



RTO: 41204 | CRICOS: 03427D

STUDENT HANDBOOK

Sydney Metro College Pty Ltd

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ABN: 57 169 281 501. ACN: 169 281 50

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1.0 Welcome

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

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

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

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

Jeevan Thapa

Campus Manager

Sydney Metro College

2.0 Before you start

As a Registered Training Organisation (RTO ID: 41204) and CRICOS Provider (CRICOS Provider Code: 03427D), Sydney Metro College (SMC) can deliver nationally recognised Vocational Education and Training (VET) courses to domestic and international students. Sydney Metro College currently delivers the following courses from its Surry Hills campus located at Level 2, 16-22 Wentworth Avenue, Surry Hills, Sydney, NSW 2010, Australia:

BSB40215 Certificate IV in Business (CRICOS Course Code: 088103K)

BSB50215 Diploma of Business (CRICOS Course Code: 088104J)

BSB60215 Advanced Diploma of Business (CRICOS Course Code: 088105G)

FNS40615 Certificate IV in Accounting (CRICOS Code: 090522F)

FNS50215 Diploma of Accounting (CRICOS Code: 090523E)

FNS60215 Advanced Diploma of Accounting (CRICOS Code: 090524D)

Key Roles within the organization are as follows:

Principal Executive Officer – Ram Krishna Shrestha: Principal Executive Officer is responsible to ensure the health and safety of all staff and students and to provide overall management direction leadership to the College. The Principal Executive Officer is responsible for providing leadership around the College's day-to-day activities to ensure they align with the organisations business objectives and meet VET Quality Framework, ESOS Act and associated, legislation, regulation, standards, codes and framework requirements. The Principal Executive Officer is also responsible for ensuring compliance with all aspects of the organisation, acting on audit outcomes, meeting quality indicator submission requirements and for ensuring high quality outcomes in all areas of the organisations operational activities, including outcomes within the academic, student services, marketing, and administration functions of the business. Currently, the role of PEO is assumed by the Head of the Board.

Director- Mr. Shanta Shrestha: The Director is responsible for overseeing the activities of the accounts department to ensure that the Institute adheres to its financial obligations. In addition, his position will be responsible for overseeing the activities of

the IT department and ensuring IT systems operate effectively.

Campus Manager – Mr. Jeevan Thapa: The Campus Manager is responsible for overseeing the activities of the education department to ensure that training and assessment services are constantly delivered at a high standard. In addition, the Campus Manager position involves ensuring courses remain compliant with training package requirements, industry and VET Quality Framework requirements and for implementation of all aspects of the organisations training and assessment system. The Campus Manager is responsible for all aspects of the academic department including direct management of Trainers/Assessors.

The Campus Manager's role also involves annual planning and implementation of the organisations audit schedule to ensure that Sydney Metro College's quality management system and activities are compliant. The Chief Executive Officer holds responsibility for ensuring that the organisation is meeting all its RTO and CRICOS registration obligations and for ensuring the implementation of continuous improvement and corrective action processes.

Operations Manager – Mr. Neil Street: The Operations Manager is responsible for overseeing the activities of the education department to ensure that training and assessment services are constantly delivered at a high standard. In addition, the Operations Manager position involves ensuring courses remain compliant with training package requirements, industry and VET Quality Framework requirements and for implementation of all aspects of the organisations training and assessment system. The Operations is responsible for all aspects of the academic department including direct management of Trainers/Assessors.

Academic Coordinator – Mr. Himanshu Gupta: The Academic Coordinator is responsible for planning and coordinating the teaching and assessment arrangements for a course, and upholding its academic quality and integrity, in consultation with the Campus Manager, who has the final responsibility.

He is responsible for the development and implementation of matters relating to curriculum. He takes the key leadership role for staff and students in the planning, development, implementation, evaluation and ongoing improvement of academic curriculum and to ensure SMC's defined purpose of achieving the best possible educational outcomes for students.

Marketing and Admissions Officer-: The Marketing and Admissions Officer role involves overseeing the activities of the marketing and admissions department to ensure that marketing and admissions services are constantly delivered at a high standard. **Student**

Services Officer- Ms. Paramjeet Kaur: The Manager of Student Services role involves overseeing the activities of the student services department to ensure that student services are constantly delivered at a high standard. The Manager of Student Services is also responsible for ensuring the organisations student service functions remain compliant with all aspects of the VET Quality Framework, ESOS Act and associated legislation, regulation, standards, codes and frameworks, implementation of the organisations student services system and direct management of the student services and welfare officers. She is the students' first point of contact for all student welfare related issues and for providing students with confidential counselling in personal issues they may have which may be impacting progress in their enrolment.

IT and Student Services Officer- Mr. Daril Marcia: The IT and Student Services Officer is responsible for assisting students with any questions they may have about their enrolment. The Student Services Officer is also responsible for guiding student access to SMC policies and procedures, providing students with details of their attendance and academic progress records and providing students with access to other documents they may need throughout their enrolment.

Accounts and Administration Officer- Ms. Ekta Pradhan: The role of the Accounts Officer is to ensure that the financial and Accounts responsibilities outlined vide position description kit are completed with due care and consideration in respect of operations and strategic management of Sydney Metro College.

The role of the Accounts Assistant is to ensure that all the necessary assistance and support is provided to Accounts department while discharging financial and Accounts responsibilities entrusted by the accounts officer and ensuring that they are completed with due care and consideration in respect of operations and strategic management of Sydney Metro College.

Marketing and Admissions Officers- Suthasinee Cheychin, Vicky Shrestha, Alicia Lin, Silvia Gudino: The Marketing and Admissions Officer is responsible for assisting students with any questions or queries they may have with regards to enrolling at the Institute and for ensuring that the responsibilities outlined below are completed with due care and consideration in respect of operations and strategic management of Sydney

Metro College.

The Officer is also responsible for offering assisting students and other stakeholders with most up-to-date market information about the college in the areas of Courses, enrolments, refund policies etc. through regular updating website and other digital mediums, e.g. social networking websites; Facebook, Twitters etc. and for ensuring that the responsibilities outlined below are completed with due care and consideration in respect of operations and strategic management of Sydney Metro College.

He/she is also responsible for ensuring the organisations marketing and admission functions remain compliant with all aspects of the VET Quality Framework, ESOS Act, National Code 2018 and associated legislation, regulation, standards, codes and frameworks, implementation of the organisations marketing and admissions system and direct management of the marketing officers.

Admissions and Accounts Officer – Ms. Deepika Bhandari: Customer Services and Admissions Support Officer is responsible to manager the reception area and support Marketing and Admissions Department on student admissions matters. Reception is the first point of contact for all staff and students. Reception is responsible for answering phone calls professionally, passing on information and messages to relevant staff members and assisting staff and students with general questions they may have.

Trainers and Assessors: Trainers and Assessors are responsible for the delivery and assessment of course information to students and the review of learning materials and assessment tools within the organisation. These are the people who train you to excel in your chosen vocation.

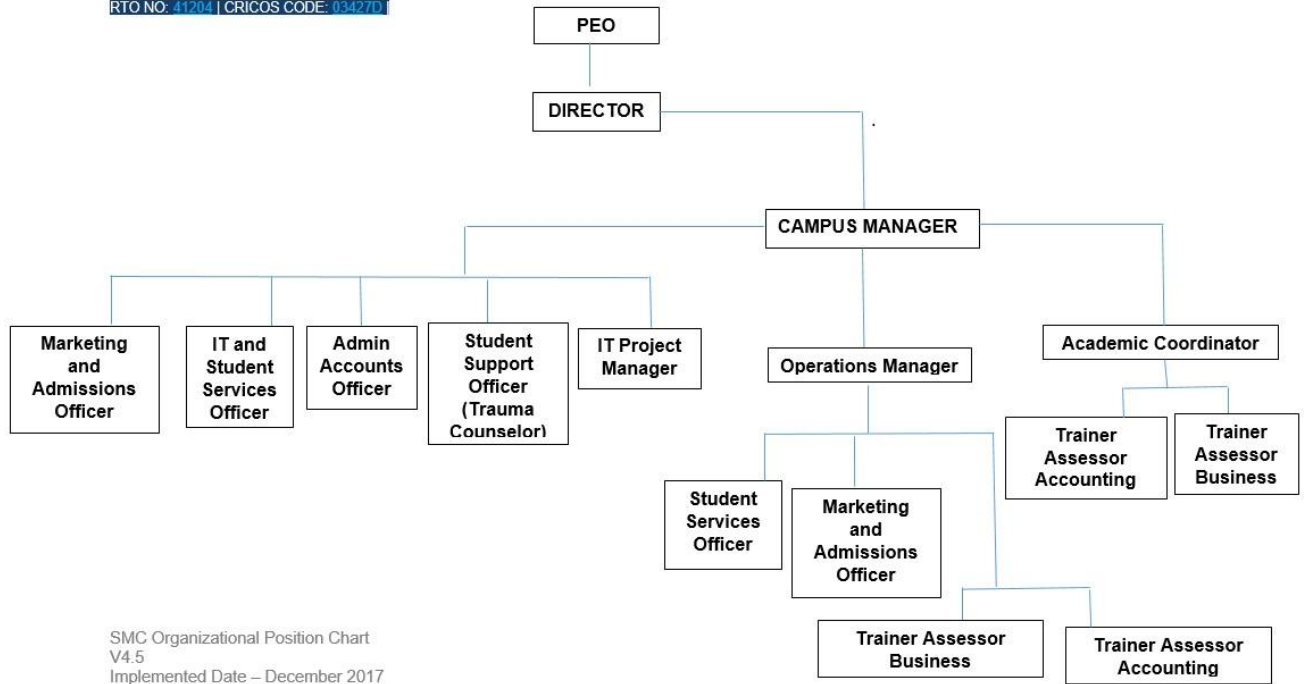
For who to specifically see with issues you may have, please refer to the 'Quick Guide: Who Can Help Me' section in this handbook. You are also expected to be aware of the detailed College procedures and policies which will be available from the College website and / or Campus Manager.

3.0 SYDNEY METRO COLLEGE organisation chart

SYDNEY METRO COLLEGE ORGANISATIONAL POSITION CHART



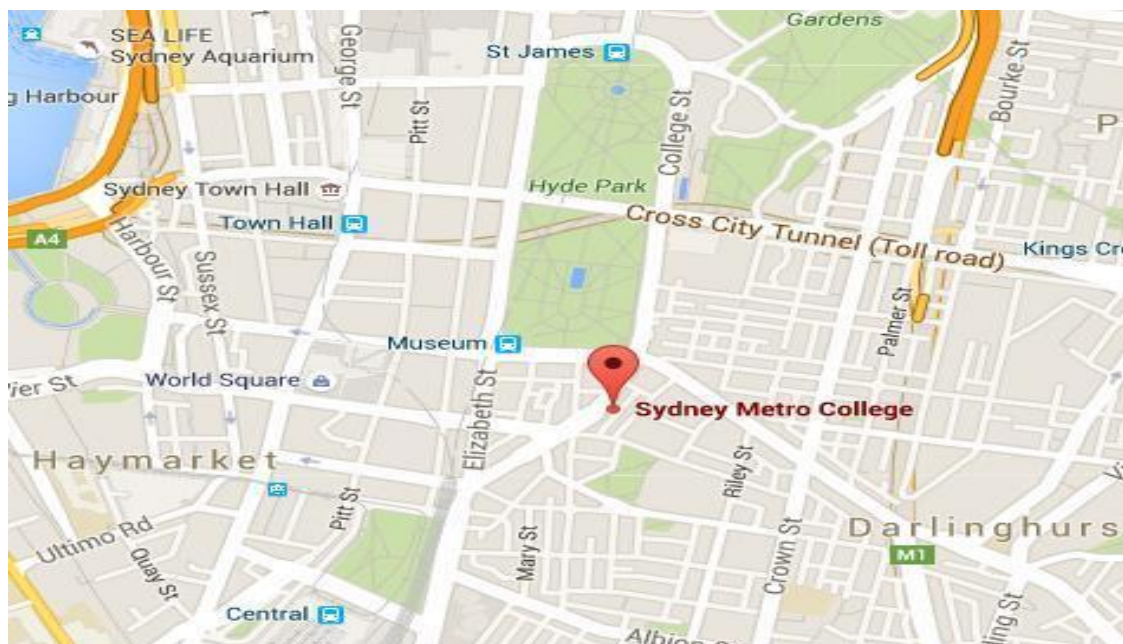
RTO NO: 41204 | CRICOS CODE: 03427D



4.0 College location and facilities

SYDNEY

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



The premise is located about 5 minutes' walk from Museum Train Station and has easy access to busses to and from the City.

