



## **Student Information Handbook**

**Sydney Global College**

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## Document Version Control

This section is to update version control information in accordance with the Level 1 Document Version Control Procedure located in the College Policies and Procedures Manual.

Changes to this section are only to be made by personnel approved to do so by the College and in accordance with the Version Control procedure in the Procedures and Policies Manual

### Instructions

- 1 All changes are made in the **Status** column by selecting the appropriate item and then entering data directly. Be careful not to delete document property fields. Select the text in each cell **not** the whole cell.
- 2 **Document title** is the file name of the document
- 3 **Version number** is a sequential number designating the version of the document.
- 4 **Document status** has 4 options. The current option is to be selected from the drop-down list by the person checking, approving or publishing. The four options are:
  - Draft – selected whilst the document is being reviewed and modified
  - Awaiting approval – selected when all reviews and modifications have been completed
  - Approved for publishing – selected once the document has been approved
  - Published – selected when the document has been published and loaded onto the College Version Control folder
- 5 **Checked by** records the name(s) of the people in the RTO who have checked the document contents. Enter each name directly, separate names with commas. When all people have completed their checks the **Document status** is changed to *“Awaiting approval”*
- 6 **Approved by** records the name of the person in the RTO who approves the document for publishing. The name is entered directly. Change the **Document status** to *“Approved for publishing”* once approval has been granted.
- 7 **Published by** records the name of the person in the RTO who publishes the document. The name is entered directly. Change the **Document status** to *“Published”* once the document is published.
- 8 **Published Date** is the date the document is published.

### Version control record

Item	Status	Approvals
Document Title	Student Information Handbook	
Jurisdiction	Australian Skills Quality Authority	
Version Number	2.0	
Document Status	[Status]	
Checked by	CEO	
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		Signed ..... Date
Published by		
		Signed ..... Date
Published Date	TBA	

## Student Orientation

Students will receive a short orientation session in their first class at the College. The orientation session covers the information listed below. It is important that you attend the orientation program otherwise you may miss out on information that affects your study.

The purpose of the orientation session is to fully inform new students of most aspects of life at the College and to provide an introduction to studying at the College.

### Prior to commencement of class

Please locate and read the following information in this handbook;

- Student support
- Assessment
- Recognition of prior learning / Mutual Recognition
- College contact people
- Complaints and appeals
- Plagiarism and cheating
- Student code of behaviour
- Attendance expectations
- Keeping address and contact details up-to-date
- College facilities and resources
- Student Mutual Recognition application form
- Student deferral, suspension or cancellation application form
- Student refund application form
- Student RPL application form
- Student complaints and appeals

### In your first class

At the commencement of your first session your trainer will detail and explain the following;

- Learning and assessment program
- WH&S
- Facilities and equipment
- Assessment requirements
- Questions

### College contact details

The Chief Executive Officer, Director of Studies and Student Administration Manager can be contacted as indicated below;

Head Office	Level 4, 118 Walker Street, North Sydney NSW 2060		
Course Delivery Location	Level 4, 118 Walker Street, North Sydney NSW 2060		
Phone	(02) 9954 4243		
Email	<a href="mailto:info@sgc.edu.au">info@sgc.edu.au</a>	Web	<a href="http://www.sgc.edu.au">www.sgc.edu.au</a>

Send all documents to the Head Office address.

## Fees and refund arrangements

### Payment schedule

The fees applicable to each course and category of student and fee payment schedules are detailed in the applicable Student Application Form. Contact the College to obtain details.

### Refunds

Refund application requests must be made in writing on the student refund request form provided by the College. Refunds will be paid in accordance with the conditions agreed to on the signed and dated Written Agreement except for Provider Default and Student Visa Cancellation. In the case of Provider Default and Student Visa Cancellation student refunds will be made in accordance with the Education Services for Overseas Students (Calculation of Refund) Specification 2014 which outlines minimum payment requirements in these circumstances. An explanation of these requirements follows.

The Student Services & Administration Manager or the Chief Executive Officer must approve student refunds. Refunds given will be recorded in the College accounting system so that each student's financial status is known.

#### Refund Calculation – Provider Default and Student Visa Refusal after Course Commencement

The refund amount = weekly tuition fee x the number of weeks in the default period

The weekly tuition fee = total tuition fee for the course / number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar.

The number of weeks in the default period = number of calendar days from the default day to the end of the period to which the payment relates / 7

#### Example Calculation – Provider Default

Sabrina is enrolled in a course in a 42-week (294 calendar days) course that costs \$8,000. She pays the provider \$4,000 in tuition fees before commencing the course. This payment relates to the first 12 weeks (84 calendar days) of the course. The provider defaults on day 20 of the course.

a) Weekly tuition fee =  $(\$8,000 / 294 \text{ calendar days}) \times 7$   
 =  $(\$27.210884) \times 7$ , rounded up to the nearest whole dollar  
 = \$191

b) Weeks in default period =  $(84 \text{ calendar days to which payment relates} - 20 \text{ calendar days from start of course to default day}) / 7$   
 =  $64 / 7$   
 = 9.1428571 weeks, rounded up to the nearest whole week = 10 weeks

c) Refund amount:  
 Weekly tuition fee x weeks in default period  
 =  $\$191 \times 10 = \$1,910$

Under section 7 of the new refund specification, Sabrina's refund would be \$1,910.

#### Example Calculation – Student Visa Refusal After Course Commencement

Rani is living in Sydney and has just completed a Certificate IV in Hospitality. She decides she would now like to undertake a 40-week (280 calendar day) VET Diploma, and she applies for a new visa.

The tuition fees for the whole course are \$10,000, but Rani pays \$5,000 tuition fees up front for the first half (140 calendar days) of the course.

Rani also pays the provider \$500 in non-tuition fees.

Rani starts the course while awaiting the outcome of her new visa. Two weeks into the course she is refused a visa. She informs her provider and withdraws from the course with effect from the day she was refused the visa (14 calendar days into the course).

a) Weekly tuition fee =  $(\$10,000 / 280) \times 7 = \$250$



- b) Default occurs at day 14, therefore number of calendar days between the default day1 and the end of the period to which the payment of \$5000 relates (140 days) is 140 days minus 14 = 126 days  
(126 / 7) = 18 (weeks in default period)
- c) Refund amount: Weekly tuition fee x weeks in default period  
= \$250 x 18 = \$4,500

### **Refund Calculation – Student Visa Refusal Prior to Course Commencement**

The refund amount = the total course fee minus 5% of the course fee received up to a maximum of \$500

#### Example Calculation – Student Visa Canceled Prior to Commencement

Julia lives in Germany and has paid \$15,000 tuition fees and \$5,000 non-tuition fees to a provider for a course. She is due to leave Germany in April to start the course. In January the Department of Immigration and Border Protection contact her and advise her visa has been refused. Julia informs her provider of the refusal of her visa, and withdraws from the course before it starts. Julia's provider must now calculate her refund under section 9 of the refund specification.

- a) Total course fee = \$15,000 + \$5,000 = \$20,000
- b) 5% of the total course fee = 5% of \$20,000 = \$1,000
- c) The maximum amount that can be subtracted = \$500
- d) The refund amount = \$20,000 - \$500 = \$19,500

### **Missed payments**

Students who do not make instalment payments by the due date will be excluded from attendance and have their enrolment suspended for the lesser of one week or until the missed instalment payment is made. If the missed instalment payment has not been made at the end of the one-week suspension the student will have their enrolment cancelled.

### **Fee changes**

Prior to a student enrolling fees may be altered without notice. Once a student has completed enrolment, 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 increases will be required to be paid for the extended component of the course.

### **Tuition protection service**

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

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

The Tuition Protection Service website is <https://tps.gov.au/>



Sydney Global College

## Sydney Global College

ACN No: 609 206 724 ABN No: 63 609 206 724

RTO No: 41587 CRICOS Provider No.: 03697D

Level 4, 118 Walker Street, North Sydney NSW 2060

Phone: (02) 9954 4243 Email: [info@sgc.edu.au](mailto:info@sgc.edu.au)

### Other information & conditions

Students must notify the College of changes of address, telephone number and email address within 7 days of the change. This is required so that students can be contacted and receive important information which may affect their course or their enrolment.

On commencement and at least every six months whilst you are enrolled at the College you will be asked to review and update your contact information with the College.

This written 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.

Students are entitled, at no additional cost, to a formal Statement of Attainment on course withdrawal or cancellation, prior to completing the qualification, provided the student has paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment. Course testamurs (awards, statements of attainment, transcripts) will not be issued to students who are in breach of any part of the Student Agreement.

Students are entitled to 2 assessment attempts for each unit. If the student is unsuccessful after 2 assessment attempts they will be required to repeat the unit and pay a repeat unit fee.



