



# STUDENT PROSPECTUS

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**CRICOS PROVIDER CODE 02835G NATIONAL PROVIDER CODE 121908**



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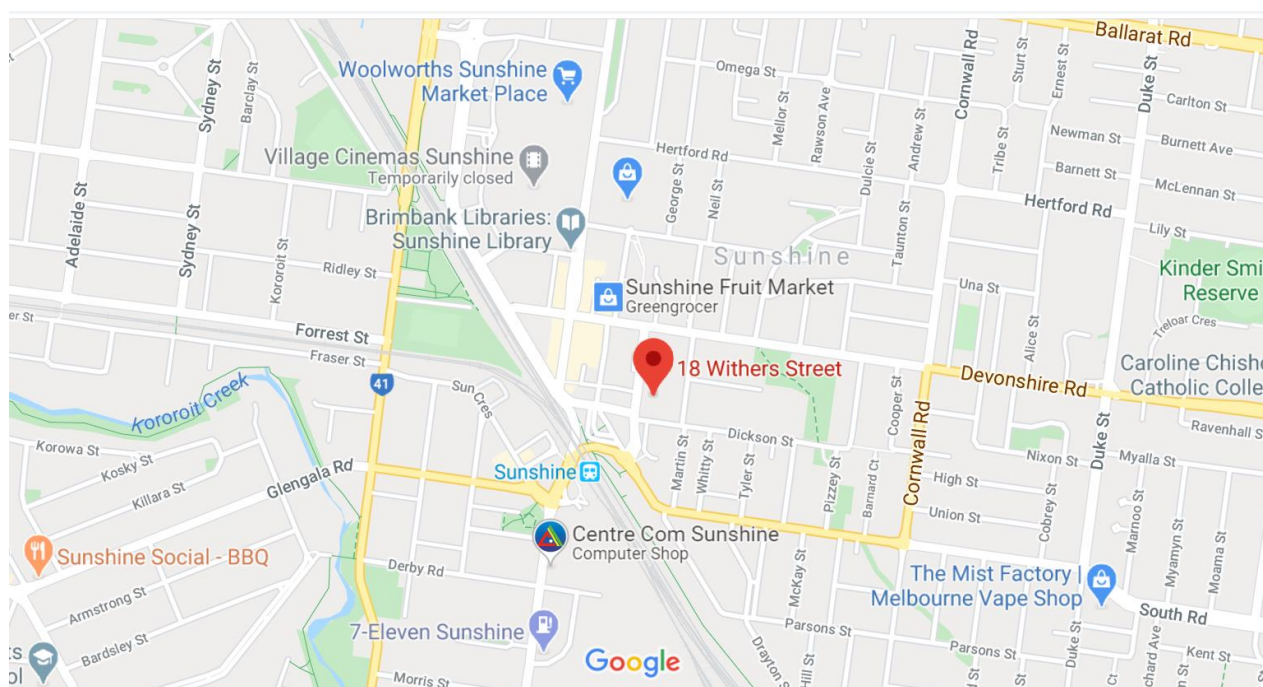
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## About Sunshine College of Management

Located at 18 Withers Street, Sunshine, in western metropolitan Melbourne, Victoria. Close to transport, retail shopping, entertainment and other colleges and universities. Just a 5 min walk from Sunshine Train/Bus Station and an 18-minute train ride to Flinders Street Station in central Melbourne - gives you access to Melbourne's entire public transport network (Metro Trains, Country Trains, trams and busses.)

College facilities include spacious well-equipped classrooms with data projectors, computer lab and internet access, student lounge and three commercial kitchens. Printing and photocopying is also available to all students.



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## Living in Melbourne

### 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.

### Victoria

About 36 per cent of Victoria is forest. The Murray is the State's longest river and there are a number of large inland lakes. Victoria's vast coastline extends over 1600 kilometres, bordering the Southern Ocean and Bass Strait and separating the Australian mainland from Tasmania.

Victoria is the most densely populated of Australia's 8 States and Territories. Some 26 per cent of all Australians live in Victoria and, of those, most reside in Melbourne, the nation's second largest city and capital of this state.

### Melbourne

Melbourne is the capital of the State of Victoria. It is situated on the Yarra River and around Port Phillip Bay with its beautiful beaches and water sports facilities. It is a beautiful spacious city with all the parks, gardens, sporting venues and scenic places that Australian space and natural resources allow.

Melbourne is a world-renowned cultural, artistic, financial and communications centre served by an international airport, a cargo and passenger seaport, and rail links to neighbouring States.

Melbourne, once voted the world's 'most liveable city', enjoys clean fresh air and beautiful parks and gardens.

Melbourne is considered to be the shopping capital of Australia and offers some of Australia's biggest shopping complexes as well as sophisticated, exclusive boutiques and a host of lively and popular markets.

One quarter of Melbourne's population was born overseas making it one of the world's most multicultural cities. There are now people from 140 nations living harmoniously together. This broad ethnic mix has brought many benefits to the city including a wide range of cuisines and over 2,300 elegant restaurants, bistros and cafes. Melbourne has an excellent public transport system with trams, trains and buses providing an extensive network throughout the city and suburbs.

The population is approximately 4 million. Melbourne is a sprawling city with suburbs extending up to 50km from the centre of the city.

The city centre is on the banks of the Yarra River, 5km from Port Phillip Bay.

The city centre features world class

- department stores
- historical architecture
- theatres, galleries and arts centres

Melbourne is only a short distance from many beautiful beaches as well as the Victorian mountain regions, where skiing is popular during winter.

The city and surrounding suburbs are well serviced by a public transport network of buses, trains and trams.

A multicultural city enriched by 170 ethnic groups. Sometimes called the culinary capital of Australia, Melbourne has a vast array of restaurants, offering a variety of international cuisine.



