



**SYDNEY COLLEGE OF PROFESSIONAL**  
EDUCATION



**Overseas Student Handbook**

SYDNEY COLLEGE OF PROFESSIONAL  
EDUCATION

Sydney College of Professional Education Pty Ltd  
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## THE CEO'S PROPOSAL

As the chief executive officer, I welcome you to Sydney College of Professional Education Pty Ltd (SCPE). Our vision is to train aspiring leaders to be *affective & effective*. SCPE is committed to accomplishing its vision by training its students on emotion-based leadership qualities such as empathy, emotional intelligence, and resilience.

The qualities will allow our graduates to be empathic, authentic, and accountable as future leaders. Additionally, our graduates will be trained on cognitive decision-making skills that are central to organizational development. Our five (5) values: *1) Diligent, 2) Authentic, 3) Accountable, 4) Informed, and 5) Inspired* guide our strategies and practices.

As an institution of vocational education & training, I promise to serve you (students) via available means identified in the student handbook. We are committed to supporting overseas students in all phases of your education journey with us. SCPE ensures to impart quality & industry relevant vocational education aligned with goals.

To conclude, I wish that you achieve your study goals while enjoying your stay at *Sydney College of Professional Education Pty Ltd*.

*Bipin Velera*

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Bipin Velera

Chief Executive Officer

Sydney College of Professional Education Pty Ltd



**SYDNEY COLLEGE OF PROFESSIONAL**  
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## WELCOME

Sydney College of Professional Education Pty Ltd (SCPE) welcomes overseas students. The information in this overseas student handbook provides important information to overseas students on our available courses, important policies and procedures, grievance processes, qualification issuance, legislation, student responsibilities, and SCPE's obligations to you (overseas students).

You may contact the RTO directly via email, [SCPEceo@outlook.com](mailto:SCPEceo@outlook.com), or **Phone: 0452389499**. Alternatively, you may visit our website, [www.SCPEedu.au](http://www.SCPEedu.au), should you need further information. We will direct every effort in making your education experience enjoyable and stimulating. We understand the hardships involved in undertaking formal education. To ensure that you have all the important information at your fingertips, this handbook covers useful information about using simple and plain language. The handbook also contains important contacts in case you require emergency support.

## Student Handbook Content

Student Handbook is available at the SCPE website, [www.SCPEedu.au](http://www.SCPEedu.au).

The information in this Student Handbook provides important information to overseas students on our available courses, important policies and procedures, grievance processes, qualification issuance, legislation, student responsibilities, and SCPE's obligations to you (overseas students).

You may contact the RTO directly via email, [SCPE.ceo@outlook.com](mailto:SCPE.ceo@outlook.com), or **Phone: 0452389499**. Alternatively, you may visit our website, [www.SCPEedu.au](http://www.SCPEedu.au), should you need further information. We will direct every effort in making your education experience enjoyable and stimulating. We understand the hardships involved in undertaking formal education. To ensure that you have all the important information at your fingertips, this handbook covers useful information about using simple and plain language. The handbook also contains important contacts in case you require emergency support.

Overseas Student Handbook is available at the RTO website: [www.SCPEedu.au](http://www.SCPEedu.au)

Information on our policies, processes and support is provided to all prospective and current overseas students via this Student Handbook. The overseas student handbook contains information on SCPE's:

- Services, facilities, and resources available to students
- Available student support
- Fees and refunds
- Complaints and appeals processes
- Reasonable adjustments during assessment
- Course variations such as deferment, suspension, cancellation
- Transfer between providers
- Student visa obligations
- Useful information about *Parramatta* and life in Australia
- Access to support
- Consumer protection
- Records & retention
- Training delivery

- Assessment Policy
- Legislation related information
- Local libraries
- Course progress & attendance
- Public Transport
- Education Services for Overseas Students (ESOS) framework
- Working in Australia
- Student rights before enrolling
- learning
- Legislation
- Critical incidents
- Qualification issuance
- Fees and refunds
- Student obligations
- Support during course transition



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## Provider Obligations towards Students

It is important that all students know their rights and responsibilities, and what you can expect from Sydney College of Professional Education Pty Ltd.

- a) The storage, use, and disclosure of any personal information you provide, is protected under the accordance with the *Privacy and Personal Information Protection Act 1998 (PIIP Act)*.
- b) Sydney College of Professional Education Pty Ltd is obliged under Tuition Protection Service (TPS) to provide alternative course, or refund of your money, or refer you to TPS agency (See TPS section, if SCPE is unable to provide promised services.
- c) Sydney College of Professional Education ensures consumer protection by providing service guarantee (i.e., guarantee on service quality, providing correct information before enrolment) as per Australian Consumer Law (The ACL).
- d) The RTO will ensure that training and assessment occur in accordance with the requirements of the accredited course/endorsed training package, Principles of Assessment and Rules of Evidence.
- e) Sydney College of Professional Education Pty Ltd is obliged to provide services as outlined in the student offer & written contract.
- f) Sydney College of Professional Education Pty Ltd ensures that students do not pay any fee until the Student Offer & Written Agreement is signed and accepted by SCPE
- g) Sydney College of Professional Education Pty Ltd will support you via all reasonable means to ensure that the student completes the course within time frame specified on eCoE (See course progress & attendance policies).
- h) Sydney College of Professional Education Pty Ltd provides students with the opportunity to study, learn, and develop skills in a safe and supportive environment.
- i) Sydney College of Professional Education Pty Ltd upholds students' right to be treated fairly and with respect by trainers, assessors, other staff, and students.
- j) Sydney College of Professional Education Pty Ltd provides students with learning environment free of harassment, bullying and discrimination.
- k) Sydney College of Professional Education Pty Ltd ensures that students can lodge a complaint or suggestion for improvement without fear of victimisation.
- l) Sydney College of Professional Education Pty Ltd ensures that students have timely and effective access to complaint and appeal processes.
- m) Sydney College of Professional Education Pty Ltd ensures that students receive information about course, delivery arrangements, assessment requirements, health and safety requirements, student support services, dealing with emergency situations, orientation program, emergent societal issues, deferment, course progress requirements, attendance requirements, reporting requirements and student visa requirements.
- n) Sydney College of Professional Education Pty Ltd can modify your learning plan to support your learning as per adjustments and students' variations in PRISMS.



- o) Sydney College of Professional Education Pty Ltd ensures that students receive results and AQF certification as per the policy.
- p) Sydney College of Professional Education Pty Ltd ensures that students receive refunds as per the policy.
- q) Provide you with a release if it is for the student's well-being (See student transfer policy).
- r) Sydney College of Professional Education is obliged to provide necessary information about you to government agencies as per the RTO obligations under the National Code 2018 and National Vocational Education and Training Regulator Act 2011 (NVR Act).
- s) Sydney College of Professional Education Pty Ltd ensures that students receive current and accurate information about the courses, entry requirements, fees, and modes of study before they enrol.
- t) Sydney College of Professional Education Pty Ltd will maintain systems for secure recordings of student enrolments, attendance, completion, assessment outcomes (including Recognition of Prior Learning), results, qualifications issued, grievances and the archiving of records.
- u) The RTO will ensure that assessors and trainers have:
  - Demonstrated competencies at least to the level of those being delivered and assessed.
  - Current knowledge and skills in vocational training and learning that informs their training and assessment.
  - Industry experience that is current and relevant to the course (s)/training packages or modules/units of competence that they are involved in delivering.



## Overseas Student Obligations

While SCPE is committed to ensuring that students receive all services in a timely manner, it is also the student's responsibility to meet the due obligations.

- a. Read all information presented via the student offer carefully before signing.
- b. Meet the terms of your student offer and written agreement.
- c. Ensure that you have and continue to maintain your Overseas Student Health Cover (OSHC) including dependents for as long as you stay in Australia on a student visa.
- d. Comply with your student visa conditions.
- e. Meet satisfactory course progress as per the policy.
- f. Meet satisfactory attendance as per the policy.
- g. Keep email and address *up to date* with SCPE records.
- h. Not to cheat and copy other students' work.
- i. Not to engage in plagiarism (copy other author's ideas without referencing their name).
- j. Not to harass or bully a fellow student or staff member.
- k. Participate in and make satisfactory progress within a program.
- l. Be punctual.
- m. Observe WHS guidelines.
- n. Respect other participants and the RTO staff.
- o. Student/learners are to use their personal and professional judgement to conform to the general ethical principles prevalent in society as these ethical principles are too numerous to outline in this document.
- p. If a student disagrees on any topic in the class/workshop, do so with respect.
- q. Respect the property of the institution.
- r. Get to know fundamental policies and procedures tapping complaints and appeals, fees and refunds, enrolments, assessments, issuance and re-issuance of qualifications, and unique student identifiers (USI). It is the responsibility of the student/learner to read these relevant policies outlined in this document.
- s. Integrate feedback of trainers and assessors to foster their learning.
- t. Submit assessments and coursework on time and communicate with trainers/assessors in case of resubmissions or re-assessments.
- u. Stay *up to date* with their fees.
- v. Abide by appropriate code of conduct in campus and classes.
- w. Maintain professional behavior. Sydney College of Professional Education Pty Ltd Management encourage any trainer or staff member who is dissatisfied with the behaviour or performance of the learner has the authority to:
  - *Warn the student that their behavior is unsuitable, or*
  - *Ask the learner to leave the class, without refund or acceptance into another course, or*
  - *Immediately cancel the class.*

### Professional Behaviour

SCPE Management encourage any trainer or staff member who is dissatisfied with the behavior or performance of the learner has the authority to:

- Warn the student that their behavior is unsuitable, or
- Ask the learner to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class.

If the learner wishes to object or lodge an appeal against the disciplinary action taken, they have the right and opportunity to follow the SCPE's appeals procedure.

### Plagiarism

Plagiarism is the “wrongful appropriation” of another author’s “language, thoughts, ideas or expressions,” while presenting them as one’s own original work. Therefore, all learners are encouraged to acknowledge original authors/writers. Although, learners/students are encouraged to use APA Style or Harvard Style referencing, they will not be marked unfairly if they acknowledge original authors clearly.

### Policy

Plagiarism is considered an academic dishonesty and a breach of journalistic ethics. It is subject to sanctions like expulsion. It is quite reasonable to research material while undertaking assessments. All sources, however, must be clearly referenced. SCPE's trainers/assessors take a strict approach to plagiarism and proven incidents will not be tolerated.

*The RTO may use plagiarism detection tools to ascertain the authenticity of the student's work.*

SCPE reserves the right to terminate the training and/or assessment of any student found guilty of academic misconduct such as, plagiarism, cheating, or collusion.

### Bullying

Learners are not to engage in bullying. It is a maladaptive behaviour that suggests a real or perceived power over another party, or otherwise undermines a person or group, generally comprised of repeated, persistent acts over a period.

### SCPE does not guarantee that:

- a learner will successfully complete a training product on its scope of registration, or
- a training product can be completed in a manner which does not meet the requirements of training and assessment or
- a learner will obtain a particular employment outcome where this is outside the control of SCPE

## ENROLMENT PROCESS

### *Enrolment related enquiry*

Once you have identified that your formal learning needs align with our course, the enrolment is as easy as dropping an email or contacting the RTO staff by phone. Potential overseas students may contact SCPE via email ([www.SCPEedu.au](http://www.SCPEedu.au)), or **phone, 0452389499**, with the expression of interest to enroll. Students/learners are to fill out the Enrolment Form once they have read the marketing materials. To make enrollment process easier, stepwise information is presented the Table 1.

All students/learners will be recruited in an ethical, fair, and responsible manner.

See *Enrolment Steps Table* for clearer information.



**Table 1: Enrolment Steps for Overseas Students**

Step No.	SCPE Tasks	Student Tasks
<i>Step Number 1</i>	<ul style="list-style-type: none"> <li>Staff Ensures that Student are given Marketing Flyers and Student Handbook if the student has not already read them.</li> <li>Staff ensures that the potential overseas student understands marketing information.</li> </ul>	<ul style="list-style-type: none"> <li>Student reads the student Handbook.</li> <li>Student reads Marketing Flyer (s).</li> <li>If students indicate that they have not read Marketing information, staff invites them to read and understand marketing information before Enrolment commencement.</li> </ul>
<i>Step Number 2</i>	<ul style="list-style-type: none"> <li>Student completes <b>Enrolment Form</b>.</li> <li>SCPE staff will send the Enrolment Form to the potential student if requested.</li> <li>Staff will clarify information by chatting with the potential student. This communication may take place in the form of email and / or phone.</li> </ul>	<ul style="list-style-type: none"> <li>Student completes <b>Enrolment Form</b>.</li> <li>Student provided supporting documents.</li> </ul>
<i>Step Number 3</i>	<ul style="list-style-type: none"> <li>Once the potential student completes Enrolment Form and signs the form and provide supporting documentation, the SCPE staff interviews the student.</li> <li>Interview is relevant to the qualification.</li> <li>Staff will <i>interview</i> students to assess language, literacy &amp; numeracy, entry requirements, course credits &amp; student support requirements.</li> <li>SCPE staff may decide to administer a language, literacy &amp; numeracy assessment (LLN). It is noteworthy that Overseas English proficiency tests such IELTS do not address all components of LLN such as numeracy. Hence, LLN is fundamental requirement.</li> <li>However, if you present overseas English assessment, it will be taken into account and will result in reduced LLN assessment.</li> </ul>	<ul style="list-style-type: none"> <li>The potential student completes interview by answering to various questions.</li> <li>Interview time will be provided to the student via email.</li> <li>The student provides English proficiency test evidence.</li> </ul>
<i>Step Number 4</i>	<p>Once the student completes Interview and LLN assessment (if applicable), the CEO:</p> <ul style="list-style-type: none"> <li>Assesses information provided by student via <i>Enrolment Form</i>.</li> <li>Assesses supporting documents provided by the student.</li> <li>Assesses the student interview information as per admission requirements of that qualification.</li> <li>The CEO assesses course credits or recognition of prior learning(RPL).</li> </ul>	<p>The potential student provides any information or document requested during this step.</p>

	<ul style="list-style-type: none"> <li>• If credit transfer or prior learning is recognised, the student offer is adjusted for course money &amp; duration.</li> <li>• Assesses LLN and student support needs.</li> </ul>	
<b>Step Number 5</b>	<p>Once the Enrolment assessment has been completed, the following decisions are taken by the CEO:</p> <ul style="list-style-type: none"> <li>• Student offer is either refused.</li> <li>• Student offer is either approved</li> <li>• Course credits are awarded (if student meets the criteria). Course money &amp; duration are also adjusted in Student Offer &amp; Written Agreement.</li> <li>• Finally, the CEO sends the <i>Student Offer &amp; Written Agreement</i> to the student.</li> </ul>	<ul style="list-style-type: none"> <li>• If the student offer is extended, the student is to accept it by way of signing.</li> <li>• If applicable, the overseas student is to retain the credit transfer and RPL assessment for 2 years.</li> <li>• If enrolment is refused, the student is sent a student offer refusal letter as per SCPE format by providing reasons of refusal.</li> </ul>
<b>Step Number 6</b>	<p>Once SCPE staff receives the Signed and appropriately completed Student Offer &amp; Course Agreement Acceptance:</p> <ul style="list-style-type: none"> <li>• The CEO signs the Student Offer &amp; Written Agreement and sends student a copy to be kept for their records.</li> <li>• Checks whether student has made payment as per outlined in the Student Offer &amp; Written Agreement.</li> <li>• Checks whether the student has requested any extra services (airport pickup, accommodation etc.)</li> </ul>	<ul style="list-style-type: none"> <li>• The student then returns the signed student offer back to the SCPE staff.</li> <li>• Makes payment as per the student offer.</li> <li>• Requests extra services such as airport pickup or accommodation (if applicable).</li> </ul>
<b>Step Number 7</b>	<p>The CEO:</p> <ul style="list-style-type: none"> <li>• Issues electronic confirmation of enrolment (eCoE) and sends to the student.</li> <li>• eCoE contains all pre-paid course fees and duration the pre-paid fees cover.</li> <li>• eCoE covers adjusted course duration &amp; fees if course credit or RPL is awarded.</li> </ul>	<ul style="list-style-type: none"> <li>• Overseas student receives eCoE and applies their student visa.</li> </ul>
<b>Step Number 8</b>	<p>If the student visa is refused, SCPE refunds all pre-paid course money as per the fees and refund policy and without the student filling the refund form.</p>	<ul style="list-style-type: none"> <li>• The student receives refund in their bank account.</li> </ul>
<b>Step Number 9</b>	<p>If the student visa is approved, the following is implicated:</p> <ul style="list-style-type: none"> <li>• CEO organizes the airport pickup and accommodation only if the student has requested and paid for it.</li> </ul>	<ul style="list-style-type: none"> <li>• The overseas student shares the flight details with the CEO (if airport pickup is requested).</li> </ul>

<p><i>Step Number 10</i></p>	<ul style="list-style-type: none"><li>• SCPE provides whole day orientation session.</li><li>• SCPE Staff provides contacts of trainers and assessors to the student.</li></ul>	<ul style="list-style-type: none"><li>• The overseas student attends the orientation sessions and receives all materials and important contacts.</li><li>• This is also an opportunity to get to know fellow students and staff.</li><li>• Lunch and tea will be provided by SCPE during whole day orientation session.</li></ul>
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### **Assessment submission**

After completing required assessment tasks, students/learners may submit completed assessments in person, or alternatively via post by addressing it to SCPE. The completed assignments can also be submitted via email (refer to 'Participant Guide'). It is noteworthy that once SCPE receives the student's assessment task, marking time can be up to 30 calendar days. In the case of RPL, the duration of the marking process varies depending on the client's individual circumstances. If the assessor requires further information they will contact the student.

### **AQF certification issuance**

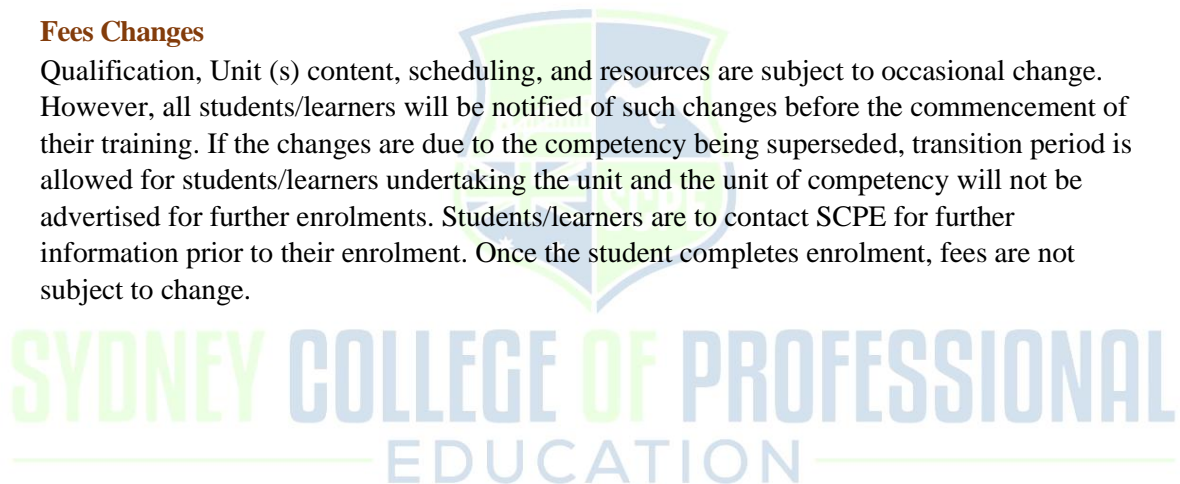
Once the student is deemed competent and full payment has been received (including RPL), the relevant AQF certification will be sent out to the client within **30 calendar days** after the results are finalized.

### *Materials*

All students/learners will be provided student workbooks and relevant learning resources. If Material fee is payable, Marketing Brochure will reflect the fee and Enrolment officer will make it clear. Students/learners will receive access to materials during orientation session.

### **Fees Changes**

Qualification, Unit (s) content, scheduling, and resources are subject to occasional change. However, all students/learners will be notified of such changes before the commencement of their training. If the changes are due to the competency being superseded, transition period is allowed for students/learners undertaking the unit and the unit of competency will not be advertised for further enrolments. Students/learners are to contact SCPE for further information prior to their enrolment. Once the student completes enrolment, fees are not subject to change.





## STUDENT TRANSFER POLICY & PROCEDURE

### DEFINITIONS

#### Principal course

The principal course is usually the final course of the study to be undertaken. For example, if a student is studying ELICOS followed by a Diploma program, the Diploma program will be the principal course. If a student is requesting a transfer before completing 6 months of the principal course of study, the administration staff is to provide a copy of the transfer procedure and the application form to the student.