## Information for Students

### RTO obligations

Sydney Global College is responsible for:

- a) The quality of the training and assessment in compliance with the VET Quality Framework. More details about the VET Quality Framework can be found on the ASQA website <http://www.asqa.gov.au/vet-registration/understand-the-requirements-for-registration/understand-the-requirements-for-registration.html>
- b) For the issuance of the AQF certification documentation. More details about the AQF certification standards can be found at <http://www.aqf.edu.au>
- c) Advising students, in advance, of any changes to the services, including new subcontracting arrangements or a change to existing subcontracting arrangements. This will be done by an announcement on the College web site.
- d) Advising students about their rights via the Code of Practice published on the College web site
- e) Advising students about the complaints and appeals procedure published on the College web site
- f) Advising students if the College, or a third party delivering services on behalf of the College, closes or ceases to deliver a unit or units that the learner is enrolled in. This will be done by an announcement on the College web site.
- g) Advising students about any changes to services. This will be done by an announcement on the College web site.

### Course assessment

A number of approaches to course assessment are used by College staff. Assessment approaches may include: observation of performance in class, workshops; case studies; projects; assignments; presentations; role plays; written tests and exams.

Students will be given advance warning of the time and form of any assessment and will not be expected to sit an assessment they have not prepared for.

Students are entitled to a maximum of two assessment attempts for each unit.

If after two assessment attempts student's competence is "not yet competent" they will be required to repeat the unit and pay any fees associated with repeating the unit.

Not attending for a scheduled assessment will be counted as one assessment attempt for each occurrence unless:

- h) the student can provide a certificate from a registered medical practitioner indicating that the student was medically unable to attend the assessment; or
- i) the student can provide independent evidence of exceptional compassionate circumstances beyond the students control, such as serious illness or death of a close family member to explain the non-attendance at the assessment

### Course delivery

A number of approaches to course delivery are used by College staff. Course delivery approaches may include teacher led classroom delivery; workshops; seminars; tutorials and supervised study. During class time students will be expected to participate by, for example, answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and role-playing situations.

### College Facilities

The College is located in the Central Business District of North Sydney and very convenience access to trains and buses. The College has general-purpose classrooms, Internet access, student facilities for study, library and computer access. The College has computer facilities with the latest software. Further detail information can be obtained by contacting the Student Services & Administration Manager.

Students will be given at least 20 working days before the relocation of the training premises.

### **Credit transfer**

Credit transfer applies to situation where students have completed units identical to those they are currently enrolled for at another provider. Credit will be granted in accordance with the Credit Transfer procedure. To apply for credit transfer students must complete the credit transfer application form and attach copies of verified documents to support the application. There is no reduction in tuition fees if Credit Transfer is applied for or granted.

### **Pathways**

Graduates of the College may seek credits to the relevant degree programs in Australian Universities. The College has no special arrangements with any Australian University and there is no guaranteed entry into University programs. As a general rule student with high marks will have the best chance of being accepted by a University.

### **Qualifications to be issued**

Students completing all assessment requirements for a qualification will be awarded a certificate corresponding to the completed course. Students completing assessment requirements for part of a qualification will be awarded a Statement of Attainment indicating which modules or units of competency they have completed.

Students are entitled, at no additional cost, to a formal Statement of Attainment on withdrawal, cancellation or transfer, prior to completing the qualification, provided the student has paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment.

### **School-aged Dependents**

There are requirements for compulsory school attendance for children or dependents of international students. In New South Wales it is compulsory for children to attend school until the age of 17. The choice of schools includes public schools, private schools and religious schools. People over the age of 17 can continue to attend school until they have completed year 12. Dependents of persons holding a student visa may be required to pay full fees in any school, college or university that they enrol in whilst in Australia.

### **Recognition of prior learning (RPL)**

Recognition of Prior Learning (RPL) is a process designed to recognise previous formal or informal learning, work and life experiences that the student may have had to the extent that they are relevant to the course outcomes.

The RPL process allows students to receive recognition under these circumstances and therefore enable them to focus more on areas they need to achieve competencies in order to gain their qualifications. Students who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL). An essential requirement of RPL is that you can prove that you **currently** have the required competencies in the unit applied for.

An RPL application may only be made after enrolment and payment of fees and must be made using the College RPL application form which will be available during orientation. RPL in a unit will only be granted if students complete the College RPL assessment requirements for that unit.

## Student Attendance

### 1.0 Purpose

- 1.1 The purpose of this procedure is to outline the system used for ensuring students to meet the attendance requirements when the monitoring attendance policy is set as a condition of registration by the national regulator.

### 2.0 Responsibility (Policy)

- 2.1 The Student Services & Administration Manager is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and implement its requirements.

### 3.0 Requirements

- 3.1 Under the requirement of the National Code 2018, attendance monitoring is no longer a requirement to be complied with. VET providers will only need to monitor attendance of students if this is set as a condition of registration by the national regulator.
- 3.2 Once the attendance policy is set as a condition for Sydney Global College, students are required to adhere to the Sydney Global College student attendance requirements applicable to their course at all times. The requirements for achieving satisfactory attendance (which requires overseas students to attend at least 80 per cent of the 20-scheduled face to face course contact hours each week).

### 4.0 Definitions

- 4.1 Study period means one term of study

### 5.0 Method (Procedures)

- 5.1 Trainers must use the Student daily attendance record to record student attendance at each scheduled class and note early departures and late arrivals.
- 5.2 The Student Services and Administration Manager will use the attendance spreadsheet to collate and review each student's attendance on a fortnightly basis based on the trainer attendance records.
- 5.3 If a student presents a medical certificate for absences record it as an absence with medical certificate (amc), count it as an absence and copy the medical certificate into the students file.
- 5.4 Trainers **must** report, in writing, to the Director of Studies the details of any student who has missed 5 consecutive days **without delay**.
- 5.5 If a student is absent for 5 consecutive days or in any other way has an attendance record that may be detrimentally affecting the students capacity to complete the assessment requirements for a unit, or complete the qualification within the expected duration of study, then the provisions of the Completion Within the Expected Duration of Study and the Course Progress and Intervention Strategy procedures must be implemented by Sydney Global College.
- 5.6 The process for determining the point at which the student has failed to meet satisfactory attendance, and procedure for notifying students who has failed to meet satisfactory attendance requirements.

#### a) **Students will be given first warning letter if:**

- A student has been absent for five consecutive days; or
- A student's actual attendance to date has fallen below 90% at the end of the fortnight; or
- A student has inconsistent attendance in the previous fortnight: or
- are identified by the trainer as not progressing satisfactorily through the course material.

**Action will be taken:**

- Send letter warning students that it is a requirement of their VISA that 80% attendance must be achieved each term and semester; and
- Conduct a counselling interview with the student in accordance with the attendance procedure.

**b) Students will be given second warning letter if:**

- A student's projected attendance has fallen below 80% for the study period

**Action will be taken:**

- Send letter warning students that it is a requirement of their VISA that 80% attendance must be achieved each term and semester; and
- Conduct a counselling interview with the student in accordance with the attendance procedure; and
- Implement an intervention strategy in accordance with the attendance procedure.

**c) Students will be given intention to report letter if:**

- A student's projected attendance has fallen below 80% for the study period and their academic progress is unsatisfactory; or
- The College has determined that the student is not meeting the requirements of the intervention strategy; or
- A student's projected attendance has fallen below 70%.

**Action will be taken:**

- The College must notify the student in writing of its intention to report the student for not achieving satisfactory attendance in accordance with the attendance procedure.

## Student transfer

### 6.0 Purpose

- 6.1 The purpose of this procedure is to address National Code 2018 transfer between registered providers.

### 7.0 Responsibility

- 7.1 The Student Services & Administration Manager is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

### 8.0 Requirements (Policy)

- 8.1 Sydney Global College must not actively recruit students where the recruitment would conflict with the requirements of this procedure of the National Code
- 8.2 No fee can be charged to the student by Sydney Global College for issuing a letter of release
- 8.3 Registered providers are restricted from enrolling transferring students in the first six months of their principal course of study except in accordance with Standard 7 of Part B the National Code.
- 8.4 If a letter of release Sydney Global College is refused by a registered provider a student may appeal Sydney Global College's decision.

