OVERSEAS STUDENT HANDBOOK

Sydney College of Professional Education
RTO Code: 46019 | CRICOS Provider Code 04135H
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WORD FROM THE CEO

As the chief executive officer, I welcome you to Sydney College of Professional Education (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 hope that you achieve your study goals while enjoying your stay at *Sydney College of Professional Education.*

With Best Wishes,

Bipin Velera

Chief Executive Officer

Sydney College of Professional Education

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WELCOME

Sydney College of Professional Education (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).

Student Handbook Content

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, ***info@scpe.edu.au,*** or ***Phone: 0285999887.*** Alternatively, you may visit our website, **www.scpe.edu.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.scpe.edu.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 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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OUR COURSE

Sydney College of Professional Education (SCPE) offer following nationally recognised course. For full course details including course descriptions, entry requirements, course fees, course structure, delivery and assessment methods, please go to ***Our Course*** section on our website: www.scpe.edu.au.

- BSB40520 - Certificate IV in Leadership and Management
- BSB50420 - Diploma of Leadership and Management
- BSB60420 - Advanced Diploma of Leadership and Management
- BSB80120- Graduate Diploma of Management (Learning)
- CHC33021- Certificate III in Individual Support
- CHC43121- Certificate IV in Disability
- CHC52021- Diploma of Community Services
- AUR31120- Certificate III in Heavy Commercial Vehicle Mechanical Technology

SCPE 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

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 (PPIP Act*).

b) Sydney College of Professional Education 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 is obliged to provide services as outlined in the student offer & written contract.

f) Sydney College of Professional Education 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 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 provides students with the opportunity to study,

learn, and develop skills in a safe and supportive environment.

i) Sydney College of Professional Education upholds students' right to be treated fairly and with respect by trainers, assessors, other staff, and students.

j) Sydney College of Professional Education provides students with learning environment free of harassment, bullying and discrimination.

k) Sydney College of Professional Education ensures that students can lodge a complaint or suggestion for improvement without fear of victimisation.

l) Sydney College of Professional Education ensures that students have timely and effective access to complaint and appeal processes.

m) Sydney College of Professional Education 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 can modify your learning plan to support your learning as per adjustments and students' variations in PRISMS.

o) Sydney College of Professional Education ensures that students receive results and AQF certification as per the policy.

p) Sydney College of Professional Education ensures that students receive refunds as per the policy.

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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 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 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:

a. Demonstrated competencies at least to the level of those being delivered and assessed.
b. Current knowledge and skills in vocational training and learning that informs

their training and assessment.

c. Industry experience that is current and relevant to the course (s)/training packages or modules/units of competence that they are involved in delivering.

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OVERSEAS STUDENTS 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 the 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 Management encourages any trainer or staff member who is dissatisfied with the behavior or performance of the learner has the authority to:
    i. Warn the student that their behavior is unsuitable, or
    ii. Ask the learner to leave the class, without refund or acceptance into another course, or
- *Immediately cancel the class.*

Professional Behaviour

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

v) Warn the student that their behavior is unsuitable, or

w)Ask the learner to leave the class, without refund or acceptance into another course, or

x) 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 engaged in bullying. It is a maladaptive behavior 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.

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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

Step 1
- Student submit Application of Enrolment Form
- Student provide supporting documents including passport, previous schooling evidences or qualifications, English Proficiency Evidences

Step 2
- Application of Enrolment will be assessed
- SCPE staff will arrange to interview students to assess language, literacy & numeracy, entry requirements, course credits & student support requirements.

Step 3
- Once the Enrolment assessment has been completed and student is suitable for the course, CEO send the Student Letter of Offer and Acceptance Agreement
- If any course credits are, course money and duration are also adjusted in Student Letter of Offer and Acceptance Agreement

Step 4
- Once SCPE staff receives the signed offer letter and acceptance fees, eCoE will be issued
- Student will receive a copy of the eCoE for visa application

Step 5
- Once student visa is granted and student arrive in Australia, SCPE provides whole day orientation sessions.
- SCPE staff provides contacts with trainers and assessors to the student.

