SUNSHINE COLLEGE OF MANAGEMENT PTY LTD
CRICOS PROVIDER CODE **02835G** NATIONAL PROVIDER CODE 121908

International Student Prospectus

Contents

Sunshine College of Management Pty. Ltd.

About Sunshine College of Management

Sunshine College of Management offers training at a metropolitan location close to transport, retail shopping, entertainment and other colleges and universities. Check out the locations at Google Maps

Address

The campus is located at 18 Withers Street, Sunshine, Victoria.

Sunshine College of Management is located in western metropolitan Melbourne located close to transport, retail shopping, entertainment and other colleges and universities. Sunshine bus and railway station is just a 2 minute walk from the main campus; this allows access to Metro Trains, Country Trains and busses. Sunshine railway station is an 18 minute train ride to Flinders Street Station in central Melbourne which gives access to Melbourne's entire train network.

College facilities include modern well equipped classrooms with data projectors, computer and internet facilities with printing and photo copying facilities available to all students.

There is a retail baking kitchen available on campus at 18 Withers Street, Sunshine, 3020.

Students will be given complete information about the location of facilities during the orientation program run by the College.
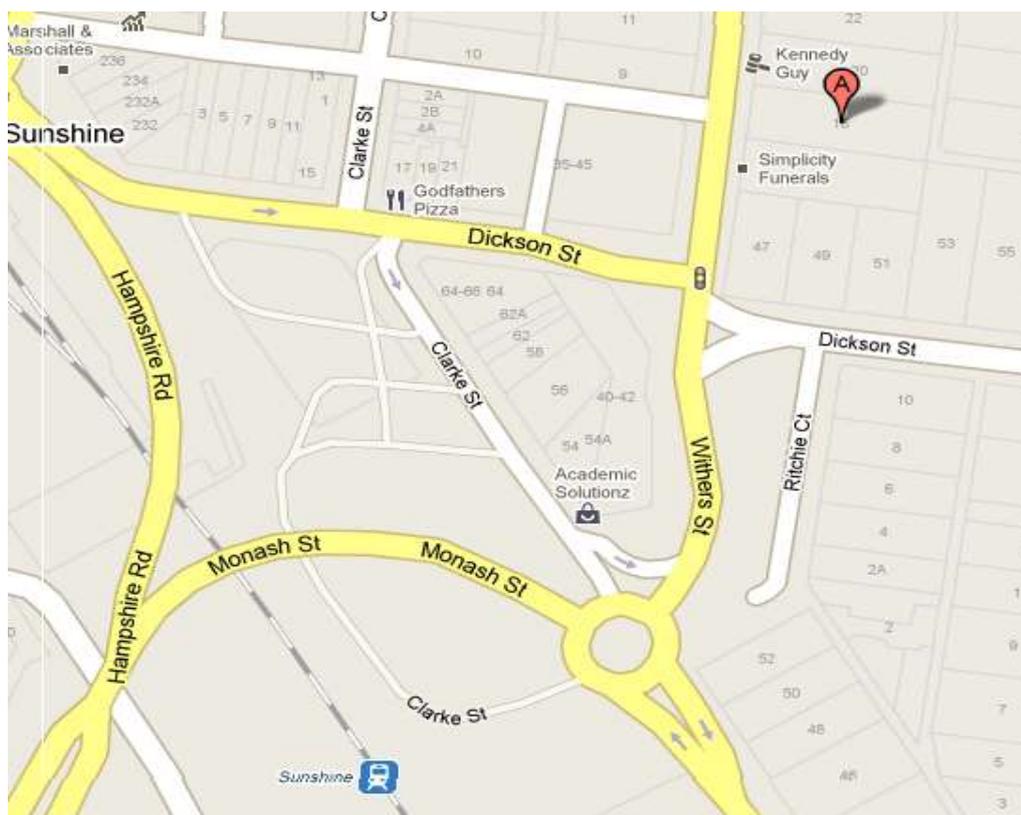
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Living in Melbourne

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/

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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'll find new strengths while you build on what you're already good at, working your way towards a successful career and future.

If you love learning, you'll want to live in a city that's 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 world-wide 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.

Choose your pathway from school into further education or other career options with the advantage of a widely recognised education history

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

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- Moomba Festival.

International sporting events:

- Spring Racing Carnival (Melbourne Cup)

- Australian Open (Grand Slam tennis)

- Grand Prix Motor Racing

- World Series and Test cricket

- Bells Beach Surf Classic

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 Melbounre. 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

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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.

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.

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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

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

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Accommodation

The following types of accommodation are available for International students:-

1. Full Board (Home-stay) 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 Welfare Officer.

Some useful internet sites for housing are:

Student Housing Australia   Share Accommodation   www.studyinaustralia.gov.au

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.

Overseas Student Health Cover (OSHC)[1]

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.

Annual rates are AU$534.60* for single coverage and AU$3821.40* for family coverage. OSHC is also charged on a pro-rata basis for shorter courses.

Cost of Living

Melbourne is a reasonably priced city providing good quality affordable living and abundant accommodation. Students will need about AU$18,000 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 AU$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.

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1. OSHC annual fees taken from Bupa.com.au- March 2015

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Food*	Personal Effects/Services*
Milk 1 litre $1.80	Shoes 1 pair $70.00
Bread 1 loaf $2.50	Cinema ticket $15.00
Apples 1 kg $4.00	Toothpaste 140g $2.50
Potatoes 1 kg $1.00	Shampoo 500ml $3.00
Beefsteak 1 kg $15.00	T-shirt $20.00
Eggs 1 dozen $4.00	A full fare myki costs $6 and all concession myki cards (includes concession, seniors and child myki) cost $3

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 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

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.

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Visa requirements

The Department of Immigration and Border Protection publishes a full list of mandatory and discretionary student visa requirements on their web site. www.immi.gov.au   Follow the Student Visa Conditions link for details

Upon arriving in Australia you are required to advise Sunshine College of Management of your residential address and telephone number and of any subsequent changes to these details within 5 working days. This is extremely important. Under Section 20 of the Education Services for Overseas Students (ESOS) Act 2000 Sunshine College of Management is obliged to serve a notice at your last known address if you breach a student visa condition relating to behaviour: or academic progress. Sunshine College of Management may also send warning notices to you which are aimed at helping prevent breaches of your visa conditions. It is your responsibility and in your own interests to ensure that you always update your address details at Sunshine College of Management to ensure you receive important information about your course, fees and possible breaches of your student visa.

Additional information on student visa issues is available on the DIBP web site.

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.

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

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Critical incidents

A critical incident is a traumatic event or the threat of a traumatic event that occurs either within Australia or within the students home country and which causes extreme stress, fear or injury. The incidents termed a critical incident is very diverse but includes such events as:

Within Australia

•	Missing student

•	Fire/storm/natural disaster

•	Assault/shooting

•	Domestic violence, sexual assault, drug or alcohol abuse

Home Country

•	Missing relatives especially parents or siblings

•	Natural disaster

•	Political change

•	Acts of war or other conflict

•	Religious persecution

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

In the event of a critical incident contact 0421 852 955 (24 hours)

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 2007.

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.dest.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.

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- 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.