### 9.0 Method (Procedures)

#### Letter of Release

- 9.1 Students must apply for a letter of release on the appropriate form
- 9.2 Applications for a letter of release will be considered by the Student Services & Administration Manager and responded to within 14 days of being received by Sydney Global College.
- 9.3 A letter of release will be granted in accordance with this procedure and only if the student can provide written confirmation that a valid enrolment offer has been made by another registered provider.
- 9.4 A letter of release will normally be granted, within 5 working days of the application, in the following situations:
- Sydney Global College is unable to continue to provide the course; or
  - The student can demonstrate they are experiencing threat to physical or mental health or safety by remaining at Sydney Global College and can demonstrate clearly how this will be alleviated through a transfer; or
  - The current course of study is clearly not consistent with documented course requested for on their application.
  - In exceptional compassionate circumstances beyond the students control, such as serious illness or death of a close family member (independent evidence of the exceptional circumstances is required) and the exceptional compassionate circumstances has led to a permanent change in the student's circumstances that makes continued enrolment inappropriate.
- 9.5 A letter of release will normally not be granted in the following situations:
- The requirements of the written agreement have not been met by the student; or
  - The student does not satisfy any of the situations which normally lead to a letter of release being granted; or
  - The proposed transfer will jeopardise the student's progression through a package of courses; or
  - The student has unsatisfactory academic progress and has been or is about to be reported to Department of Education and the Department of Immigration and Border Protection; or

- The student has unsatisfactory behaviour and has been or is about to have their enrolment suspended or cancelled and be reported to Department of Education and the Department of Immigration and Border Protection; or
  - The student cannot provide a letter from another registered provider confirming that a valid enrolment offer has been made.
- 9.6 If a letter of release is refused, reasons for the refusal will be documented in writing and the student will be informed of their rights of appeal using Sydney Global College complaints and appeals procedure.
- 9.7 A copy of the student's letter of release application; notes recording the assessment of the application and a copy of the response letter sent to the student by Sydney Global College must be placed in the student's file

### **Enrolling a transferring student**

- 9.8 Sydney Global College will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study except where:
- the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered; or
  - the original registered provider has provided a written letter of release; or
  - the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course, or
  - any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.
- 9.9 In the event that Sydney Global College knowingly enrolls a student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study documentary evidence of at least one of the four conditions listed above must be obtained and placed in the transferring student's file.
- 9.10 Sydney Global College will not seek to enrol a student who has not yet completed six months of their principal course of study with another registered provider unless the requirements of the National Code are met and then only in accordance with this procedure.

## Course Progress and Intervention Strategy

### 1.0 Purpose

- 1.1 The purpose of this procedure is to ensure that student course progress is monitored and reviewed, that Sydney Global College takes intervention action when a student is in danger of not progressing satisfactorily or completing their course and the requirements of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students are met.

### 2.0 Responsibility

- 2.1 The Director of Studies is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

### 3.0 Requirements (Policy)

- 3.1 Students are required to complete their course within the expected duration of study as recorded on the CRICOS register unless the exceptional circumstances as listed in 3.3 of the completion within expected duration of study procedure apply.
- 3.2 At the time of initial enrolment each student will be furnished with a training program schedule which will identify the units required to be completed in each study period in order to complete the qualification within the normal duration as indicated on the CRICOS register
- 3.3 Students who have unsatisfactory academic progress will be reported to Department of Education and the Department of Immigration and Border Protection. Unsatisfactory course progress is defined as a student failing to successfully complete and achieve competency in at least 50% of the course requirements in the study period. So to be clear, if there are 4 units of competency scheduled to be delivered in a study period, the student will be deemed to have unsatisfactory course progress unless the student have achieved a minimum of two units of competency in the study period.
- 3.4 Students who are “at risk” of not meeting satisfactory course progress requirements will be interviewed, counselled and will be placed on a course intervention strategy.
- 3.5 All causes of unsatisfactory progress or being “at risk” are to be considered including academic causes and not academic causes such as personal issues.
- 3.6 The progress of each student is monitored, recorded and assessed.
- 3.7 Sydney Global College has documented course progress policies and procedures.
- 3.8 Sydney Global College assesses each student at the end point of each study period according to its course progress policy.
- 3.9 Sydney Global College has an intervention strategy that identifies and assists students who are at risk of not making satisfactory course progress.
- 3.10 Where Sydney Global College has assessed the student as being “at risk” Sydney Global College will inform the student and implement an intervention strategy where warranted.
- 3.11 Where Sydney Global College has assessed the student as not meeting satisfactory course progress, Sydney Global College will inform the student in writing of its intention to report the student and that he or she is able to access Sydney Global College complaints and appeals process within 20 working days.
- 3.12 Sydney Global College will notify the Department of Education and the Department of Immigration and Border Protection through PRISMS of the student not achieving satisfactory progress after the appeals process (if actioned) is finalised and upholds Sydney Global College’s decision to report
- 3.13 The method section defines the procedure used for monitoring progress, taking intervention action and reporting students who breach the requirements

#### 4.0 **Definitions**

- 4.1 Study period means one term of study
- 4.2 Being “at risk” of not meeting satisfactory course progress requirements occurs when a student:
- fails more than 50% of units in a study period; or
  - fails two or more units in a study period; or
  - fails a prerequisite unit in a study period; or
  - fails two consecutive assessments (or one if there is only two) of a prerequisite unit in a study period; or
  - during a study period falls behind the trainers expected progress and is reported by the trainer to the Director of Studies
  - is unable to complete a course within the expected duration of study as recorded on the CRICOS register after having their program reviewed by the Director of Studies in accordance with Sydney Global College Completion within the expected duration procedure; or
  - has an attendance record that is detrimentally affecting the students capacity to complete the assessment requirements for a unit. Prior approval or a medical certificate from a registered medical practitioner does not remove the “at risk” status as prolonged absences for any reason place a student at risk of failure and is reported to the Director of Studies
- 4.3 Failing a unit means being assessed as “Not Yet Competent” for a completed unit.
- 4.4 The Director of Studies is responsible for the implementation and monitoring of the intervention strategy.

#### 5.0 **Method (Procedures)**

##### **Intervention strategy – general requirements**

- 5.1 All students identified as being “at risk” (during the study period or at the end of the study period) of not meeting satisfactory course progress requirements will be sent a warning letter requiring them to attend a course counselling interview using the appropriate student course progress warning letter.
- 5.2 A copy of the warning letter and all other relevant documents will be placed in the students file.
- 5.3 At the meeting an intervention strategy will be negotiated with the student and will be recorded at the conclusion of the meeting and signed off by the student and the Director of Studies. A written copy of the intervention strategy will be provided to the student and placed in their file.
- 5.4 The course counselling interview and fortnightly intervention meetings will be initiated by the Director of Studies however appropriate personnel such as a Trainer may be called on to assist with the process or to delegate for the Director of Studies.
- 5.5 The effectiveness of the intervention strategies must be judged during this process and amended if appropriate. This information must also be recorded and feedback provided at the appropriate staff meeting under agenda item continuous improvement.
- 5.6 Co-ordinators will also keep a register of Continuous Improvement activities for their own department.
- 5.7 Students “at risk” of not meeting course progress requirements, who fail to participate fully in the intervention strategy developed by Sydney Global College in conjunction with the student will be subject to the student behaviour requirements which includes the possibility of deferral, suspension or cancellation of their enrolment.
- 5.8 At the fortnightly intervention meetings the following will be reviewed
- Programs to address academic and non-academic issues
  - Student attendance
  - Student study time table drawn up
  - The fortnightly academic involvement report from each subject trainer.
  - Assessment outcomes
  - Any other matters relevant to progress



- 5.9 Where a student on the intervention strategy requires more time to complete their qualification the current Confirmation of Enrolment must be cancelled and a new Confirmation of Enrolment must be completed by the Student Services and Administration Manager and lodged on PRISMS. The new Confirmation of Enrolment must indicate the revised completion date and the reasons for the revised date.
- 5.10 Students failing to comply with the terms of the agreed intervention strategy will be notified of this in writing and of the possible outcomes of this non-compliance (suspension or cancellation under Sydney Global College student behaviour requirements). The written notification will require the student to immediately contact the Director of Studies to arrange a meeting to ascertain and address the reasons for failing to comply with the terms of the agreed intervention strategy. The written notification will be sent to the student within 5 working days of the student failing to comply with the terms of the agreed intervention strategy being identified by the Director of Studies. It will be at the discretion of the Director of Studies (based on information discussed and evidence provided) to decide whether to re-negotiate another intervention strategy with the student or notify the student of the Director of Studies intention to implement Sydney Global College Student behaviour procedure.