#### Student default

The student not meeting their obligations as per the signed written agreement between the student and SCPE. For example, student not paying fees, not meeting course progress requirements, and not accessing the available RTO support, student misbehavior, disruptive class behavior, cancelled and suspended eCoE.

#### Provider default

The provider not providing services as per the written agreement between the student and SCPE. Furthermore, if the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.

#### Restricted period

A timeframe of up to six (6) calendar months of the principal course being completed in which a student cannot change providers without satisfying certain conditions.

As per our Student transfer policy and procedure, Overseas students who are currently studying with other providers in Australia and are interested to enroll with us must complete six months of his or her principal course with the previous provider. We require that the student has a letter of release from the provider of the course in which the student is currently studying. SCPE will take reasonable steps to check whether a student is enrolled with another provider before completing the enrolment. 'Reasonable Steps' could include asking the student if he or she is currently enrolled with another provider and checking a student's visa and using PRISMS. It is noteworthy that the transfer between registered providers may impact the student's visa. Only, in limited circumstances, SCPE may accept the students transferring from another CRICOS providers, if the following conditions are met where:

1. the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered.
2. the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider.
3. any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.

SCPE may contact ESOS Agency to assess incoming students in reference to the listed three (3) points. Similarly, Overseas students who are currently studying with SCPE and willing to transfer to another education provider are subject to the student transfer policy and procedure.

#### Transfer Procedure

*How to apply for admission at SCPE if you are transferring from another CRICOS education provider?*

Steps here only cover your requirements relevant to the release letter. Hence, it is assumed that you meet Course Admission criteria and conditions specified on your student offer and written agreement.

### *Step 1*

Students will complete SCPE Enrolment Form and provide a letter of release from previous provider along with other required documentation.

If the student does not have a letter of release, the student's enrolment will be assessed as per the following criteria as per the evidence presented by the student:

1. the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered.
2. the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider.
3. any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.
4. Information provided by PRISMS and various options.

### *Step 2*

Students are to follow the '**Enrolment Steps**' as per Marketing Brochure (s).

*How to apply for a letter of release if you are transferring from SCPE to another CRICOS education provider?*

#### **Request to Transfer Steps**

Students who are willing to transfer from our college to another CRICOS education provider before completing 6 months of principal course, are required to make a written application for the release letter by filling out Release Letter Application form. The Form will be made available to you during Orientation and upon request if and when you decide to apply.

Students are to submit evidence as per the Form. Application is to be submitted via supporting documentation (i.e., Letter of offer from another provider, supporting documentations towards other reasons for transfer). SCPE will acknowledge your request in writing via email only.

#### **Time frame for all decisions**

Students will be informed of the outcome of their application for transfer within 12 calendar days of lodging the application via email.

#### *In what circumstances, SCPE will release a student?*

If we assess that the overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with that registered provider's intervention strategy to assist the overseas student in accordance with (Overseas student visa requirements), SCPE will provide the release letter.

If SCPE has made the assessment that there is evidence of compassionate or compelling circumstances.

If SCPE has assessed that there is evidence that the overseas student's reasonable expectations about their current course are not being met.

If SCPE has assessed that the registered provider fails to deliver the course as outlined in the written agreement.

If SCPE has assessed that there is evidence that the overseas student enrolled in the wrong course due to improper marketing information and the course does not meet study objectives. We have assessed that an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.

The student provides a valid Enrolment offer from another CRICOS Provider and meet documentary criteria.

*Note:* SCPE grants the release (if approved) at no cost to the overseas student. The overseas student who has been released must contact Immigration to seek advice on whether a new

student visa is required. SCPE will not notify the student's refusal status in PRISMS until the complaints and appeals processes are allowed within the 20-working day period, or the overseas student withdraws from the process.

*What ground, the student release may be refused?*

In the following circumstances SCPE can refuse the grant of release letter. In doing so, SCPE will provide you a written correspondence about the reasons for refusal. The following are the reasons on which your release can be refused:

- When the student has not paid due fees to SCPE and wants to transfer to avoid fees payment.
- The student has not completed 6 months in the principal course and transfer is not in the best interest of the student.
- The student does not provide a valid letter of offer from another institute.
- The student is very close to finishing a study period, hence, completing the study period is in the best interest of the student.
- The student provides misleading and non-truthful information in support of their transfer request application.
- If the transfer may jeopardize the student's progression through a package of courses.
- If 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.
- If the student enrolment is already cancelled due to other reasons (i.e., non-payment of fees, course progress) and the student is no longer accepted students of SCPE.

***Time frame for all decisions***

Students will be informed of the outcome of their application for transfer within 12 calendar days of lodging the application via email.

***Maintaining records***

SCPE will maintain records of all requests from overseas students for the release and the assessment of, and decision regarding, the request for two years after the overseas student ceases to be an accepted student.

***Students' Right to Appeal***

Students have 20 working days to appeal against the RTO decision as per the RTO policy on appeals. The student must follow the RTO Complaint and Appeal Policy and Procedure.

## Complaints and Appeals Policy & Process

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SCPE has a specific complaints and appeals process that will ensure students'/Overseas students' complaints and appeals are addressed fairly, effectively, and efficiently. Furthermore, Overseas students, trainers, assessors, other SCPE staff and stakeholders will have a public access to Complaint and Appeal forms, policies, and processes. Additionally, all Overseas students will be provided appeal forms with the **Assessment results** to ensure that Overseas students have necessary forms to appeal against assessment decisions and procedural matters. Complaints and Appeal forms along with the policy and procedures are also available on SCPE website, '[www.SCPEdu.au](http://www.SCPEdu.au)'.

Furthermore, all complaints and appeals are documented in complaints and appeals registers respectively.

Students have the following documents to lodge and know about our complaints and appeals forms, policy, and processes:

- The Complaint Form
- The Appeal Form
- Complaint & Appeal Feedback Form
- Continuous Improvement Register
- Complaint & Appeal Policy and Procedure

### Purpose of Complaints and Appeals Policy & Processes for the International Student

SCPE Pty Ltd strives to ensure that each international student is satisfied with their learning experience and outcomes and college's decisions. In the unlikely event if the international student needs to purpose complaint or the appeal, this document provided guidelines about our policy, processes, and lodgment of forms. Via the provision all Overseas students have access to a rigorous, fair, and timely complaint and appeal processes. Our staff is readily available to help you with complaint and appeals related information. Staff members will also support you throughout the process in a way that students are not disadvantaged.

When the initial causative factor of the complaint identifies a problem SCPE's current systems, processes, and facilities of SCPE, our improvement procedure will ensure changes are made to prevent reoccurrence of the problem. Corrective actions will be documented appropriately. If the outcome of a student's appeal through a provider's internal or external complaints and appeals handling process is favorable to the student, SCPE will immediately advise the student of this and implement the required corrective and preventive actions. All Overseas students will receive timely correspondence regarding the status and receipt of your lodgments.

**Note:** Students are advised to keep code of expectable conduct whilst communicating with the relevant staff to make a complaint or appeal. Students can ask the student support team any question during the grievance resolution process.

### Student Enrolment during complaint and appeals

SCPE will maintain the student's enrolment while the complaints and appeals process are ongoing. All students are encouraged to maintain their usual course progress and attendance during the resolution period unless advised otherwise by writing by SCPE While the resolution is being achieved, the provider does not notify the Department of Education of any change to the student's enrolment status through the Provider Registration and International Student Management System (PRISMS).

Students will not incur **costs** in accessing SCPE's complaints and appeals process internally and through independent party (**i.e., Student Mediation Scheme**).

### INFORMAL RESOLUTION – Stage 1

SCPE staff is a happy to achieve informal resolution with the student. In this case, the PEO of SCPE can be involved if the staff member or the student deems it necessary. During the informal process, the student can simply raise their concerns with the relevant staff member via a chat or email. The student and staff member can resolve the matter at their level provided the student is happy with the resolution. SCPE staff will provide you with final resolution outcome via email so that the record of the resolution is maintained.

#### *How to discuss complaint informally?*

At first, the student can discuss a grievance informally by approaching the relevant person. If the student is happy with the resolution provided, complaint process will stop here, and staff member will note down the resolution and will document it in the continuous improvement register. Examples of such complaints might be, untidy classrooms or other facilities, college computers' problems, or fight among two students and other day-to-day matters that can simply be resolved when brought into the attention of SCPE's staff. In some cases, the informal resolution and a mediated solution will be inappropriate. For example, if the institution has failed to follow its own policies and procedures, this type of complaint will be a subject to Formal lodgment, and in most cases, will be resolved independently. Each party may be accompanied and assisted by a support person at any relevant meetings.

#### *COMPLAINTS - Stage 2*

If you are still not happy with the Informal resolution, the matter can be formally escalated. Students can formally raise concerns relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment, and other issues that may arise. A complaint may be in relation to another student, SCPE staff, college management or any matter in relation to studying at SCPE or a third-party delivering (i.e., Education agents doing recruitment and marketing) services on behalf of SCPE's.

All formal complaints must be submitted by the student in writing (i.e., by filling out the Complaint Form). SCPE has ensured that complaints forms are easy to read and complete. Complaint forms are to be found on our website, college reception and / or can be requested via email from SCPE

Information obtained through the complaint form allows SCPE to manage and respond to allegations involving the conduct of:

- ✓ SCPE, its trainers, assessors, SCPE staff and other parties involved
- ✓ an overseas student of SCPE

### **Complaint Resolution Time**

SCPE will respond to all complaints within **30 calendar days** of the receipt. After receiving a written complaint or appeal, SCPE will begin the resolution process within **10 calendar days** of the provider receiving the formal written lodgment of the complaint or appeal.

### **Complaint Resolution Outcomes**

SCPE will provide a **written statement** of the outcome including details and reasons for the decision.

### ***SCPE Complaint Resolution Committee***

The PEO will convene the complaint committee. The complaint committee will consist of a panel of members with no previous involvement or vested interest in the outcome of any complaint. Members of the committee should include:

- A representative of SCPE management
- An SCPE training staff member
- A person not directly involved in providing the services for which students are raising their concerns.
- Student can involve their representative if the student is willing

Although, the complaint committee will have an independent member, SCPE will provide an independent review (i.e., external to SCPE) for the complaint only if independent review is requested in writing by the student and when the internal complaint and appeal process is exhausted. The Stage 3 will be implemented in that case.

#### **How to lodge a formal complaint?**

It is a normal procedure that all **formal complaints** are lodged in writing by filling out the Complaint Form. The Complaint form is available on SCPE website to all persons (i.e., SCPE staff, trainer/assessor, the international student, stakeholder) wishing to make a complaint. If required, SCPE staff will assist you in filling out the form. Complaint form can be submitted to any staff member ensuring that the student does not shy away from handing the form. Each party may be accompanied and assisted by a support person at any relevant meetings.

After being in receipt of the complaint form, complainants will receive an acknowledgement email that the complaint has been received by SCPE staff. Complainants will receive the final resolution outcome by way of writing within **30 Calendar days**. Overseas students will be informed by way of writing if the resolution will take longer than **60 calendar days**.

#### **Resolution Outcomes**

SCPE complaint and appeal resolution committee will inform all parties involved of the outcome in **writing** or via email. Although SCPE will try to resolve all complaints and appeals within **30 Calendar days**, for complaints with added complexity, and for example, in the instance where the review is conducted by independent parties, the resolution may take longer, hence, all Overseas students will be notified in writing if the resolution of complaints will take longer than **60 calendar days**. Also, the reasons for the delayed temporal course of resolution will be provided in writing to the complainant. SCPE's management will maintain the complaints register to document the course of action and resolution of all formal complaints. All complaints including feedback substantiated by the complaints' procedure will be reviewed as part of the SCPE.'s continuous improvement procedure.

#### **Independent resolution of complaints and appeals – Stage 3**

SCPE will encourage the parties to approach a complaint or appeal with an open view. We will attempt to resolve problems through discussion and conciliation and formal internal processes. Where a complaint or appeal cannot be resolved through discussion and conciliation and internal review, we acknowledge the need for an appropriate **external** and independent agent to review the process implemented by SCPE by involving Mediation agency. SCPE has arrangements with Student Mediation Scheme, infoaus@resolution.institute. The review is **free of charge** for the student. SCPE will provide an independent review (i.e., external to SCPE) for the external mediation **only if requested in writing by the student**. **The student will be provided the Form with the Stage 2 outcome to lodge independent review**. The student can submit the independent review form to any staff member of SCPE

SCPE is the member of the **Student Mediation Scheme** availing the following services:

- Appointment of a mediator
- Arranging a mutually convenient date and location for any preliminary conference and the mediation
- Arranging the mediation venue and any teleconference for the preliminary conference, if applicable
- Notifying the parties and the mediator of the arrangements
- Providing each of the parties and the mediator with the documentation necessary to conduct the mediation

It is the responsibility of SCPE's management to ensure adherence to the external review of complaint and appeal procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting Overseas students with the appeal procedure and supply of appeal forms. SCPE support staff is happy to assist you in filling out the external mediation Form.

Nothing in this procedure inhibits student's rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies. Students wishing to take this course of action are advised to contact a solicitor on their own.

However, it is noteworthy that students are provided a fair independent resolution process free of charge by SCPE

#### **If the student is still unsatisfied with the external review**

Students can contact ASQA and lodge a written complaint against SCPE

The student can contact the Department of Education through the ESOS online enquiry form via: <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/Pages/ESOSEnquiry.aspx>. SCPE may provide further information upon inquiry in relation to this.

#### **Availability of Student Support in Lodging Complaints**

Students will be given adequate information about the complaints and appeals processes during their orientation program. When the student is lodging a complaint or appeal, student support officer or Course Coordinator will help the student in providing all necessary information required for lodgments and resolution. The student will be adequately supported using all available means. More details are provided in the procedure section of the policy and procedure.

#### **APPEALS**

Appeals are different from complaints which may comprise for example, appeal against recording assessment results inaccurately, receiving a failing grade in a unit of competency, refusal of fees refund, refusal of grant of release letter, appeals against notification of an intention to report a student to Department of Home Affairs, suspension, cancellation and deferment of study and other decisions taken by SCPE affecting the student.

An appeal may be in relation to any decision made by SCPE that impacts the student. The SCPE's appeals process is concerned with the international student's right to request a change to decisions or processes of an official nature, usually in relation to academic or procedural matters. Also, assessment decisions include RPL assessment decisions. The student will not incur **costs** when accessing the internal appeals process unless they seek representation.

All appeals are to be lodged formally if the initial informal resolution is not achieved. Student has up to **20 working days** to lodge a formal appeal after an apparently unfavorable decision by SCPE. Each party may be accompanied and assisted by a support person at any relevant meetings.

The following matters must be lodged via a formal internal appeal process within **20 working days** of notification of an intention to report the student to Department of Home Affairs to be considered by SCPE

- Deferral of commencement, suspension or cancelling a student enrolment
- Not achieving satisfactory course progress

### **SCPE Appeal Committee**

The appeal committee will consist of a panel of members with no previous involvement or vested interest in the outcome of the appeal. Members of the committee comprise:

- A representative of SCPE management
- SCPE implicated staff (e.g., assessor, PEO)
- A person not directly involved in providing the services for which students are raising their concerns

### ***Appeal Resolution Time***

SCPE will respond to all Appeals within **30 calendar days** of the receipt. After receiving a written appeal, SCPE will begin the resolution process within **10 calendar days** of the provider receiving the formal written lodgment of the appeal.

### ***Appeal Resolution Outcomes***

SCPE will provide a **written statement** of the outcome including details and reasons for the decision. All appeals will be reviewed at the monthly management meeting and, if appropriate, result in a continuous improvement process. Continuous improvement procedures may be actioned when the appeal procedure results in identification of factors appropriate for improvement to internal operations. When the initial causative factor of the appeal identifies a problem with current SCPE's policies and / or procedures, the continuous improvement procedure will ensure changes are made to prevent reoccurrence of the problem.

### **How to lodge an appeal?**

The Appeal Form is published on SCPE website. All Overseas students or candidates wishing to make an appeal or any other manner of objection in relation to the decision (e.g., assessment marking) of SCPE have access to the following procedure:

#### **STEP 1. Informal appeal:**

An initial appeal will involve the appellant communicating directly with SCPE's assessors/trainers/relevant staff verbally about the nature of appeal. SCPE's management will decide, discuss their judgement with the appellant and record the outcome of the appeal.

Overseas students / Candidates dissatisfied with the outcome of SCPE's decision may initiate the formal appeal's procedure.

#### **STEP 2. Formal appeal:**



- In case of *formal appeal* against assessment marking, all Overseas students are required to wait at least **24 hours (cooling off period)** before they can appeal the assessment decision.
- It is a normal procedure that all formal appeals proceed only after the initial informal appeal (except for an intention to report the student to Department of Home Affairs)
- The formal appeal is to be submitted in writing by way of filling out the Appeal Form.
- After receiving the written appeal, *SCPE* will notify Overseas students acknowledging the receipt of the appeal via email.
- *SCPE* PEO will convene the appeal committee to reach a resolution,
- *SCPE* appeal committee will reach a decision on the appeal after careful considerations
- Overseas students/students/candidates will be informed in writing of the outcome within **(30) calendar days** of lodging the appeal. If the resolution takes longer than **60 calendar days**, appellants will be notified in writing by explaining reasons for the delayed temporal course of resolution. *SCPE* will try its best to resolve the appeal as soon as practicable.

The formal notice of appeal is required to comply with the following principles upon submission to *SCPE* management:

- The notice of formal appeal should be made in writing, addressed to *SCPE* for referral to the management team and submitted within (20) working days of College's decision. The appeal form is available on the website, can be requested by email. Also, appeal forms are given to Overseas students with the Assessment Results.
- The notice of appeal must be submitted within the specified timeframe otherwise the original result will stand. If the international student's appeal needs to be deferred due to emergency, such as in the case of serious illness or injury, a medical certificate supporting the case must be forwarded to *SCPE* management via email. The notice of deferral must be submitted within (7) calendar days of the conclusion date displayed on the medical certificate.
- Appeal processes through *SCPE* is free of charge including the independent appeal pursued via *SCPE* mediator.
- Students may also seek to pursue a legal route if they feel unsatisfied with the outcome. Costs of any legal action incurred by the student are to be covered by the student.

**The student support officer or Course Coordinator will support via the following means:**

- Assist the student register their formal complaint or appeal.
- Provide lodgment forms.
- Ensure the resolution phase commences within specified time of the written complaint being lodged.
- Provide the student, or the students representative, with an opportunity to present their complaint.
- Ensure to fully understand your complaint / appeal.
- Work with you to identify how the complaint can be resolved to your satisfaction.
- Consult and negotiate with all parties involved with the complaint to obtain their commitment and agreement to the proposed solution.
- Formally document the resolution to the complaint including reasons for the method of resolution and provide the student with a written copy of the document.
- Arrange for the proposed resolution to be signed off by the student.
- Monitor the implementation of the resolution to ensure that all parties adhere to the agreed resolution.
- Ensure that corrective measures are implemented immediately by *SCPE* if applicable.
- Advise the student to take the complaint/ appeal to the next stage if a resolution cannot be agreed upon.

### **External appeal mediation/resolution**

When the student has exhausted SCPE internal appeal process without reaching an appropriate resolution, the students can **fill a form (i.e., LEADR Application for External Review)** to access an external appeal mediation/resolution. All students can access the website, <https://www.resolution.institute/membership-information/student-mediation-scheme> for further information.

SCPE staff will email students LEADR application form or students can fill in the form at SCPE reception. After the receiving the student application for an external review, applicants will be forwarded a letter (by email or post) acknowledging the receipt of their external appeal and a copy of this policy and procedure within 5 working days of SCPE receiving such request. SCPE will forward all external appeals to the mediator agreed by both parties e.g., LEADR within 5 working days. LEADR will advise the student that in general, the purpose of the external appeals process is to determine whether SCPE has followed its internal complaints and appeals policy and procedure. The mediators will not review the evidence or decide in place of those made by SCPE

### **Students will not incur costs in accessing the external appeals process.**

All documentation will be placed in the student's file.

The mediator will provide a written statement of the outcome including reasons and details for the decision to the appellant and SCPE at the completion of the external appeals process. If the outcome of the external appeals processes results in a decision favoring the student, SCPE will immediately implement any corrective action, decision or measures required as indicated in the written response provided by the external appeals body. The student will be contacted within one business day of receiving notification of the decision. There are no further avenues provided by SCPE available to students once the internal and external complaints and appeals process has been accessed. Students have the right to access other legal avenues.