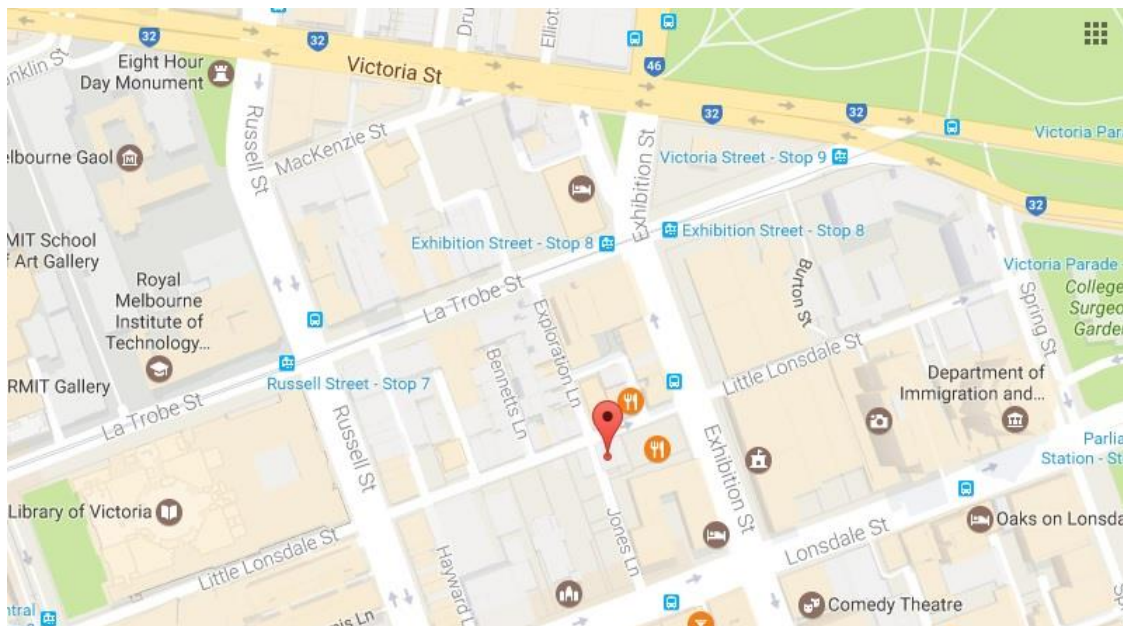
The college building comprises of:

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

GENERAL STAFF OPERATING HOURS (SYD):	COMPUTER LAB OPERATING HOURS (SYD):
Monday to Wednesday: 8:00am – 9:30pm	Monday to Wednesday: 8:00am – 9:30pm
Thursday: 8:00am – 6:00pm	Thursday: 8:00am – 6:00pm
Friday & Saturday - 9:00am – 5:00pm	Friday & Saturday - 9:00am – 5:00pm

MELBOURNE

Level 1-2, 213-215 Lonsdale Street, Melbourne, Victoria 3000, AUSTRALIA.



5.0 Introduction

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

GENERAL STAFF OPERATING HOURS (MEL):	COMPUTER LAB OPERATING HOURS (MEL):
Monday to Friday: 9:00am – 5:00pm	Monday to Friday: 9:00am – 5:00pm

6.0 Quick guide - who can help me

Staff Hours are from Monday to Friday: 8:00am – 7:30pm, Saturday: 9:00am – 5:00pm			
Issue	Position	Name and Email Address	Phone Number
<ul style="list-style-type: none"> After hours emergency 	Campus Manager (Syd)	Jeevan Thapa jeevan@sydneymetrocollege.edu.au	0401 051 287
	Operations Manager (Mel)	Neil Street neil@sydneymetrocollege.edu.au	0426 411 790
	PEO	Mr Ram K Shrestha ram@sydneymetrocollege.edu.au	0425327953
<ul style="list-style-type: none"> Admissions and Enrolment Overseas Student Health Cover Visa Matters Re-enrolment Pathways 	Marketing and Admissions Officer	SYDNEY Ms. Suthasinee Cheychin fon@sydneymetrocollege.edu.au	02 8937 0991
	Marketing and Admissions Officer	MELBOURNE Vicky Shrestha vicky@sydneymetrocollege.edu.au Alicia Lin alicia@sydneymetrocollege.edu.au Silvia Gudino silvia@sydneymetrocollege.edu.au	03 9077 0758
<ul style="list-style-type: none"> Academic Issues Classroom Issues Recognition of Prior Learning/Credit Transfer Timetabling 	Academic Coordinator	Himanshu Gupta himanshu@sydneymetrocollege.edu.au	02 8937 0991

<ul style="list-style-type: none"> Academic Support Accommodation Issues Airport Pickup Bank Account Assistance Career/Job Counselling Complaints and Appeals Cultural Adjustment English Language Support Finance/Fees Issues Settlement Issues Welfare Issues 	<p>Talk to your Trainer first then:</p>	<p>SYDNEY Daril Marcia daril@sydneymetrocollege.edu.au</p>	02 8937 0991
	<p>Student Services Officer</p>	<p>MELBOURNE Paramjeet Kaur pami@sydneymetrocollege.edu.au</p>	03 9077 0758
	<p>Student Services Officer</p>		
	<p>Campus Manager</p>	<p>Jeevan Thapa jeevan@sydneymetrocollege.edu.au</p>	02 8937 0991
<ul style="list-style-type: none"> Academic Progress Access to Policies and Procedures Attendance Certificates, Statement of Results and Statements of Attainment Change of Address Deferment, Suspension or Cancellation Applications Extra-curricular activities Graduation Orientation Personal Files and Documentation Refund Applications Student ID Cards/RTO Manager Login 	<p>Reception</p>	<p>Ms. Deepika Bhandari deepika@sydneymetrocollege.edu.au</p>	02 8937 0991
	<p>Student Services Officer</p>	<p>SYDNEY Daril Marcia daril@sydneymetrocollege.edu.au</p>	
	<p>Student Services Officer</p>	<p>MELBOURNE Paramjeet Kaur pami@sydneymetrocollege.edu.au</p>	03 9077 0758

IT Issues E.g. Computer Issues, Student Printing, Photocopying	IT Support Officer	Daril Marcia daril@sydneymetrocollege.edu.au	02 8937 0991
Tuition Fees e.g. payment due dates, payment plan, request for extension	Accounts and Admin Officer	Ms. Ekta Pradhan ekta@sydneymetrocollege.edu.au	02 8937 0991
Compliance Matters	Campus Manager	Jeevan Thapa jeevan@sydneymetrocollege.edu.au	02 937 0991

7.0 Access and equity

Policy

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

Sydney Metro College's access and equity principles:

- 2.1 All staff and students have a right to equal opportunity
- 2.2 There is recognition of, respect for and promotion of diversity within our community
- 2.3 There is encouragement of initiatives to effect change
- 2.4 While some people clearly need our advocacy, we support and encourage people on the journey of self-determination and self-advocacy (empowerment)
- 2.5 Everybody has the right to participate in decisions that affect their lives
- 2.6 Everyone will be treated fairly and will have opportunity to participate in a range of forums
- 2.7 College will be free from bias, discrimination and harassment

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

8.0 Accommodation

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

Rental

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

For more information on your rights and obligations when renting in NSW you should contact the NSW Government Fair Trading on 13 32 20, or check out the website - <http://www.fairtrading.nsw.gov.au/>

For more information on your rights and obligations when renting in Victoria you should contact the Consumer Affairs Victoria on 1300 55 81 81, or check out the website - <https://www.consumer.vic.gov.au/businesses/fair-trading>

Estimated costs for accommodation in Sydney are as follows:

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

Estimated costs for accommodation in Melbourne are as follows:

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

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

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

Home-stay

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

Legal protection

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

9.0 Address and contact details

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

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

10.0 Admissions

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

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

the particular course.

Prior to making formal application, students who enquire about enrolment are encouraged to seek Information through SMC website <http://www.sydneymetrocollege.edu.au/>, or to talk personally with a Marketing and Admissions staff. Student may also obtain information on qualifications, fees, durations etc. about SMC's courses by one of the authorised representative listed on its website.

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

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

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

11.0 Airport pickup

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

12.0 Assessment

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

Underlying principles of assessment:

a) Valid: The assessments actually assess what they claim to assess and what they have been designed to assess. Validity of assessment is when: Assessors are fully aware of what is to be assessed, as indicated by the standards of competence, including clearly defined performance criteria;

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

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

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

d) Fair: Assessment instruments are fair when:

- The Instrument is non- discriminatory and inclusive
- The Instrument can be reasonably adjusted
- Language, literacy, numeracy requirements are appropriate for the competency level

Underlying rules of evidence:

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

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

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

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

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

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

tasks:

- ☐ **Demonstration:** Any practical display that happens off-the-job including role-play, simulation and performance of a skill.
- ☐ **Knowledge test:** Multiple choice questions, short answer or essay, usually under supervised and/or timed conditions. May be written, oral or open-book.
- ☐ **Interview:** Interviews may be conducted face-to-face, by telephone or web conference.
- ☐ **Presentation:** Oral presentations may be made to an audience during a workshop or on video. Differs from demonstration as not actually demonstrating a skill.
- ☐ **Project:** A series of tasks to be completed to produce a specific definable outcome. The outcome is known as the deliverable. Once the outcome has been delivered the project is finished.
- ☐ **Report:** A report provides information about something that has happened. Usually done in the candidate's own time and submitted for assessment. A reflective journal is a type of report.
- ☐ **Documents:** A candidate may be asked to present previously completed documents as evidence. A supervisor's verification is also a document.

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

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

13.0 Assessment results

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

14.0 Student Assessment, Reassessment and Repeating Units of Competency Guidelines

Definitions

1.0 Not Yet Satisfactory:

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

2.0 Not Yet Competent:

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

Where a student is unable to meet competency after being deemed Not Yet Satisfactory after three attempts

Where a student is found to have cheated in the assessment task

3.0 Re-submission/Re-attempt:

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

4.0 Re-assessment:

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

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

5.0 Student Assessment

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

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

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

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

6.0 Student Re-assessment Guidelines

6.1 Students deemed as Not Yet Satisfactory in an Assessment Task are permitted 2 attempts within the term before being deemed Not Yet Competent

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

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

6.4 The cost per re-assessment is:

\$50 per assessment task

7.0 Student Reassessment Procedure

7.1 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

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

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

8.0 Repeating Units of Competency Guidelines

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

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

8.3 Costs for repeating individual Units of Competency are:

\$400 per unit of competency

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

9.0 Individual Learning Plans

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

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

10.0 Learning Support

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

15.0 Student Attendance Policy

Policy

Sydney Metro College recognises the correlation between student attendance and achievement of course outcomes and the requirement to adhere to Standard 11 of the National Code 2018. In turn, Sydney Metro College 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.

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, 2015 at the start of week 3, means that the student's term duration for Term 1, 2015 is 8 weeks

1.3 Student attendance is calculated by Student Management System automatically.

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

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

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

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

1.6.2 Inclusion of information about the policy in the student handbook

1.6.3 Overview of the policy at the selection interview

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

1.6.5 Overview of the policy at the student orientation program

2.0 Recording Student Attendance

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

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

2.3 Trainers are to record student's daily attendance.

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

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

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

2.5 At the conclusion of the last class for the week, the Trainer is to immediately forward the 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 10 working days of the final class for the week and signs the Weekly Attendance Sheet as confirmation that attendance has been entered accurately into the Student Management System

3.0 Monitoring Student Attendance

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

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

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

3.4 The Student Services Manager monitors student attendance on a weekly basis, based on reports from the Student Management System. The Student Services Manager will counsel and report students 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 whose actual attendance has fallen below 80% for the term will receive a Reminder Unsatisfactory Attendance Letter, by e-mail, informing them of the requirements to attend classes and will request the student to contact the college immediately to explain any extenuating circumstances, and provide supporting documentation for absences

5.0 Calculating Student Attendance

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

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

16.0 Student Course Progress and Completion within Expected Duration and Course Extension Policy

1. Policy

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

2. Purpose

2.1. This procedure describes the process for monitoring student academic progress for courses taken at SMC in line with the regulatory requirements.

2.2. The procedure also outlines the intervention plan for students who have underperformed, student performance reporting and communication flow to ensure satisfactory student academic progress.

