au within ten (10) working days from the date the outcome was received by the student.

Once received, the Academic Manager will acknowledge receipt of the form, advising the timeframe for reviewing the decision of all relevant material. The Academic Manager and an alternate trainer and assessor will review the appeal to determine an outcome. Once an outcome is determined based on the appeal, the Academic Manager will inform the student on the final decision as a result of the appeal.

Related Policies

- Students Complaints and Appeals Policy
- Deferral, Suspension and Cancellation Policy
- Student Code of Conduct
- Student Misconduct Policy

Policy Implementation Manager

- Academic Manager

Assessment Submission and Resubmission Policy and Procedures

Purpose

To assess students in a fair, equitable and timely manner aligned with the competency standards of the relevant VET training product, the Principles of Assessment and Rules of Evidence.

Scope

Applies to all Trainers and Assessors involved with the marking of assessments submitted. Trainers and Assessors must hold the relevant training and assessment qualification(s) and vocational competencies. These requirements are outlined in the Ensuring a Sufficient Number of Qualified Trainers/Assessors Policy and Procedures.

Assessment

- Assessments are to be submitted primarily on Moodle unless otherwise approved by the Academic Manager due to reasonable adjustment.
- Assessments are marked within seven (7) days of the assessment submission.
- The Assessor must ensure their marking aligns with their knowledge of the subject topic and the Assessor Guide provided. Feedback to students must be constructive, detailed and informative so the student can learn from the assessment process and apply this for further re-submissions.
- The Assessor is to review the student's work to ensure that it meets academic integrity standards; is authentic, free from plagiarism, and assessment answers are sufficient to cover the unit requirements. Refer to the Student Code of Conduct Policy and Procedure.
- Assessment results are entered onto the students' competency record. If it is the last piece of assessment before awarding a qualification, this needs to be marked and a qualification request issued to Student Services within ten business days to allow time for processing within the 30-calendar day timeframe mandated by ASQA.

Assessment Procedures

SCCM assessments are predominately carried out online Moodle (unless completing a practical component).

1.0 The assessment platform, instructions and format:

- Assists the student to proceed with the learning and assessment requirements in a structured and logical manner, building on knowledge and skills as they journey through the course.
- Establishes the context and purpose of the assessment.
- Explains the competency standards, assessment guidelines, resources and preparation required for the assessment.
- Explains the tasks and evidence required to support competency.
- Allows the student to test their own learning and prompts the student to consider their readiness before completing the practical assessment.

2.0 Assessors will support and prepare the student towards assessment activities:

- Respond to student queries on course content and confirm the student's understanding of the competency standards, evidence requirements, and the assessment process.
- Provide support and further learning opportunities where students are not ready to complete assessable tasks.
- Assess the student needs and capabilities or barriers to assessment and determine in consultation with the Academic Manager if reasonable adjustment methods need to be considered.

- Collection and verification of evidence including the resources and equipment the student may need to perform the assessment tasks.
- Inform the student on the assessment appeal process, should the student disagree with the Assessor's decision.

3.0 Plan and prepare the evidence gathering process. The Assessor must:

- Ensure whether assessment is online or in the workplace, the student has access to the appropriate resources, equipment and supervision where required to perform assessment tasks to the accepted standard.
- Ensure that all competency standards are met and supported by verifiable evidence.
- Adjust the evidence gathering tools, where needed, to ensure that the student has a fair and equal chance to demonstrate their competency in a validated format.
- Collect evidence through the eLearning platform or practical tasks and make the assessment decision. Types of evidence may include:
 - Online assessments including written answers, case studies and projects.
 - Verbal or written questioning and assessment.
 - Direct observation.
 - Workplace simulations or scenarios.
 - Placement or work-based tasks.
 - Portfolio of work.
 - Gathering and validating third party reports.

4.0 Determining an Assessment Decision.

- The Assessor will evaluate the evidence against the benchmark answers provided for each unit of competency and against the requirements on training.gov.au.
- Evaluate the answers in the context of the students' previous work and competency to determine that the answers are the student's work.
- Evaluate the evidence regarding validity, consistency, currency, equity, authenticity, and sufficiency.
- Consult with the Academic Manager if there are any concerns with the assessment, determining an assessment decision, or with the assessment process.
- Refer to the Academic Integrity Policy and Procedures if there is reason to believe plagiarism has taken place, documentation completed is not authentic or has been falsified.
- Make a judgment about the student's competency based on the submitted evidence and the relevant Assessor guide.