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	- Speak with your provider. - Go to your provider's website
Department of Education	For your ESOS rights and responsibilities	- www.education.gov.au - ESOS Helpline +61 2 6240 5069
Department of Immigration and Citizenship (DIBP)	For visa matters	- www.immi.gov.au - Phone 131 881 in Australia - Contact the DIBP office in your country.

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The PDF version of the ESOS Framework is available at :
https://internationaleducation.gov.au/Regulatory-
Information/Documents/ESOSFrameworkfactsheetfinaldraft9May2014(2).pdf

A detailed explanation of Part D of the Nation 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

Unique Student Identifier (USI)

From 1 January 2015 if you are undertaking nationally recognised training delivered by a registered training organisation you will need to have a Unique Student Identifier (USI). This includes studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course. A USI gives you access to your online USI account which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5.

A USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.
When applying for a job or enrolling in further study, you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life. You can access your USI account online from a computer, tablet or smart phone anywhere and anytime.

Do you need a USI?

You will need a USI when you enrol or re-enrol in training from 1 January 2015 if you are a:

- student enrolling in nationally recognised training

- for the first time, for example if you are studying at TAFE or with a private training organisation, completing an

- apprenticeship or skill set, certificate or diploma course;

- school student completing nationally recognised training; or

- student continuing with nationally recognised training.

You are a continuing student if you are a student who has already started your course in a previous year (and not yet completed it) and will continue studying after 1 January 2015.

Once you create your USI you will need to give your USI to each training organisation you study with so your training outcomes can be linked and you will be able to:

- view and update your details in your USI account;

- give your training organisation permission to view and/or update your USI account;

- give your training organisation view access to your transcript;

- control access to your transcript; and

- view online and download your training records and results in the form of a transcript which will help you with job

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- applications and enrolment in further training.

If you are an international student studying in Australia with an Australian training organisation you will need a USI from 1 January 2015.

All international students in Australia will have been issued with an Australian Visa. This will let you use your passport as proof of ID when creating your USI.

For more information or to apply for you own USI please visit www.usi.gov.au

Standards for NVR Registered

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 (RTOs) 2015

Sunshine College of Management is a Registered Training Organisation(RTO) .

For further information regarding the Standards for Registered Training Organisations (RTOs) 2015, refer to the below link.

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.

Dimensions of competency

The student's ability to perform in a range of situations forms part of assessment and these skills are referred to collectively as the dimensions of competency. The student must be able to demonstrate:

- Task skills – completing tasks to the required standard.
- Task Management skills – managing a number of different tasks at once to complete the whole job function.
- Contingency Management skills – appropriately responding to problems and unforeseen events when completing a task.
- Job/role Environment skills – appropriately dealing with the responsibility and expectations of the work environment such as working with others, interacting with clients and following procedures.
- Transfer skills – transferring the skills and knowledge to different contexts/environments.

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Employability skills

Another set of skills also forms part of the assessment decision and they are referred to as 'employability skills'. Employability skills are those generic skills that are gained throughout work and life experiences that are required in most jobs by most of today's employers. A student must show they have these skills and can perform at a certain level as outlined in the competency standards. The eight (8) employability skills are:

- communication
- teamwork
- problem-solving
- initiative and enterprise
- planning and organising
- self-management
- learning
- technology.

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 which they are learning about

Assessment

Students are provided with tasks to completed throughout each unit of competency

The assessment process includes the gathering of evidence to demonstrate competence. Students are assessed using a range of methods; 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 Yet Competent in any assessment, have the right to a reassessment. Student will need to repeat the unit where the student has been deemed Not Yet Competent after three re-assessment attempts. Where an additional assessment is required after the third 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.

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Reasonable adjustment

Reasonable adjustment refers to measures or actions taken to provide a student with a disability [or a language or literacy disadvantage the same educational opportunities as everyone else. To be reasonable, adjustments must be appropriate for that person, must not create undue hardship for a registered training organisation and must be allowable within rules defined by the Training Package or Course Curriculum.

Where necessary appropriate, adjustments will be made to methods of delivery and assessment (with approval of Compliance Manager) to suit the needs of the individual so that the student has a reasonable chance of success in their program.

Under the Disability Standards for Education 2005, education providers must make reasonable adjustments for people with disability to the maximum extent that those adjustments do not cause that provider unjustifiable hardship. While 'reasonable adjustment' and 'unjustifiable hardship' are different concepts and involve different considerations, they both seek to strike a balance between the interests of education providers and the interests of students with and without disability.

An adjustment is any measure or action that a student requires because of their disability, and which has the effect of assisting the student to access and participate in education and training on the same basis as students without a disability. An adjustment is reasonable if it achieves this purpose while taking into account factors such as the nature of the student's disability, the views of the student, the potential effect of the adjustment on the student and others who might be affected, and the costs and benefits of making the adjustment

Reasonable adjustment activities could involve:
•modifying or providing equipment
•changing assessment procedures
•changing course delivery
•modifying premises.
The determination of 'reasonableness' requires judgement that must take into account the impact on the organisation and the need to maintain the integrity of the unit of competency

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Course Progress and Intervention Strategy

Purpose

The purpose of this policy is to ensure that SCM systematically monitors students 'in order to provide all students with the best opportunity to meet their study goals and aspirations and to ensure who are at risk of failing to meet course progress requirements are notified and counsels students

Scope

The policy applies to all international students currently enrolled with SCM. SCM monitors, records and assesses the course progress of each student for the course in which the student is currently enrolled in

Policy

1. 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.

2. Study period is defined as one term which is generally 8-11 weeks long and students are advised at the commencement of the term the units schedule to be delivered and assessed and the duration of the term.

3. Unsatisfactory/not meeting course progress is where;

    - the student is deemed Not Yet Competent in 50% of the units student is scheduled to attempt in a study period

    - the student has failed a pre-requisite unit

    - The student has failed to attend 6 consecutive classes in a study period (SCM will record attendance)

    - Student identified will be immediately put on intervention strategy and the cause of the unsatisfactory course progress will be identified.

    - SCM identifies a student who is at risk of making unsatisfactory course progress before the end of the study period, implements its intervention strategy as early as practicable.

4. Possible interventions may include but are not limited to:

    - Advising students on the suitability of the course in which they are enrolled and possible alternatives;

    - Advising students of opportunities for reassessment (attend classes during the term break and be given support as part of the intervention strategy) and

    - Advising students of assistance such as:

        - attending tutorial or study groups;

        - receiving individual case management;

        - attending counselling;

        - receiving assistance with personal issues which are influencing progress;

        - Require the student to enter a study agreement with a timeframe for completing units NYC;

        - Reinforce to the student that unsatisfactory course progress in 2 consecutive study periods may lead to the student being reported to Department of Education

        - receiving mentoring or

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- a combination of the above and a reduction in course load.

- Compassionate and compelling circumstances brought to the attention of Student Support Officers including (but not limited to):

    o serious illness or injury, where a medical certificate states that the student was unable to attend classes;
    o bereavement of close family members such as parents or grandparents;
    o major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
    o a traumatic experience which has impacted on the student and which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or
    o where SCM is unable to offer a pre-requisite unit.

5. Students, who are deemed Not Yet Competent in any assessment, have the right to a reassessment. Student will need to repeat the unit and pay the additional fees where the student has been deemed Not Yet Competent after three re-assessment attempts.