Definitions

3.1 Satisfactory Course Progress: When a student achieves a Competent result in more than 50% of the enrolled units in a Term. Where a student is in their Final Term, Satisfactory Course Progress refers to the student fulfilling all course requirements by their scheduled end date, as specified in the Student's CoE

3.2. Unsatisfactory Course Progress: When a student achieves a Not Yet Competent result in 50% or more of the units in which the students enrolled in a Term

3.3. Not Meeting Course Requirements: When a student is deemed 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 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

3.4. At risk of Unsatisfactory Course Progress: A student is considered "at risk" of not being successful in his/her course of study when the student has failed 50% or more of his/her enrolled units per term. "At risk" measures the probability of the student failing to complete their course within the planned period of study. The planned period of study for an international student is the period covered by the CoE.

3.5. Intervention Strategy: Support and guidance that is provided to the student by Sydney Metro College for students deemed At Risk of Not Meeting Course Requirements or achieving Unsatisfactory Course Progress

3.6. Term: A duration consisting of 10 study weeks.

3.7. Competent: When a student has achieved a Satisfactory Result for all assessment tasks for a unit

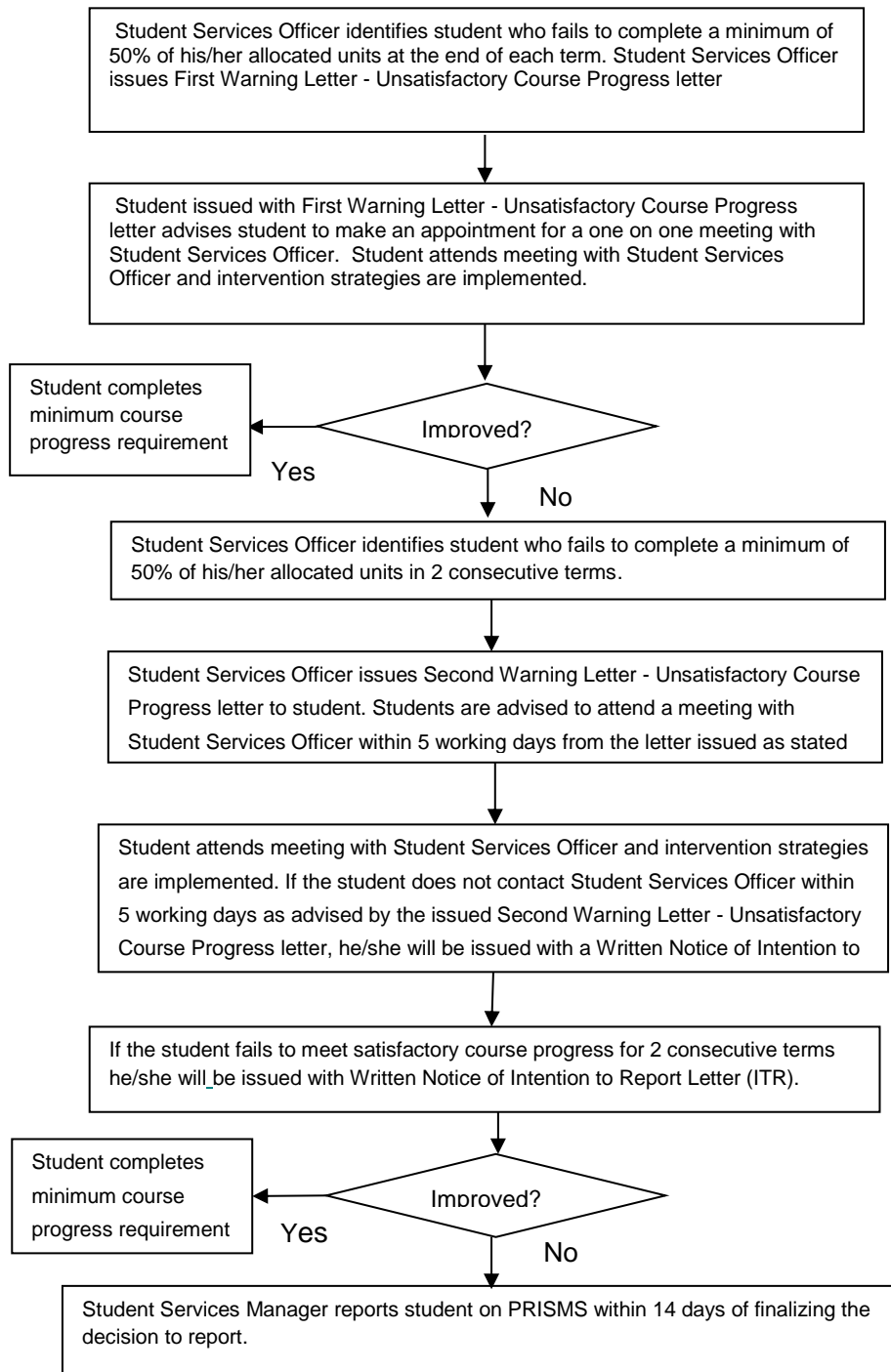
3.8. Not Yet Competent: When a student has achieved a Not Yet Satisfactory Result in one or more assessment tasks for a unit

3.9. Monitoring: refers to an active checking of course progress (AEI Explanatory guide)

3.10. Recording: a documented record of the student's achievement within each unit (AEI Explanatory guide)

3.11. Assessing: consider a student's demonstrated achievement, progress or competency. (AEI Explanatory guide)

Course Progress Process Flowchart



4.0. Recording Course Progress

4.1. Trainers record student academic results for each assessment in the Student Learning Management System and provides feedback to students within 10 working days of the submitted assessment

4.2. On conclusion of the final assessment for each unit, the Trainer (within 10 working days) will collate all student academic results for the unit and will provide the information to the Student Services Department

4.3. The Student Services Department will ensure that the Marking is entered into the Student Management System at the end of each term.

4.4. Students are able to access their results by logging into the Student Portal of SMC's Student Management System or by contacting the Reception or Student Services Department

5.0. Monitoring Course Progress

5.1. Trainers/Assessors will encourage and counsel the students to assist in improving their course progress.

5.2. The Student Services Manager monitors student course progress on the conclusion of each Term of study. Student Services Manager generates the list of students to assess students' course progress.

5.3. If the student's end of term result indicates that he/she has not successfully completed or demonstrated competence in 50% of enrolled units, Student Services Manager issues a First Warning Letter - Unsatisfactory Course Progress letter to the student via email within the first 2 weeks of the following term, indicating that he/she is at risk of not achieving satisfactory course progress.

5.4. Student issued with First Warning Letter - Unsatisfactory Course Progress letter is advised to contact Student Services Manager for a one on one meeting. Student attends meeting with Student Services Manager and intervention strategies are implemented. Any intervention measures implemented is documented on the Student Management System.

5.5. If the student's end of term result indicates that he/she has not successfully completed or demonstrated competence in 50% of units in 2 consecutive terms, Student Services Manager generates the list. Student Services Manager generates the list and issues a Second Warning Letter - Unsatisfactory Course Progress letter to the student via email within the first 2 weeks of the following term, indicating that he/she is at risk of not achieving satisfactory course progress. Students issued with Second Warning Letter - Unsatisfactory Course Progress letter are advised to contact Student Services Manager within 5 working days as advised by the issued Second Warning Letter - Unsatisfactory Course Progress letter.

5.6. If the student who are issued with Second Warning Letter - Unsatisfactory Course Progress letter fails to attend the meeting and/or does not show improvement after

contacting Student Services Manager by failing to abide by the agreed intervention strategies and satisfactorily complete the supplementary assessment to demonstrate competency in 50% of the course requirements, he/she will be issued with a Written Notice of Intention to Report Letter (ITR). This is delivered via email and post.

5.7. If the student fails to meet satisfactory course progress for 2 consecutive terms he/she will also be issued with an Intention to Report Letter (ITR) via email and post informing him/her of the College's intention to report his/her breach according to the Standard 10 of the National Code 2018 (including that Students who have not met course requirements will be reported to the Department of Immigration and Border Protection (DIBP), which may result in the cancellation of their student visa). This letter will also inform the student of his/her right to appeal this decision, and the student will have 20 working days to appeal the decision. Refer to Complaints and Appeals Procedure for further details.

5.8. Where the student has chosen not to access the complaints and appeals processes within the 20 working days period, withdraws from the process, or the process is completed and results in a decision supporting the College, SS must notify the Secretary of DOE through PRISMS of the student not achieving satisfactory course progress within 14 days of finalising the decision to report in accordance with Section 19 of the ESOS Act.

6.0. Intervention Strategies

6.1. Where a student is identified as At Risk of Achieving Unsatisfactory Course Progress/Is Achieving Unsatisfactory Course Progress/Deemed as necessary by the

6.2. Intervention Strategies may include, but are not limited to the following, with the ultimate purpose being to assist students to meet Satisfactory Course Progress requirements:

6.2.1. Attending Academic Support Programs

6.2.2. Receiving Individual Case Management

6.2.3. Attending Counseling

6.2.4. Receiving assistance with personal issues which are influencing progress

6.2.5. Being placed in a suitable alternative course

6.2.6. English Language support

6.2.7. The need to undertake a Reassessment

6.2.8. Extension of course

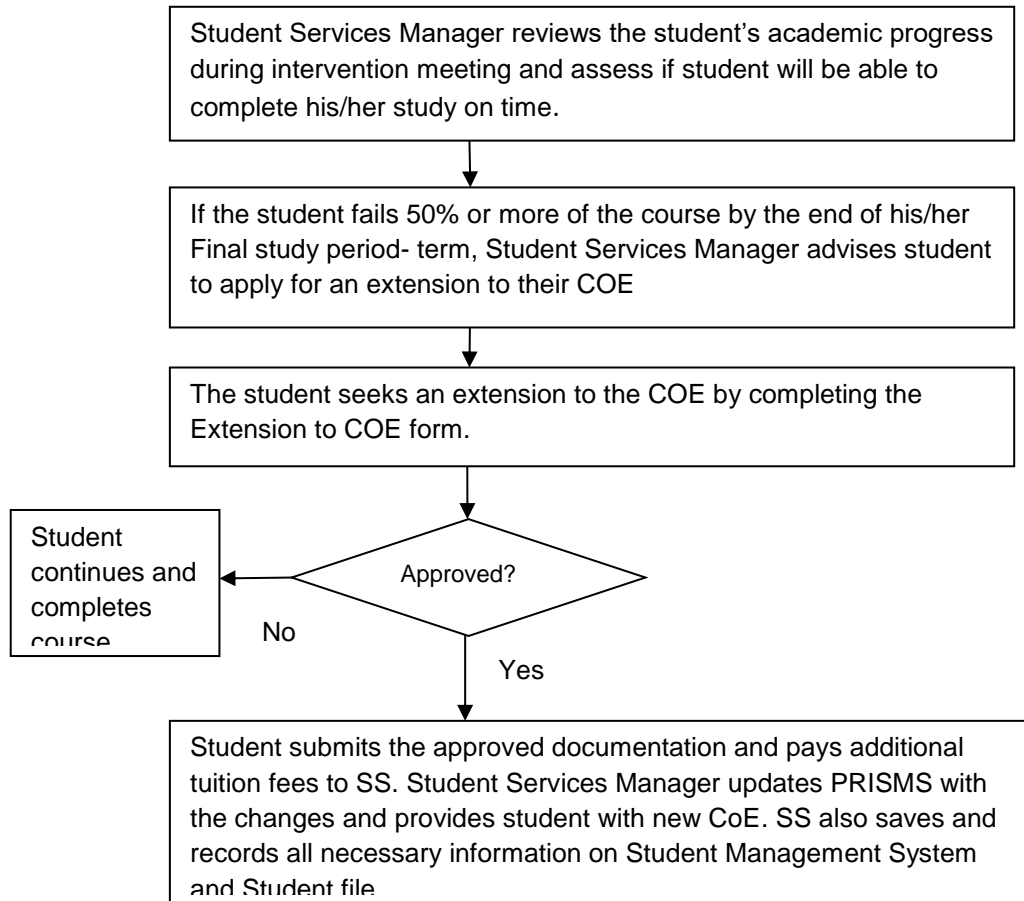
6.2.9. A combination of the above and a reduction in course load

6.3. All records of intervention strategies will be recorded in the Intervention Strategy Record Form and the Student Management System and filed away in the Students file

Extension of Course Process Flowchart

17.0 Extension of Course Flowchart Details

Extension of Course:



6.4.1 During each intervention process Student Services will review student's academic progress and study plan. A new study plan is agreed between Academic Coordinator and the student, taking into consideration the following factors:

- Student's academic progress within the enrolled program i.e. remaining subjects to complete
- Any academic difficulties in the previous term (intervention strategy)
- Student's COE duration

6.4.2 If the student is unlikely to complete the course within expected duration by failing 50% or more of the course by the end of his/her final study period, he/she will be advised

by the Student Services Manager to apply for an extension to their CoE by completing the Application for Extension of Course Form.