If the appellant is still not satisfied with the resolution of the appeal, the international student may contact ASQA and lodge a written complaint against SCPE. The student can contact the Department of Education through the **ESOS online enquiry form** or through the **ESOS helpline 1300 615 262**.

Overseas students may also access the external appeals process through the **Overseas Students Ombudsman**. The Overseas Students Ombudsman offers a free and independent service for overseas students who wish to appeal a decision after the conclusion of the internal complaints and appeals process. Further information can be obtained from the Overseas Students Ombudsman.

The Students Ombudsman will not review the evidence or make the decision in place of those made by SCPE. The Students Ombudsman will provide a written statement of the outcome including reasons and details for the decision to the appellant and SCPE at the completion of the external appeals process. The student will be advised as to the course of action taken by SCPE as per The Overseas Students Ombudsman's advice.

## DEFERRAL SUSPENSION CANCELLATION POLICY & PROCESS

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This policy provides guidance to Overseas students on the policy, process and eligibility and requirements covering deferral, suspension, and cancellation of their enrolment. The policy also provides guidelines how SCPE staff will assess, approve, and record students' deferment / suspension / cancellation of study. Deferral, suspension, and cancellation are only applicable to students who have enrolled and have an offer and electronic confirmation of enrolment (eCoE) from SCPE. If the individual does not have eCOE, the current Policy is not applicable.

### Definitions

**Deferral / deferment:** to delay the commencement of the course

**Suspension:** to temporarily put a hold on studies

**Cancellation:** to cease enrolment permanently

Students must apply in writing by completing the appropriate form (available from Student Services or from our website).

**eCoE:** Electronic confirmation of Enrolment

**PRISMS:** Provider Registration and International Student Management System

**Non- genuine/ non-bona fide student:** A non- genuine/ non-bona fide student is defined by SCPE as a student with erratic (irregular/ inconsistent) course progress or does not progress in their course and does not attend and participate in regular classes.

Erratic course progress will be taken as a potential indication of a student being **non-bona fide**. SCPE specifically defines Erratic course progress as:

- 1) Not showing up on classes for consecutive 3-weeks without notifying (deferring, suspending or cancelling) one's enrolment (class participation).
- 2) In addition to the point 1, student has not attempted to contact college or respond to SCPE communication at all.
- 3) In addition to either point 1 or 2, the student has not paid the due College fees.

### Who can initiate deferral, suspension, and cancellation?

Deferment, Suspension, and cancellation of study can be **initiated by the student**. In contrast, Suspension and cancellation can also be **initiated by SCPE**. Students who have their enrolment deferred / suspended / cancelled due to their own request and / or initiated by SCPE are subject to the rules of the refund policy regarding any *refund of fees* as per the **Written agreement** the student has signed with SCPE.

### Deferring the commencement of Studies requested by Overseas Student

Students can only apply to SCPE for deferment of their studies based on **compassionate or compelling circumstances** (see Table below).

**What are Compassionate or compelling circumstances?**

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

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- 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 (these cases should be supported by police or psychologists' reports);
- where the registered provider was unable to offer a pre-requisite unit; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

**Note:** Students are to note that the above are only some of examples of what may be considered compassionate or compelling circumstances. SCPE will use their professional judgement to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, SCPE will consider documentary evidence and contextual information in support of the claim and will keep copies of submitted documents in the student's file.

**Process for Deferment application**

Deferral or deferment means to delay the commencement of course.

Students must request a deferral **before the course commencement date** (eCoE start date) in writing and by filling out the Form. The **Student Deferment, suspension and cancellation form** is available on SCPE website or can be requested SCPE via email or phone. The Deferment is to be addressed to the PEO. All supporting documents are to be submitted along with reasons for the application. If the deferral is approved, the student will receive a revised Letter of Offer, eCoE and deferment approval letter along with any conditions (if any). All applications for deferment will be considered and the outcome decision provided in writing to the student within **10 working days** from the date of application. Students are notified that Deferment decision will be recorded on PRISMS and the student file. SCPE will report the change to the overseas student's enrolment under **section 19 of the ESOS Act**. If the student application is granted, SCPE informs the overseas student of the need to seek advice from Immigration on the potential impact on his or her student visa. SCPE may choose to grant or decline any student's request for deferment of course commencement. The Outcome of the deferment will depend upon circumstances and the evidence presented by the student. SCPE will use professional judgement to assess each case on its individual merits.

Students who receive a negative decision on the deferment application are informed of their right to appeal through SCPE internal complaints and appeals process within **20 working days**. The appeal will be addressed in accordance SCPE's **Complaints and Appeals** policy & process.

**Temporary suspension of studies requested by the overseas student**

It is important to note the meaning of the terms for this context – suspension of enrolment is not necessarily due to student's breach / misbehaviour – suspension of enrolment *in the following case is initiated* by the student. Once the student course has commenced, SCPE will only put hold on current study based on compassionate and compelling circumstances. These circumstances include but are not limited to:

- Illness, where a medical certificate states that the student is unable to attend classes

- Bereavement of close family members such as parents or grandparents (where possible, a death certificate should be provided)
- Major political upheaval or natural disaster in the home country requiring emergency travel.
- A traumatic experience which has impacted on the student affecting student's ability to attend classes and maintain course progress (these cases should be, where possible, supported by police or psychologists' report).
- The student may request a suspension of enrolment due to unavailability of units, as this could be considered a compelling reason for suspending enrolment.

### Process for Suspending current studies

If students apply to suspend their studies the maximum allowable period of suspension is **six (6) months**. Students must request a temporary suspension of the course on or after the course commencement date in **writing** and by filling out the Form. All supporting documents are to be submitted along with reasons for the application. The **Student Deferment, suspension and cancellation form** is available on SCPE website or can be requested by SCPE via email or phone. The suspension is to be addressed to the PEO. If the suspension is approved, the student will receive a revised Letter of Offer, eCoE and suspension approval letter along with conditions (if any). All applications for suspension will be considered on individual basis and the decision will be provided in writing to the student within **10 working days** from the date of application. Suspension decision will be recorded on **PRISMS** and the student file. If the student application is granted, SCPE informs the overseas student of the need to seek advice from Immigration on the potential impact on his or her student visa. SCPE will report the change to the overseas student's enrolment under **section 19 of the ESOS Act** on **PRISMS**.

SCPE may choose to grant or decline any student's request for *suspension*. The Outcome of the suspension will depend upon circumstances and the evidence presented by the student. SCPE will use professional judgement to assess each case on its individual merits.

Students who receive a negative decision on the suspension application are informed of their right to appeal through SCPE's internal complaints and appeals process within **20 working days**. The appeal will be addressed in accordance with SCPE's Complaints and appeals policy and process. The suspension of the overseas student's enrolment cannot take effect until the internal appeals process is completed.

If suspension is approved, the period of suspension will **not** be included in class attendance and course progress calculations. Students may be required to apply for a visa extension to continue their course based on their individual case and eCoE and visa duration.

### *Cancellation requested by the student*

Cancellation of studies means to cease enrolment permanently. The student can notify cessation of studies by completing the **Student Deferment, suspension and cancellation form** which is available on the provider website. The student needs to submit supporting evidence with the application. The student may request the cancellation under the following circumstances but not limited to:

- If the Student wishes to return to their home country for good and can produce substantial supporting evidence.
- If the Student has gone overseas and retrospectively notifies SCPE that the student is not returning to Australia for studies due to certain compelling and compassionate circumstances. Generally, SCPE will not authorise and report a deferment or suspension retrospectively unless there are compelling circumstances where the student is not able to return.

- If the student has changed their student visa to a different kind of visa can produce substantial supporting evidence.
- If the student visa is cancelled by immigration due to decisions outside and beyond SCPE
- Due to another scenario whereby, the student wishes to cease their current and future enrolments permanently can produce substantial supporting evidence.
- The student may decide to change the provider after completing **6-months** of their principal course. SCPE will assess the student cancellation by following its **Students Transfer Policy**. The student needs to complete request for a *release letter* along with study cancellation.
- All applications for cancellation will be considered and the outcome decision provided in writing to the student within **10 working days** from the date of application.

If the student application is granted, SCPE informs the overseas student of the need to seek advice from Immigration on the potential impact on his or her student visa. SCPE will report the change to the overseas student's enrolment under **section 19 of the ESOS Act** by cancelling the student enrolment in **PRISMS**. All documentation including cancellation reasons will be kept on the student file.

#### **Deferments, Suspensions or Cancellations initiated SCPE**

SCPE can suspend or cancel a student's enrolment against the student's wishes, provided that the suspension or cancellation are consistent with SCPE policies and/or National Code 2018. Students who have their enrolment suspended/cancelled by SCPE are subject to the rules of the refund policy regarding any refund of fees as per the Written agreement the student has signed with SCPE may suspend or cancel a student's enrolment including, but not limited to:

- SCPE may temporarily suspend or permanently cancel a student's enrolment if it deems the student's behavior to be unacceptable as per its accepted Code. The Student Code of Conduct/Behavior/Rules are provided to students in the International Student Prospectus and/or during orientation.
- the student's failure to pay an amount he or she was required to pay the registered provider to undertake or continue the course as stated in the course contract and written agreement between SCPE and the student.
- a breach of course progress or attendance requirements by the overseas student. In this case, overseas student visa requirements are breached by the student. The Student is not considered a genuine/bona fide student, if they do not attend class or progress in their course as further defined below.
- Should a student not permanently return to Australia after a period of suspension, SCPE will cancel the student's enrolment as per the evidence available.

Students who have their enrolment suspended / cancelled by SCPE are subject to the rules of the refund policy regarding any refund of fees. If SCPE initiates a suspension or cancellation of the overseas student's enrolment, before imposing a suspension or cancellation SCPE:

- informs the overseas student of the need to seek advice from immigration on the potential impact on his or her student visa.
- reports the change to the overseas student's enrolment under **section 19 of the ESOS Act**.
- informs the overseas student of that intention and the reasons for doing so, in writing.
- advises the overseas student of their right to appeal within **20 working days** through the provider's internal complaints and appeals process and in accordance with SCPE's Policy and procedure for Complaints and appeals. However, if SCPE has substantial evidence-based reasons regarding the welfare of the student or those with whom the student may come into contact, SCPE will cancel the student's enrolment prior to completion of any appeals process. The concerning cases are not limited to but may include the following reasons:
  - the student is at risk of committing a criminal offence or is the subject of investigation relating to criminal matters, or
  - the student's actual or threatened behavior poses a serious threat to SCPE staff / students / or the individual itself, or

- The student has medical or psychological problems that may affect well-being of fellow students and / or SCPE staff, or

In these cases, police and regulator will be consulted SCPE

SCPE is not obligated to continue providing learning opportunities throughout the **20 working days** while appeal is in process. Access to learning opportunities will depend on the nature of the decision made SCPE and the impact on fellow students, the applicant and SCPE staff.

However, students must meet their visa requirements during the appeal processes. When there is any deferral, suspension or cancellation action taken by SCPE, regardless of whether the **'suspension of enrolment'** at the student's request or a provider-imposed suspension (due to misbehavior), the period of suspension entered in PRISMS will **not be** included in attendance and course progress monitoring calculations. If a student's eCoE (enrolment) is cancelled by SCPE, students must contact department of home affairs within 28 days to inform department of home affairs of their plans (to find another course, return home or access an external appeal process) and take all relevant paperwork (for example, new CoE) to department of home affairs will advise students further as the student is no longer enrolled with SCPE

Website link for students: <https://www.homeaffairs.gov.au/help-and-support/contact-us>



## ATTENDANCE POLICY

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### POLICY SCOPE

*This policy applies to Overseas students with visa **Subclass 500** studying at SCPE*

### POLICY AIM

The Policy aims to specify overseas students' requirements for monitoring and recording attendance. The Policy also informs the student how SCPE assists and pro-actively identifies students so the student can be helped in time. SCPE has documented policies and processes to record and pro-actively identify, notify, and assist an overseas student at risk of not meeting minimum attendance requirements where there is evidence from the overseas student's daily / weekly participation in tuition activities and class attendance.

### POLICY STATEMENTS

1. SCPE monitors course attendance of each overseas student to ensure the overseas student completes the course within the expected duration specified on the overseas student's eCoE.
2. SCPE records overseas students' course attendance for each course in which the overseas student is enrolled for student support interventions.
3. The expected duration of study specified in the overseas student's CoE does not exceed the CRICOS registered duration unless the provider intervention, student deferment, or other circumstances which allow for eCoE extension.
4. SCPE's weekly attendance requirement is **20 hours** per week.
5. SCPE will not extend the duration of the overseas student's enrolment if the overseas student is unable to complete the course within the expected duration, unless:
  - there are compassionate or compelling circumstances, as assessed by SCPE supported by demonstrable evidence, or
  - SCPE has implemented, or is in the process of implementing, an intervention strategy for the overseas student because the overseas student is at a risk of not meeting course progress requirements, or
  - an approved deferral or suspension of the overseas student's enrolment has occurred as per the Policy on Deferring, suspending or cancelling the overseas student's enrolment.



## ATTENDANCE MONITORING PROCESS

For your convenient understanding, the whole procedure on monitoring the overseas student's Satisfactory attendance is presented below. The aim is to clearly inform how SCPE identifies and assists students proactively for those who are at a risk of not progressing as required.

### PROCESS FOR MONITORING & RECORDING ATTENDANCE

**STEP 1** – Trainers and Assessors monitor students' **daily** class attendance for the scheduled class



**STEP 2** – Based on weekly attendance, weekly percentage of the student's absence is determined



**STEP 3** – If the student's absence reaches **10% or more (40 hours or more)**, or a student fails to attend classes for **5 consecutive class days** – SCPE will proceed with **STEP 4** – Invite you for available help from SCPE



**STEP 4** – SCPE staff will send correspondence to the student. Correspondence will be initiated by **Warning Letters**. Since attendance is linked with course progress, warning letters are intended to warn the student of being at the risk of not maintaining satisfactory attendance & course progress.



**STEP 5** – The SCPE staff keeps the intervention and correspondence phase active until the student is back on the track, or the student reaches the **academic course progress**.



**STEP 6** – Academic Course Progress Policy is actioned and Intention to Report (ITR) is issued to the overseas student based on course progress.

## Intervention Processes

### *Intervention Strategy and Process for Unsatisfactory Attendance*

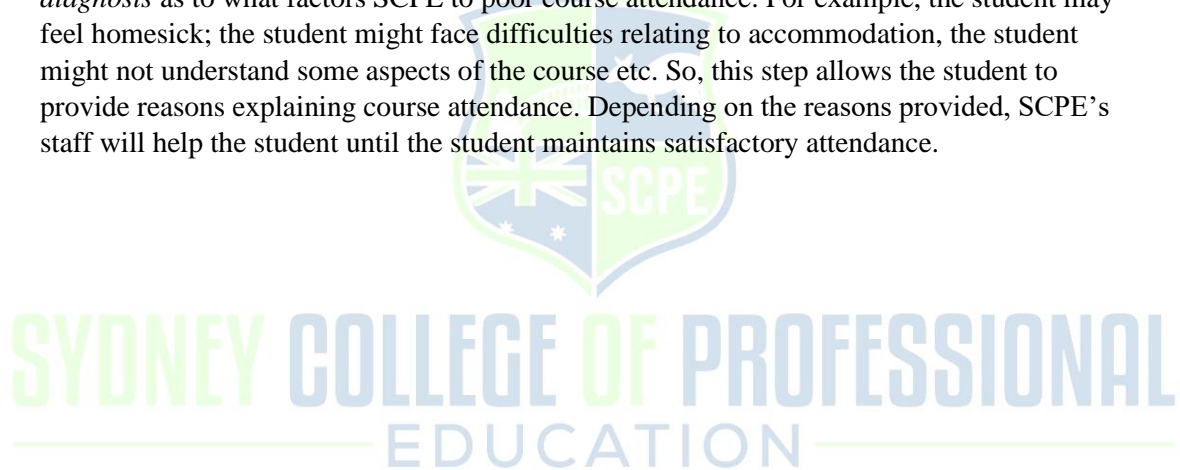
#### **TIME POINT OF INTERVENTION**

At a minimum, the *intervention strategy will be activated* when the student reaches the following stages in class attendance:

- 1) Failing to attend classes for more than **5 consecutive class days**
- 2) Absence of class attendance reaching a threshold of greater than 10% (**more than 40 hours out of 400 hours**)

#### ***Intervention strategies and processes***

SCPE systematically assesses the student attendance on daily and weekly basis. Soon there is need for intervention, SCPE invites the student for a chat via email and written correspondence, explicitly mentioning that Intervention Strategy has been activated. SCPE Correspondence will be initiated by **Warning Letters**. The warning letters are intended to advise the student of the risk of not maintaining satisfactory attendance. SCPE will conduct a *diagnosis* as to what factors SCPE to poor course attendance. For example, the student may feel homesick; the student might face difficulties relating to accommodation, the student might not understand some aspects of the course etc. So, this step allows the student to provide reasons explaining course attendance. Depending on the reasons provided, SCPE's staff will help the student until the student maintains satisfactory attendance.



### Available Support

If the student responds to warning letters in due time and explains the reasons for falling behind in the course supported by documentary evidence; SCPE will help you using the following means:

### Intervention and assistance available

If the student *responds to warning letters in due time* and explains the reasons for falling behind in the course supported by documentary evidence; Sydney College of Professional Education will help you using the following means:

- a. Sydney College of Professional Education can provide **additional trainer/assessor contact**. In this case, the CEO, Assessor and the student agree on a method of trainer / assessor contact and put together a Support Plan. The Trainer / assessor maintains a log of daily/weekly support in the *individualized Support Plan (log)*. Finally, the trainer / assessor maintains the Log of the Outcome of Additional Trainer Contact given. This is used for continuous improvement purpose and whether this kind of support will be useful compared to other support.
- b. Sydney College of Professional Education can offer **extra classes** to the identified student (s) while giving the student the exact timetable for extra classes. This will allow the student to focus on their academic weaknesses while getting individualized help from our trainers and assessors and other support staff. The Trainer / assessor maintains a log of daily/weekly support in the *individualized Support Plan (log)*. Finally, the trainer / assessor maintains the Log of the **Attendance of Extra Classes** provided to the student as support. This is used for continuous improvement purpose and whether this kind of support will be useful compared to other support interventions.
- c. Sydney College of Professional Education trainers can provide extra off-campus support via maintaining contact. This will allow the student to gain immediate help so that they can move on in the assessment task. We believe that sometimes, even little external guidance can help the student to finish the whole work. Slowly, the student can gain momentum in his / her independent task completion. The Trainer / assessor maintains a log of daily/weekly support in the *individualized Support Plan (log)*. Finally, the trainer / assessor maintains the Log of the **extra off-campus support, Zoom and email** provided to the student as support.
- d. Sydney College of Professional Education can make a **study group** for the student to encourage **more attendance**. This is a great way to study while collaborating as the group. In this case, the CEO, Assessor and the student agree on the timing and duration of **Study Group** and put together the **Individualized Support Plan**. Sydney College of Professional Education trainer maintains the log via *individualized Support Plan*.
- e. Sydney College of Professional Education CEO can alter the student's course length by adjusting study load on *eCoE*. This can only happen for compassionate and compelling circumstances and significant documentary evidence:
  - I. there are compassionate or compelling circumstances, as assessed by Sydney College of Professional Education's CEO by verifiable evidence,
  - II. Sydney College of Professional Education CEO has approved deferral or suspension of the overseas student's enrolment as per the Policy on Deferring, suspending, or cancelling the overseas student's enrolment.  
Sydney College of Professional Education CEO and trainer/assessors maintain the student progress and outcomes of adjusting study length in *individualized Support Plan*.
- f. Sydney College of Professional Education staff can provide personal and study counselling to help the student's **class participation**. Personal counselling example is:
  - I. having a friendly chat with the student,
  - II. helping the student to form a study group,
  - III. referring the student to specialist external help if a serious condition has been identified,
- g. Sydney College of Professional Education staff can assist you with some personal problems. For example, student accommodation problems, assistance with information regarding health professionals etc. Sydney College of Professional Education **CEO** will maintain the outcomes of provided support in *individualized Support Plan* by asking the student if their problems are resolved.

- h. Sydney College of Professional Education delegated staff member can make **transition support** available for students who are finding it difficult to adjust to the Australian environment. This support might include the appointed staff having a chat with the student, forming a group of like-minded students, referring students to their local communities outside Sydney College of Professional Education and around their suburb of accommodation. Sydney College of Professional Education **CEO** will register the outcomes of the provided support in *Individualized Support Plan* by asking the student if they feel adjusted to local life.
- i. Sydney College of Professional Education staff can provide all or some of the above in some combination.