Bustling Chinatown in the heart of the city, serves up the finest of Asian cuisine and culture. Several other Melbourne streets are dedicated to Vietnamese, Japanese, Italian and Greek food - cuisine to suit every palate and many to suit a student's budget.

The Study Melbourne web site is a useful source of information, established by the Victorian government with information specifically on Melbourne and regional cities in Victoria. The web site address is <http://www.studymelbourne.vic.gov.au/>

Visitors and new residents can learn more about the Australian values statement and our history, culture and society from the Life in Australia book. This book has been translated into community languages commonly spoken by Australian migrants.

<https://immi.homeaffairs.gov.au/help-support/meeting-our-requirements/australian-values>

### **A Good Choice for Study**

Furthering your Education in Victoria is a smart move after school. Set fresh goals surrounded by the best support, skills and knowledge. You will find new strengths while you build on what you are already good at, working your way towards a successful career and future.

If you love learning, you will want to live in a city that is a centre for research, innovation and creativity. Melbourne is home to many quality universities, with three in the top ten universities in Australia. Our two top universities are ranked in the top 50 worldwide for their research as well as their courses. Melbourne is one of the top cities for learning in the world.

### **Become job-ready**

These courses are directly related to getting a job and assess you by how well you do the tasks needed for that job rather than by exams.

You can study these courses:

at a government owned Technical and Further Education (TAFE) institute

at a University

through a Registered Training Organisation.

### **Study Methods**

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, 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

### **Climate**

Melbourne 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

Melbourne does not have a specific wet season - it can rain at any time of the year.

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



## **Festivals**

- International Comedy Festival
- International Festival of the Arts
- Chinese New Year Parade
- Moomba Festival.

## **International sporting events:**

- Spring Racing Carnival (Melbourne Cup)
- Australian Open (Grand Slam tennis)
- Grand Prix Motor Racing
- World Series and Test cricket

## **Art**

Melbourne 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 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 College 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 Melbourne. As one of the most culturally diverse cities many Melbournians are naturally fluent in other languages.. In Melbourne not only is there the opportunity to improve your English through specialist study in an English-speaking environment but sectors of 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 Melbourne to take advantage of our world-class education and enjoy our friendly hospitality and cultural diversity. Melbourne 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, Melbourne offers modern transport systems, cosmopolitan shopping complexes and excellent health services.

### **Food**

Melbourne 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 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 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.

### **Transport**

With one of the highest standards of living in the world, Melbourne offers modern transport systems. Melbourne 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 can be bought at train stations, on buses and trams and at newsagencies.

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.

## **Cost of living and money matters**

### **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. Travellers 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, depending on individual store policy, will cash travellers cheques.

It is a good idea to set up an Australian bank account. You will need to provide your 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 [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au)

### **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 cent, 20 cent and 50 cent 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:-

- Hostels and Guesthouses - \$90 to \$150 per week
- Shared Rental - \$95 to \$215 per week
- Homestay - \$235 to \$325 per week
- Rental - \$185 to \$440 per week
- Boarding schools - \$11,000 to \$22,000 a year

For more information, visit: <https://www.studymelbourne.vic.gov.au/living-and-accommodation/how-to-find-accommodation>

**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.

**Working in Australia**

Immigration laws allow students to work for a limited number of hours whilst studying on a student visa in Australia. Students can currently work 40 hours per fortnight during Sunshine College of Management study time and full-time during breaks. However, work is not always easy to find and under no circumstances can students rely on income earned in Australia to pay tuition fees. Students are not permitted to work if it interferes with their study.

Services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman can be located in the following links:





<http://jobwatch.org.au/wp-content/uploads/2017/12/jobwatch-is-vic-2017.pdf>

<https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/international-students>

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

<https://www.fairwork.gov.au/>

## Cost of Living

Melbourne is a reasonably priced city providing good quality affordable living and abundant accommodation. 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 costs below are an approximate guide only and don't take into account your budget and spending habits. For more information, visit <https://www.studyinaustralia.gov.au/English/Live-in-Australia/living-costs>

1. Travelling to Australia for you and any family members travelling with you; and
2. 12 months living expenses, course fees and school fees for any school-aged (5 – 18yrs) dependents.

You must include the following when calculating your estimated expenses:

- Tuition fees; Fees for your first two semesters or trimesters
- For students or guardians - AUD\$21,041
- For partners coming with you - AUD\$7,362
- For a child coming with you - AUD\$3,152
- School fees for any school aged children (5 – 18) : \$ 8,000.00 per child

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.

Living expenses	
Groceries and eating out -	\$140 to \$280 per week
Gas, electricity	\$10 to \$20 per week
Phone and Internet	\$15 to \$30 per week
Public transport	\$30 to \$60 per week
Car (after purchase)	\$150 to \$260 per week
Entertainment	\$80 to \$150 per week

These prices are indicative and may fluctuate

## School-aged dependents

There are requirements for compulsory school attendance for children or dependents of international students. In Victoria it is compulsory for children to attend school until the age of 16. The choice of schools includes public schools, private schools and religious schools. People over the age of 16 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. School fees vary depending on the school. Details about the Victorian school system are available at Department of Education Skills and Employment website.



Intending students with dependents should budget for school fees, living costs and health insurance in their calculations. If you are intending that your dependents will attend a private school in Victoria you will have to contact the specific school to obtain information of fees. Information on private school in Australia is available at [www.education.vic.gov.au](http://www.education.vic.gov.au)

If you would like to bring your children to Australia with you, you must be aware of the following schooling issues:

- It is an immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia.
- Children who have their fifth birthday before 1st April of that calendar year are eligible to start school
- You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. The school will issue an electronic Confirmation of Enrolment Form (eCoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.
- The Australian Diplomatic Mission in your country can tell you which State schools are registered to take international students. Fees are payable by international students at all State schools unless you:
  - Are in receipt of sponsorship or scholarships from the Australian Government (e.g. the Australian Development Scholarship, IPRS);
  - Hold a higher institution or approved non-government scholarship. These scholarships must be approved by the State government for the dependants to be exempt from school fees.
- **You will be responsible** for school fees and other costs including school uniforms, books, excursions and stationery.
- When choosing the most appropriate school for your child, it is best to ask questions about the school's curriculum, size, extra-curricular activities and the size of individual classes.
- You should also take into consideration the distance from the school to your education institution, the suburb in which you intend to live and the method of transport you plan to use.