6.4.3 The student seeks an extension to the COE by completing the Extension to COE form. The form must be approved by the Campus Manager.

6.4.4 The student must submit the approved Extension to COE form and pay the additional tuition fees as a result from the extension to Student Services for processing. Student Services will enter a variation to the student's enrolment in PRISMS and provide the student with a new COE covering the period which the student can reasonably be expected to complete his/her enrolled program. To issue a new CoE to extend the duration of the student's study, Student Services goes into the Course Variation screen, and chooses 'Student requests change to existing enrolment'. PRISMS will then guide the provider through the process. When the provider changes the student's course start and end dates for the CoE, PRISMS recognises that the provider is issuing an 'extension' Confirmation of Enrolment and asks the provider to indicate the reason for this 'extension'. SS then records this variation and the reasons for it on the student file and Student Management System.

Note: 'Reporting' the student (issuing a new CoE) should occur when the provider knows the student cannot reasonably complete his or her course within the expected duration as specified on the student's CoE. The College does not need to issue a new CoE until they can accurately predict how long an extension of duration of study the student will require. – *Source: AEI explanatory guide for Standard 9.*

7.0. Students enrolled in a multiple Courses

7.1. Students enrolled in multiple courses, must first satisfactorily meet the minimum course requirements of their current qualification before progressing to the next qualification

13. BANKING

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

14. CERTIFICATES AND STATEMENT OF RESULTS

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

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

Once you have met your program requirements and paid your relevant tuition fees, you are able to apply for your Certificate and Statement of Results (SOR) by completing the Office Request Form. On completion of the form, the college will check you have met all course requirements and have paid all tuition fees. If you are eligible, you will be contacted within 10 working days to have you pick up your Certificate and Statement of Results (SOR). Alternatively, you can have the

Certificate and Statement of Results (SOR) posted to you or presented to you at Graduation. If you have not met all course requirements or have outstanding fees, the Student Services team will contact you within 5 working days and inform you accordingly.

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

15. CHEATING AND PLAGIARISM

Assessments and tests are considered the most important aspect of student development throughout the course and any form of plagiarism or cheating will be

considered a serious violation of College rules. To ensure the fairest and honourable system of assessment for students, Sydney Metro College operates and maintains a policy of honesty and integrity with regards to the presentation and submission of all assessments. This is viewed formally with serious consequences for any deviations to this intent.

Policy

Students who are found cheating or guilty of plagiarism in any form of assessment will be deemed Not Yet Competent for the relevant Unit of Competency. The student will then need to undertake assessment at an additional cost of \$50 per assessment task.

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

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

16. CHEMISTS

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

17. CLASSROOM OPERATION

Introduction

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

Guidelines

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

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

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

2.0 All classrooms should be locked when not in use.

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

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

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

4.1 As classes are utilised by more than one class, Teacher's will be advised of the particular classroom they will display.

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

4.3 Vacuuming will be covered by Maintenance department procedures.

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

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

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

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

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

7.0 In accordance with WHS procedures please advise the Campus Manager by email jeewan@sydneymetrocollege.edu.au or Melbourne Operations Manager by email:

neil@sydneymetrocollege.edu.au for any maintenance issues apparent in the classroom or anywhere within the college campus. This advice will be attended to in a timely manner.

18. CODE OF CONDUCT

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

Guidelines

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

Improper or Inappropriate Behaviour

1.0 Improper or inappropriate behaviour includes but is not restricted to:

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

Any student who has been found to willingly or accidentally activate fire or security alarms

which result in the calling out of emergency services such as the fire department, police, ambulance or any other emergency service will be liable for whatever costs are incurred by their actions. Furthermore, students may be prosecuted under State or Federal laws in relation to their actions.

2.0 Serious Misconduct

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

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

3.0 Student Conduct

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

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

19. College code of practice

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

Policy

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

Sydney Metro College:

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

20. Compassionate and Compelling Circumstances

Policy

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

Definition

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

- serious illness or injury;
- death or illness of close family members such as parents or grandparents
- major political upheaval or natural disaster in the international student's home country requiring emergency travel and this has impacted, or will impact, on the student's studies;
- a traumatic experience which could include:
 - Involvement in, or witnessing of a serious accident; or
 - Witnessing or being the victim of a serious crime, and this has impacted on the student;
- Where SMC was unable to offer a pre-requisite unit;
- Inability to begin studying on the course commencement date due to delay in receiving a student visa.
- Where a student fails occasional units throughout the course, but has not done so poorly as to be picked up by Sydney Metro College's Student course progress policy

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

Guidelines

1.0 Medical certificates provided as evidence must:

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

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

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

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

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

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

21. COMPETENCY-BASED TRAINING

You are participating in competency-based training. So, what exactly does that mean?

Qualifications are made up of Units of Competency. These tell us the skills and knowledge recognised as necessary to perform effectively in a particular job or role. Each industry area divides these skills and knowledge into related categories that form National Competency Standards for specific industry areas.

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

So a competency is: ... "The ability to perform a job to the required level of performance expected in the workplace."

Our assessments are based on confirming if you have the skills, knowledge and attitudes to perform a job.

22. Student Complaints and Appeals Policy

Policy

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

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

General Guidelines

- 1.0** A complaint is defined as a dissatisfaction with a treatment or service made by:
 - 1.1** Sydney Metro College, its trainers, assessors or other staff
 - 1.2** A third party providing services on Sydney Metro College's behalf (including, the third-party organization itself, their trainers, assessors or other staff)
 - 1.3** Another learner of Sydney Metro College
 - 1.4** Sydney metro College will provide each complainant or appellant has an opportunity to formally present his or her case at minimal or no cost to him or herself
 - 1.5** If the internal or any external complaint handling or appeal process results in a decision that supports the student, Sydney Metro College will immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.

Examples of complaints include, but are not limited to:

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

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

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

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

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

3.0 Internal Complaints/Appeals Guidelines

3.1 There is no cost involved to students in accessing SMC's internal complaints and appeals process

3.2 All parties directly involved in the internal complaints and appeals process may be accompanied and assisted by a support person at any relevant meeting

3.3 Complaints and Appeals applications must be accompanied with relevant documentation e.g. written statements, names of witnesses and any other relevant documents to support the students' case. The evidence provided by the student will determine SMC's investigative activities and will form the basis of SMC's decision

3.4 Should a student not make an internal appeal within 20 working days of Sydney Metro College or a third party providing services on Sydney Metro College's behalf's initial decision, the initial decision will be maintained and the Institute or third party acting on Sydney Metro College's behalf will act on the decision

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

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

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

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

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

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

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

4.0 External Complaints/Appeals Guidelines

4.1 Students that are dissatisfied with the outcome of Sydney Metro College's internal

complaints and appeals process, have the right to access Sydney Metro College's external appeals process within 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 Metro College's initial decision will be maintained and the Institute will act on the initial decision

4.2 Sydney Metro College's external appeal reviewers are:

- Australian Council for Private Education and Training (Domestic Students)
- Overseas Students Ombudsmen (International Students)

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

4.4 Sydney Metro College will maintain the students' enrolment while the complaints and appeals process is ongoing, and will not act on the initial decision until the appeals process has been completed. Students must in turn ensure they continue to meet their attendance and course progress requirements until the process has been completed

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

4.6 The outcome of the external appeal is final, however does not remove the right for the student to take further action under Australia's Consumer Protection Laws, pursue other legal action or make a complaint to:

- The National Training Complaints Hotline 13 38 73
- Australian Skills Quality Authority (ASQA)
<http://www.asqa.gov.au/complaints/make-a-complaint-to-other-stakeholders/making-a-complaint---other-stakeholders.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>)

4.7 Where the external complaints or appeals process with ACPET or OSO, results in a decision that supports the student, Sydney Metro College will provide written advice to the student and any other relevant party of the outcome and will complete all necessary

corrective actions within 10 working days

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

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

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

5.0 Complaints/Appeals Process

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

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

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

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

The Manager of Student Services:

- a) Reviews the case and provides written advice of receiving the complaint/appeal within 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 SMC External Appeal Form to the Admin and Account Officer.

The Student Services Officer

- a) Provides ongoing assistance to the student in accessing the Institute's external appeals process
- b) Provides written advice acknowledging the 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 ACPET or OSO

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

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

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

Domestic students lodging an external appeal should contact ACPET on 1800 657 644.

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

23. COMPUTER LAB AND LOGIN

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 Monday to Wednesday: 8:30am – 8:00pm and Thursday to Friday: 8.30am -5.00pm. The student computer lab includes Computers with Microsoft Office, printing facilities and photocopying facilities. Printing and photocopying costs 10 cents per page for black and white copies, and 20 cents per page for colour copies. Should you have login, computer, printing or photocopying issues, you can speak to one of our friendly IT Support Team. Note that by using college computers, you must abide by the college's Internet and Computer Use Policy.

Information Technology Guidelines

- In order to minimise the risk of computer viruses and to ensure that the College's resources are used for their intended purpose, the following guidelines have been put in place. Failure to comply with these guidelines will result in disciplinary action and any costs resulting from a failure to comply will be recovered from the person(s) responsible.
- Students shall have access to the computers and computer network designated for student use. All other College computers are for the use of staff members only.
- The student computer network is for the use of current Sydney Metro College of Education students only.
- Students shall not use the Computer Lab when they have a class, except with the permission of their Teacher.
- Students should take great care with all computer and network resources of the College, using the computers and Internet in a manner that is mature, considerate, responsible and courteous.
- Students shall not attempt to access, corrupt, delete or alter any files on the College's computer system or network that are not their own.
- Students shall not make or attempt to make unauthorised access to, or unauthorised copies of, any files on the College's computer system or network.
- Students shall not remove, modify, or bypass any information security mechanisms or virus prevention management systems.
- Students shall not use the computer network or Internet to create access or send any material that is offensive, vulgar, obscene or disrespectful. This includes images or other material of a pornographic nature, images or other material

supporting the use of restricted drugs, and images or other material supporting violence or intolerance on the grounds of race, religion, gender or sexual preference.

- Students shall not use the computer network or Internet to download, transfer, or store software or large files. This includes all music, video and program files. This includes but is not
 - limited to MP3, WMA, MPEG, AVI and ISO files.
- Students shall not use the computer network or Internet for commercial purposes or for personal or financial gain.
- Students shall not use the computer network or Internet for gambling or playing any games.
- Students are not permitted to install any programs or software onto the College computers at any time.
- Students are not permitted to modify network settings at any time. All software is subject to the terms and conditions of the relevant license agreement for the product.
- Students must ensure that any floppy disks or USB memory sticks used are virus free before being used. If a virus is discovered, the student must alert a staff member immediately. All other hardware devices are not to be attached to the computer without prior approval from a staff member.
- The student assumes all risks for any physical or electronic damage, or viruses that may occur should a hardware device (including USB memory stick or digital camera) be connected to
- Sydney Metro College computer network.
- 17.0 Students shall exercise care when opening email attachments, ensuring any attachments are virus free.
- Sydney Metro College reserves the right to monitor its information systems at all times, and carry out security audits of any systems and data, including individual user files stored on Sydney Metro College's computer network.
- Users of the Internet should be aware that Sydney Metro College makes no guarantees concerning the privacy and security of information transmitted when using the Internet. Please note it is possible that third parties can read and/or intercept this information.

24. CONTRACTS (ACCEPTANCE AGREEMENT)

All students must ensure that they have signed the Acceptance Agreement at the

commencement of their course. Any queries should be directed to Marketing and Admissions Staff.