**Intervention & Assistance processes concerning Attendance**

The following Table provides detailed information to SCPE students about the intervention steps.

**Table 2**

Step No.	Policy Implementation Steps	
1.	Student has responded to the college letter (ITR, or warning) within time frame specified on the letter	Student is expected to have a chat with the Staff members identified on the notice of Intervention.
2.	Sydney College of Professional Education Staff Will <b>Diagnose</b> or <b>identify the</b> issues the student is facing. Documentary evidence is examined to prepare an Individualized Support Plan for the student. The staff member will gain evidence from the student and anecdotal and attendance evidence from their trainers and assessors.	The student will provide Sydney College of Professional Education staff with detailed reasons and documentary evidence in support of the reasons. Documentary evidence includes medical certificate, other evidence of hardships, evidence of personal or family issues that are beyond the student's scope of control. Sydney College of Professional Education staff will sensitively listen to the student's problems.
3.	Sydney College of Professional Education Staff will ask the student as to how Sydney College of Professional Education can bring the student back on track with <b>course progress</b> .	This is the student's opportunity to tell the staff about how he / she can be helped. Sydney College of Professional Education will create provisions for catch up classes and timetable will be shared with students at intervention.
4.	Once, the student provides their expectations as to how Sydney College of Professional Education can help them, Sydney College of Professional Education staff will align the available support with the support the student expects.	This is the student's time to collaborate with Sydney College of Professional Education's staff to agree on an <b>Individualized Support Plan</b> .
5.	Sydney College of Professional Education Staff and the identified student make an <b>Individualized Support Plan</b> while collaborating with each other. However, the type of support will be negotiated with the student as per their needs and expectations on individual basis.	A copy of <b>the Individualized Support Plan</b> is provided to the student. For example, Individualized Support Plan will include what help is provided, how the help will be provided, who will provide the help and when the help will be provided. Individualized Support Plan will also include <b>short-term</b> and <b>long-term</b> goals for the student and Sydney College of Professional Education staff. In short, the Individualized Support Plan will have Timetable and goals of the plan.
6.	The Individualized Support Plan is executed and implemented.	Weekly academic goals and attendance are assessed by the trainer and the student.

Step No.	Policy Implementation Steps	
7.	If the <b>Individualized Support Plan</b> works, no amendment is made till the student is on track.	Regular goals of the Support are met by the student and assessor till the student achieves satisfactory course attendance.
8.	The student and Sydney College of Professional Education Staff make modifications to the Individualized Support Plan if the goals of the plan are not met for some reasons.	The student provides feedback and reasons for not meeting the goals of the Individualized Support Plan. The reasons are evaluated, and some modifications are made to the Individualized Support Plan.
9	Once, the student has reached all milestones of the Individualized Support Plan, the student is re-assessed in course attendance.	Upon achieving <i>satisfactory course progress</i> , student Intervention including the Individualized Support Plan will be concluded.
10.	Sydney College of Professional Education Staff will alert its trainers and assessors to make some adjustments to the training and assessment strategies while adopting helpful strategies from the Individualized Support Plan.	The student starts satisfactory course progress as per the eCoE.
11	The CEO records all notes and re-assessment of attendance percentiles on the student file and PRISMS (when applicable).	Sydney College of Professional Education Trainers and assessors and other support staff <b>consistently monitor</b> the identified student for class attendance.

## ACADEMIC COURSE PROGRESS POLICY & PROCEDURE

### ACADEMIC COURSE PROGRESS POLICY & PROCEDURE

#### SECTION 1

##### POLICY SCOPE

This policy only applies to Course Progress requirements of all Sydney College of Professional Education's overseas students. The policy applies to your enrolled qualifications.

The Policy contains **3 Sections** for students to read and understand.

**Section 1** contains information about course progress requirements. The section 1 provides information about various definitions or terminology used. This section also informs students as to how Sydney College of Professional Education identifies, notifies and assists students at risk of not meeting satisfactory course progress. Specifically, at what time points Sydney College of Professional Education monitors course progress and what is taken as the student breach, is defined. Finally, the Section contains many easy-to-follow questions and answers on the processes involved.

**Section 2** contains the diagrammatic description of process in **Table** to make Overseas students' obligations very clear. Our motivation is to visually represent the information to students to amplify their overall understanding.

**Section 3** contains information on Sydney College of Professional Education **Intervention Policy and processes** and available support. The section 3 is activated once the student is clearly identified at a risk of not achieving course progress. This is pro-active measure not designed to punish the student, but to help in advance with various support strategies and student-college collaborations.

##### POLICY CONTEXT

Australian government ensures that the international student enjoys quality education within a safe and rewarding environment. International student visa allows the student to study while enjoying many rights. These rights are not limited to, but include:

- access to local consumer protection, appropriate facilities, complaints and appeals, academic support intervention and other ongoing student support in all PHASE of student journey.
- receiving accurate information about Sydney College of Professional Education course, tuition fees, refunds and appropriate college policies and processes for complaints and appeals, deferment, suspension, cancellation of enrolment prior to enrolment, student support and course progress.

While Australian government has ensured that the student receives quality education, the **National Code 2018** places certain requirements and obligations on Overseas students.

Therefore, as per **National Code 2018** it is the responsibility of Sydney College of Professional Education to clearly inform all incoming and current students about student visa requirements tapping academic course progress and where applicable, course attendance. Sydney College of Professional Education is obliged to inform and report student violations to Australian Government.





Table 7

**DEFINITIONS****Monitoring Course Progress**

Monitoring refers to an active checking of course progress as per the eCOE duration and College's training and assessment strategies.

**Monitoring Course Attendance**

Monitoring refers to an active checking of the student's attendance for the course as Sydney College of Professional Education's training and assessment strategies.

**Recording**

Recording means that there will be a documented record of the student's academic results and where applicable attendance, of the unit of competency.

**Assessing**

Assessing requires Sydney College of Professional Education to consider a student's demonstrated achievement, progress, or competency at the end of each study period.

**Intervention**

A proactive action taken by Sydney College of Professional Education to **identify, notify and assist** the overseas student who is at risk of not completing the course within duration specified on eCoE (electronic confirmation of enrolment). Intervention is there not to punish the student, but to help a student to achieve satisfactory course progress.

**When will Sydney College of Professional Education Intervene?**

The intervention strategy will be activated immediately after the student has been identified of being at risk of not completing the course within due time. Failing one **(1) unit of competency** within the study period will be taken as the student being at risk. At this point, risk is determined to help the student to catch up with course progress.

**Intervention Strategy Steps**

Intervention strategy entails 3 important steps:

- 1) Sydney College of Professional Education will identify the student of not meeting course progress from the results of assessment tasks,
- 2) the student will be notified that Sydney College of Professional Education has initiated an intervention strategy so then student can report to Sydney College of Professional Education with reasons of not meeting course progress,

3) finally, the intervention strategy is used to assist the student in catching up with the course progress using available means as per the Intervention Policy & Procedure.

### **Reporting**

Reporting in this policy refers to communicating students' course progress breach to the Secretary of the Department of Education through PRISMS. Not achieving satisfactory course progress in **in a study period** in the course (s), and after the academic intervention strategy has been completed, and after all complaints and appeals processes have been finalised, the student will be reported via PRISMS under section 19(2) of the ESOS Act.



## Questions / Answers related to Academic Course progress

To make requirements easy for students, some relevant questions and answers are provided below. These are only relevant to visa requirements related to matters related to **academic course progress**.

The following questions and answers are provided so that the student understands visa requirements relevant to **Academic Course progress** and how Sydney College of Professional Education will **identify, notify, and assist** students at risk of not meeting satisfactory course progress. The following questions and answers also inform students about Sydney College of Professional Education obligations about reporting the **academic progress breaches** to Australian Government.

**Table 8**

### Students are provided the following Hypothetical Example of eCoE and Course duration.

eCoE example for course start and end dates:

Hypothetical Student Name: **John Smith, Male**

Course Enrolled: BSB42015 - Certificate IV in Leadership and Management.

Course Start date: 2 May 2022

Course End date: 9 July 2023

Holiday period included: 12 weeks

### Question 1. Will Sydney College of Professional Education monitor overseas student's course progress or class attendance?

Sydney College of Professional Education monitors overseas students' course progress and attendance for each course in which the overseas student is enrolled. However, only Course progress will be used for **reporting breaches in PRISMS**. In contrast, *course attendance* is monitored to determine the student's class participation and support needs.

### Question 2. What are the aims of the Academic Course Progress Policy & Procedure?

1. This Policy helps Overseas students by informing them about their **student visa requirements** related to Academic Course Progress.
2. The Policy makes it clear the Obligations of Sydney College of Professional Education as per **National Code 2018** to ensure that the student finishes the Course within time frame specified on their eCoE.
3. The Policy aims to identify students very early who are at **a risk** of not meeting course progress requirements so the students can be helped in time.
4. The Policy incorporates **Intervention Strategy** to help students at risk in not achieving satisfactory course progress.
5. The Policy provides information about the student's rights to appeal Sydney College of Professional Education's decision (assessment results, unfair process) within time frame specified.

6. The Policy informs the Student how and when Sydney College of Professional Education will report the **Student's Breach** related to academic course progress. This Phase involves specific information about assessing student breaches and reporting students under study periods.

### **Question 3. What are Overseas student visa requirements?**

Overseas students are to ensure all the time in their study progress that students can complete the course within the expected duration specified on the overseas student's eCoE. For example, failing any unit of competency simply implies that the student will not be able to complete the course within specified time frame.

### **Question 4. What are the obligations of Sydney College of Professional Education relevant to Overseas student visa requirements?**

National Code 2018 imposes the following obligations on Sydney College of Professional Education must monitor overseas students' course progress and, where applicable, attendance for each course in which the overseas student is enrolled.

- Sydney College of Professional Education must monitor the progress of each overseas student to ensure the overseas student is in a position to complete the course within the expected duration specified on the overseas student's CoE.
- Sydney College of Professional Education must have and implement documented policies and processes **to identify, notify and assist an overseas student at risk** of not meeting course progress or attendance requirements where there is evidence from the overseas student's assessment tasks, participation in tuition activities or other indicators of academic progress that the overseas student is at risk of not meeting those requirements.
- Sydney College of Professional Education must clearly outline and inform the overseas student before **they commence the course** of the requirements to achieve satisfactory course progress and, where applicable, attendance in each study period.

### **Question 5. What are the student Visa requirements relevant for the course progress?**

All students must complete the enrolled course within the approved duration in eCOE (electronic confirmation of enrolment). According to this hypothetical example, *John Smith* must start and finish the course as per the COE dates. This is the Student Visa requirement relevant to Course Progress.

### **Question 6. How course duration relates to the student's visa requirement?**

Students get visa as per the course duration mentioned in the eCoE. Hence, **National Code 2018** demands that Sydney College of Professional Education to monitor the progress of each overseas student to ensure the overseas student is able to complete the course within the expected duration specified on the overseas student's CoE.

**Question 7. How Sydney College of Professional Education ensures that the student completes the course within time frame specified on eCoE?** Sydney College of Professional Education provides students with information during *pre-enrolment* and *orientation* PHASEs about requirements of satisfactory course progress. Then, Sydney College of Professional Education systematically monitor overseas student's assessment tasks, participation in tuition activities and results of academic progress as per what is

expected. Sydney College of Professional Education identifies when the student needs additional support if the student does not make regular progress. Sydney College of Professional Education makes support available so that the student catches up and completes within *eCoE* duration.

**Question 8. How Sydney College of Professional Education knows that the student is at a risk of not meeting course progress requirements?**

Sydney College of Professional Education implements documented policies and processes to **identify, notify** and **assist** an overseas student at risk of not meeting course progress. Sydney College of Professional Education systematically makes results for every **unit of competency** for the student. If the student falls behind, Sydney College of Professional Education invites the student for a chat and offers academic support. Types of support available is discussed within **Intervention Policy (Intervention Policy is applicable and discussed in Section 3)**.

**Question 9. Using the example of *John Smith*, how many unit (s) of competency are completed within 5-week time frame?**

It depends on the length allocated to the unit of competency. Students are to check their timetable.

**Question 10. When will the student be assessed in breach of course progress? For example, when will Sydney College of Professional Education report *John Smith* to Australian government in breach of course progress?**

Sydney College of Professional Education follows specific reporting criteria as per the Course that *John Smith* is enrolled in. The following breach needs to be met before Sydney College of Professional Education can report *John Smith*:

- I. John Smith is not achieving satisfactory course progress (i.e., failing 50% or more units) in in a study period (1 study period = 20 weeks), and
- II. the internal and external complaints processes have been completed and the decision or recommendation still supports the student breach, or
- III. John Smith has chosen not to access Sydney College of Professional Education's internal complaints and appeals process within the 20-working day period, or
- IV. John Smith has chosen not to access the external complaints and appeals process, or
- V. John Smith withdraws from the internal or external appeals processes by notifying Sydney College of Professional Education in writing.

**Question 11. Will Sydney College of Professional Education provide any prior written warning with their intention to report *John Smith*?**

Yes, Sydney College of Professional Education will notify the overseas student that Sydney College of Professional Education intends to report the overseas student for unsatisfactory course progress along with the reasons for the *intention to report*. The intention to report correspondence will also advise the overseas student of their right to access Sydney College of Professional Education's complaints and appeals process within **20 working days**.

**Question 12. What if the student is successful in the appeal processes?**

If the student wins the appeal, Sydney College of Professional Education will not report the student and take reasonable efforts in reassessing students fairly.



Table 9

**PROVIDES DETAILED INFORMATION ABOUT COURSE PROGRESS BREACH FOR EACH COURSE**

Sydney College of Professional Education will report a **course progress breach** in PRISMS in accordance with **section 19(2) of the ESOS Act** as per the following criteria for the **enrolled course (s)**.

- I. Not achieving satisfactory course progress (i.e., failing 50% of course work in 20 weeks) in a study period, and
- II. the internal and external complaints processes have been completed and the decision or recommendation still supports the student breach, or
- III. the overseas student has chosen not to access Sydney College of Professional Education’s internal complaints and appeals process within the 20-working day period, or
- IV. the overseas student has chosen not to access the external complaints and appeals process, or
- V. the overseas student withdraws from the internal or external appeals processes by notifying Sydney College of Professional Education in writing.

***How long is a Study Period for each Qualification?***

20 weeks is the length of Sydney College of Professional Education Study period for your enrolled course.

***INTERVENTION INTITATION PHASE***

*Sydney College of Professional Education uses the terminology “PHASE” to intervene proactively and before the study period is over so the student can be assisted to catch up with course progress. Failing a single unit of competency will be taken as judgement to **intervene** with the student.*

***COURSE PROGRESS BREACH***

*A Student failing in 50% or more course work or units in 20 weeks (One Study Period).*

***PROCESSES FOR RECORDING AND ASSESSING COURSE PROGRESS***

- *At the end of each unit, the student results for the unit of competency will be recorded in the Student File.*

**SECTION 2 - DIAGRAMMATICAL DEPICTION OF COURSE PROGRESS MONITORING PROCESS**

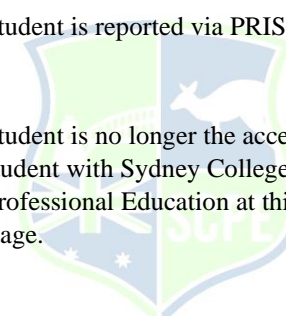
Sydney College of Professional Education has captured the whole procedure on monitoring the overseas student’s Course progress. The aim is to clearly inform how we identify and assist students proactively for those who are at a risk of not progressing as required. Next Table contains the diagrammatic description of process to make Overseas students’ obligations very clear. The figure is also given in the **student Orientation** and Student Offer & Written Contract slides.

**Table 10**

*Table describing step-by-step guide procedure on monitoring, recording, and assessing course progress and reporting breaches after allowing intervention.*

<p><b>Sydney College of Professional Education staff Actions</b></p>	<p><b>Course Progress in a study period</b></p>	<p><b>Student Options</b></p>
<p>Sydney College of Professional Education staff has access to Academic course progress policy &amp; procedure, intervention Policy and reporting processes and various templates/ documents to be used.</p>	<p>Systematic Monitoring Progress for in a study period</p>	<p>Student receives course progress policy and processes and Intervention policy and processes with <b>Student Offer Written Contract</b> and during <b>orientation</b>.</p>
<p><b>Assessor</b> records results <b>using unit result sheet</b> and reports results in student file at the end of <b>unit</b>. After seeing the student result, the CEO identifies if the student has failed the unit and sends written correspondence via email and/or post inviting the student to access Sydney College of Professional Education intervention and support.</p>	<div style="text-align: center;">  <p><b>INTERVENTION PHASE 1</b> Failing a single unit of Competency</p> <p>Intervention will continue till the student is able to complete the course within eCoE duration.</p> </div>	<p>If the overseas student fails the 1<sup>st</sup> unit, student receives correspondence to access College intervention as he/she is at risk of not completing course in expected duration. If student attends intervention and catches up with course, student will be removed from being at risk category. Student may access the complaints and appeal processes within <b>20 working days</b> to challenge the results, and if the outcome is in favour of the student's favour, he / she will be removed from being at RISK category. Detailed process is provided in Policy.</p>
<p>Assessor records results <b>using unit result sheet</b> and reports results in student file at the end of every unit for <b>20-week period</b>. If the student has failed 50% or more Course units or course work if the unit is over 20 weeks, the CEO identifies that the student has breached course progress and sends ITR (written correspondence) via email / post.</p>	<div style="text-align: center;"> <p><b>STUDENT BREACH</b> <b>(Intention to Report Letter)</b></p> <p><b>20-week period</b></p> </div>	<p>The student receives ITR correspondence from Sydney College of Professional Education to access intervention. If student attends intervention and catches up with course, student will be removed from reporting list. Detailed intervention process is provided in Policy. If the student does not take appropriate steps, and meets reporting criteria as per Course Progress Policy, the student is reported in PRISMS.</p>



		Detailed process is provided in Policy.
<p>Sydney College of Professional Education will report a <b>course progress breach</b> in PRISMS in accordance with <b>section 19(2) of the ESOS Act</b> as per the following criteria for the <b>enrolled course (s)</b>.</p> <ul style="list-style-type: none"> <li>• Not achieving satisfactory course progress (i.e., failing 50% units or course work in 20 weeks) in a study period, and</li> <li>• the internal and external complaints processes have been completed and the decision or recommendation still supports the student breach, or</li> <li>• the overseas student has chosen not to access Sydney College of Professional Education’s internal complaints and appeals process within the 20-working day period, or</li> <li>• the overseas student has chosen not to access the external complaints and appeals process, or</li> <li>• the overseas student withdraws from the internal or external appeals processes by notifying Sydney College of Professional Education in writing.</li> </ul>		
<p>The <b>CEO reports</b> the student by using PRISMS. The Campus Manager sends PRISMS reported activity via <b>post / email</b>.</p> <p>The CEO sends the student with Cancellation of eCOE notice along with immigration obligations of the student and PRISMS notice.</p>	<p>Student is reported via PRISMS.</p> <p>Student is no longer the accepted student with Sydney College of Professional Education at this stage.</p> 	<p>Student receives PRISMS activity via email/post that explains the student of implications and contacting immigration asap.</p>
<p><i>Note:</i> This is a general overview as the whole process is captured in considerable details in our Policies and Procedures on Academic Course Progress and Intervention.</p>		

### SECTION 3: COURSE PROGRESS INTERVENTION POLICY & PROCEDURE

#### POLICY

In addition to Academic Course progress policy and procedure, **Standard 8** of the **National Code 2018** requires Sydney College of Professional Education to have a documented **intervention strategy policy and procedure**. The intervention strategy policy has been drafted to identify and assist students at a risk of not satisfactorily meeting program progress requirements. For coursework students, at a minimum the **intervention strategy will be activated** soon the student fails **1 unit of competency** in a study period.

## **POLICY SCOPE**

This Policy only applies to Overseas students and Sydney College of Professional Education staff identified in the Policy. Since the Intervention is very important, the following questions and answers are provided so that the student understands in simple language what intervention is and when it is activated and how it helps the student. The intervention may have possible implications on study duration, course completion and student visa. The Intervention policy will be implemented throughout the course as per **Academic Course Progress Policy** and procedures and **Intervention Strategy Policy and Procedures**.