5.0 Providing feedback on the assessment.

The Assessor will provide feedback to the student regarding the outcomes of the assessment process. This includes:

- Providing the student with clear and constructive feedback on each assessment submission.
- Recording all feedback, notes and emails sent to the student in the eLearning platform.
- Providing the student information on ways of overcoming any identified gaps in competency revealed within the assessment and collecting additional evidence where required.
- Providing the student an opportunity to discuss the assessment process and outcome and allow a further re-submit.
- Providing information on the reassessment and/or appeals process if the student disagrees with the decision and reasoning of the assessment decision. (Refer to the Complaints and Appeals Policy and Procedure.)

6.0 Record and reporting the result. The Assessor must:

- Mark and record the student's result within seven (7) business days in the eLearning platform.
- Maintain the confidentiality of the assessment outcome.

Assessment Attempts

Important Note: There are three free assessment attempts allowed for each assessment. For students to be qualified for the 3 attempts, students are required to submit their assessments within each due date.

- If a student is deemed 'Not Satisfactory' in an assessment task by the Assessor once all the evidence has been collected and evaluated, the Assessor must provide feedback regarding the assessment outcome or process and offer the student a further attempt.
- If the student is deemed 'Not Satisfactory' after three attempts, they will be charged the unit re-assessment fee amount.
- If the student disagrees with an assessment decision, they are to be provided information on the reassessment and appeals process. This information is available in the Student Assessment, Reassessment and Repeating Unit of Competency Policy.
- An Assessor may be required to participate in the re-assessment process.

Assessment Attempt Procedures

When a student is deemed 'Not Satisfactory' by the Assessor once all the evidence has been collected and evaluated, the Assessor must:

1. Provide feedback and training to the student regarding the assessment outcome or process.
2. Gather further assessment evidence from the student to demonstrate their knowledge and skill against the identified gap, alternatively allow the student two other attempts at the assessment.
3. If deemed 'Not Satisfactory' after the third attempt, and the student wishes to continue in the course; they are required to undertake a re-assessment and pay the current fee. (Refer to Student Assessment, Reassessment and Repeating Unit of Competency Policy.)
4. Should the student disagree with the assessment outcome, they are to be directed to the Complaints and Appeals Policy and Procedure to lodge an Appeal against an Assessment Decision. The Assessor is to advise the Academic Manager of the disputed assessment outcome.

Related Policies

- Student Code of Conduct Policy and Procedure
- Ensuring a Sufficient Number of Qualified Trainers/Assessors Policy and Procedures
- Academic Integrity Policy and Procedures
- Student Assessment, Reassessment and Repeating Unit of Competency Policy
- Complaints and Appeals Policy and Procedure

Policy Implementation Manager

- Academic Manager

Reasonable Adjustment Policy and Procedures

Policy

Sydney City College of Management may amend learning and assessment strategies and resources and/or provide additional support to students with a disability of specific learning requirements that will support them to successfully complete their course. Such amendments are made without altering the academic integrity of the learning and assessment process or outcomes and referred to as 'Reasonable Adjustment'. SCCM Reasonable Adjustment practices comply with the Standards for Registered Training Organisations (RTOs) 2015, the Disability Discrimination Act (1992) and the Disability Standards for Education (2005).

Purpose

The purpose of this policy is to ensure that Sydney City College of Management provides Reasonable Adjustment services as required by the Standards for Registered Training Organisations (RTOs) 2015 and in compliance with related legislative instruments.

Scope

This policy applies exclusively to Reasonable Adjustment practices implemented by Sydney City College of Management.

Reasonable Adjustment Procedures

1. Principles

SCCM Reasonable Adjustment processes ensure that Students:

- Are aware that they have the opportunity to disclose disability, learning needs or request Reasonable Adjustment either prior to or during their enrolment period
- Are able to discuss their specific learning and support needs with their Student Support Manager and/or their Trainer and Assessor
- Are supported to succeed through the provision of academic support during their studies
- Have access to a range of Reasonable Adjustment support services during their studies
- Are able to access Reasonable Adjustment without compromising the academic integrity of the course or outcomes
- Learn in an environment that is free from discrimination caused by harassment and victimisation.

2. Situations requiring Reasonable Adjustment

Students may require Reasonable Adjustment to support their learning and/or assessment activity in a range of situations. These may include:

- Physical disability or impairment
- Mental disability or impairment
- Medical conditions
- Other issues that may impact on learning and/or assessment.

3. Information for prospective and current students

SCCM provides information relating to Reasonable Adjustment and available support services to current students and prospective students prior to enrolment via:

- Student Handbook
- Learning platform.

4. Identifying a need for Reasonable Adjustment

The need for Reasonable Adjustment may be identified in a range of situations throughout the Student Lifecycle.