## Visa requirements

The Department of Home Affairs publishes a full list of mandatory and discretionary student visa requirements on their web site. <http://www.homeaffairs.gov.au/> Follow the Student Visa Conditions link for details

Additional information on student visa issues is available on the Department of Home Affairs website <http://www.homeaffairs.gov.au/>

## Full time study, course progress and attendance

Australian law requires International students to study at a full time study load. A full-time study load is a minimum of 20 hours per week. (20 scheduled course contact hours per week)

By default, SCM does not monitor attendance however it is recorded for the purpose of its Course Progress and Intervention Policy. In support of its Course Progress and Intervention Policy, class attendance is recorded as this is considered as an early indicator of a student's possible failure to maintain course progress. These records permit early intervention by the College to provide the student with additional support. Sunshine College of Management monitors the progress of each overseas student to ensure the student is in a position to complete the course within the expected duration specified on the student's CoE for students undertaking vocational courses. Students undertaking vocational courses will have their attendance monitored because poor attendance means that students will not progress through the course at the required rate. Where there is evidence from the student's assessment tasks, participation in tuition activities or other indicators of academic progress, the overseas student is at risk of not meeting those requirements, Sunshine



College of Management is required to review your involvement, counsel you, implement an intervention strategy and, if unsatisfactory progress persists, notify the Department of Education Skills and Employment.

### **Change of address**

Upon arriving in Australia, you are required to advise Sunshine College of Management of your current contact details and any subsequent changes to your residential address. This is extremely important to ensure you receive correspondence whilst studying. Sunshine College of Management may also send notices to you, which are aimed at helping prevent breaches of your visa conditions. It is your responsibility and in your own best interest to ensure that you always update your contact details to ensure you receive important and up to date information during your enrolment.

SCM will remind you to update any change to contact details every 6 months.

It is a requirement that the overseas student or intending overseas student, while in Australia and studying with SCM, must notify the College of;

- their current residential address, mobile number (if any) and email address (if any)
- who to contact in emergency situations
- any changes to those details, within 7 days of the change

Additional information on student visa issues is available on the Home Affairs [web site](#)

### **Overseas student health cover**

Overseas student health cover (OSHC) is insurance that provides cover on the costs for medical and hospital care which international students may need while in Australia. OSHC will also pay for most prescription drugs and emergency ambulance transport.

If you are an international student studying in Australia, you must purchase an approved OSHC policy from a registered health benefits organisation - commonly referred to as health funds before applying for your visa. You will need to buy OSHC before you come to Australia, to cover you from when you arrive. You will also need to maintain OSHC throughout your stay in Australia. You can find out more about purchasing OSHC at the [Department of Health and Aging](#)

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

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2018.

### **Protection for overseas students**

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

### **Your rights**

The ESOS framework protects your rights, including:

- your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent. If you are



under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, welfare and support.

- your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- your right to get the education you paid for. The ESOS framework includes 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.

The Tuition Protection Service (TPS) is a placement and refund service for international students, which is activated in the event that your provider is unable to teach your course. Visit the TPS website for more information, at [www.tps.gov.au](http://www.tps.gov.au).

The ESOS framework sets out the standards Australian education providers offering education services to overseas students must obey. These standards cover a range of information you have a right to know and services that must be offered, including:

- orientation and access to welfare and support services to help you study and adjust to life in Australia
- who the contact officer or officers is for overseas students
- if you can apply for course credit
- when your enrolment can be deferred, suspended or cancelled
- what your provider's requirements are for satisfactory progress in the courses you study and what welfare and support assistance is available if you are not progressing well
- if attendance will be monitored for your course, and
- a complaints and appeals process.

One of the standards does not allow another education provider to enrol a student who wants to transfer to another course, but has not completed six months of the final course of study you plan to undertake in Australia. If you want to transfer beforehand you need your provider's permission.

### **Your responsibilities**

As an overseas student on a student visa, you have responsibilities to:

- satisfy your student visa conditions
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- meet the terms of the written agreement with your education provider
- inform your provider if you change your address
- maintain satisfactory course progress
- if attendance is recorded for your course, follow your provider's attendance policy, and
- if you are under 18, maintain your approved accommodation, support and general welfare arrangements.



### Contact Details

Who?	Why?	How?
Your provider	For policies and procedures that affect you	<ul style="list-style-type: none"> <li>• Speak with your provider.</li> <li>• Go to your provider's website</li> </ul>
Department of Education Skills and Employment	For your ESOS rights and responsibilities	<ul style="list-style-type: none"> <li>• <a href="http://www.education.gov.au">www.education.gov.au</a></li> <li>• ESOS Helpline 1300 615 262</li> </ul>
Department of Home Affairs	For visa matters	<ul style="list-style-type: none"> <li>• <a href="http://www.homeaffairs.gov.au">www.homeaffairs.gov.au</a></li> <li>• Phone 131 881 in Australia</li> <li>• Contact the immigration office in your country.</li> </ul>

The PDF version of the ESOS Framework is available at :

<https://docs.education.gov.au/system/files/doc/other/esosstudentfactsheetv3.pdf>

A detailed explanation of Part D of the National Code is available at:

<https://internationaleducation.gov.au/regulatory-information/education-services-for-overseas-students-esos-legislative-framework/national-code/nationalcodepartd/pages/esosnationalcode-partd.aspx>

### Standards for Registered Training Organisations

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met. ASQA regulates providers according to the Standards for Registered Training Organisations (SRTOs) 2015. For further information regarding the Standards for Registered Training Organisations (SRTOs) 2015, refer to

<http://www.asqa.gov.au>

As a provider of vocational training and education programs, SCM provides competency based training and assessment. This means that students are assessed against industry determined competency standards that are set out in the related training package or accredited course. These competency standards (known as units of competency) describe the discrete work tasks and knowledge, as well as the technical and employability skills that a person needs to perform a task effectively in the workplace.