### **Question 1: What is the meaning of “intervention Strategy”?**

*Dictionary Meaning of Intervention: to take part in something to prevent or alter a result or course of events.*

Our intervention simply means that Sydney College of Professional Education will intervene if the student has failed a unit of competency. Sydney College of Professional Education directly intervenes not to punish, but merely to help and assist the student in catching up with the Course. Failing a unit of competency means that the student cannot complete the entire course within a time frame specified in the eCoE.

### **Question 2: How would the student know that Sydney College of Professional Education is implementing its Intervention strategy?**

Sydney College of Professional Education systematically makes results for every unit of competency. If the student fails the unit, Sydney College of Professional Education invites the student for a chat via email and written correspondence, explicitly mentioning that Intervention Strategy has been activated. So, the student will receive written correspondence.

### **Question 3: What should the student immediately do after receiving an intervention-related correspondence?**

First, the Student must not feel anxious after receiving the letter. The student should immediately get in touch with Sydney College of Professional Education Officer listed on the Intervention letter. The student can ring the officer or come for a friendly chat at Sydney College of Professional Education campus.

### **Question 4: Once the identified student responds to Sydney College of Professional Education how the RTO will help the student in catching up with the study?**

First, Sydney College of Professional Education will conduct a *diagnosis* as to what factors lead to the student's poor course progress. For example, the student may feel homesick; the student might face difficulties relating to accommodation, the student might not understand some aspects of the course etc.

So, this step allows the student to provide reasons explaining course progress. Depending on the reasons provided, Sydney College of Professional Education will designate a support officer to help the student until the student is back on track. Detailed information is provided in **the Intervention Steps**.

**Question 5: What help is available to students as per Sydney College of Professional Education Intervention Policy & procedure?**

Once, the student explains the reasons for falling behind in the course; Sydney College of Professional Education will help students using the following means:

- a. Sydney College of Professional Education can provide additional trainer/assessor contact
- b. Sydney College of Professional Education can offer extra classes to the identified student (s) while giving the student the exact timetable for extra classes. This will allow the student to focus on their academic weaknesses while getting Individualized help from our trainers and assessors and other support staff.
- c. Sydney College of Professional Education trainers can provide extra off-campus support via phone, Zoom and email whenever students feel stuck during a task. This will allow you to gain immediate help so that you can move on in your assessment task. We believe that sometimes, even little external guidance can help the student to finish the whole work. Slowly, the student can gain momentum in his / her independent task completion.
- d. Sydney College of Professional Education can make a study group for the student. This is a great way to study while collaborating as the group.
- e. Sydney College of Professional Education assessors can make reasonable adjustments during assessment processes. Our adjustments are mentioned in our student handbook. For example, giving extra time to identified students to complete a test, presenting assessments using alternative modality (e.g., presenting verbal material visually, reading out assessment orally etc.).
- f. Sydney College of Professional Education can alter your course length by adjusting study load on eCoE. This can only happen in limited circumstances. List of circumstances:
  - g. there are compassionate or compelling circumstances, as assessed by Sydney College of Professional Education by verifiable evidence,
  - h. Sydney College of Professional Education has approved deferral or suspension of the overseas student's enrolment as per the Policy on Deferring, suspending, or cancelling the overseas student's enrolment.
  - i. Sydney College of Professional Education staff can provide personal and study counselling. Personal counselling example is:
    - having a friendly chat with the student,*
    - helping the student to form a study group,*
    - referring the student to specialist external help if a serious condition has been identified,*
  - j. Sydney College of Professional Education can assist students with issues outside Sydney College of Professional Education. For example, student accommodation problems, assistance with information regarding health professionals etc.
  - k. Sydney College of Professional Education has transition support available for students who are finding it difficult to adjust to the Australian study environment. This support might include Sydney College of Professional Education having a chat with the student, forming a group of like-minded students, referring students to their local communities

outside Sydney College of Professional Education and around their suburbs of accommodation.

- l. Sydney College of Professional Education Trainers and assessor will provide study tips. For example, study tips to do practical tasks whereby the students will be assigned simulated roles to give a real feel of the assessment task. Other methods are also employed based on the individual problem identified.
- m. All the above in some combination.

**Question 6: How about if Sydney College of Professional Education has made any error in making the student results or marking the student’s assessments?**

If the student thinks that there has been an error in preparing student results or some error in marking the Assessment, the Student can **APPEAL** the assessment decision within **20 - working days** of the result release. Since, human error is possible, Sydney College of Professional Education is happy to re-look at your results and assessment marking in response to your appeal. Moreover, Sydney College of Professional Education **re-examines** student results for those who have failed the unit (s) of competency, ensuring that results are accurate, and students are **not disadvantaged** due to the error made by the assessor.

**Question 7: What members of Sydney College of Professional Education staff students can be contacted without hesitation?**

Students can always contact their respective **trainers** and **assessors** (using email, phone, Zoom). Additionally, the Students can contact the **CEO** during college hours.

**Question 8: What if the student does not access Sydney College of Professional Education Intervention after failing a unit of competency?**

If the student does not respond to Sydney College of Professional Education intervention and continues to fail, the student is at a risk of not finishing the course within time frame specified on the eCoE. Eventually, student will be in Breach of Course progress and will be reported. Hence, our intervention is not designed to punish a student, but to assist the student.

**Question 9: Once, the Student responds to the Intervention letter, what steps are taken as per the Intervention Policy & processes?**

**Table 11**

STEP NO.	INTERVENTION STEPS	
1.	Student has responded to the Intervention letter within time frame specified on the letter	Student will have a chat with the Staff members identified on the notice of Intervention.
2.	Sydney College of Professional Education CEO will <b>Diagnose</b> or	The Student will provide Sydney College of Professional Education staff with detailed

STEP NO.	INTERVENTION STEPS	
	<p><i>identify the</i> issues the student is facing. Documentary evidence is examined to prepare an individualized <i>Support Plan</i> for the student. The CEO will gain evidence from the student and anecdotal evidence from their trainers and assessors.</p>	<p>reasons and documentary evidence in support of the reasons. Documentary evidence includes medical certificate, other evidence of hardships, evidence of personal or family issues that are beyond the student's scope of control. Sydney College of Professional Education staff will sensitively listen to the student's problems.</p>
3.	<p>Sydney College of Professional Education CEO will ask the student as to how Sydney College of Professional Education can bring the student back on track with course progress.</p>	<p>This is the student's opportunity to tell the staff about how he / she can be helped. We believe that the student is the best judge of how they can be helped.</p>
4.	<p>Once, the student provides their expectations as to how we can help them, Sydney College of Professional Education staff will align the available support with the support the student expects.</p>	<p>This is the student's time to collaborate with Sydney College of Professional Education's staff to agree on an <b>Individualized Support Plan</b>.</p>
5.	<p>The College CEO and the identified student make an <b>Individualized Support Plan</b> while collaborating with each other.</p> <p><b>Question 5</b> covers the extent of support that Sydney College of Professional Education has in place. However, the type of support will be negotiated with the student as per their needs and expectations on individual basis.</p>	<p>A copy of <i>the Individualized Support Plan</i> is provided to the student. For example, Individualized Support Plan will include what help is provided, how the help will be provided, who will provide the help and when the help will be provided. Individualized Support Plan will also include <i>short-term</i> and <i>long-term</i> goals for the student and Sydney College of Professional Education staff. In short, the Individualized Support Plan will have Timetable and goals of the plan.</p>
6.	<p>The Individualized Support Plan is executed and implemented.</p>	<p>Weekly goals are assessed by the Assessor and the student.</p>
7.	<p>If the <b>Individualized Support Plan</b> works, no amendment is made till the student is on track.</p>	<p>Regular goals of the Support are met by the student and assessor till the student achieves satisfactory course progress.</p>
8.	<p>The student and Sydney College of Professional Education CEO make modifications to the Individualized Support Plan if the goals of the plan are not met for some reasons.</p>	<p>The student provides feedback and reasons for not meeting the goals of the Individualized Support Plan. The reasons are evaluated, and some modifications are made to the Individualized Support Plan.</p>

STEP NO.	INTERVENTION STEPS	
9	Once, the student has reached all milestones of the Individualized Support Plan, the student is re-assessed in the unit of competency. If the student achieves competent grade upon re-assessment, the student Intervention will be concluded.	Upon achieving the competent grade, student Intervention including the <i>Individualized Support Plan</i> will be concluded.
10.	Sydney College of Professional Education CEO will alert its trainers and assessors to make some adjustments to the training and assessment strategies while adopting helpful strategies from the Individualized Support Plan.	The student is back on track and progresses as per the eCoE. However, Sydney College of Professional Education trainers and assessors will modify their style so that the student is always on the track.
11	The CEO records all notes and re-assessment results on the student file and PRISMS (if applicable).	Sydney College of Professional Education Trainers and assessors and other support staff <b>consistently monitor</b> the identified student.

### EVIDENCE RECORDING & RETENTION

Overseas students are notified that when an intervention strategy is activated, documentation or notes will be kept in the student's file (electronic or hardcopy) for all follow-up meetings, the provided support and strategies undertaken by the overseas student and trainer/assessor notes. If the Intervention affects study duration, all changes will be notified in **PRISMS** and students will be given the new eCoE (s). Students who fail to attend intervention or do not respond, will be treated as per **Course Progress Policy & procedure** and evidence is recorded in student file (electronic, or hardcopy).

## NON-ACADEMIC STUDENT SUPPORT POLICY

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This policy applies to all Sydney College of Professional Education Pty Ltd (*SCPE*) with all matters concerning *non-academic* student support for overseas students. In contrast, academic support is tapped by Academic Progress Policy and Attendance Policy.

### *Non-academic Support*

- Support during critical incidents
- Support during complaints
- Support during non-academic appeals
- Support during enrolment
- Support for marketing information
- Support for deferment, suspension & cancellation
- Support for adjusting to life in Australia
- Support for student transfers

### **Support during Marketing and recruitment**

SCPE provides its students clear, accurate and readily accessible information to make informed choices about the training that will best meet their needs via Marketing Flyers, Website, Overseas Student handbook and via email. SCPE staff will respond to any phone call, email or in-person query to provide useful support, permitting the dissemination of accurate information about our services, fees, scope, and others.

### **Support during Enrolment**

During enrolment, SCPE enrolment staff will provide support by timely assisting overseas students to complete various forms such as Enrolment form, student offer, written agreement. In case, the overseas student does not understand any information, SCPE staff will promptly provide the needed information. In most matters, overseas students require assistance in completing some part of enrolment form, providing documentary evidence such as passport, marksheets, previous results, required fee, payment plan, refund conditions, fee protection, consumer rights, medical insurance, health cover, requesting airport pick up, accommodation & materials, information about SCPE facilities, information about transport etcetera. All the listed support will be timely provided to overseas students until they are fully satisfied. At this time point, the student will also be given *Overseas Student* handbook that contains almost all non-academic support including applicable policies and procedures and legislation. During enrolment, all students will be interviewed by SCPE delegated staff. This is where most of non-academic support will be made clear to the overseas students. Finally, the overseas student offer will contain non-academic support that is available for the student.

### **Support during complaints & appeals**

The CEO and delegated staff will be responsible for supporting students during complaints and appeals. This support will normally include conversation with the learner & parties involved, email support, phone support, arranging independent resolution as per Complaint and Appeal Policy & Procedure, and email notifying the outcome of appeal or complaint to

the learner/party involved. If the Appeal is regarding refund, staff is to refer to the Fees & Refund Policy & Procedure. Overseas student handbook and the Student Offer contain *Complaint and Appeal Policy & Procedure*.

Overseas students will be given adequate information about the complaints and appeals processes during their *orientation programme*. When the student is lodging a complaint or appeal, student will be assisted for necessary information required for lodgement and resolution. More details are provided in the procedure section of the policy and procedure. The CEO & other Staff (trainer, that contact with the student is to alert students to the information provided in Overseas Student handbook outlining External **Counselling or other helpful Services**.

**The role of the student support officer handling complaint and appeal is to:**

- Assist the student register their formal complaint
- Ensure the resolution phase commences within applicable timeframe as per policy for the written complaint being lodged
- Provide the student, or the students representative, with an opportunity to present their complaint
- Ensure they fully understand the student's complaint
- Work with the student to identify how the complaint can be resolved to the satisfaction of the student
- Consult and negotiate with all parties involved with the complaint in order to obtain their commitment and agreement to the proposed solution
- Formally document the resolution to the complaint including reasons for the method of resolution and provide the student with a written copy of the document
- Arrange for the proposed resolution to be signed off by the student.
- Monitor the implementation of the resolution to ensure that all parties adhere to the agreed resolution.
- Ensure that the details of the complaint are recorded in the Institute Complaints Register and reported (via the student support officers report) to the Institute's monthly Management Group/staff meetings for continuous improvement purposes.
- Advise the student to take the complaint to appeal if a resolution cannot be agreed upon.

**Support for deferment, suspension & cancellation**

Students are also supported as way of providing information about various deferment, suspension & cancellation related queries. The CEO and delegated staff will provide specific policy such as deferment, suspension & cancellation policy, and various forms for the overseas students to complete. Various information will be provided about circumstances where course variation is applicable and documentary evidence. Overseas student handbook and the deferment, suspension & cancellation policy, and ways to obtain various forms. SCPE support staff will assist students in emergency situations.

**Support during student transfers**

Students are also supported with relevant information for student transfers including application forms and policy and procedures. The overseas students will also be provided information on the impact of student transfer on the student's study and visa. The CEO will be responsible for supporting students during student transfers.



## Support during Adjusting to life in Australia

SCPE is committed to support international students to adjust to study and life in Australia. SCPE provides the opportunity for students to access welfare-related support services in response to difficulties arising during their study. Support services are there to assist students with issues relating to accommodation and including other issues. Welfare related support is not limited to but includes information about accommodation, support agencies, local cultural communities, disseminating information about cost-effective share accommodation, flat mates, easy-roommates, and online links.

If SCPE refers the student to external support services, SCPE will not charge for the referral. However, students will be advised of services that might attract cost (e.g., health services, psychological intervention). Furthermore, the international student prospectus covers support information relating to course progress and attendance in details.

- SCPE designates a member of staff to be the official point of contact for students.
- SCPE provides sufficient student support personnel to meet the needs of the students enrolled with the Institute.
- SCPE ensures that its staff members who interact directly with students are aware of SCPE 's obligations under the potential implications for students arising from the exercise of these obligations.
- SCPE has documented critical incident policy together with procedures that covers the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and the action taken.
- SCPE has a Student Services team designated to support students. Reception is open from **9 am – 5 pm weekdays**. Students are free to approach any SCPE staff member for any help or make general enquiries, for example: directions, public transport and other day to day needs, banking, access to other services.
- The official point of contact for students is the CEO of SCPE who has access to up-to-date details of SCPE's support services.

In cases concerning accommodation, the overseas student will be provided information on available places and how to apply. However, cost and application success are beyond the control of SCPE SCPE will support students by providing an age and culturally sensitive orientation programme by tapping the following information:

- Support services available to assist in the transition into life and study in Australia.
- Accommodation information & support
- Public transport
- Local cultural organisations
- Legal services.
- Emergency and health services.
- Cultural expectations
- Public transport
- Deferment, cancellation & suspension
- Critical incidents
- Facilities and resources.
- Complaints and appeals processes
- Information on visa conditions relating to course progress and attendance.

- Introduction to written and documented critical incident policy and procedures that cover the action to be taken in the event of a critical incident, the required follow-up to the incident, the recording of the incident and the action taken.
- Student Obligations to keep emergency contact information updated.
- Helping students to access study support and welfare-related services.
- Appointed Student support staff and 24-7 contactable information.

### Support during critical incidents

Student support team will help students during emergency situations or critical incidents. In such scenarios, Critical Incident Policy and Procedure information will be implemented as per the *policy and procedure tapping critical incidents*. Whilst all staff employed by SCPE has the responsibility to provide support to all students, the management nominates *two (2) Student Support Officers* who will be available to all students in the campus on an appointment basis during the hours of operations. Students can access the Student Support Officer directly or an appointment can be organised as soon it is practical. During orientation, the support officers will introduce themselves to students and make their phone numbers and email known to students.

### Student Support Services Referral List

The Student Support Officer will provide links to external sources of support for the issues that are beyond the expertise of SCPE staff. It is in the student's best interest to seek professional advice when issues require professional judgement (e.g., dental, psychologist, doctor). All suitable external links will be listed on the Student Support Services Referral List, which is also maintained by the Student Support Officer.

### External Counselling/Personal

Support Lifeline: 13 11 14 or [www.lifeline.org.au](http://www.lifeline.org.au)

Relationships Australia - 1300 364 277 <http://www.relationships.org.au>

MensLine Australia – (For men of any age) 1300 78 99 78

Kids Helpline (For young people aged 5-25) – 1800 551 800

### Mental health websites [Mindhealthconnect.org.au](http://Mindhealthconnect.org.au)

Launched as part of the Australian Government's National E-Mental Health Strategy, this site is a trusted gateway to issues surrounding mental health care and a first step to finding relevant support and resources to meet mental health needs.

[Beyondblue.org.au](http://Beyondblue.org.au) Beyond blue's work is aimed at achieving an Australian community that understands depression and anxiety, empowering all Australians, at any life-stage, to seek help. [Anxietyonline.org.au](http://Anxietyonline.org.au)

Anxiety Online provides information, assessment, referral and treatment for Panic Disorder, Social Anxiety Disorder, Generalised Anxiety Disorder, Obsessive Compulsive Disorder and Post-Traumatic Stress Disorder. [Headspace.org.au](http://Headspace.org.au) • Headspace provides

mental and health wellbeing support, information and services to young people aged 12 to 25 years and their families.

**Mental health service [www.reachout.com](http://www.reachout.com)**

ReachOut.com is the Australia's leading online youth mental health service. It's a perfect place to start if not sure where to look for health services. It's got information on everything from finding motivation, through to getting through really tough times.

**Jeanhailes.org.au**

Jean Hailes' vision entails physical and emotional health and wellbeing of **women** in all its dimensions. Induction and Orientation is conducted prior to the commencement of each course. Its purpose is to inform new students of most aspects of life at SCPE In addition to logistical information we will provide information on how to access different information tapping mental well-being. SCPE pledges to facilitate all of the delivery of its training and assessment utilising novel psychological tools enhancing your self-awareness. We believe that self-awareness is one of the highest mental faculty only enjoyed by humans. We will have guest speakers from scientific fields investigating self-awareness and its implications in accomplishing positive academic results. SCPE will have a quiet prayer and meditation room for you to use.

Although, SCPE can provide some advice and guidance on certain situations, other times it might be appropriate for a student to gain professional legal advice. Hence, students will be referred to an appropriate legal professional. You can refer to International Student Prospectus for further information.

**Reasonable adjustment in training & Assessment**

Reasonable adjustment means adjustments that can be made to the way in which evidence of learner performance is collected. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent / not yet competent decisions (and / or awarding grades) will not be altered in any way. The RTO has the Support policy in place to help us put together an access plan for you.

SCPE recognizes that some people are better suited to learning via teaching methods not usually obtained in the traditional classroom setting. With some minor adjustments to teaching and assessment methods, the learner who is having trouble in learning and achieving the desired results in the traditional setting may show considerable improvements.

The staff and management of SCPE respect these differences among Learners and will endeavor to make any necessary adjustments to their methods to meet the needs of a variety of Learners. For example, the inability to complete a written assessment will not be interpreted as a sign of incompetence, provided the learner can verbally demonstrate competency.

Acceptable and reasonable adjustments to teaching and assessment methods may include but are not limited to; having a trainer read assessment materials to Learners, having the learner's spoken responses to assessment questions recorded or allowing the learner to sit for an assessment alone in a different room. In the case of disability, the RTO will provide

reasonable adjustments according to its policy on reasonable adjustments and individualized access plan will be formulated.

SCPE staff will pursue any reasonable means within their ability to assist Learners in achieving the required competency standards. If the learner's needs exceed the capacity of the support services SCPE can offer, they will be referred to an appropriate external agency. All additional support may incur cost to the learner.

### **Student Feedback**

Upon completing each unit of competency, learners are encouraged to provide their feedback about their learning experience at the RTO by way of completing the *Learner Feedback Form*. Your feedback is voluntary. However, we insist that you provide your feedback to inform our practices relating to training and assessment as it will benefit you in turn.



## **UNIQUE STUDENT IDENTIFIER (USI)**

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Students will need to provide SCPE their Unique Student Identifier number. A Unique Student Identifier (USI) is a reference number made up of numbers and letters unique to each student. This USI allows students to link their previous and future VET qualifications into a single authenticated transcript (is accessed online). USI will allow students to see completed training results from all previous providers. A USI Number will stay with the student for life. Although, USI is required prior to the issuance of qualifications to students, to avoid any delays SCPE requests all students to provide their USI during enrolment.