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Enrolment related enquiry

Once you have identified that your formal learning needs align with our course, enrolment is as easy as dropping an email or contacting the SCPE staff by phone. Potential overseas students may contact SCPE via email**: info@scpe.edu.au**, or **phone: 028 599 9887,** with the expression of interest to enrol. Students/learners are to fill out the Enrolment Form

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

ASSESSMENT SUBMISSION

After completing required assessment tasks, students/learners may submit completed assessments via Student Portal: www.myscpe.com.au. Vocational training and assessment is all about practical and competency-based learning and assessment that is relevant to industry and our modern world. You will learn in the classroom and/or the practical work environment where the industry conditions are simulated to prepare you for your chosen field. You are required to undertake a range of assessment activities depending on the course you are undertaking. Your assessment tasks will either be marked as Satisfactory or Not Satisfactory and achievement of a Satisfactory result for all assessment tasks within a unit of competency results in a mark of Competent for that unit. Once you have received a mark of Competent for all units that make up the qualification– you will be eligible to be awarded your qualification.

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 **20 calendar days** after the results are finalized.

Materials

All students/learners will be provided with student workbooks/student assessment task 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 sessions.

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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, a 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

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.

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 on the student's visa. Only, in limited circumstances, SCPE may accept the students transferring from other 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?

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 10 working 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

DEFERRAL SUSPENSION CANCELLATION POLICY & PROCESS

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 on 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

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.

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:

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- 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 authorize 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 a

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.

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. In these cases, police and regulator will be consulted SCPE

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STUDENT COURSE PROGRESS POLICY AND PROCEDURES

Policy

The Course Progress Policy outlines a process to monitor the progress of overseas students to ensure that they progress through their study and complete the course within the expected course duration.

Sydney College of Professional Education systematically records, monitors, and assesses student course progress and takes proactive measures in notifying and counselling students at risk of not meeting course requirements.

Also, Sydney College of Professional Education continuously monitors the workload of students to ensure they complete their enrolment within the duration specified in their CoE and only allow course duration extensions in certain limited circumstances.

Students who do not meet course progress requirements will be reported to the Department of Home Affairs (DHA), which may result in the cancellation of their student visa.

Students can access student support services in academic and non-academic matters, particularly by students who are deemed to be 'at risk' or 'in need'.

1.0 Definitions

At risk Student: When a student has achieved 1 (one) Not Yet Competent (NYC) out of 2 (two) delivered units or at any point throughout the term as identified by their trainer.

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Term at risk is often used to describe students who considered to have a higher probability of failing academically it may include but not limited to

- Not attending College regularly
- Not Submitting Assessments
- Achieved less than 50% course progress during the term period.
- Stress

Competent: When a student has achieved a Satisfactory result for all assessment tasks for a unit

Intervention Strategy: Support and guidance that is provided to the students by Sydney College of Professional Education who are deemed at Risk of Not Meeting Course Requirements or achieving Unsatisfactory Course Progress.

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

Unsatisfactory Course Progress: When a student achieves a Not Yet Competent (NYC) results in 50% or more of the enrolled units in a Term. Whilst Unsatisfactory Course Progress is often defined as not demonstrating competency in 50% or more of the course requirements in a Study Period, the College intends to continuously evaluate students' performance during and throughout each Study Period. On this

basis, where necessary, the College will evoke its Risk Intervention Strategy that will be specifically designed to assist students in achieving their academic goals

Not Meeting Course Requirements: When a student is deemed as achieving Unsatisfactory Course Progress in two consecutive Terms and who have had an intervention strategy activated, with sufficient time for the strategy to run its course, OR when a student does not qualify for an extension of course duration, has failed occasional units throughout the course, has had an intervention strategy activated with sufficient time for the strategy to run its course and has not met course requirements by their scheduled end date, as specified in the Student's CoE

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

Term: A duration consisting of 10 study weeks. Where a student commences a Term late, the duration is considered to be the remaining weeks of that term.

2.0 Information to Students

2.1 Students will be informed of this policy about course progress requirement and its consequences prior to the enrolment through the following means:

2.1.1 Inclusion of information about the policy in the student prospectus and the handbook and on the website: www.scpe.edu.au

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

2.1.3 Overview of the policy at the selection interview

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

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2.2 Students will be informed of this policy about course progress requirement after the enrolment and during the course through the following means:

2.2.1 Overview of the policy at the student orientation program

2.2.2 Inclusion of information about the policy in the student handbook and on the website: www.scpe.edu.au

2.2.3 Information disseminated in the class by the trainers

3.0 Recording Course Progress

3.1 Trainers record student academic results for each assessment in the Assessment Summary Record Form and provide feedback to students within 20 working days of the submitted assessment

3.2 On conclusion of the final assessment for each unit, the trainer (within 20 working days) will collate all student academic results for the unit into the grade sheet summary and will provide to the Student Administration Department.