#### **Intervention strategy – during a study period**

- 5.11 During a study period student course progress and attendance will be continuously monitored by trainers.
- 5.12 Identification of students “at risk” will be accomplished by teachers completing the relevant section of Sydney Global College course progress record for the course each student is enrolled in where a student is identified as being “at risk” according to any of the criteria below.
- 5.13 Students will be identified as being “at risk” if during the study period they:
- fail to meet course progress assessment requirements required and communicated in writing to the students; or
  - fail two consecutive assessments (or one if there is only two) of a prerequisite unit in a study period; or
  - are absent for 5 consecutive days or in any other way have an attendance record that is detrimentally affecting their capacity to successfully complete a unit; or
  - are identified by the trainer as not progressing satisfactorily through the course material.
- 5.14 Trainers **must** monitor and record student attendance and progress during each study period.
- 5.15 Trainers **must** report, in writing (via Sydney Global College course progress record), to the Director of Studies the details of any student identified as being at risk during a study period **without delay**.
- 5.16 All students identified during a study period as being “at risk” of not meeting satisfactory course progress requirements will be sent a warning letter by the Director of Studies requiring them to attend a course counselling interview using the appropriate student course progress warning letter.
- 5.17 A copy of the warning letter and all other relevant documents will be placed in the students file.
- 5.18 The course counselling interview and fortnightly intervention meetings will be initiated by the Director of Studies however appropriate personnel such as a Trainer may be called on to assist with the process.
- 5.19 At the course counselling interview academic and non-academic issues are to be explored, solutions sought and the following intervention strategies will be put in place where appropriate:
- Programs and counselling to address academic and non-academic issues
  - Resitting assessments during the current study period
  - Training and assessment programs conducted during non-compulsory periods to “catch up” failed units.
  - Undertaking additional units in subsequent study periods to “catch up” with the training program schedule.

- Student attendance timetable prepared
  - Student study time table prepared
  - A fortnightly intervention meeting for the current study period with the Director of Studies or a delegated person will be scheduled
  - A fortnightly academic involvement report requested from each subject trainer.
- 5.20 Students failing to comply with the terms of the agreed intervention strategy will be notified of this in writing and of the possible outcomes of this non-compliance (suspension or cancellation under Sydney Global College student behaviour requirements). The written notification will require the student to immediately contact the Director of Studies to arrange a meeting to ascertain and address the reasons for failing to comply with the terms of the agreed intervention strategy. The written notification will be sent to the student within 5 working days of the student failing to comply with the terms of the agreed intervention strategy being identified by the Director of Studies. It will be at the discretion of the Director of Studies (based on information discussed and evidence provided) to decide whether to re-negotiate another intervention strategy with the student or notify the student of the Director of Studies intention to implement Sydney Global College Student behaviour procedure.

#### **Intervention strategy – after completion of a study period**

- 5.21 Within 10 working days of the completion of a study period the Director of Studies will review the academic progress of all students in their department and identify those students who are “at risk” of not meeting satisfactory course progress requirements.
- 5.22 Identification of students “at risk” will be accomplished by the Director of Studies reviewing a current transcript of student progress printed from the student database (aXcelerate) and completing the relevant section of Sydney Global College course progress record for the course each student is enrolled in.
- 5.23 Being “at risk” of not meeting satisfactory course progress requirements occurs when a student:
- fails more than 50% of units in a study period; or
  - fails two or more units in a study period; or
  - fails a prerequisite unit in a study period; or
  - is unable to complete a course within the expected duration of study as recorded on the CRICOS register after having their program reviewed by the Director of Studies in accordance with Sydney Global College Completion within the expected duration procedure
- 5.24 All students identified at the end of a study period as being “at risk” of not meeting satisfactory course progress requirements will be sent a warning letter by the Director of Studies requiring them to attend a course counselling interview using the appropriate student course progress warning letter.
- 5.25 A copy of the warning letter and all other relevant documents will be placed in the students file.
- 5.26 The course counselling interview and fortnightly intervention meetings will be initiated by the Director of Studies however appropriate personnel such as a Trainer may be called on to assist with the process.
- 5.27 At the course counselling interview academic and non-academic issues are to be explored, solutions sought and the following intervention strategies will be put in place where appropriate:
- Programs and counselling to address academic and non-academic issues
  - Student attendance timetable prepared
  - Student study time table prepared
  - A fortnightly intervention meeting for the current study period with the Director of Studies or a delegated person will be scheduled
  - A fortnightly academic involvement report requested from each subject trainer.
  - Resitting assessments
  - Undertaking additional units in subsequent study periods to “catch up” with the training program schedule.

- Training and assessment programs conducted during non-compulsory periods to “catch up” failed units.

5.28 Students failing to comply with the terms of the agreed intervention strategy will be notified of this in writing and of the possible outcomes of this non-compliance (suspension or cancellation under Sydney Global College student behaviour requirements). The written notification will require the student to immediately contact the Director of Studies to arrange a meeting to ascertain and address the reasons for failing to comply with the terms of the agreed intervention strategy. The written notification will be sent to the student within 5 working days of the student failing to comply with the terms of the agreed intervention strategy being identified by the Director of Studies. It will be at the discretion of the Director of Studies (based on information discussed and evidence provided) to decide whether to re-negotiate another intervention strategy with the student or notify the student of the Director of Studies intention to implement Sydney Global College Student behaviour procedure.

### **Reporting unsatisfactory course progress to the Department of Education and the Department of Immigration and Border Protection**

- 5.29 Within 10 working days of the completion of a study period the Director of Studies will review the academic progress of all students and identify those students who have failed 50% or more units in two consecutive study periods.
- 5.30 If a student fails more than 50% of units in two consecutive study periods or otherwise fails to meet course progress requirements then Sydney Global College must notify the student in writing within 5 days of its intention to report the student for not achieving satisfactory academic progress using the appropriate student course progress warning letter. The student must be informed they have 20 working days to appeal to Sydney Global College.
- 5.31 If the appeal is not upheld or the student withdraws from the appeal process then Sydney Global College must report the student to Department of Education and the Department of Immigration and Border Protection as soon as practical following the appropriate PRISMS process.
- 5.32 If a student is reported to the Department of Education and the Department of Immigration and Border Protection for unsatisfactory progress the Department of Immigration and Border Protection will consider the circumstances of the student through PRISMS information. The Department of Immigration and Border Protection may issue a Notice of Intention to Consider Cancellation (NOICC) to student's most recent contact details notified to Sydney Global College.
- 5.33 The Department of Immigration and Border Protection may receive a response from the student visa holder. The Department of Immigration and Border Protection will consider cancellation under discretionary powers in section 116 of the Migration Act.
- 5.34 The student may continue to attend class provided they agree to continue to participate in an intervention strategy, pay their fees on time and meet any other academic and participation requirements Sydney Global College requires, unless the Department of Immigration and Border Protection makes a determination to cancel their visa.
- 5.35 Students who are not identified by this process will be deemed as having satisfactory course progress, however they may still be identified as being “at risk” of not achieving satisfactory course progress and therefore be subject to an intervention strategy.



Sydney Global College

## Sydney Global College

ACN No: 609 206 724 ABN No: [63 609 206 724](#)

RTO No: 41587 CRICOS Provider No.: 03697D

Level 4, 118 Walker Street, North Sydney NSW 2060

Phone: (02) 9954 4243 Email: [info@sgc.edu.au](mailto:info@sgc.edu.au)

### Living and studying in Australia

Up-to-date and authoritative information on living and studying in Australia is available at the following web sites

<http://www.studyinaustralia.gov.au> - living and studying in Australia

<http://www.youth.nsw.gov.au> – Wages, housing, health and more useful information

<http://transport.nsw.gov.au> - public transport

<http://www.lawaccess.nsw.gov.au> - Legal assistance

## Student support, welfare and behaviour

### Access and equity policy

The College Code of Practice includes an access and equity policy. This document is available on request. It is the responsibility of all staff to ensure the requirements of the access and equity policy are met at all times.

### Complaints and appeals procedure

The College has a complaints and appeals procedure to provide students with a fair and equitable process for resolving any complaints or appeals they may have. The complaints and appeals procedure includes a requirement that an independent mediator will be appointed if the student is dissatisfied with the process undertaken by the College. If you have a complaint or appeal you should take the following steps:

- Contact the Student Services & Administration Manager to obtain a copy of the complaints and appeals procedure and the complaints and appeals form. (The complaints and appeals procedure are also given below).
- Complete the complaints and appeals form and lodge it with the Student Services & Administration Manager.