6. SCM provides all students with clear expectations on course progress requirements in the International Student Prospectus and Student Handbook which are provided to students prior to or upon commencement of a course. These are also available on SCM's website at www.scm.vic.edu.au

7. Trainers and Assessors will monitor each students progress and record each unit outcome for the units studied within the students chosen course

8. Trainers are to provide the Administration staff with the academic progress sheets so that the student's academic result is recorded using the student management system (SMS). It is the responsibility of the Administration staff to ensure that assessment is recorded accurately.

9. At a minimum, the intervention strategy must be activated where the student has been deemed not yet competent in 50 per cent or more of the units attempted in any study period. SCM may activate an intervention strategy at any point before the end of the study period.

10. Each student's course progress will be assessed at the end of each study period. However, Trainers/Assessors will monitor students' progress throughout the term and provide a student at risk form to the Student Support Officer where a student has been identified as not meeting course progress. At this point intervention is activated

11. The Student Support Officer will contact the student via phone, text or email and organize a meeting to offer counselling/support/advice with a view to improve student course progress.

12. In consultation with the compliance manager, the student support officer will tailor intervention strategies to each student's needs whether academic or personal. SCM will obtain a copy of the agreed intervention strategy signed by the student and support officer and place this in the student's file. The 1st warning letter will be issued The student's trainer will be provided details of the intervention strategy implemented so that monitoring the students progress continues

13. As soon as the student fails 2nd unit within the same study period and the total course progress is 50% or below student will be sent a 2nd warning letter and an intervention support meeting is conducted with the student and student support officer In consultation with the compliance manager

14. Documentary evidence of the interventions implemented will be kept on the student's file.

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15. Where the student continues to demonstrate unsatisfactory course progress despite two warnings, as well as intervention and time has been allowed for the intervention to run its course, scm will provide written notice to the student of its intention to report the student to the Secretary of the Department of Education via PRISMS.

16. The written notice of the intention to report will also indicate to the student that he or she can appeal against the decision by accessing SCM Complaints and Appeals process and has 20 working days in which to do so. If the student chooses to access this process, SCM will maintain the students enrolment while the complaints and appeals process is ongoing

17. An appeal will only be considered if SCM has not recorded or calculated the student's marks correctly, has not implemented intervention strategies as set out in this policy, or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress.

18. If the student chooses not to access SCM Complaints and Appeals process, withdraws from the process, or the process is completed and results in a decision supporting SCM, then SCM will notify the Secretary of The Department of Education via PRISMS of the student not achieving satisfactory course progress as soon as practicable.

19. DIBP will consider all the information available and if they decide to consider cancellation, DIBP will send a Notice of Intention to Consider Cancellation (NOICC) prior to a decision being made to cancel the student's visa. Students will be given an opportunity to respond to the NOICC and explain their situation

20. All records and correspondence will be kept on the student's file

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Qualification Details

FDF30510 -Certificate III in Retail Baking – (Cake and Pastry)

Duration 51 weeks

This Qualification requires the achievement of sixteen (16) Units of Competency

Thirteen (13) Core Units
Three (3) Elective Units

Core Units	
FDFOP2061A	Use numerical applications in the workplace
FDFOP2064A	Provide and apply workplace information
FDFFS2001A	Implement the food safety program and procedures
FDFOHS3001A	Contribute to OHS processes
FDFRB3001A	Produce pastry *
FDFRB2002A	Prepare filling*
FDFRB2001A	Form and fill pastry products*
FDFRB3007A	Bake pastry products *
FDFRB3003A	Produce sponge, cake and cookie batter *
FDFRB3006A	Bake sponges, cakes and cookies*
FDFRB3004A	Decorate cakes and cookies*
FDFRB3012A	Diagnose and respond to product and process faults (pastry, cake and cookies)
MSAENV272B	Participate in environmentally sustainable work practices
Elective Units	
TLIA3038A	Control and order stock
FDFRB3016A	Plan and schedule production for retail bakery
BSBCUS301B	Deliver and monitor a service to customers

Units marked with an * must be successfully completed prior to completing the bellow mentioned unit

FDFRB3012A Diagnose and respond to product and process faults (pastry, cake and cookies)

Fees

$10,000

As Per study periods* $2,500- Term 1 (11 wks)+ $2,500- Term 2 (11 wks) + $2,250-Term 3 (11 wks)+ $2,250- Term 4 (12 wks) + ($200 Application fee non-refundable + $300 Materials Fee non -refundable)

Entry requirements

Selection for enrolment in our courses will be approved for applicants who meet the qualification selection criteria.

Qualification level	Food Processing
Certificate III	IELTS 5.5 or Equivalent Satisfactorily completed year 11 or equivalent 18 years or above

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BSB50207 Diploma of Business

Duration: 51 weeks

This Qualification requires the achievement of eight (8) Units of Competency

Elective Units	
BSBADM506B	Manage business document design and development
BSBCUS501C	Manage quality customer service
BSBWOR501B	Manage personal work priorities and professional development
BSBRSK501B	Manage risk
BSBADM502B	Manage Meetings
BSBADV507B	Develop a media plan
BSBMKG502B	Establish and adjust the marketing mix
BSBHRM506A	Manage recruitment, selection and induction processes

Fees

$8000.00

AS per study periods* {$2,000 –Term 1 (13 wks) + $2,000 –Term 2 (14wks) +$2,000 Term 3 (12wks) + 1,500 Term 4 (6wks) +($200 Application fee non-refundable + $300 Materials Fee non-refundable)

Entry requirements

Selection for enrolment in our courses will be approved for applicants who meet the qualification selection criteria

Qualification level	Business
Diploma	IELTS 5.5 or Equivalent Satisfactorily completed year 11 or equivalent 18 years or above

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BSB60207 ADVANCED DIPLOMA OF BUSINESS

Duration 52 weeks

This Qualification requires the achievement of eight (8) Units of Competency

BSBINM601A	Manage knowledge and information
BSBMKG607B	Manage market research
BSBMKG609A	Develop a marketing plan
BSBMKG608A	Develop organisational marketing objectives
BSBADV602B	Develop an advertising campaign
BSBHRM602B	Manage human resources strategic planning
BSBINN601B	Manage organisational change
BSBWHS501A	Ensure a safe workplace

Fees

$8,000

As Per study periods* $2,000 - Term 1 (12 wks) + $2,000- Term 2 (12 wks) + $2,000 - Term 3 (12 wks)+ $1,500- Term 4 (10 wks) + ($200 Application fee non-refundable + $300 Materials Fee non -refundable)Entry requirements

Selection for enrolment in our courses will be approved for applicants who meet the qualification selection criteria.