Competency is assessed by comparing the prescribed units of competency with the student's workplace performance and their ability to apply their skills and knowledge in a range of routine and non-routine situations.

### Quality training

SCM ensures that all training services provided are of the highest quality standard possible and are reflective of current industry trends and delivered by appropriately qualified trainers who have extensive industry experience via face-to-face and supported learning.

The training philosophy held by SCM is that students learn best by doing and gaining practical experience in real situations. Therefore, where possible, training practices will reflect and incorporate simulated work experiences and examples from students and trainers, as well as the workplace environment that students can expect for the industry that they are learning about. Students are encouraged to purchase a laptop or other electronic device to support their studies.





This is not a requirement, but rather a recommendation. Having your own device will ensure you do not have to rely on accessing SCM's computers to complete assessments and course work. A range of training methodologies are used in the class, such as, presentations, e-learning resources, zoom meetings, just to name a few. Students are expected to actively participate by answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and participating in role-play scenarios.

### Assessment

Students are provided with tasks to complete throughout each unit of competency. The assessment process includes the gathering of evidence to demonstrate competence. Students are assessed using a range of methods such as, written questions, practical demonstration, research/project or case studies. Students are required to submit all tasks, to their trainer/assessor in person. Assessments will be marked by trainers/assessors and feedback provided to the students.

### Re-Assessment

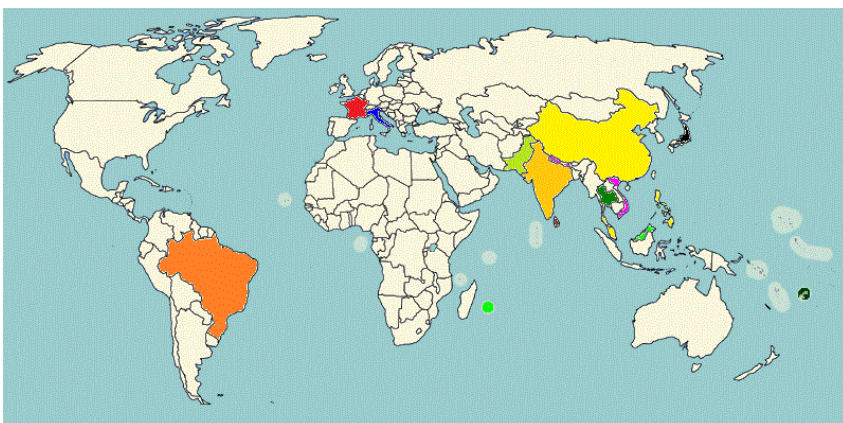
Students, who are deemed Not Competent in any assessment, have the right to a reassessment. Student will need to repeat the unit where the student has been deemed Not Competent after two re-assessment attempts. Where an additional assessment is required after the second attempt, in order to achieve competency, SCM reserves the right to charge a student, an additional unit re-enrolment fee.

### Duration of Courses

All enrolments have a maximum duration and students need to complete the course within the specified enrolment duration to avoid additional fees. Students who do not complete all units within the maximum timeframe will receive a Statement of attainment listing the units they have completed at no additional cost. Enrolment begins from the course commencement.

## Enrolment

**At SCM, we are passionate about connecting cultures and helping people change their lives. Have a look at where people come from to study at SCM.**



Intending overseas students wishing to enrol at Sunshine College of Management can do so by completing the enrolment process.

Applications may be submitted [admissions@scm.vic.edu](mailto:admissions@scm.vic.edu)

The student has returned a signed and submitted acceptance and agreement to SCM with appropriate payment confirming

acceptance to the offer and terms and conditions of enrolment at SCM. This payment may be made concurrently with the submission of the agreement or prior to the issuance of the confirmation of enrolment (CoE). For more information, please refer to [www.scm.vic.edu.au/Admissions.aspx](http://www.scm.vic.edu.au/Admissions.aspx)





# Qualifications

## Business

### BSB50215 Diploma of Business

#### Duration

This course is delivered over 51 weeks including breaks

#### Description

This qualification reflects the role of individuals with substantial experience in a range of settings who are seeking to further develop their skills across a wide range of business functions. This qualification is also suited to the needs of individuals with little or no vocational experience, but who possess sound theoretical business skills and knowledge that they would like to develop in order to create further educational and employment opportunities.

<input type="checkbox"/> <b>BSB50215 Diploma Of Business</b>	<b>087202D</b>	51weeks	<b>\$11,000.00</b>
Tuition Fees include Material and Application Fees (\$250 Application fee + \$1000 Materials Fee non-refundable) <input type="checkbox"/> Payment as per study periods* {\$2,437.50 x4 + (\$250 Application fee + \$1000 Materials Fee non-refundable)			

For more information, refer to <http://www.scm.vic.edu.au/BusinessI.aspx>

### BSB60215 Advanced Diploma of Business

#### Duration

The program is delivered over 52 weeks including breaks

#### Description

This qualification reflects the role of individuals with significant expertise in either specialized or broad areas of skills and knowledge and who are seeking further developed expertise across a range of business functions. This qualification is also suited to the needs of individuals who possess significant theoretical business skills and knowledge that they would like to further develop in order to create further educational or employment opportunities.