Breach of Contract

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

25. COPYRIGHT

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

26. COURSES

Course	Duration	CRICOS Course Code	Tuition Fee
BSB40215 Certificate IV in Business	23 weeks (20 academic weeks + 3 weeks holiday)	088103K	\$4,4000*
BSB50215 Diploma of Business	49 weeks (40 academic weeks + 9 weeks holiday)	088104J	\$8,8000*

	weeks + 9 weeks holiday)		
BSB60215 Advanced Diploma of Business	23 weeks (20 academic weeks + 3 weeks holiday)	088105G	\$4,4000*
FNS40615 Certificate IV in Accounting	52 weeks (44 academic weeks + 8 weeks holiday)	090522F	\$8,8000*
FNS50215 Diploma of Accounting	52 weeks (44 academic weeks + 8 weeks holiday)	090523E	\$8,8000*

FNS60215 Advanced Diploma of Accounting	52 weeks (44 academic weeks + 8 weeks holiday)	090524D	\$8,8000*
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**** Tuition Fee does not include the Enrolment and course Material Fee. For the full list of fees and charges associated with each program, see the relevant Course Information Sheet.***

27. Student Credit Transfer and Recognition of Prior Learning Policy

Policy

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

1.0 Definitions

1.1 Credit Transfer: Credit Transfer assesses the initial course or subject that an applicant is using to claim access to or credit in a destination course. The assessment determines the extent to which the 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:

- Resume
- Copies of relevant study certificates
- Letters from relevant employers detailing duration, tasks and duties performed by the applicant
- Pictures or videos of work experience
- Work experience related emails
- Relevant position descriptions
- Relevant employment agreement
- Minutes of attended meetings
- Relevant business cards
- Certified copies of original certificates or statements of attainment issued by other Registered Training Organisations
- Course outlines (For courses where the candidate has been deemed competent)
- Certification of hours of study
- Certified results from an institution
- Subject outlines from previous study
- Client testimonials
 - CT / RPL assessment can only be conducted by SMC assessors who hold the following:
 - TAE40110 Certificate IV in Training and Assessment
 - Vocational Qualification or demonstrated equivalent or higher (in the unit(s) parent qualification)
 - Demonstrated competence in the unit(s) being assessed
 - 2 years of relevant employment experience
 - When assessing Recognition, Sydney Metro College will ensure that the evidence supplied is:
 - Authentic
 - Valid
 - Reliable
 - Current

- Sufficient

- 2.3** All supporting documentary evidence must be translated into English and certified
- 2.4** All students must sign the Student Exemption Form as acceptance of the recognition being granted, prior to any changes being made to their CoE.
- 2.5** Where CT or RPL is granted before the issue of a visa grant, the net course duration (as reduced by CT/RPL) will be indicated on the CoE issued for that student. Where CT/RPL is granted after the issue of a visa grant, the resulting change of course duration will be reported via PRISMS within 10 working days
- 2.6** All copies of the recognition process will be retained in the students file
- 2.7** All AQF qualifications and statements of attainments issued by other Registered Training Organisations are fully recognized by Sydney Metro College
- 2.8** Credit will only be granted for an entire unit of competency, not for individual elements of competency

3.0 Credit Transfer Procedure

- 3.1** Sydney Metro College provides information on recognition options prior to and upon student enrolment
- 3.2** Student advises Sydney Metro College's Marketing and Admissions Team that they would like to apply for Credit Transfer and completes the Student Credit Transfer Application Form
- 3.3** The Academic Coordinator contacts the student and arranges a meeting, providing complete information about the Credit Transfer process including discussions on appropriate evidence and presentation of evidence
- 3.4** The Student provides the evidence to the Academic Coordinator as discussed which will usually include certified copies of original certificates or statements of attainment issued by other Registered Training Organisations and certified academic transcripts
- 3.5** The Academic Coordinator advises if the students application was successful or not and completes the Student Credit Transfer Application Form
- 3.6** which must be also signed by the student as acceptance of the decision
- 3.7** If the Students application is successful, the Academic Coordinator will inform student 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 Officer is responsible for ensuring that all enrolment documentation reflect the

reduction in course duration

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

4.0 Recognition of Prior Learning Procedure

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

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

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

4.4 The Student provides the evidence to the Academic Coordinator as discussed

4.5 The Academic Coordinator 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 Coordinator as discussed

4.7 The Academic Coordinator 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 Coordinator as discussed

4.9 The Academic Coordinator advises if the students application was successful or not and completes the Student RPL Application Form, which must be also signed by the student as acceptance of the decision

4.10 If the Students application is successful, the Academic Coordinator will provide information 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 Coordinator will provide

information specifying the reasons for the decision and the next available course of action. Students may appeal any decision made by Sydney Metro College (See Complaints and Appeals Policy)

5.0 Cost

Item	Cost
Credit Transfer	\$250 enrolment fee only
Recognition of Prior Learning	\$250 enrolment fee + \$200 per unit of competency

28. 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.

18.0 Student Deferment, Suspension and Cancellation

Policy

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

1. Definitions

Deferral – Postponement of commencement of course

Suspension – Temporary postponement of enrolment during course

Cancellation – Cessation of enrolment in course

Deferral of Enrolment Guidelines

1.1 Student Initiated

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

1.2 Student Visa Delay

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

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

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

Where a deferral is granted that will affect the end date of the original CoE, the 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

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

All documentation relating to the assessment of student deferral application will be retained in the students file

19.0 Suspension of Enrolment Guidelines

1. Student Initiated

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

Suspensions will only be granted in the following limited circumstances:

- Compassionate or Compelling Circumstances (in line with the requirements of the Institute's Compassionate or Compelling Circumstances Policy)
- If a suspension application is approved, the student will receive a letter advising of the approval and confirming the new course dates within 10 working days of the Institute receiving the complete application. In addition, the student acceptance agreement will be amended to reflect the new course dates. All terms and conditions of the original student acceptance agreement will remain the same

- If a 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
- 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
- All students are informed that suspension of their enrolment may affect their student visa
- All documentation relating to the assessment of student suspension applications will be retained in the students file

2. Sydney Metro College Initiated

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

20.0 Cancellation of Enrolment Guidelines

1. Student Initiated

- Students may apply to the Student Services for a cancellation of their enrolment
- Students that cancel their enrolment will be liable to pay outstanding fees as stipulated in their signed student acceptance agreement and the Institute's Refund Policy
- 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 Metro College and the application meet the requirements of the Institute's Transfer between Providers Policy

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

21.0 Disciplinary procedures

Verbal Warning

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

Formal warning letter

Significant or repeated minor breaches shall result in a formal written warning being issued to the student. Should the student so wish, an opportunity to refute the allegations will be given and fully recorded in the presence of a colleague selected by the student, and at SMC's discretion, a further employee selected by SMC. A copy of any warning will be retained in the student's administration file notes. The PEO will issue written warnings.

Final warning letter

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

The student will be given an opportunity to respond to the allegations in the presence of a

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

Expulsion

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

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

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

22.0 Document access

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

23.0 Driving in Australia

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

the NSW Roads and Maritime Services on 132 701.

24.0 Education agents

Sydney Metro College (SMC) is responsible for the actions of their agents in marketing their courses. All Education Agents working on behalf of Sydney Metro College (SMC)

have completed an Agent's Agreement with us. We review the activities of Education Agents from time to time and if you are unsure of what is happening then you should give us a call.

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

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

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

25.0 Education counselling

Sydney Metro College regularly monitors your course progress and attendance to ensure you are progressing successfully in your course. Should your attendance or course progress drop below acceptable levels, the college will contact you and intervene so you are able to overcome any obstacles you may be facing. As an International Student if your

attendance or course progress drops below the minimum acceptable levels as outlined in the College's Attendance Policy and Course Progress Policy, you may be reported to the Department of 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 RTO Manager Student Login page (See 2.2.9 of this policy).

For further information on attendance and course progress requirements, please see the relevant sections in our Student Handbook or obtain the policies from Reception. Alternatively, speak to one of our friendly Student Services staff between Monday to Friday: 8:00am – 7:30pm and Saturday: 8:00am – 6:30pm. We also encourage you to speak to us at any time if you believe you are having issues with your progression in your course.

26.0 Education in Australia – THE ESOS FRAMEWORK

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

Protection for overseas students

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

Your rights

- ☐ The ESOS framework protects your rights, including:
- ☐ your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent. If you are under 18, to ensure your safety, you will be granted a

visa only if there are arrangements in place for your accommodation, support and welfare.

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

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

Your responsibilities

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

- maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- meet the terms of the written agreement with your education provider
- inform your provider if you change your address
- maintain satisfactory course progress

- if attendance is recorded for your course, follow your provider's attendance policy, and
- if you are under 18, maintain your approved accommodation, support and general welfare arrangements.

ESOS Helpline – 1300 615 262

Department of Immigration and Border Protection (DIBP) – 131 881

27.0 Emergencies

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

28.0 English Language Support

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

29.0 Excursions

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

30.0 Extracurricular activities

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

31.0 Fees and charges

Tuition Fees for each program, as well as additional fees and charges associated with each course is stipulated in each programs Course Information Sheet. In your Offer Letter and Student Acceptance Agreement, you will receive a breakdown of your tuition fees and will be provided with the due dates of your tuition fees. Note that there is a late fee of \$10 per day for late payments.

32.0 Fire safety / bomb threat security

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

33.0 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.

34.0 Language, literacy and numeracy support

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

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

35.0 Literacy

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

36.0 Language

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

37.0 Numeracy

Showing you how to do the calculations through step by step instructions and through examples of completed calculations

Helping you to work out what math calculations and measurements are required to complete the task

Encouraging the use of calculators and demonstrating how to use them

38.0 Legislative and regulatory requirements

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

The VET Quality Framework, including:

- The Standards for Registered Training Organisations (RTOs) 2015

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

39.0 Library

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

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

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

40.0 Living in Australia

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

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

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

For those not inclined to the past you can catch a performance at the Sydney Entertainment Centre, offering drama and comedy shows or enjoys the many entertaining areas such as Pitt Street Malls, The Rocks, Circular Quay and China Town. Australia's most famous beach; Bondi Beach is located approximately 30 minutes from the CBD Melbourne, with a population of more than three million, is Australia's second largest city. It is regarded as the cultural and fashion capital of Australia and renowned for its fine restaurants. It is a true multicultural city with more than one quarter of Melbourne's inhabitants born overseas. The city is extremely racially tolerant and very easy to work and live in. Visitors enjoy a warm and friendly reception. Whereas Sydney is bold and brassy, Melbourne is conservative and refined and has an elegance that appeals to most visitors. The American actress Ava Gardner, while visiting Melbourne in the '60s to make the film *On the Beach*, pronounced Melbourne as a great place to film the end of the world, but much has changed and Melbourne is now arguably one of the great cities of the world.

Its unparalleled attractions are its **gardens and parklands**, **food precincts**, **arcades**, and great sporting facilities, including the **Melbourne Cricket Ground** and **Flemington Racecourse**. Most of these attractions are situated around the Central Business District or within an easy tram or train ride. There are a number of easy walks within a few kilometers of the CBD.

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

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

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

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

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

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

You - \$18,610 - \$20,000

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

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

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

For further details, please visit: <https://www.studyinaustralia.gov.au/global/live-in-australia/living-costs>

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

Initial establishment costs for a shared apartment, such as rental bond for accommodation, electricity, gas and telephone, could add up to at least \$1,500. In addition, there are the costs associated with staying in touch with home. There are internet cafes located throughout the CBD which cost around AU\$5.00 per hour as well as free Wi-Fi in popular areas such as McDonald's and Starbucks. The cheapest way to phone overseas is using phone apps such as Skype or Viber or via a phone card. Phone cards can be purchased at newsagents and convenience stores. Different phone cards will have different rates so make sure different cards are compared to see which is the cheapest for your country. Students requiring a mobile phone, can get packages starting from around AU\$15.00 a month plus call costs for a two-year contract. You can also buy a pre-paid mobile phone for about AU\$100.00. Note that calls made from mobile phones to overseas can add up to be very expensive.