## TRAINING AND ASSESSMENT

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SCPE is committed to delivering high quality training and assessment services that meet the expectations of their students/learners. To ensure this, the RTO has implemented processes for data collection and analysis within its operations that ensure the continuous improvement of training and assessment. Continuous improvement measures in this area respond to the results of data analysis and involve all internal and external stakeholder groups.

The quality and continuous improvement policy and procedure defines the methods of data collection and analysis. To provide high quality outcomes to their clients and students/learners, SCPE ensures that strategies for training and assessment are developed with effective consultation with industry, potential students, and stakeholders.

### PRINCIPLES OF TRAINING AND ASSESSMENT

Training and assessment strategies developed by SCPE will adhere to the following principles:

*Training and assessment strategies are developed for each unit of competency that will be delivered and assessed. Each strategy provides a framework to guide learning requirements and the training and assessment arrangements of each training product – the macro level requirements of the learning and assessment processes.*

*All competencies will require the development of a training and assessment strategy.*

*Each training and assessment strategy will be developed in consultation with industry representatives, trainers, assessors and key stakeholders*

*Training and assessment strategies will reflect the requirements of the relevant training package and will identify target groups*

*Training and assessment strategies will be validated annually through the internal review procedures and industry consultation.*

### Quality training and assessment principles

SCPE will apply the *Principles of Assessment and the Rules of Evidence* to achieve positive outcomes.

#### Principles of assessment

To ensure quality outcomes, assessment should be:

- Fair
- Flexible
- Valid
- Reliable

#### ***Fair***

The individual learner's needs are considered in the assessment process.

Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs.

The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary. Learners have access to the appeal form online through RTO website, [www.SCPEedu.au](http://www.SCPEedu.au)

Appeal forms will also be provided along with the Learner Assessment Guides.

**Sufficient**

The assessor is assured that the quality, quantity, and relevance of the assessment evidence enables a judgement to be made of a learner's competency.

**Authentic**

The assessor is assured that the evidence presented for assessment is the learner's own work.

**Current**

The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past. This is particularly relevant to RPL.

**AUSTRALIAN QUALIFICATIONS FRAMEWORK (AQF)**

SCPE offers AQF Qualifications. The Australian Qualifications Framework (AQF) enables the alignment of qualifications between different Australian education providers (e.g., University, Vocational college) and international education providers. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework.

**ASSESSMENT POLICY**

SCPE acknowledges the critical role that assessment plays in determining the competency of students/learners. SCPE implements an assessment system that ensures that assessment (including Recognition of Prior Learning) complies with the assessment requirements of the relevant training package or VET accredited course. SCPE recognizes that each unit of competency contains assessment requirements relating to performance evidence, knowledge evidence and assessment conditions outlined by the relevant training package. In developing the assessment (including RPL) for the units of competencies, SCPE sets the following policy:

- SCPE ensures that assessment meets principles of assessment (See the section, Training, and assessment).
- SCPE ensures that the evidence provided by you meets the rules of evidence (See the section, Training, and assessment). Students are to submit their original work (i.e., authentic work and not plagiarized).
- SCPE ensures compliance with the assessment guidelines from the relevant training package and unit of competency.
- SCPE's assessment leads to a record of results or statement of attainment under the Australian Qualifications Framework (AQF).
- SCPE's assessment complies with the principles of competency-based assessment and informs the student of the purpose and context of the assessment.
- SCPE ensures that application of knowledge and skills is relevant to the standard expected in the workplace, including skills for managing work tasks, contingencies and the job environment
- SCPE ensures that timely and appropriate feedback is given to students.
- Assessment complies with SCPE's access and equity policy.
- SCPE ensures that students have access to free re-assessment on appeal.
- SCPE ensures that appeals are resolved in timely manner as outlined in Appeal policy.

- ❑ *SCPE overseas students have a maximum of three (3) months to complete any unit of competency. If any student is not able to complete within 3-month without a valid reason (e.g., medical certificate, compassionate circumstances, pregnancy) students will need to repay the fees for training and assessment on pro-rata basis.*
- ❑ *Once the student is deemed competent and full payment has been received (including RPL), the relevant AQF certification will be issued to the student within 30 calendar days after the completion of the training program.*
- ❑ *SCPE does not guarantee that:*
  - ✓ a learner will successfully complete a training product on its scope of registration, or
  - ✓ a training product can be completed in a manner which does not meet the requirements of training and assessment or





## WORKPLACE ENVIRONMENT

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SCPE ensures that the training is delivered to the standards of a real workplace environment. Our assessment and training assimilate workplace environment at the RTO facility and workshop:

### SIMULATED LEARNING

For tasks where real practice is not possible due to safety and contextual concerns, simulated learning environment is created and used. A simulated workplace environment is a form of evidence gathering that involves the candidate completing or dealing with a task that replicates the workplace context. In developing simulations, the emphasis is not so much on reproducing external circumstance but on creating situations where you to realistically demonstrate:

- Skills and knowledge
- Core skills
- Workplace practices such as safety
- Other skills and performance evidence related to the unit of competency or accredited unit you are undertaking

*For example, since our delivery focus is leadership, simulations will include contexts, content, business models, scenarios, and technology as per leadership contexts.*

For SCPE will utilize Simulated business scenarios provided in the following textbook that will be provided to its students:

Leadership and Management 7 edition  
Theory and Practice with Online Study Tools  
Kris Cole

Throughout the textbook, the CourseMate Express icon indicates an opportunity to for online case study practice.

Additionally, you will receive a case study business called, 'Bounce Fitness' that will form large part of study for all three (3) qualifications. Figure 1 is presented as example how this online case study looks like. All students will receive their log in during student orientation session.

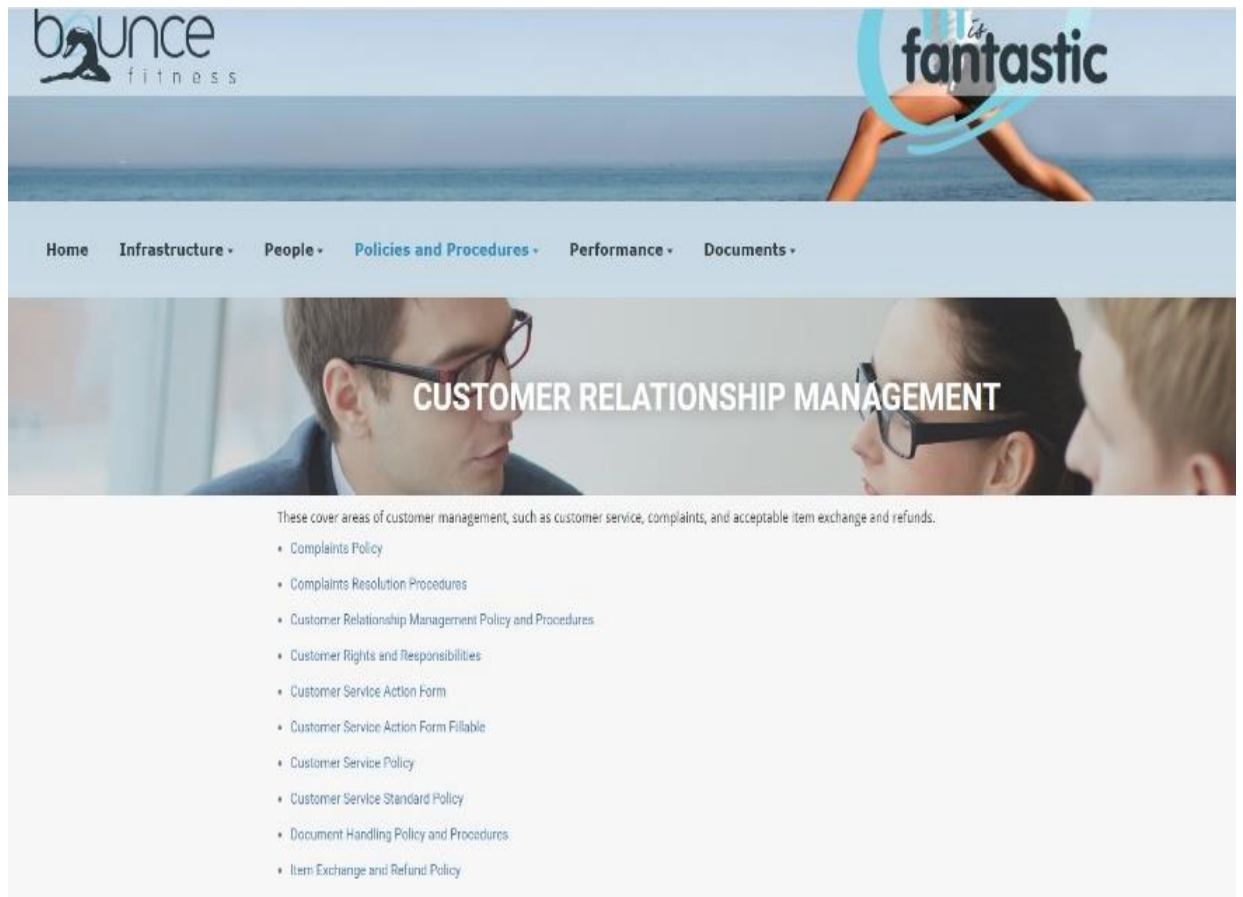


Figure 1: Bounce Fitness (Case study)



## RECOGNITION OF PRIOR LEARNING

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Recognition of prior learning means recognition of competencies currently held, regardless of how, when or where the learning occurred. These competencies may be attained through any combination of formal or informal training and education, work experience or general life experience. To grant RPL, the assessor must be confident that the student is currently competent against the endorsed industry or enterprise competency standards or outcomes specified in Australian Qualifications Framework relevant to the unit. The evidence may take a variety of forms and could include previous certification, formal RPL assessment, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current, and sufficient.

SCPE appreciates the value of workplace and industry experience and recognizes that students/learners will acquire vocational skills and knowledge from a variety of sources other than formal training. These skills are legitimate irrespective of how they were acquired and the RPL process is designed to provide validation of such relevant skills.

### SCPE's Recognition of Prior Learning Process

Recognition of Prior Learning (RPL) is an assessment process that assesses an individual's formal, non-formal and informal learning to determine the extent to which the individual has achieved the required learning outcomes, competency outcomes, or standards for gaining recognitions for competencies.

The recognition of prior learning (RPL) process will be offered to and explained to all relevant students/learners. All students/learners will have access to SCPE's RPL policy through this Student Handbook. The candidates may obtain information prior to their enrolment.

Students/learners who believe they have already obtained current skills and knowledge that would otherwise be covered in the unit of competency for which they intend to attain, should apply for RPL before or at the time of enrolment (i.e., Tick RPL Enrolment on the Enrolment Form).

The student's skills and knowledge will be assessed and validated, and where appropriate, units of competency acknowledged, and face-to-face training reduced. *The RTO conducts a Enrolment Form to ascertain RPL.* When the learner and the RTO trainer/assessor have identified RPL, the candidate will proceed with completing an RPL assessment (i.e., RPL Candidate Manual). The candidate will be provided all necessary information about the completion of RPL assessment and documentary evidence required.

Candidates are also encouraged to provide their feedback on RPL assessments by completing the RPL Feedback Form. Candidates also have access to the RTO's appeal policy available on the RTO website, [www.SCPEdu.au](http://www.SCPEdu.au). The assessor will also alert you to Appeal Process during the assessment process.

## CREDIT TRANSFER

Credit transfer refers to the transferal of academic credit obtained by students/learners through participation in courses, units of competency (ies) or national training package qualifications with other RTOs, towards those unit of competency (ies) that are offered by SCPE Credit transfer is granted on the basis that the credit validates the student's competency within the relevant qualification / unit of competence. Credit transfer of the unit of competency (ies) is available to all students/learners enrolling in any competency (ies) offered by SCPE The RTO conducts a Enrolment Form to ascertain credit transfers.

## STUDENT PROGRESS

Overseas students have the right to request information about or have access to their own individual records. SCPE trainers and assessors or administration staff will provide the requested information or access. Learners also have the right to request a hardcopy of their own individual file that can be supplied as a printout from records retained within the student data management system. Please feel free to ask your SCPE's trainer and assessor or administration staff at any time for a printout of your progress.



### **QUALIFICATION ON OFFER**

Sydney College of Professional Education Pty Ltd offers three (3) qualifications to overseas students (awaiting approval). For all qualification related information, overseas students are to read marketing brochure relevant to the qualification. Marketing brochures contains precise information about fee, packaging, duration, assessments, award, admission requirements, duration, delivery, and sequencing.

- BSB40520 - Certificate IV in Leadership and Management
- BSB50420 - Diploma of Leadership and Management
- BSB60420 - Advanced Diploma of Leadership and Management

### **No Fees changes after the finalization of Written Agreement**

Once the student and SCPE sign the formal agreement (i.e., Student Offer Agreement), fees will not be subject to change for the normal duration of the course. If a course length is extended by the student, then, any fee changes will be applicable for the extended component of the course.



## REFUND POLICY

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### ***Lodging Refunds***

Refund applications must be made in writing to Sydney College of Professional Education by way of filling out the refund application form that is available on our website. The student refund application form must be used as the written application for the refund. Alternatively, Sydney College of Professional Education can send the refund application form to the student upon request made by the phone, mail, or email. Refunds will be made within **2-weeks** of receiving the refund application form. Students are to include a statement explaining (in the student refund form) how the refund was calculated along with the reasons for refund. All students are required to provide reasons relating to the course fees refunds. A space is allocated in the refund application form for students to provide reasons for refunds. Provided reasons will be assessed to make refund judgements relevant to specific situations.

### ***Refund Terminology***

**Tuition fees:** Fees paid by the student to the CRICOS provider for the training and assessment services provided by the RTO. The Tuition fees do not include any other fees, e.g., materials fees, OSHC, application fees, airport pick up fees etc.

**Materials fees:** Fees paid by the student to the CRICOS provider for course related materials, e.g., materials supplied for student learning.

**Enrolment Application fees:** Fees paid by the student to the RTO for the costs of processing a student enrolment application and time that Sydney College of Professional Education has spent in assessing students for enrolment.

**Bank Charges:** Any refunded amount attracting bank charges and currency exchange fees will be applied at the rate charged to Sydney College of Professional Education.

### **Refund Scenarios**

#### ***Student course withdrawal***

- I. If the overseas student withdraws from the course by notifying in writing (i.e., email, letter) before the course commencement date, a full refund of “pre-paid” tuition fees will be provided.*
- II. The enrolment application fee is not refunded after the student offer is signed and returned by the student.*
- III. The student returning the course material in an unused and original condition will receive a full refund for the material fees. This is applicable only if the student has been charged for materials.*
- IV. If the student withdraws from the enrolled course on or after the qualification commencement, the refund for the course will not be provided as Sydney College of Professional Education has already reserved a seat for the student.*

*V. If the student withdraws from the course on or after the qualification commencement date by getting a release letter from Sydney College of Professional Education, some refund may be made at the CEO's discretion.*

### **Provider Default**

- I. In the unlikely event that Sydney College of Professional Education is unable to deliver the course, the student will be offered a full refund of all pre-paid tuition fees within twenty-eight (28) days of the course cessation. There is no requirement for a student to lodge a refund application form as the education provider will automatically initiate refunds.*
- II. In the unlikely event that Sydney College of Professional Education is unable to deliver the course, the student will be placed with another registered provider for the period covered by the student's prepaid tuition fees.*
- III. In the unlikely event that Sydney College of Professional Education is unable to deliver the course, the student will be referred to the Tuition Protection Service (TPS).*

### **Refund Lodgment**

Refund application can be made in writing to the CEO by typing in the body of the email notice of refund with reasons and sent to the email address: [scpe.ceo@outlook.com](mailto:scpe.ceo@outlook.com)

A Refund Application Form can be downloaded from the website and completed and sent to the email address: [scpe.ceo@outlook.com](mailto:scpe.ceo@outlook.com). Refund application outcomes will be reached within **twenty-eight (28)** days of the refund lodgment.

### **Refunds after Visa Refusal**

Where a prospective student gets a refusal of their initial student visa by the Australian Government issuing authority, all the prepaid course fees and materials fees (if materials are returned in original form) will be fully refunded. However, the Enrolment application fees will remain non-refundable. To receive the refund, students are required to provide authenticated evidence of the student visa refusal to Sydney College of Professional Education. Students **MUST** attach this evidence to the refund application. Refund application is available from Sydney College of Professional Education's website ([www.SCPE.edu.au](http://www.SCPE.edu.au)) or can be sent to student by post or email. The refund application must be used to apply for all refunds and must be addressed to the CEO of Sydney College of Professional Education, **Bipin Velera**

### **Consumer protection**

Sydney College of Professional Education ensures consumer protection to protect the rights of Australian consumers, including **Overseas students** as per Australian Consumer Law (ACL). Information provided via Marketing, pre-enrolment and student offer agreement ensures that you are protected.

“This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws”

### **FREE SERVICES**

Students are not required to pay for a formal Statement of Attainment, AQF Certification, a letter of release, changes to enrolment, deferment, suspension and cancellation application and credit transfers.





## PRIVACY

The purpose of the Privacy information is to inform you that in certain circumstances, Sydney College of Professional Education will share your personal information with various agencies. This is to ensure that you know and agree with this condition before enrolling with us. In some circumstances students' personal information may be disclosed by the registered provider, the Commonwealth including the TPS, or state or territory agencies, in accordance with *Privacy and Personal Information Protection Act 1998 (PIIP Act)*.

Information is collected on this form and during my enrolment by Sydney College of Professional Education to meet Sydney College of Professional Education's obligations under the **National Code 2018**; and to ensure student compliance with the conditions of their visas and their obligations under Australian laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000 (ESOS Act) and National Code 2018. The information collected about the overseas student on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. The following are some of the common sets of common circumstances in which personal information about the student may be disclosed by the registered provider, to the Commonwealth including the TPS, or state or territory agencies, in accordance with the *Privacy and Personal Information Protection Act 1998 (PIIP Act)*.

- a) While issuing your eCoE and / or making changes to the existing eCoe via PRISMS.
- b) Sharing information about the overseas student's deferment, suspension, or cancellation with PRISMS.
- c) Providing your personal information to ASQA and other government bodies if Sydney College of Professional Education is in default and is unable to provide you with agreed services. In that case, TPS will also be provided your information.
- d) Updating PRISMS if you decide to change the provider and *Sydney College of Professional Education* provides with the letter of release.
- e) Notifying PRISMS and government bodies about student default (i.e., unsatisfactory course progress, non-payment of fees, cancellation of your enrolment due to disciplinary action by Sydney College of Professional Education, or any student visa violation).
- f) Sydney College of Professional Education will share your information from time to time with government agencies for research and statistical purposes.
- g) Sydney College of Professional Education will share specific information regarding your welfare agencies such as police and your country's high commission, e.g., if there is an incident involving your safety, accident and we are unable to locate or find you.
- h) Sydney College of Professional Education is obliged to share your personal information with agencies such as police and high commission, if there are serious concerns involving the overseas student.
- i) Sydney College of Professional Education will share your information with external mediation services in circumstances where you have applied for external appeals, or if you have reviewed any decision in Australian court system against Sydney College of Professional Education.
- j) Sydney College of Professional Education is obliged to share your personal information to *immigration* department if they request specific information about your academic progress / and or attendance or other issue.

### Provider default Obligations & Tuition Protection Service (TPS)

In the event, if *Sydney College of Professional Education* cannot deliver the agreed course due to several reasons, students will have access to the following options:

- Sydney College of Professional Education will refer you to an alternative course within Sydney College of Professional Education only if you agree to it.

- Sydney College of Professional Education will refund your prepaid fees and will refer you to an alternative education provider. However, it will be the responsibility of the student to meet their admission criteria and initiate enrolment.
- Sydney College of Professional Education will refund your prepaid fees and provide you with a letter of release and advise you to contact Australian Government regarding **Tuition Protection Service (TPS)**.

In the unlikely event *Sydney College of Professional Education* is unable to deliver a course you have paid for and does not meet obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees, the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

The **Tuition Protection Service (TPS)** is an initiative of the Australian Government to assist Overseas students whose education providers are unable to fully deliver their course of study. The TPS ensures that Overseas students to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees.

### **Service Guarantee**

Sydney College of Professional Education will take all reasonable steps to ensure we run the qualification once it has been confirmed and offered to students. Also, the RTO ensures that all services are provided to the acceptable quality as informed during the enrolment (The ACL).

### **RECORDS**

Sydney College of Professional Education will retain records of all written agreements as well as receipts of payments made by students under the written agreement for at **least 2 years** after the person ceases to be an accepted student. Student can request at any time point within **2-years** a copy of any record we keep.