<input type="checkbox"/> <b>BSB60215 Advanced Diploma Of Business</b>	<b>087485K</b>	52 weeks	<b>\$19,000.00</b>
Tuition Fees include Material and Application Fees (\$250 Application fee + \$1000 Materials Fee non-refundable) <input type="checkbox"/> Payment as per study periods* {\$4437.50 x4 +(\$250 Application fee + \$1000 Materials Fee non-refundable)			

For more information, refer to [http://www.scm.vic.edu.au/advanced\\_diploma\\_of\\_business.aspx](http://www.scm.vic.edu.au/advanced_diploma_of_business.aspx)



# Commercial Cookery

## SIT30816 Certificate III in Commercial Cookery

### Duration

The program is delivered over 52 weeks including breaks

### Description

This qualification reflects the role of commercial cooks who have a supervisory or team leading role in the kitchen. They operate independently or with limited guidance from others and use discretion to solve non-routine problems

<input type="checkbox"/> <b>SIT30816 Certificate III in Commercial Cookery</b>	<b>094137A</b>	52 weeks	<b>\$13,000.00</b>
Tuition Fees include Material and Application Fees (\$250 Application fee + \$1000 Materials Fee non-refundable) <input type="checkbox"/> Payment as per study periods* {\$2937.50 x4 + (\$250 Application fee + \$1000 Materials Fee non-refundable)			

For more information, refer to <http://www.scm.vic.edu.au/Certificate-III-in-Commercial-Cookery.aspx>

## SIT40516 Certificate IV in Commercial Cookery

### Duration

The program is delivered over 80 weeks including breaks

### Description

This qualification reflects the role of commercial cooks who have a supervisory or team leading role in the kitchen. They operate independently or with limited guidance from others and use discretion to solve non-routine problems

<input type="checkbox"/> <b>SIT40516 Certificate IV in Commercial Cookery</b>	<b>094138M</b>	80 Weeks	<b>\$18,000.00</b>
Tuition Fees include Material and Application Fees (\$250 Application fee + \$1000 Materials Fee non-refundable) <input type="checkbox"/> Payment as per study periods* {\$3,000 (x5)+ \$1750 x1 + (\$250 Application fee + \$1000 Materials Fee non-refundable)			

For more information, refer to <http://www.scm.vic.edu.au/Certificate-IV-in-Commercial-Cookery.aspx>



# Hospitality Management

## SIT50416 Diploma of Hospitality Management

### Duration

The program is delivered over 75 weeks including breaks

### Description

This qualification reflects the role of individuals who use sound knowledge of industry operations and a broad range of managerial skills to coordinate hospitality operations. They operate independently, have responsibility for others and make a range of operational business decisions

<input type="checkbox"/> <b>SIT50416 - Diploma of Hospitality Management</b>	<b>091031F</b>	75 weeks	<b>\$19,500.00</b>
Tuition Fees include Material and Application Fees (\$250 Application fee + \$1000 Materials Fee non-refundable)			
<input type="checkbox"/> Payment as per study periods* {\$3,000 (x5) + \$3250x1+ (\$250 Application fee + \$1000 Materials Fee non-refundable)			

For more information, refer to <http://www.scm.vic.edu.au/Diploma-Of-Hospitality-Management.aspx>

## SIT60316 Advanced Diploma of Hospitality Management

### Duration

The program is delivered over 94 weeks including breaks

### Description

This qualification reflects the role of highly skilled senior managers who use a broad range of hospitality skills combined with specialised managerial skills and substantial knowledge of industry to coordinate hospitality operations. They operate with significant autonomy and are responsible for making strategic business management decisions.

<input type="checkbox"/> <b>SIT60316 Advanced Diploma of Hospitality Management</b>	<b>091111F</b>	94 weeks	<b>\$21,500.00</b>
Tuition Fees include Material and Application Fees (\$250 Application fee + \$1000 Materials Fee non-refundable)			
<input type="checkbox"/> Payment as per study periods* {\$3,000x6 + \$2250x1 + (\$250 Application fee + \$1000 Materials Fee non-refundable)			

For more information, refer to <http://www.scm.vic.edu.au/Advanced-Diploma-Of-Hospitality-Management.aspx>



## Work Placement

The term work placement is used to describe any type of placement or experience in the workplace that formally contributes to the assessment process. This includes the need to collect and use information from the work placement as part of the student's overall assessment. In the hospitality sector, work requirements are expressed as 'service periods' or 'shifts' in an environment such as a kitchen or restaurant.

Work placement is essential to ensure that when students leave, they will be ready to work in a real commercial environment anywhere. Firstly, the work placement is representing the result of a course of study, as it is where knowledge and skills are integrated, and secondly, the environment is real. It offers the opportunity to practise and demonstrate the skills and knowledge gained and developed throughout the course. The additional practice that students undertake in the workplace enables them to work towards mastering the set of skills or competencies required by industry.

Work placement is a compulsory component for the following courses;

SIT30816 – Certificate III in Commercial Cookery

SIT40516 – Certificate IV in Commercial Cookery

SIT50416- Diploma of Hospitality Management

SIT60316- Advanced Diploma of Hospitality Management.

It is aimed at giving students a varied experience in a real life situation, under normal commercial pressures. In this live environment, they will test their skills and knowledge when the kitchen is busy, customers are waiting, or it is "rush hour"

In the unit, SITHCCC020 Work effectively as a cook, students are required to safely and hygienically prepare, cook and present menu items for a minimum of 48 complete food service periods (shifts) in an operating commercial kitchen working a combination of: breakfast, lunch, dinner and special functions

In the unit, SITHKOP005-Coordinate cooking operations, students are required to undertake 12 food service periods focussing on the production of required food supplies, processes and monitoring the quality of kitchen outputs

Sunshine College of Management encourages students to source their own work placement, however, SCM's work placement co-ordinator is available to offer assistance, should the need arise.



### **Credit transfer**

“Credit Transfer” (CT) defined by AQF as a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications

SCM accepts and provides credit to learners for units of competency where these are evidenced by;

- AQF certification issued by another RTO or AQF authorised issuing organisation
- Authenticated VET transcripts issued by the Registrar

Students can apply for a credit transfer through the credit transfer application at the commencement of course or as soon as possible.