Prospective students have access to an online LLN assessment resource via Moodle that enables prospective students to confidentially assess their LLN capabilities in the context of the Australian Core Skills Framework.

Prospective students have the opportunity to disclose any disabilities, specific support requirements or Reasonable Adjustment needs:

- On the Enrolment Form
- During discussions with an Enrolment Officer
- During engagement with the Admissions Team or Student services Team.

Enrolled students have the opportunity to disclose any disabilities, any specific support requirements or Reasonable Adjustment needs at any time during their enrolment period through:

- Their Trainer or Assessor
- Contacting Student Support

Where a student has been identified as seeking or requiring Reasonable Adjustment to meet their learning and/or assessment support needs:

- A Reasonable Adjustment Support Case will be created in the student management system
- All relevant information regarding the specific circumstances and needs of the student will be recorded and confirmed with the student by the identifying officer

5. Providing reasonable adjustment services

When assigned a Reasonable Adjustment Support Case, the Academic Manager will review the Case details and determine the Reasonable Adjustment required accommodating the learners' needs while not causing Unjustifiable Hardship in the provision of the support services.

Reasonable Adjustment strategies and services may include:

- Provision of learning materials in alternative formats
- Adjustments to assessment methods and assessment tools, including:
 - The collection of alternative evidence (such as audio and video); and
 - The provision of assessments in different formats,
- Personal support services, such as:
 - Reader
 - Interpreters
 - Specialist support people or services

The proposed Reasonable Adjustment will be discussed with the student and identified support persons (where appropriate) to ascertain whether the proposed adjustments will meet their specific learning and/or assessment needs.

The Reasonable Adjustment plan will be reviewed by the PEO. Once approved, the Reasonable Adjustment plan will commence as soon as practicable.

Policy Implementation Manager

- Academic Manager

Changes to Agreed Services Policy and Procedure

Policy

Where there are any changes to the agreed services that will affect the learner, Sydney City College of Management will advise the learner as soon as practicable, including in relation to any new third-party arrangements or a change of ownership or any changes to existing third party arrangements.

Procedure

CHANGE OF THIRD PARTY

In the incidence of a third-party arrangement changing between SCCM and a third party, the following procedure is to be followed:

- a) New agreement to be drafted and signed by the new third party and SCCM
- b) ASQA is notified of new Third-Party arrangement through ASQAnet
- c) Students are notified in writing of the new third party arrangement, including any conditions and contact details of the new Third-Party

CHANGE OF LOCATION

In the incidence of a change in training venue or location the following procedure is to be followed:

- a) Confirm details with new Training Venue
- b) New written Training Venue Agreement to be drafted and signed by both the training venue provider and SCCM
- c) Provide written notification to ASQA of new training venue, by completing and submitting the "Change of Provider Details" form and submitting to ASQA
- d) Confirm in writing to the students the new location of the Training Venue, including the provision of a map
- e) Update marketing materials with new location

CHANGE OF TRAINER

In the event of a change of Trainer/Assessor, the following procedure is to be followed:

- a) Confirm with new Trainer that they are available to take over the responsibilities
- b) If possible, arrange a time for the previous trainer and the new trainer to undertake a handover
- c) Advise new Trainer of location, class numbers, current status of course progress
- d) Confirm in writing with the students the details of their new trainer, including when they will be commencing and assuring students that the trainer will be provided with a full handover

CHANGE OF OWNERSHIP

In the event of SCCM being taken over by new owners, the following procedure is to be followed:

- a) Finalise Sale of Shares
- b) Complete ASQA Form "Notification of Material Change of Event" by both parties
- c) Submit ASQA form to ASQA within 90 calendar days of the change of ownership
- d) Process Statements of Attainment for all existing students, providing the students with a current status of their course enrolment
- e) Notify Students in writing of the change of ownership and the process for ensuring that students are provided with a copy of their Statement of Attainment

Policy Implementation Manager

- Compliance Manager

Work Placement Policy and Procedure

Purpose

- Sydney City College of Management supports the role that work placement plays in contextualizing the learning experience of students.
- SCCM understands that work placement offers the opportunity to assess a student’s ability to apply skills and knowledge within an actual work environment.
- Some course offered by SCCM contain units of competency that contains compulsory workplace assessment.
- SCCM ensures that workplace supervisors and other workplace staff who play a role in the learning and assessment of its students are consulted and provided with information relevant to the role they play.
- SCCM also ensure that students are aware of the expectations of them during work placement and where work placement is a requirement of their course.

Scope

This policy applies to all SCCM students, staff and work placement partners.

Definitions

Work placement is the process by which non-trainee learners undertake practical experiences within the workplace to demonstrate their competence. Students are not paid for their work but are expected to comply with all work expectations with regards to hours of work, uniform, work health and safety regulations, etc. and work under the supervision of a suitably qualified member of the workplace.