### The procedure:

- 5.36 Students who are concerned about the conduct of Sydney Global College are encouraged to attempt to resolve their concerns using this procedure.
- 5.37 The procedure will be implemented at no cost to the student.
- 5.38 The procedure will commence within 5 working days of the formal lodgement of the complaint or appeal and supporting information
- 5.39 All prospective students will be provided with information about the complaints and appeals procedure before making an agreement to enrol.
- 5.40 All complaints and appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution that is fair and equitable to all parties.
- 5.41 Students will be provided with details of external authorities they may approach, if required
- 5.42 At any stage in the internal complaint or appeal process students are entitled to have their own nominee included to accompany and support them.
- 5.43 Students may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise.
- 5.44 For internal complaints and appeals:
  - The student will have an opportunity to formally present their case, in writing or in person at no cost to the student
  - The student may be accompanied and assisted by a support person at any relevant meetings.
  - At the conclusion of the complaint or appeal the student will be given a written statement of the outcome, including details of the reasons for the outcome and the record of the complaint and outcome will be placed in the student file.
- 5.45 The following matters must be lodged as formal internal appeals within 20 working days of notification of an intention to report the student to the Department of Education in order to be considered by Sydney Global College:
  - Deferral of commencement, suspension or cancelling a student enrolment
  - Non-achievement of satisfactory course progress
  - Non-achievement of course attendance requirements
- 5.46 A student's enrolment must be maintained whilst a complaint, internal appeal and external appeal is in progress and the outcome has not been determined except in cases where Sydney Global College is intending to defer or suspend a student's enrolment due to misbehaviour or to cancel the student's enrolment. (see the next requirement)

- 5.47 In cases where Sydney Global College is intending to defer or suspend a student's enrolment due to misbehaviour or to cancel the student's enrolment Sydney Global College only needs to await the outcome of the internal appeals process (supporting Sydney Global College) before notifying Department of Education through PRISMS of the change to the student's enrolment unless extenuating circumstances relating to a student's welfare apply.
- 5.48 Extenuating circumstances' relating to the welfare of the student must be supported by appropriate evidence and may include, but are not limited to the student:
- having medical concerns, severe depression or psychological issues which lead Sydney Global College to fear for the student's wellbeing;
  - having engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or
  - being at risk of committing a criminal offence
- 5.49 Sydney Global College will encourage the parties to approach a complaint or appeal with an open view and to attempt to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to review the process implemented by Sydney Global College.
- 5.50 If there is any matter arising from a student informal complaint, formal complaint or appeal that is a systemic issue which requires improvement action this will be reported in writing (via email to the CEO) to Sydney Global College Management Group meeting so the matter can be recorded in Sydney Global College Complaints Register and be used as part of the continuous improvement activities of Sydney Global College.
- 5.51 Nothing in this procedure inhibits student's rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies. Students wishing to take this course of action are advised to:
- Contact a solicitor; or
  - Contact the Legal Aid NSW on 1300 888 529 for information about your legal problem and contact details for services that might be able to assist you.

A student's enrolment will be maintained whilst an appeal is in progress and the outcome has not been determined.

Following the receipt of the outcome of the external appeal Sydney Global College must immediately implement the decision, convey the outcome to the student, place a copy of the documentation on the student file and undertake any improvement actions arising from the complaint

### **Language Literacy and Numeracy (VET)**

Applicants who wish to study for Certificate, Diploma or Advanced Diploma courses, and are unable to provide documentation attesting to their English proficiency levels will be tested before they can enrol in a Certificate or Diploma course. The following testing procedures apply:

- Students have to sit for a designed English test in designated ELICOS Centre's nominated by Sydney Global College specifically geared to establish the following English competencies:
  - Syntax and grammar,
  - Reading comprehension,
  - Writing descriptive/free-style essay and/or a business-oriented essay,
  - Listening to spoken and academic English,
  - Speaking – a brief topic-oriented discussion.

The test is marked on the principles of the IELTS band score to establish a student's competence to function in an academic environment.

Students who already have a satisfactory IELTS score and who are found to experience difficulty with the English language are counselled by the Director of Studies to undertake further studies or remedial studies in English (ESL) for an appropriate duration. The participants for each program offered by the College will be selected in a manner that reflects access and equity principles.

### College Contact

Contact the College Administrator for assistance if you have any difficulties with your course, study requirements or assessment

Phone (02) 9954 4243  
 Email [info@sgc.edu.au](mailto:info@sgc.edu.au)

### Relevant legislation and information

A range of legislation and information applicable to staff and students.

Fire, ambulance and police emergency	Phone 000
Translating and Interpreting Service	Phone 131 450
Life Line 24hour Counselling, Advice and Referral Services	Phone 131 114
Complaints or problems	<a href="http://www.oso.gov.au">www.oso.gov.au</a>
CRICOS Legislation and regulation	<a href="https://internationaleducation.gov.au/Regulatory-Information">https://internationaleducation.gov.au/Regulatory-Information</a>
International Student Legal Advice	9698 7645
Work Health & Safety	<a href="http://www.workcover.nsw.gov.au">www.workcover.nsw.gov.au</a>
Protection of student fees	<a href="http://www.tps.gov.au">www.tps.gov.au</a>
NSW Transport Information (Bus/Train/Ferry)	131 500
RTO and CRICOS registration	<a href="http://www.asqa.gov.au">www.asqa.gov.au</a>
Study Information	<a href="http://www.studyinaustralia.gov.au">www.studyinaustralia.gov.au</a>
Telephone Interpreter Service	131 450
Lifeline (crisis support)	131 114
Alcohol and Drug Information Service	9361 800
Sexual Assault, Domestic and Family Violence Counselling Service	1800 737 732
Department of Immigration and Border Protection	131 881
St Vincent's Hospital	8382 1111
NSW Multicultural Health Communication Service	9816 0347
Family Planning (for pregnancies)	8752 4300
Sydney Sexual Health Centre (for sexually transmitted diseases)	9382 7440

It is the responsibility of all staff to ensure the requirements of relevant legislation are met at all times. Use the web sites indicated, or contact the Student Administration Manager if you require further information.

There may be additional, course-specific, legislation that is relevant. Information about this legislation will be communicated during the course.

## Plagiarism and cheating

Plagiarism is a form of cheating. It is taking and using someone else's thoughts, writings or inventions and representing them as your own. Plagiarism is a serious act and may result in a student's exclusion from a unit or a course. When students have any doubts about including the work of other authors in their assessments, they must consult with their trainer to discuss the matter. The following list outlines some of the activities for which a student can be suspected of plagiarism or cheating:

- Presenting any work by another individual as one's own unintentionally
- Handing in assessments markedly similar to or copied from another student.
- Presenting the work of another individual or group as their own work.
- Allowing another student to copy your work
- Handing up assessments without the adequate acknowledgement of sources used, including assessments taken totally or in part from the internet.

Legitimate cooperation between students on assignments is encouraged, since it can be a real aid to understanding. It is legitimate for students to discuss assignment questions at a general level, provided everybody involved makes some contribution. However, students must produce their own individual written solutions. Copying someone else's work is plagiarism, and is unacceptable.

## Copyright

Students must be careful when photocopying the work of others. The owner of the material may take legal action against students of the college if the owner's copyright has been infringed. Students are allowed to do a certain amount of photocopying for research or study purposes. Generally, 10% or one chapter of a book is acceptable, where the participant is studying with, or employed by, an educational institution.

## Student code of behaviour

The Student Code of Behaviour requires the following rights and expectation to be respected and adhered to at all times.

- The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
- The right to be free from all forms of intimidation
- The right to work in a safe, clean, orderly and cooperative environment
- The right to have personal property (including computer files and student work) and the Registered Training Organisation property protected from damage or other misuse
- The right to have any disputes settled in a fair and rational manner (this is accomplished by the complaints and Appeals Procedure)
- The right to work and learn in a supportive environment without interference from others
- The right to express and share ideas and to ask questions
- The right to be treated with politeness and courteously at all times
- The expectation that students will not engage in copyright breaches, cheating or plagiarism
- The expectation that students will submit work when required.
- The expectation that students will maintain consistent participation by attending all required classes and assessments.
- The expectation that students will attend all required classes and assessment as part of the requirement to progress through the course satisfactorily and complete the course in within the time frame notified on the student enrolment form.

For non-compliance with the Code of Conduct the following procedure for discipline will be followed:

- A member of the Registered Training Organisation staff will contact students in the first instance and arrange a counselling meeting to discuss the issue or behaviour & to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. (Step 1)





- Where there is a second breach of the Student Code of Behaviour, students will be invited for a personal interview with the Director of Studies to discuss the breaches further. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. (Step 2)
- Should a third breach of the Student Code of Behaviour occur after the stage 2 meeting, the student will be provided with a final warning in writing & a time frame in which to rectify the issue. A copy of this letter will be included on the student's personal file. (Step 3)
- After the three steps in the discipline procedure have been followed, and breaches of the Code of Behaviour still continue, training services will be withdrawn and the student will be sent a student suspension or cancellation letter.
- Failure to attend scheduled meetings may result in the College deciding to suspend or cancel a student's enrolment
- At any stage of this procedure students are able to access the College complaints and appeals procedure to settle any disputes that may arise.