3.3 The Student Administration will ensure that the Grade Sheet is entered into the Student Management System within 10 working days, once they get detail from trainers.

3.4 Students are able to access their results by logging into the Student Portal

4.0 Monitoring Course Progress

4.1 Student Course Progress is monitored on a regular basis by Trainers and the Student Administration Team.

4.2 Trainers monitor student course progress at a unit level. Where students are identified as at Risk of Unsatisfactory Course Progress, the trainer will encourage and counsel the student to assist in completing the unit and progressing in their course. The trainer will also inform the Student Administration to arrange counselling, and activate a formal intervention strategy with the student.

4.3 The Student Administration monitors student course progress on the conclusion of each term. The Student Administration will counsel, devise and activate a formal intervention strategy with the students as instructed by Trainers and the Student Administration Officer.

4.4 The Student Administration Team monitors student course progress on the conclusion of each term of study. The RTO Manager or a lead trainer will counsel/devise/activate intervention strategies and report students who have not met course requirements in line with this policy.

5.0 Assessing Course Progress

5.1 At the conclusion of each term, the Student Administration will make an assessment on whether or not the student is achieving satisfactory course progress by generating a report from the Student Management System

5.2 Students who have achieved 50% or more NYC in their enrolled units will be sent a 1st Warning Letter: *Unsatisfactory Course Progress Letter*, advising the student to make contact with the student service team. The student administration team member will counsel the student and activate an Intervention Strategy for the Student for the following term. Where a student is in their final term, the RTO Manager will have implemented clause 4.4.1 of this policy and will make a determination on whether the student has achieved Satisfactory Course Progress.

5.3 Students who have attained satisfactory course progress, however, have outstanding NYC's will be provided with information regarding reassessment of the NYC units through email.

5.4 At the time a student is issued with a 1st warning letter -Unsatisfactory Course Progress letter, a note is made on the Student Management System.

6.0 Intervention Strategies

6.1 Where a student is identified as at risk of achieving unsatisfactory course progress or is deemed as achieving Unsatisfactory Course Progress, an Intervention Strategy will be developed and activated to support the student.

6.2 Intervention Strategies may include, but are not limited to the following, with the ultimate purpose being to assist students to meet successfully progress through the course and complete the course within their COE duration:

6.2.1 identifying reasons behind unsatisfactory course progress

6.2.2 reviewing study load

6.2.3 attending additional training or study assistance

6.2.4 extending deadline for assessment submission

6.2.5 providing opportunity for additional training and/or reassessment

6.2.6 receiving individual case management

6.2.7 attending counselling

6.2.8 receiving assistance with personal issues which are influencing progress

6.2.9 receiving mentoring

6.2.10 providing English language support

6.2.11 being placed in a suitable alternative course

6.2.12 A combination of the above

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

6.4 The Intervention Strategy for any student who is not making Satisfactory Course Progress will be made available to all relevant staff and students, and will specify:

- The Procedures for contacting and counselling students;
- The strategies to assist students in achieving Satisfactory Course Progress; and the processes by which the Intervention Strategy will be activated.

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The Intervention Strategy includes:

- Attending academic skills sessions;
- Attending additional tutorials or study groups;
- Receiving individual case management;
- Attending academic counselling;
- Receiving assistance with personal issues which might be influencing academic progress;
- A combination of the above and a reduction in course load.

An Intervention Meeting will be organised when Student Administration establishes that the student is not maintaining Satisfactory Course Progress by convening an Intervention Meeting to identify the reasons behind the Unsatisfactory Course Progress and exploring alternative strategies so that the student is in a better position to achieve Satisfactory Course Progress. The Academic Manager or respective Trainer may be involved in intervention meeting.