Qualification level	Business
Advanced Diploma	IELTS 5.5 or Equivalent
	Satisfactorily completed year 12 or equivalent
	18 years or above

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SIT30813 CERTIFICATE III IN COMMERCIAL COOKERY

Duration 52 weeks

This Qualification requires the achievement of twenty five (25) Units of Competency

BSBSUS201A	Participate in environmentally sustainable work practices
BSBWOR203B	Work effectively with others
HLTAID003	Provide first aid
SITHCCC101	Use food preparation equipment*
SITHCCC201	Produce dishes using basic methods of cookery*
SITHCCC202	Produce appetisers and salads*
SITHCCC203	Produce stocks, sauces and soups*
SITHCCC204	Produce vegetable, fruit, egg and farinaceous dishes*
SITHCCC301	Produce poultry dishes*
SITHCCC302	Produce seafood dishes*
SITHCCC303	Produce meat dishes*
SITHCCC307	Prepare food to meet special dietary requirements*
SITHCCC308	Produce cakes, pastries and breads*
SITHCCC309	Work effectively as a cook*
SITHKOP101	Clean kitchen premises and equipment*
SITHKOP302	Plan and cost basic menus
SITHPAT306	Produce desserts
SITXFSA101	Use hygienic practices for food safety
SITXFSA201	Participate in safe food handling practices
SITXHRM301	Coach others in job skills
SITXINV202	Maintain the quality of perishable items
SITXWHS101	Participate in safe work practices
SITHCCC103	Prepare sandwiches*
SITHCCC104	Package prepared foodstuffs*
SITHCCC306	Handle and serve cheese*

Units marked with an * require the successful completion of SITXFSA101 Use hygienic practices for food safety prior to commencement

Fees

$11,500

As Per study periods* $2,625- Term 1 + $2,625- Term 2 + $2,625-Term 3 + $2,625- Term 4 + ($200 Application fee non-refundable + $800 Materials Fee non -refundable)

Entry requirements

Selection for enrolment in our courses will be approved for applicants who meet the qualification selection criteria.

Qualification level	Commercial Cookery
Certificate III	IELTS 5.5 or Equivalent Satisfactorily completed year 11 or equivalent 18 years or above

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SIT40413 CERTIFICATE IV IN COMMERCIAL COOKERY

Duration 72 weeks

This Qualification requires the achievement of thirty three (33) Units of Competency

BSBDIV501A	Manage diversity in the workplace
BSBSUS301A	Implement and monitor environmentally sustainable work practices
HLTAID003	Provide first aid
SITHCCC101	Use food preparation equipment
SITHCCC201	Produce dishes using basic methods of cookery
SITHCCC202	Produce appetisers and salads
SITHCCC203	Produce stocks, sauces and soups
SITHCCC204	Produce vegetable, fruit, egg and farinaceous dishes*
SITHCCC301	Produce poultry dishes
SITHCCC302	Produce seafood dishes
SITHCCC303	Produce meat dishes*
SITHCCC307	Prepare food to meet special dietary requirements
SITHCCC308	Produce cakes, pastries and breads
SITHCCC309	Work effectively as a cook
SITHKOP302	Plan and cost basic menus
SITHKOP402	Develop menus for special dietary requirements
SITHKOP403	Coordinate cooking operations
SITHPAT306	Produce desserts
SITXCOM401	Manage conflict
SITXFIN402	Manage finances within a budget
SITXFSA101	Use hygienic practices for food safety
SITXFSA201	Participate in safe food handling practices
SITXHRM301	Coach others in job skills
SITXHRM402	Lead and manage people
SITXINV202	Maintain the quality of perishable items
SITXMGT401	Monitor work operations
SITXWHS401	Implement and monitor work health and safety practices
SITHCCC104	Package prepared foodstuffs
SITHCCC306	Handle and serve cheese
SITXHRM401	Roster Staff
SITXCCS401	Enhance the customer service experience
SITXINV201	Receive and store stock
SITHIND201	Source and use information on the hospitality industry

Units marked with an * require the successful completion of SITXFSA101 Use hygienic practices for food safety prior to commencement

Fees

$17,500

As Per study periods* $2,750- Term 1+ $2,750- Term 2 + $2,750-Term 3+ $2,750- Term 4 + $2,750- Term 5 + $2,750- Term 6 + ($200 Application fee non-refundable + $800 Materials Fee non -refundable)

Entry requirements

Selection for enrolment in our courses will be approved for applicants who meet the qualification selection criteria.

Qualification level	Commercial Cookery
Certificate IV	IELTS 5.5 or Equivalent
	Satisfactorily completed year 11 or equivalent
	18 years or above

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SIT50313 Diploma of Hospitality

Duration 75 weeks

This Qualification requires the achievement of twenty eight (28) Units of Competency

BSBDIV501A	Manage diversity in the workplace
BSBMGT515A	Manage operational plan
SITXCCS401	Enhance the customer service experience
SITXCCS501	Manage quality customer service
SITXCOM401	Manage conflict
SITXFIN402	Manage finances within a budget
SITXFIN501	Prepare and monitor budgets
SITXGLC501	Research and comply with regulatory requirements
SITXHRM401	Roster Staff
SITXHRM402	Lead and manage people
SITXMGT401	Monitor work operations
SITXMGT501	Establish and conduct business relationships
SITXWHS401	Implement and monitor work health and safety practices
HLTAID003	Provide first aid
SITXFSA101	Use hygienic practices for food safety
SITXFSA201	Participate in safe food handling practices
SITHCCC104	Package prepared foodstuffs
SITHCCC201	Produce dishes using basic methods of cookery
SITHCCC202	Produce appetisers and salads
SITHCCC203	Produce stocks, sauces and soups
SITHCCC204	Produce vegetable, fruit, egg and farinaceous dishes
SITHCCC301	Produce poultry dishes
SITHCCC302	Produce seafood dishes
SITHCCC303	Produce meat dishes
SITHCCC306	Handle and serve cheese
SITHCCC307	Prepare food to meet special dietary requirements
SITHCCC308	Produce cakes, pastries and breads
SITHCCC309	Work effectively as a cook

Units marked with an * require the successful completion of SITXFSA101 Use hygienic practices for food safety prior to commencement

Fees

$19,500

As Per study periods* $3084- Term 1+ $3084- Term 2 + $3084-Term 3 + $3084- Term 4 + $3084- Term 5 + $3080- Term 6 + ($200 Application fee non-refundable + $800 Materials Fee non -refundable)

Entry requirements

Selection for enrolment in our courses will be approved for applicants who meet the qualification selection criteria.

Qualification level	Hospitality
Diploma	IELTS 5.5 or Equivalent
	Satisfactorily completed year 11 or equivalent
	18 years or above

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SIT60313 ADVANCED DIPLOMA OF HOSPITALITY

Duration 94 weeks

This Qualification requires the achievement of thirty three (33) Units of Competency

BSBDIV501A	Manage diversity in the workplace
BSBFIM601A	Manage finances
BSBMGT515A	Manage operational plan
BSBMGT617A	Develop and implement a business plan
SITXCCS501	Manage quality customer service
SITXFIN402	Manage finances within a budget
SITXFIN501	Prepare and monitor budgets
SITXFIN601	Manage physical assets
SITXGLC501	Research and comply with regulatory requirements
SITXHRM402	Lead and manage people
SITXHRM501	Recruit, select and induct staff
SITXHRM503	Monitor staff performance
SITXMGT401	Monitor work operations
SITXMGT501	Establish and conduct business relationships
SITXMPR502	Develop and implement marketing strategies
SITXWHS601	Establish and maintain a work health and safety system
HLTAID003	Provide first aid
SITXFSA101	Use hygienic practices for food safety
SITXFSA201	Participate in safe food handling practices
SITHCCC104	Package prepared foodstuffs*
SITHCCC201	Produce dishes using basic methods of cookery*
SITHCCC202	Produce appetisers and salads*
SITHCCC203	Produce stocks, sauces and soups*
SITHCCC204	Produce vegetable, fruit, egg and farinaceous dishes*
SITHCCC301	Produce poultry dishes*
SITHCCC302	Produce seafood dishes*
SITHCCC303	Produce meat dishes*
SITHCCC306	Handle and serve cheese*
SITHCCC307	Prepare food to meet special dietary requirements*
SITHCCC308	Produce cakes, pastries and breads*
SITHCCC309	Work effectively as a cook*
SITHKOP402	Develop menus for special dietary requirements
BSBCMM401A	Make a presentation

Units marked with an * require the successful completion of SITXFSA101 Use hygienic practices for food safety prior to commencement

Fees

$21,500

As Per study periods* $2,929- Term 1 $2,929- Term 2 + $2,929-Term 3+ $2,929- Term 4 + $2,929- Term 5 + $2,929- Term 6 + $2,926- Term 7 +($200 Application fee non-refundable + $800 Materials Fee non -refundable)

Entry requirements

Selection for enrolment in our courses will be approved for applicants who meet the qualification selection criteria.