All applications are to be submitted to Administration and students are to provide a certified copy or the original documents so that these can be sighted and copied.

### **Recognition of Prior Learning (RPL)**

Recognition of Prior Learning is the formal process by which the skills and knowledge gained through work and life experience and outside formal training arrangements are formally recognised.

This process allows competency to be determined without the student being required to complete formal training and assessment tasks. When recognition is gained for a unit this means it will not be required to be included in the student's course of study.

SCM has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option

SCM offers this process for candidates who want to gain recognition for an individual unit or the complete qualification. All applications are to be submitted to Administration. Please note that any evidence provided through the RPL process is to be no more than 3 years old (this includes time employed in industry) from the date of application. This is to ensure currency of skills and knowledge

SCM has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option



# Policies and Procedures

## Attendance and Course Progress

Sunshine College of Management has documented policies and procedures to identify, notify and assist an overseas student at risk of not meeting course progress and attendance requirements where there is evidence from the overseas student's assessment tasks, participation in tuition activities or other indicators of academic progress that the overseas student is at risk of not meeting those requirements

By default, SCM does not monitor attendance however it is recorded for the purpose of its Course Progress and Intervention Policy. In support of its Course Progress and Intervention Policy, class attendance is recorded and reviewed as this is considered as an early indicator of a student's possible failure to maintain course progress. These records permit early intervention by the College to provide the student with additional support.

The monitoring of a student's course progress allows SCM to assess whether a student is meeting course progress requirements and to identify and offer support to those students who are at risk of not achieving satisfactory course progress

Students undertaking studies at SCM are required to attend a minimum of 20 scheduled contact hours of classes per week face-to-face. For full policy details refer to

[http://www.scm.vic.edu.au/Documents/policies/Course\\_Progress\\_and\\_Intervention.pdf](http://www.scm.vic.edu.au/Documents/policies/Course_Progress_and_Intervention.pdf)

## Plagiarism, Cheating and Academic Misconduct

SCM is committed to upholding standards of student integrity and honesty in regards to the assessment of their work and places value in the declarations of authenticity made by students.

Students are expected to act with integrity at all times and only submit work that is their own, or that has been appropriately referenced and includes acknowledgements of all texts and resource materials utilised in the development of the work.

Students and staff have a duty to ensure they gain the necessary understanding of how to correctly acknowledge and cite references and resources so as to minimise the incidence of plagiarism and cheating and the allegations of such

### Definitions

*Cheating* – seeking to obtain an unfair advantage in the assessment of any piece of work.

*Plagiarism* – to take and use the ideas and/or expressions and/or wording of another person or organisation and passing them off as one's own by failing to give appropriate acknowledgement. This includes material from any source such as staff, students, texts, resources and the internet, whether published or unpublished.

*Academic Misconduct* - falsifies or misrepresents workplace information, forges or falsifies documents

For full policy details refer to

[http://www.scm.vic.edu.au/Documents/policies/Plagiarism\\_and\\_Cheating\\_PP.pdf](http://www.scm.vic.edu.au/Documents/policies/Plagiarism_and_Cheating_PP.pdf)





## Fees and Charges

Sunshine College of Management must enter into a written agreement with overseas student or intending overseas student, signed or otherwise accepted by the student, concurrently with or prior to accepting payment of tuition fees or non-tuition fees. Indicative tuition and non-tuition fees, including advice on the potential for changes to fees over the duration of a course is provided to students prior to enrolment and contained in the acceptance agreement. Students may enter into a payment plan.

A list of all tuition fees payable by the student for the course, the periods to which those tuition fees relate and payment options available are provided in the pre-enrolment information and acceptance agreement. Students are responsible for keeping a copy of the written agreement as supplied by SCM and receipts of any payments of tuition fees and/ or non-tuition fees

Payments can be made by cash in person, by credit card (Visa and Master Card only), direct debit or by direct deposit by quoting or referencing your student number. There will be a 2% surcharge on credit card payments.

### Late Payment or Non Payment of fees

It is the responsibility of the student to ensure that fee payments are made promptly in accordance with the signed acceptance and agreement or payment plan

- Students must pay the required amount in full on or before 5 pm of the due date.
- Payments made after due date will incur a late fee; please refer to “Additional Charges”.

SCM reserves the right to suspend training services until payment is made to bring fees up to date. Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.

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### Additional Fees and Charges

Course fees do not include the following charges:

Re-Issue of Testamurs / Statements of attainment - \$50 each copy

Reassessment Fee \$220.00 (after second attempt)

RPL Fee \$250.00 per unit

Re-Issue of Student Card \$20.00

Late payment of semester fees - \$250.00 per instalment

Course Cancellation \$200.00

Change to CoE \$200. Not applicable where support has been provided to achieve learning outcomes.

Unit re-enrolment fee \$500.00 (for students who exceed the maximum duration period)

Re-activation of learning platform \$250.00

For full policy details refer to

[http://www.scm.vic.edu.au/Documents/policies/Fees\\_and\\_Charges\\_PP.pdf](http://www.scm.vic.edu.au/Documents/policies/Fees_and_Charges_PP.pdf)



## Refunds

Sunshine College of Management's refund policy observe the principles outlined in the ESOS Act 2000. The policy applies to current and intending overseas students relating to the refund of tuition fees and non-tuition fees in the case of student and provider default. The policy provides the details of amounts that may or may not be repaid to the overseas, processes for claiming a refund and how refunds are paid

For full policy details refer to [http://www.scm.vic.edu.au/Documents/policies/Refund\\_PP.pdf](http://www.scm.vic.edu.au/Documents/policies/Refund_PP.pdf)

## Complaints and Appeals

Despite all efforts made, to provide satisfactory services to its students, complaints may occasionally arise requiring formal resolution. SCM is committed to developing and maintaining an effective, timely, fair and equitable complaints and appeals system, which is easily accessible and offered to all clients, students, and other stakeholders.