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

41.0 Education Costs

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

42.0 English Language Courses

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

43.0 Vocational Education and Training (VET) Course Costs

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

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

44.0 Accommodation Costs

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

45.0 Other Living Costs

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

Item	Approximate Cost
Weekly Groceries	\$80 - \$150 per week
Meal, Inexpensive Restaurant	\$13.00 - \$21.00 per meal
Combo Meal at McDonalds or Similar	\$8.00 - \$10.00 per meal
Cappuccino (Regular)	\$3.50 - \$4.50 per cup
Water (0.33 litre bottle)	\$2.00 - \$3.00 per bottle
One-way Ticket (Local Transport)	\$3.00 - \$5.00 per ticket
Monthly Pass (Local Transport)	\$80.00 - \$150.00 per month
Basic Monthly Utilities (Electricity, Heating, Water, Garbage) for 85m ² Apartment	\$150.00 - \$300.00 per month
Unlimited Monthly Mobile Phone Calls and Texts to Australian Numbers	\$35.00 - \$95.00 per month
Internet (6 Mbps, Unlimited Data, Cable/ADSL)	\$50.00 - \$80.00 per month
Fitness Club, Monthly Fee for 1 Adult	\$50.00 - \$90.00 per month
Cinema, International Release, 1 Seat	\$15.00 - \$19.00 per ticket
Entertainment	\$50 - \$100 per week

46.0 Lost property

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

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

47.0 Medical problems

Doctor's Visits

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

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

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

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

Hospitals

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

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

48.0 Emergencies

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

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

Ambulance Service

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

First Aid/Medical

- If a student is ill or injured and needs help please contact any member of the College staff, as First-Aid cabinets are available on the premises. The College is not permitted to provide or administer medication to any students.
- Students must report all injuries, accidents and near misses to their trainer or a staff member.
- Students who suffer from a serious illness or allergies or who are required to take medication daily should advise the Student Welfare Officer for any assistance or special arrangements.

49.0 Mobile phones, Walkman and mp3 players

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

50.0 Orientation

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

51.0 Overseas student health cover

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

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

52.0 Post office

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

53.0 Privacy policy

Policy

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

Definitions

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

Guidelines

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

1.0 Collection of Information

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

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

2.0 Security of Information

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

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

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

3.0 Review and Access

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

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

4.0 Use of Information

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

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

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

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;

- NCVER;
- Organisations conducting student surveys; and
- Researchers.

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

- Issuing statements of attainment or qualification, and populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including programme administration, regulation, monitoring and evaluation.

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

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

54.0 Public holidays

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

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

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

55.0 Reassessment and repeating units of competency

To successfully complete a unit of competency i.e. achieve a Competent result for the unit, you must achieve a Satisfactory Result for all assessment tasks for that unit. For each assessment task you will be provided with 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 organized by the Student Services Department and cost \$50 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's Student Assessment, Reassessment and Repeating Units of Competency Guidelines policy. The cost of repeating a unit of competency is \$400 and is subject to timetable availability.

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

56.0 Record storage and security management

Policy

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

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

57.0 Refund policy

Policy

Sydney Metro College's refund policy observes the principles outlined in the ESOS (Education Services for Overseas Student) Act 2000 and the VET Quality Framework.

This policy applies equally to all new and re-enrolling students unless otherwise stated, and provides the details and circumstances of applicable refunds to students where:

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

Definitions

- **Tuition Fees:** Fees directly related to provision of a course. Note that students must pay Tuition Fees in advance for all courses. See each programs Course Information Sheet for the cost of Tuition Fees for each course
- **Other Fees and Charges:** Application Fees, Student Workbooks and all Other Fees and

Charges that may be incurred by the student during their enrolment. See each program's

Course Information Sheet for a list of Other Fees and Charges. Other Fees and Charges are non-refundable under any circumstance

- **Unused prepaid Tuition Fees:** Tuition for which the student has paid, but has not yet been delivered by the College. Does not include items listed as other fees and charges
- **Nature of Guarantee:** The nature of guarantee given by Sydney Metro College relating to the completion of training and/or assessment once the student has commenced study in their chosen qualification or course. Sydney Metro College's nature of guarantee is outlined in point 1.2, 1.3, 1.4, 1.5, 1.6, 1.7, 1.8 and 1.9 of this policy.

Guidelines

1.0 Provider Default

1.1 Sydney Metro College will be considered to have defaulted when:

1.2 The course the student has enrolled in (at Sydney Metro College or a Third

1.3 Party delivering training and assessment on Sydney Metro College's behalf) does not start on the agreed starting day; or

1.4 The course the student has enrolled in (at Sydney Metro College or a Third Party delivering training and assessment on Sydney Metro College's behalf) ceases to be provided at any time after it starts but before it is completed; or

1.5 The course the student has enrolled in (at Sydney Metro College or a Third Party

delivering training and assessment on Sydney Metro College's behalf) is not provided in full to the student because a sanction has been imposed on Sydney Metro College

1.6 Sydney Metro College or a third party delivering training and assessment on

1.7 Sydney Metro College's behalf closes or ceases to deliver any part of the course the student is enrolled in

1.8 There is a change of Sydney Metro College's legal entity and as a result, a corresponding change to the College's RTO/CRICOS registration

1.9 In cases where Sydney Metro College defaults, the College will advise affected students in writing of the default within 3 working days of the default taking place.

1.10 Within 10 working days of the default taking place, the College will calculate the refund amount eligible for the student (based on unused prepaid tuition fees), and will offer students placement into a suitable alternative registered course, or a full refund of unused prepaid tuition fees. In each instance, the College will give the student a statement explaining how the unused prepaid tuition fees have been calculated.

1.11 Where students choose to accept placement in a suitable alternative registered course, Sydney Metro College will require the student to sign a document to indicate that they have accepted the placement, and will take reasonable measures to assist in the transition of the student to the new course. Note that students may have to pay other additional fees and charges to the new provider, such as purchasing of any texts or materials, as well as tuition fees that have not been covered by their unused prepaid tuition fees

1.12 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 Immigration and Border Protection for implications to their student visa

1.13 In the event that Sydney Metro College is unable to provide a refund of unused prepaid tuition fees or place the student in a suitable alternative registered course, the Australian Students Tuition Assurance Scheme (ASTAS) for domestic students or Tuition Protection Service (TPS) for international students will attempt to place the student in a suitable alternative course with another provider, or, if this is not possible, will provide the student with a refund of their unused prepaid tuition fees. Note that international students ceasing studies are advised to contact the Department of Immigration and Border Protection for implications to their student

visa

- 1.14** The College's chosen fee protection measures for tuition fees paid in advanced by domestic students is an approved Tuition Assurance Scheme (TAS)
- The Australian Students Tuition Assurance Scheme (ASTAS) which is implemented by the Australian Council for Private Education and Training (ACPET)
- 1.15** The College's fee protection measures for tuition fees paid in advance by international students is the Tuition Protection Service (TPS) which is implemented by the TPS Director

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

2.0 Student Default

A student will be considered to have defaulted when:

The student has failed to pay an amount he or she was liable to pay to Sydney Metro College for the course he/she is enrolled in

The student withdraws after their agreed starting day

The student is deemed to have breached a condition of his or her student visa

The student has been expelled by the College due to serious misconduct

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

3.0 Refund Situations

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:

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

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

In line with point 1.0 of this policy students may be entitled to a full refund of unused prepaid tuition fees OR accept placement into another suitable registered course

4.0 Refund Guidelines

- As required by Australian Consumer Law, students are entitled to a 10-business day cooling off period, where they are permitted to cancel their course without penalty (in writing or by email to admin@sydneymetrocollege.edu.au within 10 business days of the student accepting Sydney Metro College's offer. In this case, students will be provided with a full refund of prepaid tuition fees, less the Application Fee
- Timeframes and the amount for refund, except in cases identified in point 1.1, are considered from the day the College receives the complete refund application including supporting evidence, not from the day the student has signed the refund forms
- Applications for refund must be supported by sufficient evidence supporting the students claim to the satisfaction of the College
- Sydney Metro College reserves the right to withhold granting the award attained by the student if student fees remain outstanding
- The Refund policy applies equally to all Sydney Metro College students including students on student visas, permanent residents or Australian citizens
- The Application Fee and Other Fees and Charges as stipulated in each programs Course Information Sheet are non-refundable
- Students who have applied for refund and have been unsuccessful in their application are able to access the College's complaints and appeals policy (See Complaints and

5.0 Appeals Policy

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

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

58.0 Written Agreement

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

Non-Commencement of Studies

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

7.0 Deferring/Re-joining Student

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

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

7.3 Note that Sydney Metro College is only permitted to approve deferral of studies to overseas students on the grounds of compassionate or compelling circumstances in line with the College's deferment, suspension and cancellation policy and compassionate and compelling circumstances policy

7.4

8.0 Exceptional Grounds for Refunds

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

8.2 A written notice of withdrawal from a course and refund application due to exceptional circumstances may be lodged up to the last day before the students agreed starting day. Applications received after this date will be treated in line with point 3.0 of this policy Sydney Metro College will use its discretion to consider the written notice as grounds for either a total or partial refund of fees, provided acceptable documentary evidence is provided, in support of the refund application. Exceptional circumstances may include:

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

9.0 Refund Application Procedure

- a) Student must complete an Application for Refund form and an Application to Withdraw form (Refer to point 4.1 of this policy where the cooling off period applies)
- b) Student must attach a written statement providing details and reasons for their request. Statements can be hand written or typed
- c) Evidence (such as visa refusal, air tickets, medical or death certificates etc.) must be attached with the application
- d) All applications will be considered by the Principal within 10 working days of the completed application being submitted
- e) The Applicant will be notified of the outcome in writing and the reasons for the decision. In general, there will be two possible outcomes:
- f) Application approved and refund issued
- g) Application not approved and in line with the students written agreement and

refund policy, the student will need to make appropriate payment of outstanding monies

- h) If approved, Sydney Metro College Student Services Staff will log into PRISMS (for International Students) and cancel the students CoE's, provide the student with a letter of release (for International Students) and provide a letter advising of CoE cancellation advising the student to contact DIBP to find out what action, if any, then need to take in regards to their student visa. Students will also be provided with a letter detailing how their refund amount was calculated and determined
- i) Until the application has been assessed and a decision reached, students must continue to attend scheduled classes and maintain their course progress and attendance. Attendance and course progress will be continued to be monitored in line with the College's attendance and course progress policies
- j) Students who are unsuccessful in their refund application may appeal the decision (see complaints and appeals policy). ***Note that this policy, and the availability of complaints and appeals processes, does not remove the students' right to take action under Australia's consumer protection laws. Further, Sydney Metro College's dispute resolution processes do not circumscribe the students right to pursue other legal remedies***
- k) If the application for refund is successful, Sydney Metro College will pay the refund within 10 working days of the decision. All refunds will be reimbursed in Australian Dollars and will be returned to the student by cheque or deposited into the 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.

10.0 Administrative Notes

- 10.0 This policy and related documentation is accessible via Sydney Metro College Reception, Student Handbook, Student Services team or Marketing team and is provided to the student prior to enrolment
- 10.1 All notes relating to refund applications will be recorded in the College's Student Management System (RTO Manager) and hard copy documents retained in the students file
- 10.2 The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by this Refund Policy.
- 10.3 Where Sydney Metro College defaults, the College will:

- 10.4 Under section 46B of the ESOS Act, notify the Secretary, the TPS Director and affected students in writing within 3 business days of the default occurring
- 10.5 Under section 46D of the ESOS Act, satisfy its tuition protection obligations to students within 14 days after the default day
- 10.6 Under section 46F of the ESOS Act, give notice to the Secretary and the TPS Director of the outcome of the discharge of obligations within 7 days after the end of the obligation period
- 10.7 Where the International Student defaults, the College will: Under section 47C of the ESOS Act, notify the Secretary and TPS Director in writing of the default occurring within 5 days of the default occurring
- 10.8 Discharge its obligations under sections 47D or 47E of the ESOS Act within the specified periods
- 10.9 Under section 47H of the ESOS Act, give notice to the Secretary and the TPS Director of the outcome of the discharge of obligations within 7 days after the end of the obligation period

59.0 Shops

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

58. Smoking

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

Do you want to QUIT smoking and need help? Contact the QUIT Line – Phone 13 78 48, or visit www.quit.org.au

60.0 Student common room

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

61.0 Student id cards

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

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

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

62.0 Student Services

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

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

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

Student Services officer may refer students to have consultation with Academic Coordinator for further support.

63.0 Overview of Sydney Metro College's Student Support Services

On Arrival	During Study	Post -Graduation
Airport pickup*	Timetabling	Certificate copies*
Accommodation Assistance*	Education counseling (Course	Transcript copies*
Admissions	Progress, Attendance)	Re-enrolment*
Overseas student health	Welfare counseling	
cover assistance	Career counseling	
Bank account assistance	English language support*	
Orientation	Cultural adjustment	
	Recognition of Prior Learning*	
	Internet access and Student Computer Lab	
	Extra-curricular activities*	
	Student ID Cards* and RTO Manager Login	
	Document Access	
	Tax file number assistance	
	Job finding and resume assistance	
	Complaints and Appeals	
	Student Deferment, Suspension and Cancellation	

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

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

64.0 Student welfare

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

- Counselling – general or personal, emergency assistance, support and referrals
- Cultural Adjustment
- Student Accommodation
- Study Assistance
- Feel free to drop in to see the Admin Officer between Monday to Friday.