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Qualification level	Hospitality
Advanced Diploma	IELTS 5.5 or Equivalent
	Satisfactorily completed year 12 or equivalent
	18 years or above

Additional Fees and Charges

Re-Issue of Testamurs / Statements of attainment - $50 each copy
Reassessment Fee $220.00 (after third attempt)
RPL Fee $250.00 per unit
Re-Issue of Student Card $20.00

Later payment of semester fees - $250.00 per instalment

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

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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 contact 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 colour 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

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Student Orientation

Orientation is conducted on the first week of your course. Its purpose is to fully inform new students of most aspects of life at Sunshine College of Management and to provide an introduction to studying, Melbourne's costs of living, transportation, facilities, banking and accommodation. In addition College staff will be introduced, a tour of Sunshine College of Management and an opportunity to ask questions will be given. It is essential that you attend the orientation program otherwise you may miss out on information that affects your study, your visa or your enjoyment of your stay in Australia.

Orientation Program

1.1   Before course commencement an orientation program will be provided to all students. The orientation program will cover the following information
- Student welfare services
- Fees and fee refunds
- English skills and study
- Assessment
- Recognition of prior learning / credit transfer
- College contact people
- Student visa conditions
- Working and your student visa
- Health insurance
- Banking and tax file numbers
- Transport and travel to and from campus
- Communication (e.g. internet and mobile phones)
- Complaints and appeals
- Student code of behaviour
- Attendance requirements
- Course progress requirements
- Completion of the course in the normal amount of time
- Keeping address and contact details up-to-date
- Welfare services for students
- Legal services for students
- Emergency and health services for students
- College facilities and resources
- A tour of the college

1.2   The following information will be provided at the orientation program
- Student Handbook
- Recognition of Prior Learning (RPL)Credit Transfer (CT) application form
- Deferral, suspension or cancellation application form
- Student letter of release application form
- Refund application form
- Course Progress and Intervention Strategy
- Complaints and Appeals
- Library facilities
- Student transfer

1.3   List of College staff and contact details

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Student Plagiarism and Cheating

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.

Sunshine College of Management 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 utilized 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 incidents of plagiarism and cheating and the allegations of such.

Unacceptable behaviour

From time to time, there may be incidents of student plagiarism and cheating which SCM is required to act upon in order to uphold the value of assessment outcomes and the reputation of the nationally recognised training provided.

Student plagiarism and cheating in any form are unacceptable and will be treated seriously by SCM.

Responding to incidents

A student found to have plagiarized or cheated will be given an opportunity to respond to the allegations.

Where, following discussion with the student, the trainer forms the view that the student is has plagiarized, the trainer may take the following appropriate action, including:

(a) explaining referencing guidelines,

(b) explain to the student that they would need to resubmit the assessment;

(c) provide the student with another form of assessment;

(d) failing the assessment in question

(e) failing the unit of study.

The student will be referred to the student Support Officer, to discuss the matter and a 1st warning letter will be issued. If on the 2nd submission the work is still found to be plagiarised, the student will be issued a 2nd written warning letter. On the third submission if the work submitted is plagiarized, the Compliance Manager may cancel the student's enrolment on the grounds of misconduct.

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Access and equity policy

SCM is committed to ensuring that:

i.   Access and equity principles are applied to all aspects of its operations, promoting full and equal opportunities for all students, prospective students and other clients.

ii. No person is discriminated against, harassed or treated unfairly in their dealings with SCM.

iii. Each student has access to the level of support required to enable them to reach their full potential without causing unjustifiable hardship to the organisation.

iv. It complies with relevant Equal Opportunity legislation and Discrimination Acts.

SCM recognizes and values the individual differences of its students and the community and recognises that students come into its programs with a wealth of personal knowledge and life experiences.

SCM recognizes that diversity is an opportunity to enrich and extend opportunities for all, by creating an inclusive environment for all people regardless of their background. This is ensured by:

- providing a welcoming and supportive training community
- offering flexibility in the way in which training and assessment is provided
- providing reasonable adjustments to training and assessment activities
- having transparent student and staff recruitment and selection procedures
- determining the needs of all individuals upon engagement with the organisation
- providing students, staff and clients access to a range of support services.

Discrimination

In accordance with legislation, no person or organisation will be treated unfairly or discriminated against, on the basis of age, color, race, gender, religious or political conviction, sexuality, ability or disability, location, family responsibilities, membership or non-membership of an association or for any other stereotypical or illegal reason.

Harassment

SCM is committed to providing all people with an environment free from all forms of harassment.   SCM will not tolerate any behavior that harms, intimidates, threatens, victimizes, offends, degrades or humiliates another person.

Fairness

The principles and practices adopted by SCM aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with SCM.

SCM aims to provide open, fair, clear and transparent policies and procedures for use by staff and students.

SCM has fair and equitable processes for selecting students for enrolment into its courses. Decisions about

student selection are based on clearly defined entry requirements. Entry requirements as well as application

and enrolment procedures are published in SCM's marketing materials, course guides and on the

organisation's website.

All will be treated courteously and expeditiously throughout the process of enquiry, selection and

enrolment and throughout their participation in a course.

Equity in access

SCM provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

SCM provides equitable access to training and education services by:

- offering culturally appropriate training and assessment resources that are relevant to student needs and circumstances

- referring students to support and counseling services where needed

- offering a wide range of course and learning options

- assisting students to arrange additional services if required such as interpreters or trained note takers

- providing courses that are self-paced and flexibly delivered

- encouraging students to be involved in their own feedback and decision making processes to ensure realistic training goals and progress.

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Student Welfare and Support Services

SCM is committed to providing high quality support services to students including the maintenance of sufficient support staff to meet the needs of all students enrolled with SCM. Student support services will be regularly reviewed through SCM Continuous Improvement Policy. 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.

Orientation Program

SCM is committed to ensuring that all students receive support to adjust to life and study at Sunshine College of Management. An orientation program will be compulsory for all students prior to starting their course.

Orientation programs will be conducted at the beginning of each course intake. Where a student is admitted to a course late, the Compliance Manager will go through the orientation on an individual basis.

SCM will ensure that the orientation program is culturally sensitive so as not to offend any student or their families

The orientation program will include information provided through a power point presentation on:

- details of internal and external support services available to assist in the transition into life and study. Such services include welfare services, accommodation services, academic and career advice, IT support, and student learning assistance, English language support and social inclusion activities.

- legal, emergency and health services

- facilities and resources

- organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.