If Sydney College of Professional Education ceases its operations, the student records will be handed over to Australian Government agencies such as ASQA. However, due care will be taken to protect your privacy.

### **CHANGE OF ADDRESS**

Students must notify Sydney College of Professional Education of changes of address, telephone number, email address and other applicable changes within 7 days of the change. For example, change of address is required by visa condition. Failure to do this may mean you may not receive important information which may affect your course enrolment or the visa.

### **REFUSAL OF SERVICES**

- On completion of the course, Sydney College of Professional Education may refuse to issue AQF Certification to students who are in breach of any part of this agreement (e.g., non-payment of fees, cheating, other matters).
- Letters of release will not be issued to students who are in breach of any part of fees payment and refund agreement.
- Certain services could be removed from students under some disciplinary action by Sydney College of Professional Education.

## **INFORMATION PROVIDED BY AUSTRALIAN GOVERNMENT**

Education Services for Overseas Students (ESOS) framework

*SOURCE: <https://internationaleducation.gov.au>*

### **International education: ensuring quality and protecting students**

#### *Australia welcomes Overseas students*

The Australian Government wants Overseas students to have a rewarding and enjoyable experience when they come to Australia to study. Australia offers high quality education services and protects the rights of Overseas students to ensure you make the most of your time here.

This fact sheet contains important information for student visa holders about living and studying in Australia, including your consumer rights and responsibilities as an international student and key things you should know before and during your study.

#### *Australian laws protect Overseas students*

As a student on a student visa, you benefit from Australian laws that ensure high standards of education, facilities and support services while you are in Australia. You also have rights to information about your course and the institution you wish to study with before and during your enrolment. The Education Services for Overseas Students (ESOS) framework offers you financial protection in case your education institution does not deliver what it has promised you.

You can find out more about the framework at <https://internationaleducation.gov.au/regulatoryinformation/pages/regulatoryinformation.aspx>.

#### *Before you begin your studies*

### **Choosing a course to study**

As an international student, you can only study a course with an education institution listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). All institutions registered on CRICOS have met the quality standards set out in Australian law, which ensures you receive the best possible education services.

CRICOS is a good place to start when you want to find a course or education institution to study with, and, can be found at <http://cricos.education.gov.au>.

### **Using an education agent**

Overseas students do not have to use an education agent. You can enrol directly with an Australian education institution. Information about what education institutions offer is usually on their websites.

If you want to use an education agent, it's best to pick one used by the institution you want to study at. You can find a list of education agents on the institution's website.

The law requires institutions to use only education agents that act honestly and with integrity. Agents must give you accurate advice about the courses on offer, including entry requirements, and information about living in Australia. You should still be careful and alert when dealing with agents to ensure you enrol in a course that is suitable for you and will help you achieve your learning goals.

In Australia, education agents cannot give you information on visa and immigration matters – only migration agents can do this. You can find out more about using migration agents at the Department of Immigration and Border Protection's website at [www.border.gov.au/Trav/Visa/Usin](http://www.border.gov.au/Trav/Visa/Usin).

If you think your education agent might be behaving dishonestly or unethically, you should stop using them immediately and contact your education institution directly.

### Written agreements or contracts between the student and institution

Under Australian law an education institution must have a written agreement with you outlining the services they will provide, all the fees you are required to pay, and conditions for refunds of money you pay for the course.

The written agreement is a legal contract. You should read it carefully and make sure you fully understand what it says before signing it. You and your education institution must follow whatever is set out in the written agreement once you have accepted it, so you should keep a copy of it. Should you ever make a complaint about your institution, you will need to refer to your written agreement. You can find out more about making complaints on this fact sheet under the heading: **Making complaints and getting help.**

### Your rights before you enroll:

Even before you enroll with an education institution, under Australian law you have the right to:

- receive current and accurate information about the courses, entry requirements, all fees, and modes of study from your institution and your institution's agent before you enrol
- sign a written agreement with your institution before or at the time you pay fees. You do not have to pay the institution any money or fees until you accept the agreement
- seek a refund in certain situations for course money you have paid. Information about refund arrangements must be included in your written agreement
- get the education you paid for. The law includes tuition protections that will allow you to be placed in another course or receive a refund if your institution is unable to teach your course (known as a provider default), visit <https://tps.gov.au/> for more information
- access complaints and appeals processes
- request to transfer to another institution and have that request assessed by your institution.

### Paying your tuition fees

From 14 December 2015, changes to Australian law give Overseas students more choice about how they pay their fees. Previously you could not pay more than 50 per cent of your fees before you started a course. Now you can choose to pay more than 50 per cent of your tuition fees before you start. For example, you or the person who is paying your fees may decide this is a good idea if the Australian dollar exchange rates mean you will save money by paying more of your fees early.

Your education institution may ask you if you would like to pay more than 50 per cent of your fees before you start your course. This is your choice. Your institution cannot require you to pay more unless you are doing a short course of 25 weeks or less. If your course is longer than 25 weeks, you cannot be asked to pay more than 50 per cent of your tuition fees before you start.

Your institution may wish to organize a payment plan so you can start regularly paying the rest of your tuition fees once you start the course. Your written agreement should include an itemized list of all the fees you will be charged for your course, including your tuition fees and how they will be paid, and refund arrangements.

In Australia there are also very strong protections for students' fees, which you can learn more about on this fact sheet under the heading: **Protecting your tuition fees.**

### What happens if you can't start the course because your visa is refused?

If you have paid fees to an education institution and your visa is refused, you are entitled to a refund. Under Australian law, the institution is allowed to keep either 5 per cent of the tuition fees you paid or \$500, whichever is the lowest amount, and must refund you the rest.

If your visa is refused after the course was due to start, the institution can keep tuition fees for the number of weeks that have passed since commencement and must refund you the rest of the fees.

### **What happens if you decide you don't want to start or continue the course?**

If you change your mind and do not want to start the course, you may be entitled to a refund. If you have a written agreement with the institution, the amount of your refund will depend on the written agreement, which should tell you what will or will not be repaid to you. If you do not have a written agreement, you have the right to receive some of your fees back. Under Australian law, the institution is allowed to keep either 5 per cent of the fees you paid or \$500, whichever is the lowest amount, and must refund you the rest of the tuition fees you paid them.

### **During your studies**

Support services for you in Australia Under Australian law your education institution must offer you support services to help you adjust to study and life in Australia, achieve your learning goals and maintain satisfactory progress in your learning. This support is available because we recognise that Australia may be a new environment for students, with different laws, culture and customs. Your education institution must give you advice on:

- support and welfare services available at the institution
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes
- any student visa condition that relates to the course you are studying
- services Overseas students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman (from 1 January 2018).

Many education institutions also offer career advice services. You should ask them whether they can help advise you on working and careers.

### **Welfare for students under 18 years of age**

If you are under 18 years of age, you will only be granted a visa if there are adequate arrangements in place for your accommodation, support, and general welfare. This is for your personal safety and applies for the length of your student visa or until you turn 18. If you are under the age of 18 your visa application must demonstrate that you will be accompanied by a parent, legal custodian, or an eligible relative. If you will not be living with one of these people, your education institution can agree to be responsible for approving your accommodation, support, and general welfare arrangements while you are in Australia on a student visa.

If your education institution has approved your living and general welfare arrangements, but you wish to change them, you must have the approval of your institution before you do so. This is because your institution must advise the Department of Immigration and Border Protection as soon as possible about changes to living and welfare arrangements for students under 18.

If you don't have your institution's approval, this may be reported to the Department of Immigration and Border Protection. If this happens, you will be in breach of student visa condition 8532 and your visa may be cancelled.

For more information about visa requirements for students under the age of 18, visit:

<http://www.border.gov.au/Busi/Educ/Educ/Welfare-requirements-for-student-visa-applicants-under-18> and

<http://www.border.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students>.

## **Your responsibilities as an international student in Australia**

### **Your student visa**

As an international student on a student visa, you must:

- comply with your student visa conditions
- ensure you have and continue to maintain your Overseas Student Health Cover (OSHC) for as long as you stay in Australia on a student visa
- tell your institution if you change your address or other contact details
- meet the terms of your written agreement with your education institution
- maintain satisfactory course progress and attendance.

Information about visa conditions for student visa holders is available on the Department of Immigration and Border Protection's website at: [www.border.gov.au/Trav/Stud/More/Visa-conditions/visa-conditionsstudents](http://www.border.gov.au/Trav/Stud/More/Visa-conditions/visa-conditionsstudents), or call 131 881 on Monday – Friday from 8.30am to 4pm inside Australia (except public holidays).

### **Academic integrity and misconduct**

The Australian Government and education institutions take issues of academic integrity very seriously. Education institutions have many ways of detecting cheating or plagiarism in exams and assessments.

Using ghost writing services, asking someone to take an exam in your place, or any other kind of academic misconduct will result in serious action being taken against you. Your enrolment or student visa could be affected, or cancelled altogether.

If you are struggling with your studies, it's best to ask your institution what support services they can offer you.

### **Your consumer rights and protections**

#### **Protecting your tuition fees**

Australia is widely recognized as a world leader in protecting the tuition fees of Overseas students through its Tuition Protection Service (TPS). The TPS assists Overseas students whose education institutions are unable to fully deliver their course of study, and ensures that Overseas students are able to either:

- complete their studies in another course or with another education institution, or
- receive a refund of their unspent tuition fees.

In the unlikely event your education institution is unable to deliver a course you have paid for, they have obligations to offer you an alternative course or, if you do not accept the alternative course, pay you a refund of your unspent prepaid tuition fees. If your institution is unable to meet these obligations for some reason, the TPS will assist you in finding an alternative course or getting a refund if a suitable alternative is not found.

For more information on the TPS, visit [www.tps.gov.au](http://www.tps.gov.au). If you are a student whose provider is unable to fully deliver your course, you can call (02) 6271 3440 for assistance.

### **Working in Australia**

Australian workplace laws provide basic protection and entitlements for all workers in Australia, including workers from overseas. Overseas students have the same entitlements to minimum wages and conditions as Australian workers, as well as superannuation and workers' compensation under Australian workplace laws.

The minimum wages and conditions to which an employee is entitled are set out in awards (also known as modern awards). Awards apply to employees depending on the industry they work in or the job that they do. Awards don't apply when a business has an enterprise agreement or other registered agreement that covers the employee's working conditions. For more information on awards and agreements, visit [www.fairwork.gov.au/awards-and-agreements](http://www.fairwork.gov.au/awards-and-agreements).

Australian laws also protect you from being discriminated against at work, for example because of your race, when you are applying for a job, about to begin a job, or any time during your employment. For more information about discrimination at work, visit: <https://www.fairwork.gov.au/employeeentitlements/protections-at-work/protection-from-discrimination-at-work> or <https://www.humanrights.gov.au/>.

The Fair Work Ombudsman (FWO) helps employers and employees to understand their rights and responsibilities at work. The FWO can also investigate suspected breaches of workplace laws. To find out what you should be paid and learn more about your minimum workplace entitlements you can visit [www.fairwork.gov.au](http://www.fairwork.gov.au). You can also call 13 13 94 from 8am to 5.30pm Monday to Friday inside Australia (except public holidays). Getting help to resolve a workplace issue will not automatically affect your student visa. You are limited to 40 hours of work per fortnight when your course is in session, and unlimited hours in out of session periods. This is to ensure you are mainly focused on your studies. Work conditions for student visa holders can be found on the Department of Immigration and Border Protection website at: [www.border.gov.au/Trav/Stud/More/Work-conditions-for-Student-visa-holders](http://www.border.gov.au/Trav/Stud/More/Work-conditions-for-Student-visa-holders)

### Changing education institutions or courses

If you are not satisfied with the course, you are doing and wish to transfer to another education institution before you make the decision to enroll with another institution you should be aware that there are rules about what you can or cannot do.

From 1 January 2018, if you are a school student and want to change to another education institution before finishing the first six months of your first school course, you must seek permission from your original education institution to transfer. Six months after you start your first school course, you can change to another education institution without asking your original education institution for approval.

For all other students, if you haven't completed six months of your principal course (the main course of study you are undertaking), Australian legislation says that you can only change education institutions if:

- your original institution can no longer provide the course you enrolled in, or
- your original institution says they will release you, or
- you have a government sponsor and that sponsor writes a letter saying they support your change of course.

In other words, you will usually need your institution's permission if you want to transfer before you have completed six months of your principal course.

Your original institution can only provide a letter of release if:

- you have a letter from another institution saying they have made you an enrolment offer
- where you are under 18, you have the support of your parent or legal guardian, or the institution wishing to enrol you says they will take responsibility for your welfare.

You should read and understand your institution's transfer policy, as it should clearly state the reasons that you may or may not be granted a transfer. Your education institution must assess or consider your request to transfer against this policy.

If you are not satisfied with your institution's decision, you can appeal through their internal appeals and complaints handling process. If you are not satisfied with the outcome of that internal appeal process, your options are outlined in the **NEXT** section Making complaints and getting help.

If you are thinking about changing your course, you need to ensure that you continue to meet the conditions of your student visa. Further information about the impact of changing courses or education institutions is available on the Department of Immigration and Border Protection's website at: <http://www.immi.gov.au/Study/Pages/changing-courses.aspx>.

For more details about the legislative requirements around transferring courses, you can visit: <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-StudentsESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD7.aspx>

### **Making complaints and getting help**

If you have a complaint about your institution, you should talk to them first. Your education institution must have complaints and appeals processes in place to help students resolve their issues.

If you cannot resolve your complaint with an institution, there are other actions you can take. You will need to find out whether your institution is a private or government type by searching them and looking at the Institution type field on the CRICOS website at <http://cricos.education.gov.au/Institution/InstitutionSearch.aspx>

If your institution is a private (non-government) organisation, you can take your complaint to the Overseas Students Ombudsman (OSO). Refer to the Overseas Students Ombudsman website at <http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page> for more information about how the OSO can help students or call 1300 362 072.

If you are studying with a government education institution, which includes most universities and TAFEs, the external appeal body will most likely be the ombudsman for the state or Commonwealth. Your education institution can give you the best information about the appropriate external appeals process for their institution. You can find the contact details of all Australian ombudsmen at: [www.ombudsman.gov.au/about/our-history/state-and-territory-ombudsmen](http://www.ombudsman.gov.au/about/our-history/state-and-territory-ombudsmen).

### **Questions?**

If you have any questions or concerns that haven't been answered in this fact sheet, you can submit an enquiry at <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-OverseasStudents-ESOS-Legislative-Framework/ESOSenquiries/Pages/Default.aspx>.

### **Find out more and connect on social media**

Study in Australia is the official Australian Government website for Overseas students. You can connect with it through:

- Website: <https://www.studyinaustralia.gov.au/>
- Facebook: <https://www.facebook.com/studyinaustralia>
- Twitter: <https://twitter.com/futureunlimited>
- YouTube: <http://youtube.com/afutureunlimited>

The **Fair Work Ombudsman** gives you information and advice about your workplace rights and obligations. You can connect with it through:

- Website: <https://www.fairwork.gov.au/>
- Facebook: <https://www.facebook.com/fairwork.gov.au>
- Twitter: [https://twitter.com/fairwork\\_gov\\_au](https://twitter.com/fairwork_gov_au)
- YouTube: <http://www.youtube.com/user/FairWorkGovAu>
- Subscribe to email updates at <https://www.fairwork.gov.au/Website-information/staying-up-to-date/subscribe-to-email-updates>

*Overseas students may visit the following weblink to obtain more information:*

<https://internationaleducation.gov.au/regulatoryinformation/pages/regulatoryinformation.asp>

**\*\*\*AUSTRALIAN GOVERNMENT INFORMATION IS CONCLUDED HERE ON THIS PAGE.**



## INFORMATION ON LIVING IN AUSTRALIA

Students can visit: <https://www.studyinaustralia.gov.au/>

### Australia

Australia is the world's sixth-largest country by total area and has a population of approximately 24 million people, with most people staying in the 5 major cities of Sydney, Adelaide, Melbourne, Brisbane and Perth.

### Live in Australia

Living in Australia will be a new experience, but there are support services in your institution as well as from

other organisations to help make adjusting to life in Australia easier.

Australia is among the happiest countries in the world (World Happiness Report 2017) and we have four of the

30 best cities in the world for students (QS Top University Rankings 2017), you are sure to enjoy your time here.

No matter what type of study you are doing in Australia, whether you are here for a few months or a few years,

some research and planning will help you have a safe and rewarding study experience. Important considerations and planning includes:

- Planning your departure
- Arriving in Australia
- Accessing support services
- Remaining visa compliant
- Working while you study
- Living costs and finding accommodation
- Health and safety



The country is split into states and territories being: NSW, New South Wales, Queensland, Northern Territory, Western Australia, South Australia and Tasmania. Australia has many attractions for international students including the high-quality education system, climate, great lifestyle, sports, beaches and strong industries.

### Electricity

The electrical current in Australia is **220 - 240 volts AC**. The Australian three pin plug is extremely safe. Adaptors are usually required for most foreign appliances. A transformer may be required if you bring an appliance from overseas that operates on a different voltage.

### Telephones

Australia has a modern telecommunications system with mobile and Internet access generally available at a low cost. Public telephones are available at all Post Offices, shopping complexes and are often situated on street corners. Public pay phones accept a variety of coins and Phone-cards. Phone-cards are pre-paid for use in public pay phones and can be bought at a large number of retail outlets in denominations of \$Aud 5, \$Aud 10, \$Aud 20 and \$Aud 50. Credit phones take most major credit cards such as American Express, Visa, MasterCard and Diners International and can be found at international and domestic airports, central city locations and hotels.

Australia has more than 120 national sporting Organisations and thousands of state, regional and club bodies. It is estimated that 6.5 million people, about a third of the population are registered sports participants. While there are over 120 sporting Organisations, Australians also take part in bushwalking, fishing, boating and water sports.

### **Working in Australia**

Immigration laws allow students to work for a limited number of hours whilst studying on a student visa in Australia. Students can currently work 40 hours per fortnight during the Institute study time and full-time during breaks. However, work is not always easy to find and under no circumstances can students rely on income earned in Australia to pay course fees. Students are not permitted to work if it interferes with their study. Family members may also be entitled to work if accompanying students. Please contact the immigration department or the Institute for further details. International students tend to secure jobs in the service-based industries although there are no limits to the industry in which you can gain employment. For visa information and work rights please visit Department of Immigration and Border Protection website:

<https://www.homeaffairs.gov.au/trav/visa-1/500>

<https://www.homeaffairs.gov.au/trav/visa-1/500/?modal=/trav/stud/more/work-conditions-for-student-visa-holders>

### **Tax File Number**

All workers in Australia need a Tax File Number (TFN). When starting a new job, you need to inform your employer of your TFN by completing a Tax File Number Declaration form. International students pay tax on their earnings. For further information, please visit the website: [www.ato.gov.au](http://www.ato.gov.au).

At the end of each financial year, international students need to apply for their tax return through an accountant or using online service.

### **Money and banks**

Australian currency is the only legal tender in Australia. When you first arrive, money from other countries can be exchanged at the exchange facilities located at international airports, banks and major hotels. Traveller Cheques are easier to use if already in Australian dollars, however, banks will cash traveler Cheques in most currencies. Major hotels and some shops, depending on individual store policy, will cash travellers Cheques. It is a good idea to set up an Australian bank account. You will need to provide your passport (photo ID), visa and evidence of residency. Banking services in Australia are extremely competitive. Over 20 local and numerous international banking groups are represented in Australia. All major banks have a branch in cities and regional areas. Most shopping complexes have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and withdrawals 24 hours a day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods.

International students can access free banking from most of the main banks. It's easy and straightforward to open an account by popping into a branch with the required documents. The main Australian banks are ANZ, Westpac, Commonwealth and NAB. Suncorp is also another bank. These can be found throughout the city and suburbs. Once you open an account you will be provided with a bank card so you can access your money via ATMs located throughout the city.

<http://www.westpac.com.au/>

<http://www.anz.com.au/>

<http://www.commbank.com.au/>

<http://www.nab.com.au/>

<http://www.stgeroge.com.au/>

### **Normal bank trading hours**

9.00 am – 4.00 pm Monday to Thursday

9.00 am – 5.00 pm Friday

Some banks are open Saturday mornings

### **Credit cards**

Credit cards are widely accepted around Australia. The most commonly accepted credit cards are American Express, Bankcard, Diners International, MasterCard, Visa, and their affiliates.

### **Currency**

Australia uses a dollars and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are \$5, \$10, \$20, \$50 and \$100. Coins used are the silver colored 5-cent, 10-cent, 20-cent and 50-cent and the gold colored \$1 and \$2 coins.