For after hour emergencies, please contact:

Campus Manager

Jeevan Thapa

Phone: 0401051287

Email: jeevan@sydneymetrocollege.edu.au

OR

Mr. Ram Shrestha (PEO)

Phone: 0425327953

Email: ram@sydneymetrocollege.edu.au

OR

Operations Manager (Melbourne)

Mr. Neil Street

Phone: 0426 411 790

Email: neil@sydneymetrocollege.edu.au

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

65.0 Students with special needs

In line with our Access and Equity practices, students with special needs are offered the same opportunities as any other candidate. Our training and assessment programs will take special needs into consideration from the planning stage onwards and adopt flexible learning and assessment methods as appropriate.

As special needs extend to more than identified physical or learning difficulties, Trainers and Assessors will need to consider the best approach when dealing with candidates with needs such as low literacy, lack of confidence or a non-English speaking background.

This is especially so in relation to assessment because one fundamental principle of an assessment system is that each candidate must have access to fair and open assessment. Depending on any specification given in the standards, the assessor may be able to accept alternative evidence from a candidate with special needs.

If there is uncertainty, the assessor will call on other assessors or a verifier for assistance and guidance, as required. In such a case, the situation must be fully documented, with appropriate feedback being provided to the candidate at all stages.

66.0 Flexible Learning Strategies and Assessment Procedures

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

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

67.0 Suggestions and feedback

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

Feedback can also be emailed on admin@sydneymetrocollege.edu.au

68.0 Term dates (2018)

Term	Start	Finish	Holiday	Length of Term
1	15/01/2018	25/03/2018	26/03/2018 / 8/04/2018	10 weeks
2	9/04/2018	17/06/2018	18/06/2018 / 1/07/2018	10 weeks
3	2/07/2018	9/09/2018	10/09/2018 / 23/09/2018	10 weeks
4	24/09/2018	2/12/2018	3/12/2018 / 30/12/2018	10 weeks

69.0 Sample Timetables

Sydney Metro College runs its courses over three shifts depending on class availability. Each shift is delivered over 20 hours per week.

Shift	Days	Times	Scheduled Break Per Day
Day Class Time Table (Business Courses)	Mon and Tue	8:00am – 4:00pm 7.5 hours class inclusive of 30 minutes break	1/2 hours
Evening Class Time Table (Business/Accounting Courses)	Mon, Tue & Wed	4:30pm – 9:30pm 5.0 hours of class	No Break included
Class Time Table (Accounting Courses)	Wed -Thurs	8:00am – 4:00pm 7.5 hours class inclusive of 30 minutes break	1/2 hours

(*Please note class timetable is subject to change. Information on the timetable will be made available for students. Please check with SMC for the updated class time table)

Sydney Metro College (Melbourne Campus) currently runs over two shifts depending on class availability. Each shift is also delivered over 20 Hours per week.

Shift	Days	Times	Scheduled Break Per Day
Day Class Time Table (Business Courses)	Mon and Tue	09:00am – 5:00pm 7.5 hours class inclusive of 30 minutes break	1/2 hours
Evening Class Time Table (Accounting courses)	Wed & Thursday	09:00am – 5:00pm 7.5 hours of class	½ hours

(*Please check with SMC for the updated class time table)

Timetables are subject to change each Term at the discretion of the College and are posted 2 weeks before the commencement of each term. New starters will receive their timetable at orientation.

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

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

70.0 Transfer between Providers Policy

Policy

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

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

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

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

2.0 Procedure for Students seeking to transfer to Sydney Metro College from another provider (Prior to completing 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 Metro College Student Entry Requirements, Selection, Enrolment and Orientation Policy. The Marketing and Admissions Officer will know the Student is currently studying at another provider due to declarations provided by the Student via the Enrolment Form and through PRISMS
- c) Due to the Student being enrolled at the other provider prior to completing 6 months of their principal course, the student must provide relevant evidence as per 1.1 of this policy
- d) Where the Student can demonstrate adherence to point 1.1 a, c or d, the student enrolment will progress and the Marketing and Admissions Officer will assess the student for suitability for entry in line with the Institute's Student Entry Requirements, Selection, Enrolment and Orientation Policy

- e) Where the Student is requesting to enroll based on point 1.1 b and meets other entry requirements specified in Sydney Metro College's Student Entry Requirements, Selection, Enrolment and Orientation Policy, Sydney Metro College will offer a Conditional Letter of Offer, clearly stating that the offer is contingent of the student providing Sydney Metro College with a Letter of Release from their original provider
- e) Where the Student is released through PRISMS by the original registered provider, the enrolment process will progress in line with SMC's Student Entry Requirements, Selection, Enrolment and Orientation Policy
- f) Where the student is unable to meet one of the requirements of 1.1 of this policy, the student will be informed why their application for enrolment was rejected. This will occur as soon as practicable and no longer than 10 working days from the day the student submits their complete enrolment application

3.0 Procedure for Students seeking to transfer to Sydney Metro College 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 Metro College will assess student enrolment applications from this cohort of students in line with its Student Entry Requirements, Selection, Enrolment and Orientation Policy and Student Deferment, Suspension and Cancellation Policy

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

- 4.1 Sydney Metro College will assess student transfer requests prior to completing 6 months for its international students. The student has no outstanding fees owing to Sydney Metro College and can provide evidence of one of the following circumstances:
 - a) provided a letter from another registered provider confirming that a valid enrolment offer has been made, and
 - b) where the student is under 18;
 - i. the registered provider has written confirmation that the student's parent or legal guardian supports the transfer, and
 - ii. Where the student is not being cared for in Australia by a parent or suitable nominated relative, the valid enrolment offer also confirms that the registered provider will accept that responsibility for approving the student's accommodation, support and general welfare arrangements as per Standard 5 (Younger students).
 - c) The student wishes to access support services that the other provider has and Sydney Metro College is unable to provide
 - d) The student is experiencing a threat to their physical safety which will be alleviated by studying at the other provider
 - e) The program of study is not consistent with what was specified in the student acceptance agreement and offer letter

- f) The student can provide evidence that he or she was misled by Sydney Metro College or by one of its education agents
- g) 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
- h) Sydney Metro College ceases to be registered or the course in which the student is enrolled ceases to be registered
- i) Sydney Metro College has a sanction imposed on its registration by the Australian Government or State and Territory Government that prevents the student from continuing study in his or her principal course
- j) 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
- k) 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
- l) Where the course for which the student is enrolled at SMC no longer meets student's learning needs and student satisfies course progress and fee obligation as per SMC policy and procedure.
- m) the international student will be reported because they are unable to achieve satisfactory course progress
- n) an appeal (internal or external) on another matter results in a decision or recommendation to release the international student.

4.2 Sydney Metro College will NOT grant student transfer requests and will NOT release its international students in PRISMS (who have not completed 6 months of study in their principal course), where the student has outstanding fees owing to Sydney Metro College and the student falls into one of the following categories:

- a) The student has not provided a valid offer letter from their prospective CRICOS provider
- b) The student is experiencing welfare issues but has not discussed the issues with SMC's student support services team

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

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

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

6.0 Transfer within SMC Colleges after commencement of course

- a) Student Services Officer receives requests from students wishing to transfer to another SMC College within the first 6 months of his/her principal course. The student must demonstrate 'exceptional circumstances' justifying the transfer along with relevant supporting documentation.
 - Exceptional Circumstances include but may not limited to:
 - i. Student has to move his residence to another city/state
 - ii. A medical circumstance that affects the student's performance in their current course and where the student can demonstrate it will not affect his performance in the intended new enrolment

- b) Student completes Sydney Metro College's Application to Withdraw Form (available at Reception or SMC Website <http://www.sydneymetrocollege.edu.au/downloads/>) and provides relevant evidence to support their claim, including but not limited to:
 - Evidence such as medical or death certificates or other supporting evidence
- c) Student submits complete application to the College Student Services. The Student Services Officer will provide advice on the requirements of the policy and will issue the student with written acknowledgement of the complete application as soon as practicable of receipt
- d) All applications are considered by the Student Services Officer as soon as practicable and students are provided with the written outcome within 10 working days of submission of their complete withdrawal application.
- e) Until the withdrawal application has been approved, students must continue to attend class, as academic progress and attendance as agreed during the meeting.
- f) If the transfer application is not approved, the student is entitled to appeal the decision in line with the Institute's Complaints and Appeals Policy. During this period, the student must continue to attend class as academic progress and attendance will still be in effect. See the Institute's Student Attendance Policy, Student Course Progress Policy and Student Assessment, Reassessment and Repeating Units of Guidelines Policy. Note that this policy does not remove the student right to take action under Australia's consumer protection laws or rights to pursue other legal remedies.

7. Transferring to another course offered by SCM

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

- Where it is considered that the course that the student wishes to transfer to;
 - better meets the study capabilities of the student; and/or
 - better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations; and/or

Or, where the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.

- A transfer to another course within SCM will not be granted where:
 - The transfer may jeopardise the student's progression through a package of courses.
 - The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.
 - The student is trying to avoid being reported to DIBP for failure to meet the provider's attendance or academic progress requirements.
- In order for a request for transfer to be considered, students must complete an Internal Change Of course Form.
- The outcome of the student's application for course transfer will be provided in

- writing within 10 working days of receipt of application.
- Cost involved in transferring to another course plus any refund of course fees paid for the student's current course will be in accordance with SCM Refund Policy and Procedure

8. Visa advice

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

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

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

10.0 Release on PRISMS

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

11.0 Refund Policy

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

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

12.0 Record Keeping

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

Record Documents

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

Record Policies

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

71.0 Transport

Sydney

It's easy to travel on Sydney's extensive transport Network. Monthly, Weekly and Daily passes can give you flexible travel between trains, buses and ferries. Please check the fares and travel guide information for zones and prices. For more information, visit:

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

Melbourne

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

Taxi Services

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

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

72.0 Unique student identifier (USI)

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

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

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

You can access your USI account online from your computer, tablet or smartphone anytime. To register for a USI, follow the following steps:

Step 1) Get at least one form of ID from the list below ready

- Drivers License
- Medicare Card (this includes a current family Medicare card where your name is included)
- Australian Passport
- Visa (with Non-Australian Passport) for International Students
- Birth Certificate (Australian) *please note a Birth Certificate Extract is not sufficient
- Certificate of Registration by Descent
- Citizenship Certificate
- ImmiCard

IMPORTANT: The details you enter when you create your USI must match exactly

with those shown on the form if ID used.

If you have no form of ID from the list above, please contact us.

step 2) visit www.usi.gov.au/create-your-USI

Step 3) Agree to the terms and conditions

- Step 4) Fill in your personal and contact details
Step 5) Enter the requested details as shown on your form of ID (see list above)
Step 6) Set your USI account password and questions for security
Step 9) Your USI will also be sent to you by either your email, phone or by mailing address
(which every you choose as your preferred contact method when creating your USI)
Step 10) Be sure to bring your USI with you each time you enroll in VET

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

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

73.0 Visas and immigration

It is the student's obligation to be aware and abide by their student visa conditions. Student may gain advice from the immigration website at <https://www.border.gov.au>

Or visit

Department of Immigration and Border Protection (DIBP)

OFFICES IN SYDNEY

CITY CENTRAL

Ground Floor 26 Lee Street
Sydney NSW 2000
Monday to Friday 9am – 4pm

PARRAMATTA

9 Wentworth Street Parramatta NSW 2150 Monday to Friday 9am – 4pm

OFFICES IN MELBOURNE

It is the student's obligation to be aware and abide by their student visa conditions. Student

may gain advice from the immigration website at <https://www.border.gov.au>

Or visit

Department of Immigration and Border Protection (DIBP) Offices

MELBOURNE

**2 Lonsdale Street
Melbourne VIC 3000**

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

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

74.0 Welfare counselling

During your study you may encounter personal problems that may end up affecting your enrolment. This can include the stress of being away from family and friends, difficulty in finding suitable accommodation, difficulty with work, personal Issues at home, financial Issues etc. Our Student Services Team is here to assist you as needed. If you are experiencing stress or difficult issues, please let our Student Services Team know about it. Conversations will remain confidential if you wish. To contact our Student Services Team, visit us between Monday to Wednesday: 8:30am – 6:00pm and Thursday and Friday: 9:00am – 5:00pm. For after- hour emergencies, please contact Campus Manager or Operations Manager (details provided in point 3 of this policy).