- any student visa conditions relating to course progress

Learning Support

Students are provided with a range of learning support options and resources to help them meet course requirements and maintain attendance. This includes:

- Mentoring from appropriately qualified trainers including their phone and email contact details.

- Tutorial support assistance.

- Computer and technology support.

- Referral to external support services

Where a student is identified as not meeting course requirements, the procedures for dealing with students at risk are identified in the SCM Course Progress.

Additional Support Services

SCM recognizes that all people learn differently and acknowledge that some students may require additional support. Additional support will be provided for any students experiencing: issues such as disability and access or any other issues that may affect their ability to achieve their training goals.

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Provision of additional support services will be provided where necessary to enable students to participate in the same way as any other person regardless of whether support services have been required.

Where there is perceived difficulty in achieving learning goals, the trainer will discuss these issues with the student. The student will be provided with information about possible alternative pathways, additional tools and resources available, and options and choices for accessing a supportive network. The information provided will vary depending on the individual needs of the student

Welfare Services

Welfare services can include services that address the mental, physical, social and spiritual well-being of students. These services may include, through direct provision or referral, information/advice about: accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues.

Services will be provided at no additional cost to the student.

Should you require additional support during the term of your course, please advise your Trainer / Assessor who will endeavour to refer you to an appropriate support service.

SCM offers a free training support service available to all students who have any questions or difficulties regarding their current training or employment as well as their future career development.   The service aims to provide students with the information they need to help their own academic and career path. Our staff can assist you with questions regarding training and career pathways and opportunities, personal development opportunities, work placement and/or any other training / industry related questions.

This service offers practical answers to most of the questions and challenges faced by students in relation to their training and/or career. We are here to help and will always try to source the information you need to feel supported or refer you to an appropriate internal or external service if required.

SCM offers a referral to Life Resolutions Services provided without cost to the student

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-5.30pm

Key College Staff

Position	Name	Email
Chief Executive Officer	Sukhminderjot Bedi	sukhminder@scm.vic.edu.au
Compliance Officer	Sonia Sganga	compliance@scm.vic.edu.au
Student Support Officers	Navjot Jyot	reception@scm.vic.edu.au jyot@scm.vic.edu.au
Admissions/Marketing Officer	Gurpreet Ahuja	gurpreet@scm.vic.edu.au
Administration	Navjot	jyot@scm.vic.edu.au

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External support services

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.

Legal Aid Victoria

Telephone: 1800 677 402   Website: http://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

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.

Lifeline

Telephone: 13 11 14

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.

Library Facilities

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 Melbourne Library which is free online library service. Once students have joined, they can also access the library facility at City Locations

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Fair Work Australia

Telephone: 1300 799 675   Website: www.fwa.gov.au/index.cfm

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: www.reachout.com.au

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.

Helpful contacts

Fire, ambulance and police emergency	Phone 000
Translating and Interpreting Service	Phone 131 450
Life Line 24 hour Counselling, Advice and Referral Services	Phone 131 114
Victoria Police Centre	Sunshine Police Station 497 Ballarat Rd, Sunshine VIC 3020, (03) 9313 3333 637 Flinders Street, Melbourne, VIC 3000 Ph: 9247 6666
Doctor	**Sunshine City Medical Centre** 423 Ballarat Rd, Sunshine VIC 3020(03) 9312 3000 **Sunshine Brimbank Clinic** 33 Station Pl, Sunshine VIC 3020(03) 9311 0208 **Sun Cres Medical Clinic** 29 Sun Crs, Sunshine VIC 3020(03) 9312 6050 Sunshine Hospital 176 Furlong Rd, St Albans VIC 3021, (03) 8345 1333
Dentist	**Dr John Georgiou** 9 Devonshire Rd, Sunshine VIC 3020(03) 9311 1590 **Deans Fergus** 232 Hampshire Rd, Sunshine VIC 3020(03) 9311 3355
Community health centre	Braybrook Maidstone Community Health Centre, 107-139 Churchill Ave, Braybrook VIC 3019, (03) 9364 9622
Counsellors	Life Resolutions, Suite 614, 530 Little Collins Street, Melbourne 9380 4444
Legal assistance	Law College of Victoria 470 Bourke St, Melbourne , VIC 3000, Hotline: 9602 5000 Victorian Legal Aid Phone 9269 0120

Religious institutions	**Anglican** Anglican Church Of Australia Diocese Of Melbourne Gisborne St, Melbourne, VIC, 3000 Ph: 9662 2391 **Catholic** The Chapter House - St Paul's Cathedral 197 Flinders La, Melbourne, VIC, 3000 Ph: 9639 3999 **Islamic** Melbourne International Fellowship Lvl9/ 446 Collins St, Melbourne, VIC, 3000 **Hindu** Hindu Society Of Victoria Shri Shiva Vishnu Temple

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	52 Boundary Rd, Carrum downs, VIC 3201
	Buddhists
	Melbourne Buddhist Centre (FWBO)
	302 Little Lonsdale St, Melbourne, VIC, 3000, Ph: 9670 8595
Study in Australia -	Study in Australia http://studyinaustralia.gov.au/Sia/en/Home.htm
Youth Central -	Youth Central link http://www.youthcentral.vic.gov.au/
Study Melbourne	Study Melbourne http://www.studymelbourne.vic.gov.au/

Student Code of Behaviour

1. **Students' rights**

   All students have the right to:

   - Be treated fairly and with respect by all students and staff.

   - Not be harassed, victimised or discriminated against on any basis.

   - Learn in a supportive environment which is free from harassment, discrimination and victimisation.

   - Learn in a healthy and safe environment where the risks to personal health and safety are managed and minimised.

   - Have their personal details and records kept private and secure according to our Privacy and Personal Information Policy.

   - Access the information SCM holds about them.

   - Have their complaints dealt with fairly, promptly, confidentially and without retribution.

   - Make appeals about procedural and assessment decisions.

   - Receive training, assessment and support services that meet their individual needs.

   - Be given clear and accurate information about their course, training and assessment arrangements and their progress.

   - Access the support they need to effectively participate in their training program.

   - Provide feedback to SCM on the client services, training, assessment and support services they receive.

2. **Students' responsibilities**

   All students, throughout their training and involvement with SCM, are expected to:

   - Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.

   - Not harass, victimise, discriminate against or disrupt others.

   - Treat all others and their property with respect.

   - Respect the opinions and backgrounds of others.

   - Follow all safety policies and procedures as directed by staff.

   - Report any perceived safety risks as they become known.

   - Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.

   - Notify us if any of their personal or contact details change.

   - Provide relevant and accurate information to SCM in a timely manner.

   - Approach their course with due personal commitment and integrity.

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- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify SCM if any difficulties arise as part of their involvement in the program.
- Notify SCM if they are unable to attend a visit or training session for any reason at least 24 hours prior to the commencement of the activity.
- Refrain from smoking at training venues and on the premises of SCM.
- Make payments for their training within agreed timeframes.

Diversity

SCM recognises and values the individual differences of its students and the community and recognises that students come into its programs with a wealth of personal knowledge and life experiences.

SCM recognises that diversity is an opportunity to enrich and extend opportunities for all, by creating an inclusive environment for all people regardless of their background. This is ensured by:

- providing a welcoming and supportive training community
- offering flexibility in the way in which training and assessment is provided
- providing reasonable adjustments to training and assessment activities
- having transparent student and staff recruitment and selection procedures
- determining the needs of all individuals upon engagement with the organisation
- providing students, staff and clients access to a range of support services.