Australia's development of the polymer (plastic) banknote heralds the introduction of advanced banknote technology for the new millennium and rewrites world standards in design. Not only does this leading-edge polymer technology offer immense security benefits but its concepts of cleanliness, environmental responsibility, and recyclability set an example for the world to follow.

### **Budgeting**

You should work out a budget covering accommodation, food, transport, clothing and entertainment. For parents with children, childcare costs should also be taken into account. The average international student in Australia spends about \$360 per week on accommodation, food, clothing, entertainment, transport, basic travel, and telephone and incidental costs. School students in Australia typically spend a little less - about \$265 a week - on accommodation and food, entertainment, transport and associated items. While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course and lifestyle.

### **Accommodation**

The Institute is able to assist you in finding short-term accommodation prior to your arrival if and when requested. Please contact the Institute email for further details. Accommodation costs can vary significantly depending on the level of accommodation and proximity to Sydney CBD and Parramatta area. Students can expect to pay between approximately \$130 - \$350 per week for a room in a share house close to the CBD.

The Institute does not offer accommodation services; however, the Institute is able to refer students to appropriate accommodation services and are always available to discuss any issues or concerns a student may have with their current accommodation arrangements.

All students are encouraged to have accommodation organized prior to their arrival in Australia.

The following types of accommodation are available for international students around Parramatta, NSW:

*Full Board (Home stay) AU\$180 - AU\$270 per week*

*Student house AU\$150 - AU\$200 per week*

*Half - Board AU\$150 - AU\$200 per week (plus expenses).*

*Leasing a House/Flat AU\$200 - AU\$450 per week (unfurnished)*

This accommodation can be booked prior to arrival. Two-weeks advance notice is required before you depart for Australia. Further details can be obtained from the International Student Welfare Officer.

Some useful Internet sites for housing are:

You can also access information on share accommodation at the following links:

***<https://flatmates.com.au/Parramatta>***

*Student Housing Australia - <http://sha.com.au/>*

*Share Accommodation - <http://au.easyroommate.com/?gclid=CLnI9-SDuMMCFZcmvQodAmEAmw>*

*Study in Australia - <http://www.studyinaustralia.gov.au/global/live-in-australia/accommodation>*

*[www.realestate.com.au](http://www.realestate.com.au)*

*[www.gumtree.com.au](http://www.gumtree.com.au)*

*[www.flatmatefinders.com.au](http://www.flatmatefinders.com.au)*

*<http://www.domain.com.au>*

### **School-aged dependents**

School fees apply to most dependents of temporary residents in New South Wales. International student visa holders have certain obligations involving school-aged children if they are coming to Australia with school-aged dependents. There are some exceptions, for further information visit the website:

<https://www.studyinaustralia.gov.au/explore-australia>



### Contact details

For policies and procedures that affect you:

Speak with SCPE

Go to your provider's website: [www.SCPEdu.au](http://www.SCPEdu.au)

Ring Department of Home Affairs

For visa matters visit: <http://homeaffairs.gov.au>

### ESOS ACT

The National Code 2018 is a legislative instrument of the ESOS Act and applies to providers of education for students on student visas in all sectors. The National Code 2018 requirements are in addition to the standards for specific sectors.

### ESOS Enquiries

General enquiries: Phone: 1300 615 262

Online: [https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-](https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/Pages/ESOSEnquiry.aspx)

[ESOS-Legislative-Framework/Pages/ESOSEnquiry.aspx](https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/Pages/ESOSEnquiry.aspx).

For immigration and visa enquiries, please visit: <https://immi.homeaffairs.gov.au/>

### Useful numbers

Child Protection Helpline - 132 111 (24 hours/7 days)

Health direct Australia - 1800 022 222

Kids Helpline - 1800 55 1800

Lifeline - 13 11 14

National Sexual Assault, Domestic Family Violence Counselling Service - 1800 737 732 (1800RESPECT)

Surgery Access Line - 1800 053 456

Victims Access Line - 1800 633 063

Helpful contacts for students (some services may attract fees and are payable by the student on their own)

### Medical Issues

From time-to-time people may get sick and require accessing medical professionals, hospitals, dentists and other health related services. All International Students must have Overseas Student Health Cover (OSHC) before they enroll with us. Students may arrange this for themselves with any of the health insurance providers.

### Overseas Student Health Cover (OSHC)

International students are required by the Government to join a private health insurance scheme. The OSHC premium cover must be paid before a student visa is issued. You will need to pay the OSHC premium at the same time as the course fees. The OSHC entitles you to free hospital cover and 85% of standard doctor's fees.

Links to their websites are:

[www.nib.com.au](http://www.nib.com.au)

[www.ahm.com.au](http://www.ahm.com.au)

[www.medibank.com.au](http://www.medibank.com.au)

It is a visa requirement that all overseas students possess OSHC while they are studying at the Institute. We can arrange this for you prior to your arrival with our provider OSHC NIB. For further details or if you wish to arrange your own OSHC contact BUPA direct at [www.nib.com.au](http://www.nib.com.au).

### **Cost of Living in Sydney**

As a student visa holder, you are required to have approximately AUD\$21,041 per person per year for living expenses, as advised by the Australian Government. However, the actual cost may vary depending on your individual lifestyle. It is safer to budget for approximately AUD\$25,000 per year per adult. Take note that your living expenses are separate from your study-related fees.

When you will arrive in Sydney, foreign currency can be exchanged for Australian currency at Sydney Airport.

If a student wishes to bring a partner the Department of Home Affairs indicate that an additional \$7,362 per year of study will be required for a partner. Married students with dependents will require approximately \$3,152 per dependent.

### **Shopping**

The Central Business District of Parramatta and the surrounding areas have many shopping malls, department stores, discount stores, markets and supermarkets that can be reached easily by public transport. For more information on shopping and prices of products use any of the following links:

- [www.coles.com.au](http://www.coles.com.au)
- [www.woolworths.com.au](http://www.woolworths.com.au)
- [www.aldi.com.au](http://www.aldi.com.au)
- Or type “cheap shopping” into your Google browser



SYDNEY COLLEGE OF PROFESSIONAL  
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## STUDENT CONTACTS EMERGENCY

The following two (2) contacts are available 24 hours all days for students only for *emergency* situations or during *critical incidents*.

### CONTACT 1

**Bipin Velera**  
**Phone: 0452389499**

### CONTACT 2

**Alice**  
**Phone: 0470322429**

*\*Call anytime (24 hours) for emergency matters only\**

The listed staff will also interact with the student (s) during any *critical incidents* whether on campus or off the campus. Student orientation session will cover Critical Incidents and how to manage those. *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) to the student.*

Designated person is any College staff member who either witnesses or is informed about an actual or potential incident. The designated person should immediately inform the most senior member of staff available of the incident. In the meantime, however, the designated person may need to assume temporary control of a critical incident site including, for example, calling emergency services, alerting other staff, assisting with first aid, crowd control etc.

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.'* (Definition from National Code 2018).

A Critical Incident is a traumatic or tragic event or situation, or the threat of such (within or outside Australia) affecting an RTO student or staff member that causes extreme stress, fear or injury and emotional distress within the Academy community. Critical incidents are not limited to but could include:

- |   |
|---|
| <p>Death (including the death of a dependent residing in Australia in the case of an international student)</p> <ul style="list-style-type: none"><li>• Serious illness causing declining health of a student or staff member over time</li><li>• Serious injury preventing or severely affecting a student's ability to continue with a course</li><li>• Severe verbal or psychological aggression</li><li>• Natural disaster</li><li>• Domestic violence, sexual assault, drug or alcohol abuse.</li><li>• Non-life-threatening events could still qualify as critical incidents.</li></ul> |
|---|

Such Critical Incidents are not limited to but may include:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Road accident
- Jail following a crime in Australia or abroad
- Natural disaster
- Issues such as domestic violence, sexual assault, drug or alcohol abuse

Examples of critical incidents that may occur to an International Student are:

- **Death** (Including death of a dependent residing in Australia)
- Accidents, Suicide, result of an injury or terminal illness, or Murder
- On Campus accident resulting in injury
- Abrupt onset of **Mental disorder** (e.g., depression attack, bipolar attack, panic attack) or a severe **physical illness**
- Floods, fire and natural disasters affecting the student
- Aggressive episode involving a student or the staff member at the institute
- **Serious Illness** which causes the deterioration of the student/staff member's health over time.
- **Serious Injury** which prevents or severely affects the student's ability to continue with or complete the course.

## CONTACTS

### Specialist Services – Contact Details

The following services may need to be contacted in the case of a critical incident:

#### *Emergency Services*

- Police, Fire and Ambulance: Phone: 000
- Police Headquarters (24 hr): Phone 131 444
- Lifeline (24-hour crisis counseling line) 131 114
- Poisons Information Centre: 131126
- Health Department: 134 325 84
- 24 hours College Contact Number



**Contacts for students involved in Critical incidents.**

Fire, ambulance, and police emergency Phone 000

Translating and Interpreting Service Phone 131 450

Lifeline 24-hour Counselling, Advice and Referral Services

Phone 131 114

- Child Protection Helpline - 132 111 (24 hours/7 days)
- Health direct Australia - 1800 022 222
- Kids Helpline - 1800 55 1800
- Lifeline - 13 11 14
- National Sexual Assault, Domestic Family Violence Counselling Service - 1800 737 732 (1800RESPECT)
- Surgery Access Line - 1800 053 456
- Victims Access Line - 1800 633 063

**Useful Contacts**

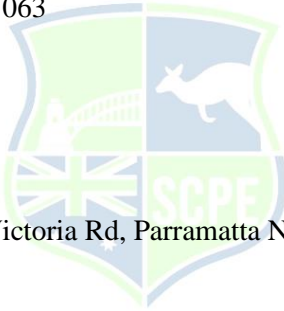
***Medical Centre***

Located in: Entrada Shopping Centre

Address: Entrada Building, Shop 2, 20 Victoria Rd, Parramatta NSW 2150

Phone: (02) 9762 1041

Appointments: [parramedicalcentre.com.au](http://parramedicalcentre.com.au)



***Parramatta Dental Clinic***

Level 3/159-175 Church St · In Westfield Parramatta · (02) 8677 0155

Parramatta Clinical Psychology Services

Suite 2, Level 2 (inside Marsden Chambers, 144 Marsden St · 0490 105 116

***Parramatta Community Services Centre***

31-39 Macquarie St

Phone: (02) 9354 1888

***Legal Aid Sydney***

***NSW Federal government office***

323 Castlereagh St (02) 9219 5000 Pharmacy Soul Pattinson Chemist Richmond Address: 217 Windsor St, Richmond NSW 2753 Phone: (02) 4578 1459

***Gerard Malouf & Partners (Solicitors)***

Personal injury attorney in Parramatta, New South Wales

Address: 25/29 Grose St, North Parramatta NSW 2151

Phone: 1800 004 878

Appointments: gerardmaloufpartners.com.au

***Visa Related Services***

Pace Migration

Address: level 15 suite 1502/97-99 Bathurst St, Sydney NSW 2000

Phone: (02) 9267 8008

Appointments: pacemigration.com.au

***Physiotherapy Professionals Parramatta***

Address: 12 Ada St, Harris Park NSW 2150

Health and safety: Appointment required

Phone: 0479 080 800

Appointments: physioparramatta.com.au



***External Counselling/Personal***

- Support Lifeline: 13 11 14 or [www.lifeline.org.au](http://www.lifeline.org.au)
- Relationships Australia - 1300 364 277 <http://www.relationships.org.au>
- MensLine Australia – (For men of any age) 1300 78 99 78
- Kids Helpline (For young people aged 5-25) – 1800 551 800

The management notifies the department of home affairs (DHA) of a change of the students' visa status in accordance with section 19 of the ESOS Act within 14 days after the event specified below occurs:

Any Deferment, suspension, or cancellation of an accepted student's studies (whether as a result of action by the student or the provider or otherwise) before the student's course is completed.

**Health and Safety and Hazard Identification**

All students' health safety and comfort will be maintained in accordance with the relevant legislation, The Work Health and Safety Act 2011. A The legislation can be found on the NSW Legislation website [www.legislation.nsw.gov.au](http://www.legislation.nsw.gov.au). All operations of the RTO will meet the requirements of Occupational

Safety and Health in respect of the activities involved, the equipment used, the people involved and the environment in which the activities will take place.

### **Hazard identification**

According to Occupational Safety and Health potential hazards are:

- eliminated, isolated, and minimized.
- Any potential and actual hazards are identified.
- Any potential and actual hazards are effectively managed.
- Emergency procedures are established to deal with identified hazards.

Students must report any hazard to the RTO staff using any means convenient. Students will be inducted to the Campus Safety guidelines during the orientation and during their classes.



**DHA**

The student can contact the ESOS helpline 02 6240 5069 or make enquiries to Australian Education International at [aei@innovation.gov.au](mailto:aei@innovation.gov.au) or 1300 615 262. The student may send through a complaint at any point, including after he or she has exhausted the provider’s internal appeals process and the external appeals process. DHA will only intervene where the provider’s appeals process was not conducted correctly or if the provider did not make the appeals process available to the student.

**Please note:** The dispute resolution policy outlined in this handbook does not prevent an overseas student from exercising the student’s right to other legal remedies including taking action under Australia’s consumer protection laws in the case of financial disputes. Any disputes will be settled under Australian Law.

**Change of Education Agent**

SCPE’s policy only supports the change of an Education Agent at the completion of a course, not throughout the course. Students must provide the International Student Support Officer with a letter from the student acknowledging a change of agent.

**Useful Forms**

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The following forms are located on our website: [www.SCPE.edu.au](http://www.SCPE.edu.au)

<p><b>Enrolment Form</b> Overseas Student</p>	<p><b>Complaints and Appeals</b> Appeal against Assessment Decision Complaints and Appeals</p>
<p><b>Marketing Flyer</b> Overseas Student</p>	<p><b>Student Handbook</b> Overseas Student</p>



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## LEGISLATION

All staff and students are required to read, comply with, and accept the following State Laws and Commonwealth or State legislation:

In general terms, relevant legislation and regulation refer to:

- Work Health and Safety Act 2011.
- Industrial Relations Act 1999
- Copyright Act 1968
- Privacy Act 1988
- Antidiscrimination Act 1991
- Human Rights and Equal Opportunity Commission Act 1986
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992
- Disability Act 2006
- Fair Work Act 2009 and supplementary Fair Work Regulations 2009
- Freedom of information Act 1982
- Education (Work Experience) Act 1996
- Racial Discrimination Act 1975
- National Vocational Education and Training Regulator Act 2011
- Education Services for Overseas Students (ESOS) Act 2000
- Education Services for Overseas Students (ESOS) Legislation Amendment Bill 2010
- 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)
- The Australian Student Visa Programme is administered by the Department of Home Affairs (DHA).

To view these relevant Commonwealth and State legislative and regulatory requirements go to the following web page and follow the links. [www.comlaw.gov.au](http://www.comlaw.gov.au)

## EMERGENCY SITUATIONS CONTACT

### Emergency Police, Fire, Ambulance Numbers and Contact Details

**POLICE**            **000**

**FIRE**                **000**

**AMBULANCE**    **000**

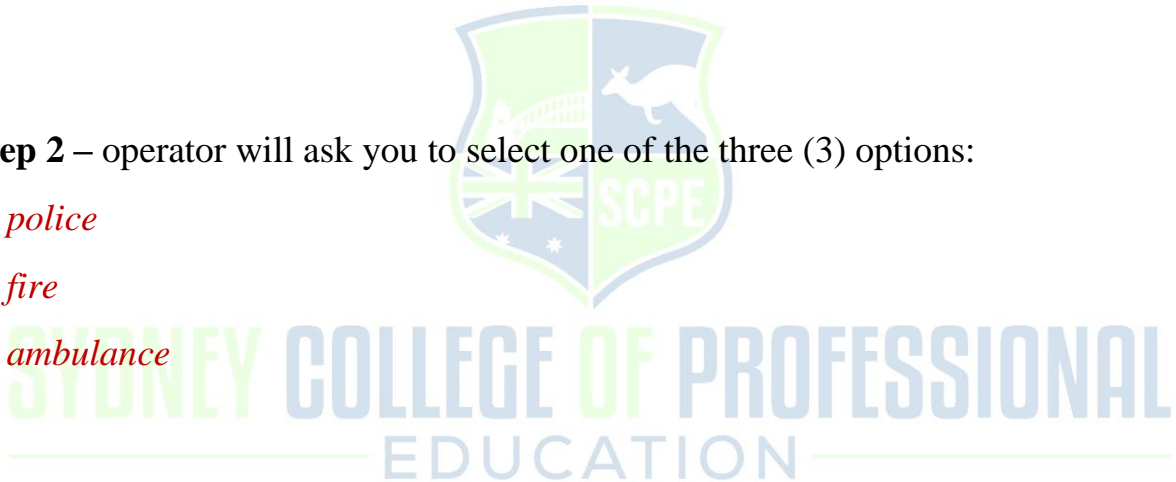
**Step 1** – Dial **000** from phone

**Step 2** – operator will ask you to select one of the three (3) options:

*1) police*

*2) fire*

*3) ambulance*



**Step 3** – After selecting the option, Speak clearly and answer telephone operator questions.

**Table 14**

Type of Service	Name of Service	Telephone Number
AIDS advice and Counselling	AIDSLINE	1800 133 392
Abortion and Grief Counselling	Abortion and Grief Counselling	1300 363 550
Alcohol and Drug Counselling	Alcohol, Tobacco and other Drug Services	1800 177 833
Drug Counselling	Family Drug Support	1300 369 186
Australian Search and Rescue	Australian Search and Rescue	1800 815 257
Coroner's Office	Office of State Coroner	(07) 3239 6193
Funeral Director	Australian Funeral Directors Association	(03) 9859 9966
Sexual Assault	Centre Against Sexual Assault	1800 806 292
Crisis Care	Crisis Care	1800 177 135
Pregnancy	Crisis Pregnancy	1800 650 840
Domestic Violence	Domestic Violence 24x7	1800 811 811
Animal Diseases	Emergency Animal Disease Watch	1800 675 888
Problem Gambling Counselling	Gamblers Anonymous	1800 002 210
Quit Smoking	Quit Line	131 848
Suicide Help	Suicide Helpline	13 11 14
Poison Information	Poison Information Centre	13 11 26
Grief Counselling/Suicide Prevention	Salvation Army	1300 363 622
Local Embassies or Consular Representatives	Department of Foreign Affairs and Trade	1300 555 135
Lifeline	General Counselling	131 114

## Acronyms, Terms and Definitions

Table 15

<b>Agent</b>	An agent of provider means a person (whether within or outside Australia) who represents or acts on behalf of the provider, or purports to do so, in dealing with Overseas students or intending Overseas Students.
<b>ASQA</b>	The Australian Skills Quality Authority (ASQA) is the National VET Regulator (NVR) for Australia's vocational education and training (VET) sector. ASQA's functions include registering training providers as registered training organisations (RTOs) and recommending the registration of RTOs as CRICOS/ESOS providers—providers who can enrol and provide nationally recognised training to overseas students who have Australian Student Visas.
<b>ATM</b>	Automated Teller Machine - dispenses cash.
<b>CRICOS</b>	Commonwealth Register of Institutions and Courses for Overseas Students
<b>DHA</b>	Department of Home Affairs
<b>EFTPOS</b>	Electronic Funds Transfer Point-of-Sale machine allows the purchaser to pay for goods and services using a Bank Card or Credit Card
<b>ESOS</b>	Education Services for Overseas Students Act 2000 provides for the registration of persons providing courses to overseas students and for registration of the courses, and for related purposes. This Act's object is to seek to ensure that education and training for overseas students is provided in an orderly and appropriate way.
<b>RPL</b>	Recognition of Prior Learning
<b>RTO</b>	Registered Training Organisation's provide non-accredited and accredited Nationally Recognised Training (NRT) in Australia.
<b>SSO</b>	Student Support Officer
<b>VET</b>	Vocational education and training (VET) enable students to gain qualifications for all types of employment, and specific skills to help them in the workplace.
<b>WHS</b>	The national Work Health and Safety (WHS) Act 2011 promotes and protects freedom from disease and injury to persons created, by workplaces, work activities and certain plant, and for related purposes. The Workplace Health and Safety Act sets a standard of conduct and clearly describes the health and safety rights and responsibilities of all parties in the workplace. Through management of health and safety all parties take responsibility to ensure safe work practices are adhered to by all parties.



# END OF OVERSEAS STUDENT HANDBOOK



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