### **Student Support Services**

The College's Staffs are available to provide general advice and assistance with matter such as:

- **Studying**  
Students who are experiencing difficulties with study must contact the Director of Studies for further assistances.
- **Accommodation**  
We have a homestay provider to cater for a wide range of budgets but with safety and comfort as the foremost concerns for our students.
- **Counselling**  
Our multilingual Student Services & Administration Manager has an extensive knowledge of Sydney Global College programs and services, as well as other educational and vocational pathways, so she can help you see 'the big picture'. She can also give you help or advice on general health related issues, personal problems, and referral to other services such as legal, medical & etc.
- **Information Technology (IT) support**  
Our IT Officer can help you or advice on general IT related issues.
- **Language Literacy and Numeracy support**  
Please contact the Director of studies for further assistance.

Students requiring special or intensive assistance must contact the Student Services & Administration Manager who may refer them to external support services if required. These services provided with no additional cost to the student. If the College refers the student to external support services, the College must not charge for the referral. Students requiring individual training needs must contact the Director of Studies for further assistance.

Student Services and Student Services & Administration Manager Contact Detail is:

Name: **Ms Sohee JEONG**

Phone: **(02) 9954 4243**

Email: [info@sgc.edu.au](mailto:info@sgc.edu.au)

Director of Studies Contact Detail is:

Name: **Mr. Goeinder Kharel**

Phone: **(02) 9954 4243**

Email: [dos@sgc.edu.au](mailto:dos@sgc.edu.au)

## Other Information

### Change of address and contact details

You are required to advise the College of your residential address and telephone number and of any subsequent changes to your residential address and telephone number whilst enrolled in a course. It is your responsibility and in your own interests to ensure that you always update your address details at the College to ensure you receive important information that the College may send to you from time to time.

On commencement and at least every six months whilst you are enrolled at the College you will be asked to review and update your contact information with the College.

### Student initiated deferral or suspension of enrolment

Students may initiate a request to defer commencement of studies or suspend their studies. Students wishing to defer the commencement of studies or suspend their studies must apply to do so in writing to the College using the student deferral, suspension or cancellation application form or in writing by email, fax or post.

### Student cancellation of enrolment

Cancellation of enrolment will trigger the refund arrangements in the agreement between the College and the client organisation. Students who cancel their enrolment and think a refund is due must apply for a refund. Refund applications must be made in writing to the Student Administration Manager. The refund application form, available from the College, may be used as the written application. Written applications for refunds will also be accepted by mail or by email. Refunds will be made within 28 days of receipt of a written application

### College initiated suspension or cancellation of enrolment

The College may decide to suspend or cancel a student's enrolment on its own initiative as a response to breaching the student code of behaviour through misbehaviour, a poor academic record or poor attendance by the student. If the College is intending to initiate a suspension or cancellation of enrolment a warning letter will be sent to the student's currently notified address and the student will have 20 working days from the date of the warning letter to complain or appeal against the College suspension or cancellation.

The College may grant deferral of commencement of studies or suspension of studies for students who request such a change to their enrolment status on the grounds of compassionate or compelling circumstances.

The College must inform the student that deferment, suspension or cancellation of enrolment may affect his or her student visa.

The College inform the Department of Education and the Department of Immigration and Border Protection via Provider Registration and International Student Management System (PRISMS) when a student's enrolment is deferred, suspended or cancelled.

### College deferral of commencement

The College may also decide to defer the commencement of a course. If the College defers the commencement of a course the provider default conditions in the agreement between the College and the student will be triggered and the College will be obliged to repay any unspent pre-paid fees received by the College in respect of the student within 14 days of the date of deferral unless alternative arrangements can be made which are acceptable to students.

### Use of personal information

Apply to the Student Administration Manager using the Student records request form if you wish to view your own records. Once the request has been approved the Student Administration Manager will arrange a time for you to view your own records. You must view your records at the College and you cannot take records away from the College.

## Living in Sydney

Up-to-date and more detailed information about overseas students studying and living in Australia is available at the following website <http://www.studyinaustralia.gov.au>. This website is established and maintained by the Australian government

### Australia

Australia is a land of contrasts: sweeping golden beaches, coral reefs rich with marine life, tropical rainforests, mountain ranges, vast grazing lands and sparse deserts.

One of the oldest continents, Australia is the only country to occupy an entire continent.

Surrounded by the Indian and Pacific Oceans, Australia has many animals and plants, which are unique on the planet. The surface geology is typically old and flat with a major mountain range stretching down the eastern coast and another mountain range in the north west of the continent.

### Sydney

Sydney is the largest city in Australia with a population of approximately five million people. Sydney is the capital city of New South Wales. It is a multicultural city with people from different ethnic backgrounds. Sydney Global College is located couple of stations away from the heart of city. It's just a short walk from the train station or bus stop.

The Study in Sydney website is a useful source of information. The web site address is <http://www.sydneyaustralia.com/en/study-in-sydney>.

### A Good Choice for Study

There are more than 600,000 overseas students studying in Australia and each year approximately sixty percent of students are from Asia Pacific region arrive in Australia to continue their education. They have chosen Australia for several reasons:

- Australia has a high-quality education system, the equal of any country in the world
- Australia offers traditional education in reputable schools, institutes, colleges and universities
- Awards from Australian institutions of higher education are recognized internationally
- Australian schools, institutes, colleges and universities have established networks of welfare and support to help overseas students
- The Australian education system includes informality and accessibility of academic staff, the availability of computers, small group tutorials and close supervision
- Living costs and tuition costs compare well with other countries and most overseas students are permitted to work part-time.
- Australia is a safe, stable country with a pleasant climate.

### Climate

Sydney enjoys a temperate climate with four distinct seasons in the year - spring, summer, winter and autumn. Below is a guide to the average daily temperatures.

Spring                    September - November 12-22 degrees

Summer                  December to February 28-32 degrees

Autumn                  March to May 12 - 20 degrees

Winter                    June to August 10 - 15 degrees

Sports and other outdoor activities are possible at all 4 seasons of the year.

## Art

Australian contemporary arts reflect the world's oldest continuous cultural traditions and also a diverse, multicultural society. Our visual and performing arts communities receive international acclaim for their vibrancy, originality and cutting-edge work in the arts, literature, stage and cinema, dance, classical music and contemporary Australian rock music.

The National Museum of Australia opened as part of Australia's Centenary of Federation celebrations in 2001. It is co-located with the Australian Institute of Aboriginal and Torres Strait Islander Studies in the nation's capital city of Canberra and adds to more than 1000 museums throughout Australia.

## Multiculturalism

More than 100 ethnic groups are represented in Australia, making Australia one of the most culturally diverse countries in the world. Australia's dynamic multiculturalism can be attributed to its unique combination of Indigenous cultures, early European settlement and immigration from all parts of the world.

Australians value the wealth of cultural diversity and social sophistication that international students bring to our campuses and our communities. We take great care in looking after international students and helping them to adjust to the Australian way of life. International students also gain great benefits from their education in Australia and make lifelong friendships.

## Language

Although English is the official language, a host of other languages are spoken in Australia. As one of the most culturally diverse countries in the world many Australians are naturally fluent in other languages. More than 2.4 million Australians speak a language other than English at home. Within the education and training system about 15 per cent of those of working age studying for an educational qualification have English as a second language. More than 800,000 Australians speak a European Union language, apart from English, in the home. Another 800,000 Australians speak an Asian language in the home.

In Australia not only is there the opportunity to improve your English through specialist study in an English-speaking environment but all sectors of Australian education and training provide tuition in many other languages as well.

English as it is spoken in Australia is very easily understood by nearly all people from other English-speaking nations. While there are some minor differences in accent between the cities and country areas the difference is much less than you will find in America, Britain and Canada where French is also spoken. As you improve your English in Australia you will learn some of our slang, and have much fun explaining the meanings to your friends and relatives at home.

## Religion

Australia is predominantly a Christian country however; all religions are represented in our multicultural society. Australians respect the freedom of people to practice their choice of religion. Churches, mosques, temples and synagogues are located in most major cities. Some universities have their own spiritual groups on campus.

## Clean, safe, cosmopolitan

Students from all over the world come to Australia to take advantage of our world-class education and enjoy our friendly hospitality and cultural diversity. Australia has low crime rates and strict gun control laws providing a safe environment in which to learn and travel. With one of the highest standards of living in the world, Australia offers modern transport systems, convenient telecommunications, cosmopolitan shopping complexes and excellent health services.

Visitors from many parts of the world are attracted by Australia's spectacular natural environment and the distinctive personality and friendliness of the Australian people. Australia is rich in the arts and is keen to preserve and display its diverse cultural heritage.

Australians are also environmentally conscious and keen to preserve the country's natural beauty and scenery. Our Clean Up Australia campaign is being adopted worldwide.

## Health care

Australia has a very good health care system. All Australians pay a Medicare levy (additional tax) to fund the public health system and ensure everyone gets access to public system doctors, hospitals and other health care services. People who pay extra into a private health insurance fund receive certain privileges when they use private health care services. International students studying in Australia are required to have Overseas Student Health Cover (OSHC) for the duration of their student visa.