75.0 Work, health and safety

Sydney Metro College understands and accepts its legal responsibility for safety, occupational health, welfare and rehabilitation. In fulfilling this responsibility, the organisation and its management has a duty to provide and maintain an environment that is safe for employees, students, contractors and visitors.

Work Health & Safety Planning

Risk of injury will be reduced by job design, equipment design and work practices. Our campus, facilities and equipment will be maintained in a safe working order.

Work Health & Safety Methods

A representative Work Health & Safety Committee will operate on behalf of the organisation and assist with the management of this policy. All staff are required to complete a safety induction. Work sites are monitored, hazards eliminated or isolated to minimise risk of injury. Sydney Metro College employees will be trained so they are competent to perform their duties with minimum risk to themselves, fellow employees, contractors or students. Employees, contractors and students are not expected to conduct work or place themselves in situations which they reasonably consider to be unsafe.

Work Health & Safety Systems

Work Health & Safety Representatives shall provide specialist consultative advice to assist Sydney Metro College employees at all levels to meet their responsibilities. If personal protective equipment and clothing is supplied, it must be used when required. Auditing of processes, equipment and the workplaces will be conducted to minimise risk on an ongoing basis. Work Health & Safety performance for each department will be reviewed on a regular basis by the management group and form part of the performance management process. Where necessary, rehabilitation programs will be developed to assist people who have suffered injuries to return to their normal duties as soon as practicable.

The purpose of the New South Wales Work Health and Safety (WHS) Act is to ensure the health, safety and welfare of all persons at work. The Act protects all persons including visitors, customers and contractors. WHS is the shared responsibility of all management and staff within an organisation. To be effective, WHS requires the active participation of both staff and management.

GENERAL HEALTH AND SAFETY

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

Hazard Control And Reporting

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

Incident/Accident Reporting

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

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

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

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

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

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

Beach Swimming Safety Rules

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

- Seek advice from the lifesavers and lifeguards

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

First Aid

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

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

76. Emergency Procedures

In the Event of Fire

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

Evacuation

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

1. When instructed to evacuate, leave by the Fire Stairs/Exits.

DO NOT USE LIFTS.

2. Move quietly and calmly to the Assembly Area.
3. Await instructions

Sydney Metro College Building Evacuation Plan

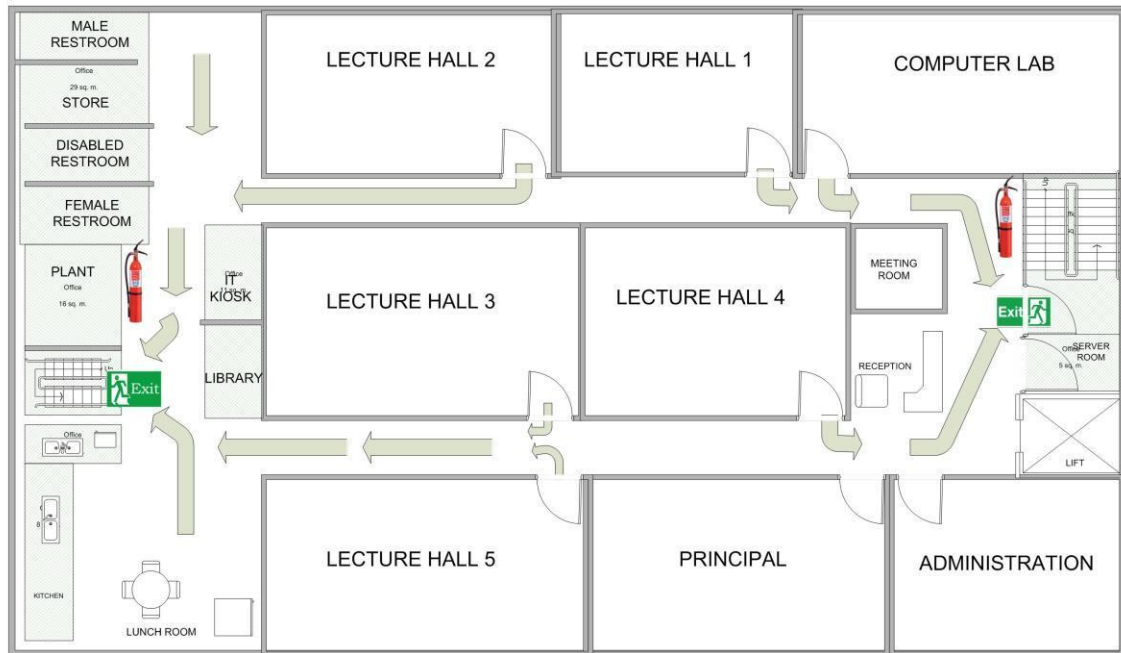
SYDNEY CAMPUS



EVACUATION PLAN

SYDNEY METRO COLLEGE

LEVEL 2, 16-22 Wentworth Avenue, Surry Hills, 2010



Sydney Metro College Building Evacuation Plan

MELBOURNE CAMPUS

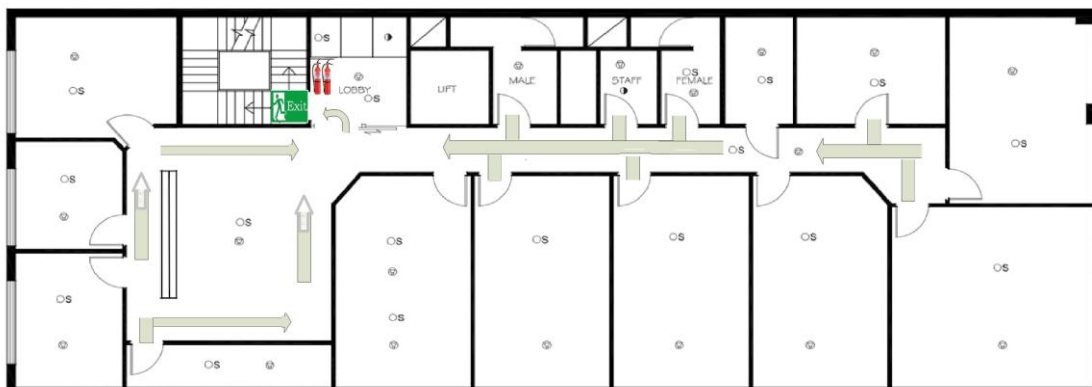


EVACUATION PLAN

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



Meeting point at Golden Parking

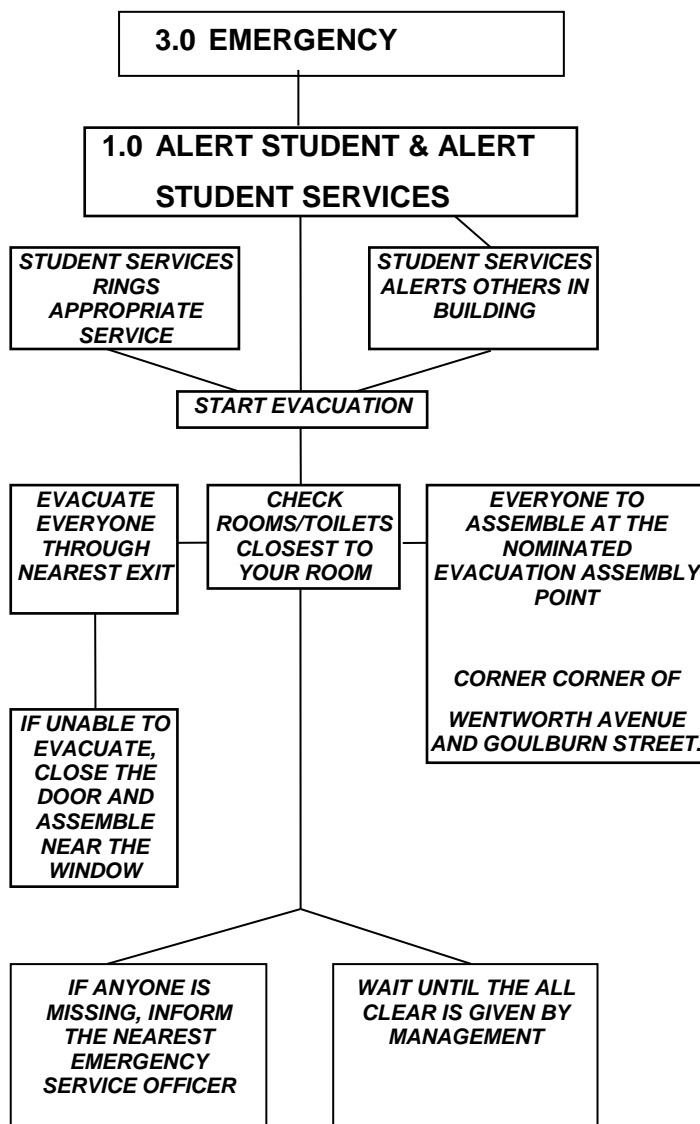


Building Alarms and Other Emergencies

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

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

Evacuation Flowchart



76.0 Working in Australia

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

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

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

The Fair Work Ombudsman (FWO)

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

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

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

Address

175 Liverpool St, Sydney NSW 2000

Hours:

9AM - 6PM

Phone:

13 13 94

77.0 Other Fees and Charges

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

ITEM	COST
Black and White Printing and Photocopy	10c per page
Colour Printing and Photocopy	20c per page
Airport Pickup Service	\$100
Accommodation Placement Assistance	\$250
Overseas Student Health Cover*	\$492 per year for Single Cover

Reassessment Fee	\$50 per assessment task
Repeating unit of Competency	\$400 per unit
Recognition of Prior Learning	\$200 per unit
Replacement Student ID Card	\$20
Certificate Re-issue	\$20
Statement of Results (SOR) Copy	\$20
Statement of Attainment Re-issue	\$20
Late Payment Fee	\$10 per day
External English Language Assistance	Variable
Class Excursions	Variable
Extra -Curricular Activities	Variable

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

78.0 Further information:

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

79.0 Reminder

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

You must:

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

80.0 Important numbers and contact detail

Organisation	Address	Phone number	Website
DIBP - Department of Immigration and Border Protection	Ground Floor 26 Lee Street Sydney, NSW 2000	131 881	www.immi.gov.au
BUPA	Level 19, 201 Kent street Sydney, NSW, 2000 Australia	1800 888 942	www.bupa.com.au
ATO – Australian Tax Office	2 Lang Street Sydney NSW 2000	132 861	www.ato.gov.au

81.0 Emergency Numbers

AMBULANCE 000	
FIRE 000	
POLICE 000	
<i>The following details are for additional emergency services, national and/or state-based.</i>	
ABORTION & GRIEF COUNSELLING 1300 363 550	AIDSLINE 1800 133 392
ALCOHOL AND DRUG INFORMATION SERVICE 9361 8000	AUSTRALIAN SEARCH AND RESCUE Aviation Rescue 1800 815 257
CENTRE AGAINST SEXUAL ASSAULT 1800 806 292	CHILDREN'S HELP LINE 1800 55 1800 Web site www.kidshelpline.com.au

CHILD ABUSE SERVICES 1800 688 009	CONSULATES IN NSW 6261 1111
CRISIS CARE 1800 177 135	CRISIS PREGNANCY 1800 650 840
DOMESTIC VIOLENCE 24X7 1800 737 732	EMERGENCY ANIMAL DISEASE WATCH 1800 675 888
EMPLOYMENT 131 628	FAIR WORK OMBUDSMAN 1300 724 200
NSW FAIR TRADING 133 220 131 450 (Language assistance)	NSW OMBUDSMAN 9286 1000
FAMILY DRUG SUPPORT 1300 368 186	GAMBLERS ANONYMOUS 1800 002 210
INTERPRETING SERVICES 131 450	INTERNATIONAL STUDENT HOTLINE 1300 363 079
LEGAL ACCESS HOTLINE 1300 888 529	LIFELINE (24 hours Counselling) 131 114
MATERNAL AND CHILD HEALTH LINE 132 229	MENTAL HEALTH HOTLINE 1800 011 511
PARENT LINE 132 289	POISONS INFORMATION CENTRE 131 126
QUIT LINE Smoking 131 848	VICTIMS OF CRIME 1800 633 063
TRANSPORT 131 500 131 450 (Translating and Interpreting Services)	

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82.0 STUDENT HANDBOOK ACKNOWLEDGEMENT DECLARATION

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

Student Name

Student Signature

Date