7.0. Procedure for Issuing Written Warnings

7.1 Issuing First Written Warning

Upon reviewing students' academic progress at the end of each term, any student identified as being at risk (ie who have achieved 50% or more NYC in their enrolled units), will be issued with a First Written Warning via E-mail. The First Written Warning will include:

a) Informing the Student of the reason for the First Written Warning being issued
b) Reminder to Student of their obligations towards the College
c) Reminder to students of their obligations towards their visa status
d) Instruction to contact the college within 20 working days to arrange a Intervention Meeting
e) Instructions for seeking further information or clarification
f) instructions for appeals
g) Provision for Student to adjust or amend the Intervention Strategy(s) agreed to, if any
h) Informing the Student that in the case of no action is taken by the student within 20 working days after 1st warning letter, to demonstrate that the student is complying with the Risk Intervention Meeting Agreement, the Student will be at risk of a **Second Written Warning being issued** to them
i) Instructions for seeking further information or clarification

7.1.1 If a student makes, contact with the College (Within 20 working days from the issue of 1st Warning Letter)

If a student's responds to the First Written Warning issued to them by contacting the college, then:

a) The student is given an appointment to attend a Intervention Meeting;
b) The Academic Manager /Student Support Officer, and any other relevant stakeholders are notified of the student's appointment.

7.1.2 If a student does not make contact with the College (After 20 working days of 1st Written Warning letter)

7.2. Issuing Second Warning Letter

7.2.1 At the end of the 20 working days' period of 1st Warning letter, if Student has not responded to the 1st warning letter, the Student Support will issue the student with a **Second Written Warning Letter** via Email. The Second Written Warning E-mail will include:

a) Informing the Student of the reason for the Second Written Warning being issued
b) Reminder to Student of their obligations towards the College
c) Reminder to students of their obligations towards their visa status
d) Informing the Student that they are required to make contact with the college within 20 days to prevent further action being taken, including reporting Student to the Department of Home Affairs.
e) Instructions for seeking further information or clarification
f) Instructions for appeals

7.2.2 If a student responds to the 2nd Written Warning issued to them by contacting the College

(within 20 working days from issue of 2nd Warning letter), then:

a) The student is given an appointment to attend an Intervention Meeting;
b) The RTO Manager, Student Support Officer, and any other relevant Academic staff are notified of the student's appointment.

7.2.3 If a student does not contact the College within the specified 20 days: (After 20 days of 2nd Warning letter)

At the end of the 20-day period, if Student has not responded to the 2nd warning letter, the Student Administration will issue an Intention to Report (ITR) notification as per process.

8.0 Additional Student Support

8.1 All students studying at Sydney College of Professional Education: will have access to student support in both academic and non-academic matters. This include but not limited to Health and Wellbeing counselling, referral to Medical Professional and Specialists, Financial Support, English language support. All support services and referral are provided at no cost to students however the professional or service provider may charge a fee for their service. Refer to ***Student Support Policy and procedures*** for details.

8.2 Student should at first talk to student administration or Student support officer or their trainer if they need any assistance, who will direct them to the appropriate staff or services. Student Support Policy and procedures list the contact details who ca offer support in their respective areas.

9.0 Reporting Unsatisfactory Course Progress (ITR)

9.1 an Intention to Report Letter will be sent to the following students:
Students that have been assessed as achieving Unsatisfactory Course Progress in specified term and who have had an intervention strategy activated, with sufficient time for the strategy to run its course; OR

Students that have been sent 1st Warning letter, 2nd Warning letter, and have not met course requirements by their Scheduled date, will be sent an intention to report letter. OR

Students whose course duration cannot be extended, have failed occasional units throughout the course, have had an intervention strategy activated with sufficient time for the strategy to run its course and have not met course requirements by their scheduled end date, will be sent an ***Intention to Report Letter*** (e-mail or hand delivered or by registered post), advising them of Sydney College of Professional Education :'s intention to report them for *Unsatisfactory Course Progress* and *Not Meeting Course Requirements* to the Department of Home Affairs through PRISMS.

The Intention to Report (ITR) E-mail will include:

a) informing the Student of the reason for the Intention to Report (ITR) being issued;
b) Reminder to Student of their obligations towards the College;
c) Reminder to students of their obligations towards their visa status;

d) Instructions for seeking further information or clarification;
e) instructions for appeals.

9.2 The student will be advised that they have 20 working days from the date of the Intention to Report
letter to appeal the decision

9.3 A student may only appeal where one or more of the following circumstances exist:

9.3.1 Compassionate or Compelling Circumstances (See Compassionate and Compelling Circumstances Policy)
9.3.2 Academic results were recorded incorrectly
9.3.3 An intervention strategy was not implemented or given enough time to run its course
9.3.4 This policy was not adhered to

9.4 In the event that a student lodges an appeal, the student will only be reported when the appeals process (including internal, and external appeal) has been completed and the initial decision made by Sydney College of Professional Education is upheld.