## Food

Australia has a fantastic variety of food. Our top-quality meat, fish, fruits and vegetables are exported to markets all around the globe. There is a large range of fruit and vegetables available at Australian produce markets. You should have no difficulty in finding the foods that you are used to at home.

You can sample almost every type of cuisine available throughout the world in our many restaurants. There are elegant restaurants or typical Aussie pubs. Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices can be found at bistros or cafes. And for those who like takeaway, most of the major global fast food chains are well represented. The adventurous can try some of our 'bush tucker'.

## Electricity

The electrical current in Australia is 240/250 volts AC, 50 cycles. The Australian three pin plug is extremely safe. Adaptors are usually required for most foreign appliances. A transformer may be required if you bring an appliance from overseas that operates on a different voltage.

## Transport

With one of the highest standards of living in the world, Australia offers modern transport systems. Australia has an extensive public transport system that includes trains, buses, tramways, ferries, two major national airlines and a number of regional airlines. Metropolitan areas are divided into zones and your ticket type and cost depends on which zone you are going to travel in and for how long. Tickets (Opal Cards) can be bought at train stations, on buses and trams and at newsagencies.

Tourist students may drive in Australia on a valid overseas drivers' licence but if the document is not in the English language the visitor must carry a translation with the permit. An international driving licence is not sufficient by itself.

Metered taxicabs operate in all major cities and towns. You will find taxi ranks at transport terminals, main hotels or shopping centres or you can hail taxis in the street. A light and sign on the roof indicates if a cab is vacant. There is a minimum charge on hiring and then a charge per kilometre travelled. Taxi drivers do not have to be tipped.

## Telephones

Australia has a modern telecommunications system with mobile and internet access generally available at low cost. Public telephones are available at all Post Offices, shopping centres and are often situated on street corners. Public pay phones accept a variety of coins and Phone cards. Phone cards are pre-paid for use in public pay phones and can be bought at a large number of retail outlets in denominations of \$A5, \$A10, \$A20 and \$A50. Credit phones take most major credit cards such as American Express, Visa, Master card and Diners International and can be found at international and domestic airports, central city locations and hotels.

Mobile phones are very popular and can be purchased from a number of retailers.

## Sports and recreation

Australians are very keen on sport and outdoor activities and have gained a worldwide reputation, both as individuals and as teams. Hosting the Year 2000 Olympic Games in Sydney highlights Australia as a leading destination for international events.

Australia has more than 120 national sporting organisations and thousands of states, 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.

### **Entertainment**

Campuses offer spacious surroundings suitable for social, sporting and other outdoor activities. They are also centrally located for students to experience the sophistication of our cities and excitement of our entertainment facilities. There are plenty of opportunities for international students to have an enjoyable time with friends.

### **Travel**

During semester breaks, you may like to venture beyond the capital cities to experience more of Australia's spectacular natural environment and great physical beauty—national parks, The Great Barrier Reef, Kakadu, Uluru and the Tasmanian Wilderness.

### **Australia welcomes overseas students**

Overseas students are welcomed in Australia because they:

- contribute to the development of people and institutions both in their home country and in Australia.
- contribute to the Australia's research capability
- develop cultural, educational and economic links between Australians and people of other nations.

Australia has a long history of involvement in international education development, staff and student exchange programs and scholarships.

### **Study Methods**

In Australia, much emphasis is placed upon private (individual) study along the lines of assignments, on research and learning to analyse data and present arguments about subject matter, and on being willing to defend one's argument. All these involve heavy use of libraries, intensive note taking in lectures, and active participation in the learning process (as opposed to passive listening and rote learning).

To be a successful student in Australia, you will need to adapt to these methods of learning, but most education institutions in Australia are very willing to help as they offer counselling services and assistance to develop effective study skills. Many lecturers in Australia have vast experience teaching overseas students, they understand the difficulties in getting used to different study methods and they will be patient in helping you to develop new skills.

## Cost of living and money matters

Up-to-date and more detailed information money and banking in Australia is available at the following website <http://www.studyinaustralia.gov.au>. This website is established and maintained by the Australian government

### Money and banks

Australian currency is the only legal tender in Australia. When you first arrive, money from other countries can be changed at the exchange facilities located at international airports, banks and major hotels. Traveller's cheques are easier to use if already in Australian dollars, however, banks will cash travellers cheques in virtually any currency. Major hotels and some shops will cash traveller's cheques, depending on individual store policy.

It is a good idea to set up an Australian bank account. You will need to provide your visa and evidence of residency. Banking services in Australia are extremely competitive. Over 20 local and numerous international banking groups are represented in Australia. All major banks have a branch in cities and regional centres. Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24 hours a day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods. More information on banking is available at [Study in Australia](#)

### Normal bank trading hours

9.30 am – 4.00 pm Monday to Thursday

9.30 am – 5.00 pm Friday

Some banks are open Saturday mornings

### Credit cards

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

### Currency

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

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

### Tipping

Tipping is not the general custom in Australia and service charges are not added to accounts by hotels and restaurants. In better-class restaurants, it is usual to tip food and drink waiters up to 10 per cent of the bill for good service.

Porters have set charges at railway terminals, but not at hotels. However, at any time, tipping is a matter of individual choice.

### Budgeting

You should work out a budget covering accommodation, food, transport, clothing and entertainment. Childcare, if applicable, should also be taken into account.

The average international student in Australia spends about \$360 per week on accommodation, food, clothing, entertainment, transport, international and domestic travel, 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 following types of accommodation are available for International students:

1. Full Board (Homestay) AU\$200 - AU\$270 per week
2. Student house AU\$150 - AU\$200 per week

3. Half - Board AU\$150 - AU\$200 per week (plus expenses).
4. Leasing a House/Flat AU\$200 - AU\$350 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 Student Administration Manager.

### Transport

Australia has an efficient public transport system (buses, trains and trams) in all cities. Many students ride bicycles on campus and some even have their own car for longer travel. There are also train, bus and air services between cities and towns. Students using public transport can apply for a student concession card that entitles them to discounted fares.

### 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 tuition fees. The OSHC entitles you to free hospital cover and 85% of standard doctor's fees.

OSHC is also charged on a pro-rata basis for shorter courses.

### Cost of Living

Sydney is a reasonably priced city providing good quality affordable living and abundant accommodation. Students will need about A\$18,610 per year (excluding tuition) to cover living expenses. According to the Government Website, Study in Australia, Australia is a sophisticated, friendly and affordable country which enjoys one of the highest standards of living in the world. The average international student in Australia spends about \$360 per week on accommodation; food; clothing; entertainment; transport; international and domestic travel; telephone; incidental costs.

The cost of living depends a lot on the kind of accommodation a student chooses. A married student with dependents will need approximately an additional A\$4,000 per year for each dependent.

The lifestyle in Australia is safe and friendly. Australians have a high standard of living. The climate is pleasant, there is plenty of food and the vast natural resources in Australia enable most people to live well.

Fruit, vegetables and meat are available fresh and at reasonable prices. Clothing and personal effects are usually good quality and available at a wide variety of prices.

Below is a price table of typical daily items. This is only a guide. Remember that you can shop around for items such as clothing and shoes to find a cheaper source.

Food	Personal Effects/Services
Milk 1 litre \$1.80	Shoes 1 pair \$70.00
Bread 1 loaf \$2.50	Jeans 1 pair \$80.00
Apples 1 kg \$4.00	Toothpaste 140g \$2.50
Potatoes 1 kg \$2.00	Shampoo 500ml \$3.00
Beefsteak 1 kg \$15.00	T-shirt \$20.00
Eggs 1 dozen \$4.00	Hairdresser \$20.00 to \$40.00
Cereal 1kg \$3.00	Newspaper \$2.00
Fruit Juice 2 litres \$6.00	Cinema ticket \$15.00
Rice 1 kg \$2.00	Public transport city inner suburbs \$7.00 for a day



## The ESOS Framework – Providing quality education and protecting your rights

### Australia welcomes international students

The Australian Government wants international students to have a rewarding, enjoyable and safe experience when they come to Australia to study. Australia's education and training system offers high quality services and protection for international students to ensure they make the most of their time here.

Australia offers all levels of education to international students—from school (with some limitations depending on age and support from their family in Australia), through foundation and English language intensive courses, to vocational education and training (VET) and higher education.

The laws that protect international students form the Education Services for Overseas Students (ESOS) framework. They include the *Education Services for Overseas Students Act 2000* and the ESOS National Code.

The ESOS Act ensures that education providers are registered by the Australian Government. Under ESOS, education providers must meet certain obligations as part of their registration on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). They must act in accordance with principles designed to support the best possible services for our international students. As an international student on a student visa, you must study a course with an education provider that can be found on CRICOS at <http://cricos.deewr.gov.au>.