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In accordance with legislation, no person or organisation will be treated unfairly or discriminated against, on the basis of age, color, race, gender, religious or political conviction, sexuality, ability or disability, location, family responsibilities, membership or non-membership of an association or for any other stereotypical or illegal reason.

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Refunds

Refunds in full

1.1 Tuition fees will be refunded in full where:

- the course does not start on the starting date notified in the Letter of Offer

- the course is discontinued after it starts and before it is completed; stops being provided after it starts and before it is completed;

- the course is not provided fully/not being delivered to the student because SCM has a sanction imposed by a government regulator; or

- an offer of a place is withdrawn by SCM and no incorrect or incomplete information has been provided by the student.

1.2 Instead of refunding all tuition fees, SCM may offer the student a place on an alternative course and the student can decide whether to accept this offer or not.

1.3 SCM may also arrange for another course, or part of a course, to be provided to the student at no additional cost to the student as an alternative to refunding the course money. Where the student agrees to this arrangement, SCM will not be liable to refund the money owed for the original enrolment.

1.4 If the student accepts the place on another course within SCM, a new letter of offer and written agreement will be developed and provided to the student for acceptance.

1.5 If SCM is unable to provide a refund or offer the student a place in another course, the Tuition Protection   Service of which SCM is a member will place the student in an alternative course at no extra cost to the student.   If this is not possible, the final course of action is for the Tuition Protection Service to attempt to place the student in an alternative course and if this is not possible, the student is entitled to a refund as calculated by the Authority.

The Tuition Protection Service (TPS) for International Students

1.6 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 reforms aim to protect the considerable investment international students make in an Australian education, and to protect and enhance Australia's global reputation.

Some of the key features are:

• A new national TPS which will replace a range of existing tuition assurance arrangements.

• A limit of up to 50 per cent of total tuition fees may be collected prior to student commencement (unless the course is 24 weeks or less).

• Specified providers to keep initial prepaid fees in a separate account until a student commences study.

• Student refunds will be based on unexpended tuition fees (Application and material fees are non-refundable).

1.10 A full refund will also be provided to students in the following circumstances:

- a student is unable to obtain a student visa (off shore)

- a student cannot commence the course because of illness or a disability;

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- where there is death of a close family member of the student (parent, sibling, spouse or child); or

- at the discretion of the CEO or approved representative, when other special or extenuating circumstances have prevented the student from commencing their studies including political, civil or natural events.

2. Partial Refunds

2.1 Partial refunds will be provided in the following circumstances:

- If a student has supplied incorrect or incomplete information and as a result SCM withdraws offer, the student will be eligible to receive all tuition fees paid for the term period less a 20% administration fee.

- If a student who has accepted an offer of a place gives more than 28 days written notice before the commencement of the study period that they will not be undertaking the course, the tuition fees paid for the study period are refundable less a 20% administration fee.

- Where a student has not met the conditions included in the letter of offer and withdraws 0 – 28 days before Course commencement, the tuition fees paid for the term period will be refunded less a 20% administration fee.

- Where a student withdraws from a course 0 – 28 days before the course commencement, except for the reasons set out in 1.6, 50% of the tuition fees paid thus far will be refunded.

- Where an on shore student is renewing their visa and the outcome is refused, students will only be refunded any unused tuition fees.

2. Student is not eligible for a refund

3.1 Where SCM terminates the student's enrolment, the student because of a failure to comply with SCM policies, misbehaviour or unsatisfactory course progress or attendance

3.2 If a student's visa is cancelled during a study period,

3.3 If the student withdraws from a course after the course start date

4 Refunds for students who have a packaged offer for multiple course

4.1 Where students have a packaged offer for multiple courses within SCM or a partner college and the does not receive their results until less than 28 days before the course commencement date and the results show that the student does not meet the entry requirements for the next course, and if the student submits a Deferral or Withdrawal Form to SCM of the intention to defer or withdraw from a course of study within 14 days of receiving their results, then one of the following will occur:

- All fees except the enrolment deposit are refundable less an administrative fee of 20% of the tuition fee for the term period

- the student can transfer the fees to the next available study period.

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5   Payment of refunds

5.1 If a student's refund application is approved, the student's enrolment will be cancelled and fees refunded as per this policy (this includes any tuition/course fees collected by education agents on behalf of scm)

5.2 Students, who withdraw from a course and wish to seek a refund or have the amount they owe on their fees reduced, must apply to SCM in writing using the Deferral or Withdrawal Form. Students who have not completed these forms are not eligible for consideration of a refund or reduction in fees.

5.3 Refunds will be paid within 10 working days in full to students when:

- a course doesn't start on the agreed starting date or

- a course is stopped after the course has commenced and before it is completed or

- a course is not fully provided to the student because of a sanction put on SCM.

5.4 In all other circumstances agreed refunds will be paid within 4 weeks of receiving the completed Refund Application Form with supporting documentation as required.

5.5 The outcome of the refund assessment will be provided by written notice to the student's registered address, outlining the decision and reasons for the decision along with any applicable refund or adjustment notice.

5.6 Refunds will be paid in Australian dollars to the person who made the original payment.

5.7 Where a student does not agree with the refund decision, he or she may access SCM Complaints and Appeals process.

5.8 This process does not circumscribe the student's rights to pursue other legal remedies.

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Student complaints and appeals

Definitions

Complaint – a person's expression of dissatisfaction with any service provided by SCM.

Appeal – a request to review a decision that has previously been made.

Complaints and appeals systems

Despite all efforts of SCM 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 complainants at no charge. SCM aims to:

- develop a culture that views complaints and appeals as an opportunity to improve the organisation and how it works
- set in place a complaints and appeals handling system that is client focused and helps SCM to prevent these events from recurring
- ensure that any complaints and appeals are resolved promptly, objectively and with sensitivity and in complete confidentiality
- ensure that the views of each complainant and respondent are respected and that any party to a complaint or appeal is not discriminated against nor victimised
- ensure that there is a consistent response to complaints and appeals.

All formal complaints and appeals and their outcomes will be recorded on the Complaints and Appeals Register. In addition, the register will be regularly reviewed by management and used as an opportunity for improvement and reflection.

Nature of complaints and appeals

Complaints and appeals may be made be in relation to any of SCM's services, activities and decisions such as:

- the enrolment, induction/orientation process
- the quality of education provided
- training and assessment matters, including student progress, assessment, curriculum and awards in a course of study
- access to personal records
- decisions made by SCM
- the way someone has been treated.

Resolving issues before they become a complaint

Students 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 Welfare Officers and other staff members are available to assist students to resolve their issues at this level.

Lodging a complaint

Formal complaints and appeals may be made in writing to the Student Welfare Officer according to the Complaints and Appeals Procedure. All parties are encouraged to approach matters with an open view and to attempt to resolve problems through discussion and conciliation. SCM acknowledges the need for an appropriate independent party to mediate where an appropriate outcome cannot be reached internally.

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Enrolment status

Where a student chooses to access this policy and procedure, SCM will maintain the student's enrolment while the complaints handling process is ongoing.