9.5 During the appeals process, the student must continue to attend classes

9.6 Where a student has not chosen to access the complaints and appeals process within the 20 working days' period, withdraws from the process, or the process is completed and results upholding a decision made by Sydney College of Professional Education, the Institute will report the Student to the Department of Home Affairs for unsatisfactory course progress, through PRISMS, as soon as practicable. Student Administration will notify the Secretary of the Department of Education through PRISMS that the student is not achieving Satisfactory Course Progress. A copy of this notification will be placed on the student's records.

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10.0 Extension of Course Duration

10.1 Sydney College of Professional Education will monitor the workloads of students (as per clauses 4.0, 5.0, 6.0 and 7.0 of this policy) to ensure all students complete their course within their specified durations of their CoE

10.2 Where a student is unable to complete their course within the specified durations of their COE, Sydney College of Professional Education will only grant an extension in the following limited circumstances:

10.2.1 Compassionate or compelling circumstances apply (See Compassionate and Compelling Circumstances Policy)
10.2.2 an Intervention Strategy has been implemented
10.2.3 deferment or suspension of studies has been approved

10.3 Should an extension be granted; Sydney College of Professional Education will notify the student in writing specifying the details of the extension.

10.4 Sydney College of Professional Education will also advise the student to contact Department of Home Affairs to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

10.5 The Student Administration Officer will also ensure the Department is notified as soon as practicable and no longer than 5 working days from the occurrence via PRISMS, and will issue the student with a new CoE

10.6 All records relating to the extension of a students' course duration will be recorded in the Student Management System, with documentation retained in the student's file

11.0 Extension of Course Duration (Other Guidelines)

11.1 Except in the circumstances specified in clause 8.2 of this policy, Sydney College of Professional Education will ensure that the expected duration of study specified in the Student's CoE will not exceed the CRICOS registered course duration

12.0 Confidentiality

a. All information relating to students regarding course progress and intervention will be treated as confidential and in accordance with the College's Privacy and Data Protection Policy and Procedures.
b. The College will maintain confidentiality to ensure that:
c. No information will be released without the agreement of the individual or group involved.

13.0 Appeals

a. If the Student is not satisfied with any decision relating to course progress and intervention, the student has the right to appeal the decision in accordance with the Student Complaints and Appeals Policy and Procedures. In this event, the College will maintain the student's enrolment in the course or courses in which he or she is enrolled to study until the appeals process is completed.

b. An appeal must be lodged in writing to the Student Support Manager within 20 working days from the date of the decision was taken.

c. An appeal should include the following details:
   a) the student's full name (family/surname and first name), student number and contact details,
   b) the nature of the decision or matter being appealed,
   c) the basis for the appeal,
   d) details of the specific outcome sought by the student, and
   e) copies of all relevant documents.

d. An appeal may not proceed if:
   a) no reasonable grounds are stated for the appeal,

b) no new or different grounds are stated for the appeal from those already considered by the Principal, or nominee,

c) the student has not ensured that they are in a position to receive all notifications from the College. Late or no receipt of official letters will not be accepted as grounds for appeal if changes of address have not been notified and received by the College, or the appeal is lodged outside the 20-working day timeline specified above.

STUDENT ATTENDANCE POLICY AND PROCEDURES

Policy

Student Attendance Policy outlines the requirement and procedure to monitor attendance of international student studying at Sydney College of Professional Education (Sydney College of Professional Education) in pursuant to Standard 8 of the National Code 2018.

Sydney College of Professional Education recognises that students must attend their scheduled classes in order to achieve a satisfactory course outcome.

Sydney College of Professional Education requires students to maintain satisfactory attendance through the duration of their course. Sydney College of Professional Education systematically records, monitors and assesses student attendance and where attendance falls below acceptable levels, the student will be warned, counselled and reported in line with this policy.

1.0 Policy Guidelines

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

1.2 A term at Sydney College of Professional Education is a study duration of 10 weeks. Where a student starts a term late, the term will be considered as the remaining duration for that 10-week period e.g. Student commences Term 1, 2024 at the start of week 3, means that the student's term duration for Term 1, 2024 is 8 weeks.

1.3 Student attendance percentage is calculated by dividing the total number of scheduled hours for the term, by the number of attended hours by the student and multiplying the figure by 100.

1.4 Where a student has been issued with an attendance warning letter, student is not permitted back into class until they have seen the Student Administration staff.