Stakeholders are encouraged, wherever possible; to resolve concerns or difficulties directly with the person(s) concerned to deal with the issue before it becomes a formal complaint. SCM's Student Support Officers are available to assist students to resolve their issues at this level. If a complaint cannot be resolved within the organisation, SCM's complaints and appeals process will be implemented which includes referral to an independent external body. The Complaints and Appeals Policy and Procedure provides a framework to enable current and prospective student's academic and non-academic concerns to be effectively managed.

For full policy details refer to

[http://www.scm.vic.edu.au/Documents/policies/Complaints\\_and\\_Appeals\\_PP.pdf](http://www.scm.vic.edu.au/Documents/policies/Complaints_and_Appeals_PP.pdf)

## Student Transfer

SCM does not enrol transferring students prior to the student completing six months of their principal course of study except for the circumstances outlined in its policy.

The principal course is the main course of study to be undertaken by an overseas student where the student visa has been issued for multiple courses of study. The principal course of study would normally be the final course of study where the overseas student arrives in Australia with a student visa that covers multiple courses.

Students wishing to transfer to another registered provider from Sunshine College of Management may transfer to another provider after completing six months of their principal course. Where this is not the case, a release letter application form must be completed with supporting evidence in line with SCM's Student Transfer policy and procedure.

For full policy details refer to

[http://www.scm.vic.edu.au/Documents/policies/Student\\_transfer\\_PP.pdf](http://www.scm.vic.edu.au/Documents/policies/Student_transfer_PP.pdf)



## Deferment, Suspension and Cancellation Policy

A student may request to defer commencement of studies or suspend their enrolment on compassionate and compelling circumstances. The request must be made in writing and provide supporting documentation.

### Deferring Enrolment

A student may defer commencement of a course, suspend, or cancel their enrolment in the event of visa delay or refusal. Sunshine College of Management may defer commencement of a course when a course is not offered at the proposed date or other reasons where it is necessary to delay commencement of the course.

**Suspending enrolment** a student may suspend their enrolment if there are extenuating circumstances such as personal illness, bereavement or serious illness of an immediate family member.

Sunshine College of Management may suspend or cancel a student's enrolment including, but not limited to:

- Misbehaviour/breach of SCM's code of conduct
- the student's failure to pay an amount he or she was required to pay SCM to undertake or continue the course as stated in the written agreement
- a breach of course progress or attendance requirements by the overseas student, which must occur in accordance with the overseas student visa requirements.

Should SCM initiate suspension or cancellation of the overseas student's enrolment, SCM will advise the student of the reasons and of their right to appeal through SCM's complaints and appeals process within 20 working days.

For full policy details refer to

[http://www.scm.vic.edu.au/Documents/policies/Defer\\_Suspend\\_and\\_Cancel\\_PP.pdf](http://www.scm.vic.edu.au/Documents/policies/Defer_Suspend_and_Cancel_PP.pdf)

[http://www.scm.vic.edu.au/Documents/policies/Student\\_Code\\_of\\_Conduct\\_PP.pdf](http://www.scm.vic.edu.au/Documents/policies/Student_Code_of_Conduct_PP.pdf)

## Student Welfare and Support Services

Sunshine College of Management has allocated support staff to provide support services to students that enables students to not only adjust to life in Australia, but resources that assist in employment rights and conditions,, general or personal circumstances that may adversely affect students education in Australia, study techniques. Student support services are regularly reviewed and updated. Services provided by Sunshine College of Management are at no additional cost to the students. Where external support services may be required, SCM will not charge the students for the referral, however students may be charged for the services they acquire by the external service.

For full policy details refer to

[http://www.scm.vic.edu.au/Documents/policies/Welfare\\_and\\_Support\\_Services\\_PP.pdf](http://www.scm.vic.edu.au/Documents/policies/Welfare_and_Support_Services_PP.pdf)

We will respect your right to privacy. Any information disclosed will remain strictly confidential.

For our Support Service call 03 9311 5101 from Mon-Sun 9.00am-5.00pm



## Key College Staff

Position	Services	Phone	Email
Chief Executive Officer	Critical Incident	61-3-9311 5180	<a href="mailto:sukhminder@scm.vic.edu.au">sukhminder@scm.vic.edu.au</a>
Compliance Officer	Complaints and Appeals	61-3-9311 5180	<a href="mailto:compliance@scm.vic.edu.au">compliance@scm.vic.edu.au</a>
Student Support officer	Referrals English Language Study Techniques Support Services Directory Resume Writing	61-3-9311 5180	<a href="mailto:studentsupport@scm.vic.edu.au">studentsupport@scm.vic.edu.au</a> <a href="mailto:reception@scm.vic.edu.au">reception@scm.vic.edu.au</a>
Trainer	Computer/IT Study Techniques Avoiding Plagiarism	61-3-9311 5180	
Admissions Officer	Student Visa Student Admissions	61-3-9311 5180	<a href="mailto:admissions@scm.vic.edu.au">admissions@scm.vic.edu.au</a>

## External and Community Support Services

Our student support officers manage student welfare issues with sensitivity and in-confidence. With links to a number of professional counselling and welfare organisations our staff will be able to direct our students to appropriate help if required. Other useful Educational and Support Services are available in this section. Contact our Administration / Support staff or speak with your Trainer with any requests for support and they will be able to direct you to the appropriate staff. Alternatively, you may wish to browse the following references:

### Study Melbourne:

<https://www.studymelbourne.vic.gov.au/help-and-support/study-melbourne-student-centre/support-services-at-smsc>

### Reading and Writing Hotline

Telephone: 1300 655 506

Website: <http://www.literacyline.edu.au/index.html>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

### The Victorian Equal Opportunity & Human Rights Commission

Telephone: (03) 9281 7100

The Commission's can resolve individual complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

### Information on renting rights and responsibilities

<https://www.consumer.vic.gov.au/internationalstudents>



### **Legal Aid Victoria**

Telephone: 1800 677 402

Website: <https://www.legalaid.vic.gov.au/>

Victoria Legal Aid helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

### **Disability Rights Victoria**

Telephone: 1800 462 480

Website <https://www.humanrightscommission.vic.gov.au/human-rights/disability-rights>

Disability Rights Victoria is an advocacy organisation directed by people with a disability. They work with and on behalf of adults with a disability. They provide individual advocacy, information and support to people with a disability via our network of advocates located across Victoria. This support may include making representation on behalf of individuals with a disability, helping individuals to advocate for themselves or helping others to advocate for them.