The ESOS framework also ensures that students have access to tuition assurance (which acts like consumer protection) and that they can get appropriate refunds.

As well as enhancing Australia's quality education and training services, ESOS supports Australia's migration laws as they relate to international students.

You can find out more about Australia's education system by visiting the Study in Australia website at <http://www.studyinaustralia.gov.au/> and Australian Education International's website at <https://aei.gov.au/Pages/default.aspx>.

The ESOS National Code is available at <https://aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx>.

### What you need to know about being an international student in Australia

The ESOS standards cover a range of information you have a right to know about and the services that must be offered to you by Australian education providers. These include:

- orientation to help you understand the course and more about the place you are studying, as well as access to support services that can help you study and adjust to life in Australia
- the education provider's contact officer or officers for overseas students
- what your provider's requirements are for satisfactory attendance
- what your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- if you can apply for course credit and the circumstances in which your enrolment can be deferred, suspended or cancelled
- a complaints and appeals process.

### Your responsibilities as an international student in Australia

As an international student on a student visa, you are responsible for:

- complying with your student visa conditions
- ensuring you have and continue to maintain your Overseas Student Health Cover (OSHC) for as long as you stay in Australia as a student
- telling your provider if you change your address or other contact details
- meeting the terms of the written agreement with your education provider
- meeting the restriction on transfer between registered providers

- maintaining satisfactory course progress
- maintaining satisfactory attendance where applicable.

Information about visa conditions for student visa holders is available on the Department of Immigration and Border Protection's website at <http://www.immi.gov.au/students/visa-conditions.htm>.

### **Using an education agent**

Under the ESOS Act all education providers must list their education agents on their website. All education providers must also have a written agreement with their agents, and they must ensure that the agents they use have a good knowledge of Australia's international education system and that their agents behave honestly and with integrity.

Education agents are not the same as migration agents. A migration agent is responsible for giving you information on visa and immigration matters. You can also visit the Department of Immigration and Border Protection's website for more information at <http://www.immi.gov.au/Study/Pages/Study.aspx>.

International students do not have to use an education agent. You can lodge an enrolment application directly with the Australian education provider of your choice. You should consider contacting your education provider directly to see if they can help you with putting in your student enrolment application.

### **Finding the right education provider for you**

You can find out more about Australia's education system through Austrade and their website at <http://www.austrade.gov.au/Education/Services>.

CRICOS is a good place to start when you want to find out more about what courses and education providers are being offered in Australia. Visit the CRICOS website for more information at <http://cricos.deewr.gov.au/>.

### **Written agreements or contracts between the student and provider**

When you have been accepted to enroll with an education provider, under the ESOS National Code your education provider must enter into a written agreement with you. The written agreement is like a contract, and you and the provider are required to do the things outlined in that agreement once you sign or indicate to the provider that you accept the agreement with them. You do not have to pay the provider or their agent any money or fees until you have signed the agreement.

Under the ESOS Act and the National Code you have certain rights to information, even before you enroll with an education provider. You have the right to:

- receive current and accurate information about the courses, entry requirements, all fees, modes of study and other information from your provider and your provider's agent before you enrol
- sign a written agreement with your provider before or at the time you pay fees, setting out the services they are providing, the fees you are required to pay and information about refunds of the money you paid for the course and the circumstances in which this would be appropriate. You should keep a copy of your written agreement
- get the education you paid for. The ESOS framework includes tuition (consumer) protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course (that is, the provider defaults)
- access complaints and appeals processes
- request to transfer to another provider and have that request assessed.

### **Transferring between education providers**

Under the ESOS National Code, a student must meet certain conditions before they can enroll with another education provider if they are not happy with the course they are doing.

The National Code says you must have a letter of release from your education provider before you can enroll with a new provider if you have NOT completed 6 months of your principal course (the main course of study you are undertaking). If you want to transfer before you have completed six months of your principal course, you need your provider's permission.

However, if you do wish to transfer, your education provider must assess or consider your request to transfer.

All education providers must have documented procedures on their transfer policy. You should make sure you understand that policy, and what your written agreement says you must do, before you make the decision to enroll with an education provider.

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 changing courses or education providers is available on the Department of Immigration and Border Protection's website at <http://www.immi.gov.au/Study/Pages/changing-courses.aspx>.

For more details about transferring and the requirements under the ESOS National Code, you can:

- visit <https://aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD7.aspx>
- read Standard 7 in the National Code at <https://aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx>.

### **Support for international students**

Under the ESOS National Code all education providers must offer their international students support to help them adjust to study and life in Australia, achieve their learning goals and achieve satisfactory progress in their learning. This support is available because we recognise that Australia is a new environment for students, as well as a different culture, with different laws and systems. Your education provider must ensure that advice is provided on:

- support and welfare services available at their institution
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes
- any student visa condition that relates to the course you are studying.

### **Tuition protection**

The ESOS framework includes elements of protection for students so that they can receive a refund if they do not complete a course. The Tuition Protection Service (TPS) helps international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees (the amount that is equal to the amount of the course the student has NOT undertaken).

More information on the Tuition Protection Service is available at <https://tps.gov.au/Home/NotLoggedIn>

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

All education providers registered under CRICOS must have in place complaints and appeals processes to help students resolve their issues. These processes must be independent. They must also be easily and immediately available to students and be as inexpensive as possible. Making a complaint should not affect your enrolment.

If you cannot resolve your complaint with a provider, and your provider is a private organisation, you can approach the Overseas Students Ombudsman. Visit the website of the Overseas Students Ombudsman for more information about what they do and how they help students at <http://www.oso.gov.au/>. If you are studying with a public provider you should contact your relevant state/territory or the Commonwealth ombudsman. You can find the contact details of all Australian ombudsmen's offices at <http://www.ombudsman.gov.au/pages/related-sites/state-and-territory-ombudsmen.php>.

## Critical incidents

### 1.0 Purpose

- 1.1 The purpose of this procedure is to recognise the duty of care owed by Sydney Global College to its students and to document the process for managing critical incidents if and when they occur.

### 2.0 Responsibility

- 2.1 The Principal / Chief Executive Officer is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

### 3.0 Requirements

- 3.1 CRICOS registered Institutes must have a documented critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.
- 3.2 Critical incidents are not limited to, but could include:  
missing students;  
severe verbal or psychological aggression;  
death, serious injury or any threat of these;  
natural disaster; and  
issues such as domestic violence, sexual assault, drug or alcohol abuse.
- 3.3 The Educational Services for Overseas Students Act 2000 (ESOS Act) requires Sydney Global College to notify the Department of Education and the Department of Immigration and Border Protection as soon as practical after the incident and in the case of a student's death or other absence affecting the student's attendance, the incident will need to be reported via the Provider Registration and International Student Management System (PRISMS).
- 3.4 When an international student dies or sustains serious injury, Sydney Global College may be required to assist the student's family. This may include:  
hiring interpreters  
making arrangements for hospital/funeral/memorial service/repatriation  
obtaining a death certificate  
assisting with personal items and affairs including insurance issues  
assisting with visa issues
- 3.5 Following a critical incident analyse Sydney Global College response and processes and implement improvements where indicated

### 4.0 Definitions

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

### 5.0 Method

- 5.1 Any Institute staff member receiving news or information regarding a critical incident must contact the CEO as soon as practicable. If this is not possible then the most senior person available must be contacted and informed.
- 5.2 On receipt of news or information regarding a critical incident the CEO or senior person must:  
Create for themselves a clear understanding of the known facts  
If an emergency exists contact the relevant emergency services by phoning 000  
If translators are required contact Translating and Interpreting Service by phoning 131 450  
If counselling services are required contact Life Line on 131 114  
If the critical incident is at an offshore location contact the department of Foreign Affairs and Trade for advice on the best way to assist the student

- Plan an immediate response.
  - Plan ongoing strategies.
  - Allocate individual roles/responsibilities for ongoing tasks.
- 5.3 Based on an evaluation of the critical incident the CEO or most senior person must, where appropriate, make implement the following:
- Contact with next of kin/significant others
  - Informing Institute staff and students.
  - Prepare a guideline to staff about what information to give students.
  - Prepare a written bulletin to staff and students if the matter is complex.
  - Briefing staff and delegating a staff member to deal with telephone/counter inquiries.
  - Managing media/publicity
  - Identify students and staff members most closely involved with the incident and ensure they are offered support and counselling
  - Arrange a time and place for an initial group/individual debriefing session with the Student Services and Administration Manager
  - Arrange access to emergency funds if necessary.
- 5.4 Record the incident and the following key details to report include
- The time of the incident
  - The location and nature of the incident
  - The names and roles of persons directly involved in the critical incident
  - The action taken by Sydney Global College including any opportunities for improvement
  - The organisations and