1.5 Students will be informed of this policy and its consequences prior to the enrolment through the following means:

1.5.1 Inclusion of information about the policy in the student handbook and the handbook and on the website www.scpe.edu.au

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

1.5.3 Overview of the policy at the selection interview

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

1.6 Students will be informed of this policy and its consequences after the enrolment and during the

course through the following means:

1.6.1 Overview of the policy at the student orientation program

1.6.2 Inclusion of information about the policy in the student handbook and on the website www.scpe.edu.au

1.6.3 Information disseminated in the class by the trainers

2.0 Recording Student Attendance

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

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

2.3 Trainers are to record student attended in the Weekly Attendance Sheet using legends in the sheet.

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

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

2.6 At the conclusion of the last class for the week, trainers will forward the completed Weekly Attendance Sheet to the Student Administration

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2.7 The Student Administration ensures attendance is entered into Attendance Worksheet within 5 working days of the final class for the week.

3.0 Monitoring Student Attendance

3.1 Student Attendance is monitored on a regular basis by Trainers and the Student Administration staff.

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

3.3 The Student Administration monitors student attendance on a weekly basis, based on the Attendance Worksheet, and will counsel or intervene students as instructed by Trainers and the Student Administration.

4.0 Assessing Student Attendance

4.1 Student Administration staff assesses student attendance on a weekly basis by analysing reports generated from the Student Management System.

4.2 Students who have been absent for two consecutive weeks without approval, will receive a Warning Letter by e-mail, informing them of the requirements to attend classes. The letter will outline their student visa condition and will request the student to contact Student Administration immediately to explain any reasons or extenuating circumstances, and provide supporting documentation for the absence.

4.3 Students whose actual attendance has fallen below **80%** for the term will receive a First Attendance Warning by e-mail (and/or a phone call/sms by Sydney College of Professional Education staff), informing them of the requirements to attend classes. The warning notification will outline their student visa condition (including that Students whose attendance fall below 80% may be reported to the Department of Home Affair, resulting in the possible cancellation of the student's visa and will request the student to contact Student Administration immediately to explain any extenuating circumstances, and provide supporting documentation for absences.

4.4 Students whose actual attendance has fallen below 70% will receive a Second Attendance Warning, informing them of the requirements to attend classes. The warning notification will remind students of their student visa condition (including that Students whose attendance fall below 80% may be reported to the Department of Home Affair, resulting in the possible cancellation of the student's visa) and will requests the student to contact the Student Administration immediately, to explain any extenuating circumstances, and provide any supporting documentation for absences.

4.5 Once a student's projected attendance falls below 70%, and if the student's course progression is deemed unsatisfactory (in spite of intervention put in place), the student will be issued with an Intention to Report Letter either by email or by registered post as per the Course Progression policy. The letter will outline Sydney College of Professional Education's intention to report the student via PRISMS for breaching the attendance and course progression conditions of their student visa. The student will be informed of Complaints and Appeals procedure and will be given 20 working days to make an appeal in line with the Complaints and Appeals Policy. During this time, the student must continue to attend all scheduled classes.

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

4.6.1 The student is making satisfactory course progress; and

4.6.2 The student is attending at least 70% of the scheduled contact hours; and

4.6.3 The decision is consistent with this policy and procedure.

5.0 Calculating Student Attendance

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

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

5.3 Sydney College of Professional Education's Attendance Worksheet automatically calculates student attendance based on Weekly Attendance Sheets.

This policy applies to all Sydney College of Professional Education (*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

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.

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External Counselling/Personal

Support Lifeline: 13 11 14 or 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 service www.reachout.com

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.

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.

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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)

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

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.

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.

✓

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WORKPLACE ENVIRONMENT

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

Refer to your assessment booklet (or instructions regarding simulation scenarios). For Example, you will receive a case study business called, '*Bounce Fitness'* that will form large part of study for all three (3) business 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.