### **Library Facilities**

Telephone: 03 9249 4640

Website: <https://www.brimbanklibraries.vic.gov.au/>

All Students are provided with workbooks related to their course. In addition, Sunshine College of Management has a set of reference material related to the course and available to students. Sunshine College of management has arrangements with Brimbank Library for individual student to access the facility.

In addition, class groups can use the Brimbank Library facilities on arrangement with the Library branch Coordinator. During the orientation, students will be encouraged to join the Library which is free

### **English Learning Resources**

<https://www.brimbanklibraries.vic.gov.au/index.php/learning/learning-english>

<http://www.5minuteenglish.com/learn-english-free.htm>

<https://www.literacyplanet.com/au/libraries/>

### **Fair Work Australia**

Telephone: 1300 799 675

Website: <http://fairworkhelp.com.au>

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

### **Reach Out**

Website: <https://au.reachout.com/>

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.



## Lifeline Crisis and Suicide prevention

<https://www.lifeline.org.au/>

## Beyond Blue Depression Anxiety

<https://www.beyondblue.org.au/>

## Free Welfare Referral Service

<https://www.liferesolutions.com.au/about/>

## Lifeline

Telephone: 13 11 14 Website:

<https://www.lifeline.org.au/>

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

**24/7 Mental Health Services**

<b>Beyond Blue</b> <i>Anyone feeling anxious or depressed</i> <a href="https://beyondblue.org.au">beyondblue.org.au</a> 1300 22 4636	<b>Kids Helpline</b> <i>Counselling for young people aged 5 to 25</i> <a href="https://kidshelpline.com.au">kidshelpline.com.au</a> 1800 55 1800
<b>MensLine Australia</b> <i>Men with emotional or relationship concerns</i> <a href="https://mensline.org.au">mensline.org.au</a> 1300 78 99 78	<b>Open Arms</b> <i>Veterans and families counselling</i> <a href="https://openarms.gov.au">openarms.gov.au</a> 1800 011 046
<b>Lifeline</b> <i>Anyone having a personal crisis</i> <a href="https://lifeline.org.au">lifeline.org.au</a> 13 11 14	<b>Suicide Call Back Service</b> <i>Anyone thinking about suicide</i> <a href="https://suicidecallbackservice.org.au">suicidecallbackservice.org.au</a> 1300 659 467

**Is it an emergency?**

If you or someone you know is at immediate risk of harm, call **triple zero (000)**

## Critical incidents

A critical incident is a traumatic event or the threat of a traumatic event that occurs within Australia, within the student's home country and which causes either extreme stress, fear or injury. These incidents are ones that could affect a student's ability to undertake or complete a course. The term a critical incident is very diverse but includes such events as:

- Missing student (the student has not attended class and is not contactable for a period of time)
- Missing relatives especially parents or siblings
- Severe verbal or psychological aggression;
- Death, serious injury or attempt (to oneself or immediate member of family)
- Fire/storm/natural disaster
- Assault/shooting
- Issues such as domestic violence, physical, sexual or other abuse drug or alcohol abuse and
- Threat of widespread infection or contamination (e.g. declaration of pandemic)
- Political change
- Acts of war or other conflict

This list is not designed to limit the definition but to show that these events are of major impact and consequence

## Seeking assistance and reporting Critical incidents

In the event of a critical incident, please ensure to contact emergency services **FIRST** when required, then contact SCM (sukhminder) on +61 93115101 or email [sukhminder@scm.vic.edu.au](mailto:sukhminder@scm.vic.edu.au) [admissions@scm.vic.edu.au](mailto:admissions@scm.vic.edu.au) (24 hours)





## Student Safety and Security Measures

### Be prepared

Keep emergency contact numbers with you.

Carry a mobile telephone, and program your emergency numbers into your phone

Be aware of your surroundings

Stick to main roads rather than quiet, unlit paths

Avoid isolated areas

Pay attention to your intuition. If any area doesn't feel safe - avoid it

Change direction if you think you are being followed

Don't walk alone at night

If in trouble, make a lot of noise

Be alert and walk purposefully

If you have trouble speaking English, carry a small document with your name, address, date of birth, telephone number and native language. If you have a local friend who can help interpret for you, include their contact details too

Do not carry large amounts of money

### If you have a car

If possible, park your car close to your building in a well-lit, busy area

Don't leave valuable items in your car

Lock all your car doors and windows when you leave your car

Consider installing security technology in your car

Before you return to your car, check the surrounding area

If you notice any strangers hanging around the car park, call the police

Carry your keys in your hand so you can get into your car quickly

SCM recognises the importance of providing a safe and healthy environment for students and visitors during their participation in work and training activities with the organisation.

SCM aspires for excellence in workplace health and safety and is committed to providing an environment which is free from risks and conducive to the productivity and efficiency needs of its students and others.

**For more information visit** <https://www.studyinaustralia.gov.au/English/Live-in-Australia/Health-and-safety/transport-personal>

**Useful Contact: Sunshine Police Station 497 Ballarat Rd, Sunshine VIC 3020, (03) 9313 3333 or Call 000**