Policy Statement

SCCM ensures that facilities where work placement is undertaken:

- have the resources required to conduct training and assessment, as specified in the relevant training and assessment strategy and the relevant training package.
- have staff who can act as workplace supervisors and who will have been given appropriate authority, induction and professional development in their role.
- have work health and safety and critical incident policies and procedures in place.
- SCCM will arrange appropriate work placements, for its overseas students.

Procedures

The table below outlines SCCM procedure for work placement.

Steps	Description	Responsible
1. Select work placement venue.	Students will have work placements arranged for them. <ul style="list-style-type: none"> • Students are educated on what is expected of them. 	<ul style="list-style-type: none"> • Academic Manager • Trainer/ Assessor
2. Approval of work placement location	Work placement locations are approved in advance of work placement commencing for any student. Checks are made to ensure the workplace has: <ul style="list-style-type: none"> • Required resources to meet Training Package requirements • Appropriately qualified supervisory staff • Critical incident procedures in place 	<ul style="list-style-type: none"> • Academic manager • Trainer/ Assessor

	<ul style="list-style-type: none"> Understanding of and commitment to mentoring students. <p>The workplace is contacted to confirm placement and for capacity assessment check.</p>	
3. Information sent to workplace	<p>Information is sent to the workplace pre-work placement commencing, which includes:</p> <ul style="list-style-type: none"> Insurance details Supervisor role, purpose, expectations, forms, expectations of the student, how to get help and support Student support services available 	<ul style="list-style-type: none"> Academic manager Trainer/ Assessor
4. Information provided to students	<p>Students will be supplied with written information prior to work placement commencing covering the:</p> <ul style="list-style-type: none"> Purpose of work placement Expectations of them during work placement Location of their work placement 	<ul style="list-style-type: none"> Academic manager Trainer/ Assessor
5. Contact with the workplace during placement	<p>During work placement, appropriate college staff will contact the workplace to ensure students attendance and confirm the times to assess the students in person</p>	<ul style="list-style-type: none"> Academic manager Trainer/ Assessor
6. Assessment	<ul style="list-style-type: none"> Students have a range of documented tasks to conduct on placement. These are documented in their assessment materials/logbooks. Workplace supervisors give feedback on these tasks and on the general capabilities using the provided materials. This form the basis of formal assessment of the student's demonstrated knowledge and skills in the workplace 	<ul style="list-style-type: none"> Student Workplace Supervisor Trainer/Assessor
7. Records	<p>Completed workplace tasks including supervisor feedback and signatures, are submitted for assessment</p>	<ul style="list-style-type: none"> Workplace Supervisor Student
8. Student Absences	<ul style="list-style-type: none"> In the event of an illness or emergency requiring an absence from a scheduled placement, as early as possible prior to the allocated shift, the student is required to notify the placement provider directly and notify the trainer/assessor and the Academic Manager via email. Any absence from placement (including those with a medical certificate) must be made up. Additional placement hours will be negotiated by the Academic Manager and offered to the student at the next available time. 	<ul style="list-style-type: none"> Student Academic Manager Trainer/ Assessor
9. Placement Cancellations	<p>SCCM reserves the right to cancel practical placement for reasons not limited to, but including failure to meet the following mandatory requirements:</p> <ul style="list-style-type: none"> Current Year Police Records Check Working with Children Check 	<ul style="list-style-type: none"> Student Academic Manager Trainer/ Assessor

	<ul style="list-style-type: none"> • Course specific certificates, i.e., First Aid, CPR etc. • Failure to meet immunisation requirements • Failure to satisfactorily complete required assessments prior to the commencement of practical placement • Failure to complete required orientation requirements as stipulated by the employer <p>Where a scheduled placement is cancelled by a student without notice or due cause, SCCM reserves the right to impose cancellation fees on the student to recover the placement costs accrued by the host organisation.</p> <p>Cancellation fees may vary dependant on the course and will be outlined to students as part of their course induction.</p>	
10. Issues, Incidents, Complaints and Appeals	<ul style="list-style-type: none"> • The Academic Manager is to be informed of any issue or grievance arising from a practical placement and where possible arrange a suitable resolution. Matters that cannot be resolved as an issue are to be managed following SCCM Complaints and Appeals Policy and Procedure. • In the event of an accident, an Incident Report form is to be completed and submitted to the Operations Manager. 	<ul style="list-style-type: none"> • Workplace Supervisor • Academic Manager • Trainer/ Assessor • Operations Manager

Policy Implementation Manager

- Operations Manager