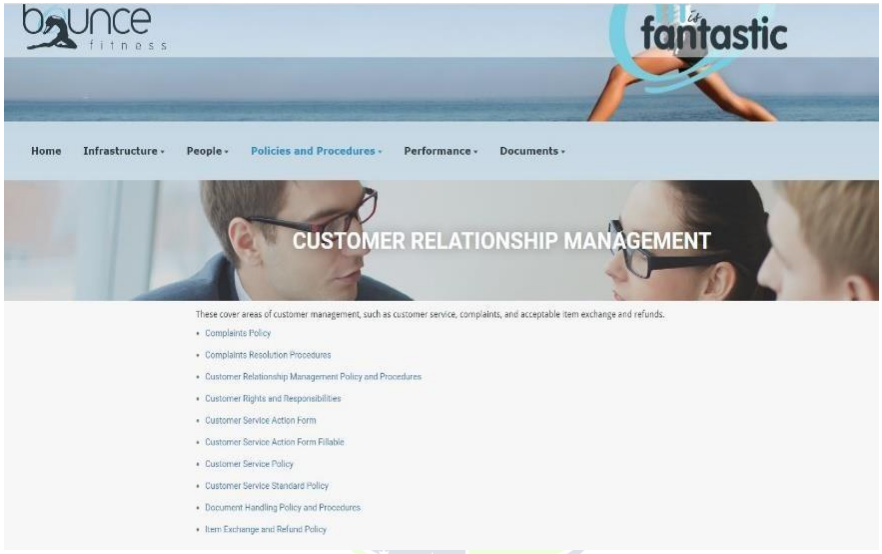

Figure 1: Bounce Fitness (Case study)

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RECOGNITION OF PRIOR LEARNING

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.scpe.edu.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.

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.

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REFUND POLICY

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 4-**weeks** of receiving the refund application form is approved. Students are to include a statement explaining (in the student refund form) how the refund was calculated along with the reasons for the 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.

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 or can be sent to student by post

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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 (PPIP Act).*

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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 (PPIP Act).*

a) While issuing your eCoE and / or making changes to the existing eCoe via PRISMS.

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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

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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

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.

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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.

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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.

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.**

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.**

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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 on 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, 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.

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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 TPS, visit 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.

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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.

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. 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

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

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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

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
- YouTube: http://www.youtube.com/user/FairWorkGovAu
- Subscribe to email updates at https://www.fairwork.gov.au/Website-information/staying-up- todate/subscribe-to-email-updates

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

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

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

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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 organizations 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

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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:

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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

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.

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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/

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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
www.gumtree.com.au
www.flatmatefinders.com.au
http://www.domain.com.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.

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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
www.ahm.com.au
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.

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

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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.

For a specific breakdown of accommodation and other living costs, please refer to https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs and make use of the cost of
living calculator provided by Insider Guides at https://insiderguides.com.au/cost-of-living-calculator/.

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

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
- ❒ www.woolworths.com.au
- ❒ www.aldi.com.au
- ❒ Or type “cheap shopping” into your Google browser

STUDENT CONTACTS EMERGENCY

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

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Ngan Nguyen – Student Support Officer
Phone: 0410961102

Bipin Velera -CEO
Phone: 0452389499

Call anytime (24 hours) for emergency matters only

The listed staff will also interact with the students during any ***critical incidents*** whether on campus or off the campus. The 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.

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

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

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

POLICE STATION

The nearest police station is: Granville Police Station
Address: 2 Carlton St, Granville NSW 2142, Phone: 02 9897 4199
Website: https://www.police.nsw.gov.au/

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DEPARTMENT OF HOME AFFAIRS (DHA)
Website: https://immi.homeaffairs.gov.au/

MEDICAL FACILITIES NEAR CAMPUS
The closest hospital to campus with an Accident and Emergency Department is:

Auburn Hospital
Address: 263 Hargrave Rd, Auburn NSW 2144 , Phone: 02 8759 3000
Website: https://www.wslhd.health.nsw.gov.au/Auburn-Hospital

The closest medical centre is:
Priority Medical Centre | Trusted Medical Centre Doctors in Harris Park
Address: 73 Marion St, Harris Park NSW 2150 , Phone: 02 9633 3805
Website: https://www.prioritymedical.com.au

External Counselling/Personal

- Support Lifeline: 13 11 14 or 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

USEFUL FORMS and POLICIES

The following forms are located on our website: www.scpe.edu.au

SCPE Certificate Issue Request Form	**Complaints and Appeals**
SCPE Complaint and Appeals Form	SCPE Assessment Policy
SCPE Deferral Application Form	SCPE Complaints and Appeals Policy
SCPE Intervention Form	SCPE Fees and Refund Policy and Procedure
SCPE refund Form	SCPE Student Course Progress and Monitoring Policy.
SCPE Release Application Form	
SCPE Suspension Application form	
SCPE Withdrwal Application	

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EMERGENCY SITATIONS 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.

END OF OVERSEAS STUDENT HANDBOOK

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