Non-limitation of policy

This complaints and appeals policy and related procedure do not replace or modify those or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in the policy and related procedure limits the rights of individuals to take action under Australia's Consumer Protection laws. Also, the policy does not define an individual's rights to pursue other legal remedies.

Purpose

This procedure outlines SCM's approach to managing complaints and appeals and ensures that all learners and other stakeholders are aware of the steps to take to have their complaint or appeal addressed appropriately.

This policy provides an avenue for all complaints and appeals to be addressed in a fair, efficient and confidential manner.

The word 'complaint' within the following refers to either a complaint or appeal.

Procedure

1. **Stage 1 – Formal complaint**

	Action	Details	Responsibility
1.1	Make complaint in writing.	a) Formal complaints should be made in writing and made attention to the Student Support Officer. b) When making a complaint, provide as much information as possible to enable SCM to investigate appropriately and determine an appropriate solution.	Complainant
1.2	Acknowledge receipt of complaint and commence process.	a) Provide receipt of the complaint to the complainant within five working days. b) Commence the complaints and appeals process within ten days of receipt of the written complaint. All reasonable measures must be taken to finalise the process as soon as practicable or within twenty (20) working days. If the matter is particularly complex and goes onto stage 2 of the complaints process or further, the matter may take longer to resolve.	Student Support Officer
1.3	Investigate and review the complaint.	a) Upon receiving the complaint, the Student Support Officer may request further details from the complainant. This may be sought by written or verbal request or by face-to-face interview with the complainant and/or respondent(s). b) When such clarification occurs in a face-to-face interview, the persons being interviewed may have	Student Support Officer

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	Action	Details	Responsibility
		another person accompany them.	
		c) Investigation into the matter will take place to ensure SCM has accurate, complete and relevant information.	
		d) The Student Welfare Officer will review the information and decide on the appropriate actions to be taken.	
		e) During the investigation process, Should SCM consider longer than 60 calendar days to process and finalise the complaint or appeal, SCM will inform the complainant or appellant in writing and include reasoning and regularly update the complainant or appellant on the progress of the matter	
1.4	Recommend resolution and provide report to complainant.	a) The Student Support Officer will endeavor to resolve the complaint. Within ten working days, the officer will provide a written report to the complainant on the steps taken to address the complaints and will include their recommendations and reasons for their decision.	Student Support Officer
		b) The report will further advise the complainant of their right to access the internal appeals process if they are not satisfied with the outcome of the formal complaint.	

2. Stage 2 – Internal appeal

	Action	Details	Responsibility
2.1	Escalate complaint – lodge appeal to Manager for review.	a) If the complainant is dissatisfied with the outcome, they may lodge an appeal with the Compliance Manager (who is senior to the original decision maker).	Compliance Manager
		b) An appropriate person or committee will be appointed to consult with the complainant and other relevant parties within ten (10) working days.	
		c) Where possible such consultations should take the form of face-to-face interviews. The complainant or the respondent may ask another person to accompany them to these interviews.	
		d) Following the consultation, the Manager (or nominee) will provide a written report to the complainant within 20 working days, advising the further steps taken to address the complaint,	

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	Action	Details	Responsibility
		including the reasons for the decision.	
		e) The report will further advise the complainant of their right to access the external appeals process if they are not satisfied with the outcome of their internal appeal.	

3. Stage 3 – External appeal

	Action	Details	Responsibility
3.1	If required, escalate to external mediator for review.	If the complainant is dissatisfied with the outcome of their appeal, they may make a written request to SCM that they wish the matter be dealt with through an external dispute resolution process. The external process is facilitated by Overseas Students Ombudsman.	Complainant
3.2	Report to SCM Manager	a) The mediator will report to SCM's Manager or nominee, the outcome of the mediation, including any recommendations, asap b) SCM agrees to be bound by the independent mediator's recommendations and the Manager, or nominee, will ensure that any recommendations made are implemented within thirty days of receipt of the mediator's report.	External mediator.
3.3	Respond to complainant.	After receiving the report, SCM's Manager or nominee will respond to the complainant within ten working days, and provide a written summary of the actions recommended by the external parties to resolve the complaint.	Compliance Manager

4. Records of complaints and their outcomes

	Action	Details	Responsibility
•	Record complaint and outcomes.	a) Following the complaint, appropriate actions will be taken by SCM to prevent the problem from recurring through its Continuous Improvement policy. b) The complaint details and outcomes will be added to SCM's Complaints and Appeals Register for review by Management.	Compliance Manager

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Deferment, Suspension and Cancellation Policy

Definitions

To defer or suspend enrolment means to *temporarily put studies on hold*. A student may request a temporary deferment or suspension to his or her enrolment on the grounds of compassionate or compelling circumstances.

For the purposes of this policy, deferral is defined as postponement of the commencement of enrolment and suspension is a temporary postponement of enrolment.

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

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;

- bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);

- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or

- a traumatic experience that has impacted on the student which could include involvement in, or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists' reports.

- where SCM is unable to offer a pre-requisite unit; or

- inability to begin studying on the course commencement date due to delay in receiving a student visa.

Students wanting to defer, suspend or cancel enrolment will be required to complete an application to defer, suspend or cancel form. Students will be advised to speak to the Student Support Officer (where applicable) and documentation will be kept in the student admin file. Students will be notified of the outcome within 10 working days from the date of receipt of application

Deferment

Students must complete an application to defer enrolment and supporting documentation will need to be provided with this application. Once approved the documentation be kept in the student file and Department of Education shall be notified via PRISMS

SCM will always use its professional judgement to assess each student's case on its individual merits when

determining whether compassionate or compelling circumstances exist.

Suspension

Students must complete an application to suspend enrolment and supporting documentation will need to be provided with this application. Once approved the documentation be kept in the student file and Department of Education shall be notified via PRISMS

SCM is only able to temporarily suspend the enrolment of the student on the grounds of compassionate or compelling circumstances.

Cancellation

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Students must complete an application to cancel enrolment and supporting documentation will need to be provided with this application. Once approved the documentation be kept in the student file and Department of Education shall be notified via PRISMS

Under Standard 7 of the National Code, students wanting to cancel their enrolment prior to completing 6 months of their principle course must provide a Letter of Offer from another provider

Once approved the documentation be kept in the student file and Department of Education shall be notified via PRISMS

Deferment, suspension or cancellation of a student's enrolment may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, SCM will notify Department of Education via the Provider Registration and International Student Management System (PRISMS) of the change in enrolment status

Sunshine College of Management Initiated Suspension or Cancellation

SCM may also initiate suspension or cancellation of a student's enrolment on the grounds of misconduct of the student. SCM Student Discipline Policy and Procedures will be followed to investigate the incident. In the case of student plagiarism or cheating, SCM Student Plagiarism and Cheating Policy and Procedure will be followed.

Where SCM has intention to cancel to suspend or cancel the student's enrolment, SCM will provide the student with 20 working days to access the internal complaints and appeals process. If the student accesses the internal complaints and appeals process, the suspension or cancellation cannot take effect until the internal process is completed

Complaints and appeals process for deferral, suspension or cancellation.

Where SCM initiates the suspension or cancellation of a student's enrolment, the student will be notified of this intention and will be informed that they have 20 working days to access SCM's Complaints and Appeals Policy and Procedure, unless extenuating circumstances relating to the welfare of the student apply.

Extenuating circumstances relating to the welfare of student may include;

Student is missing; has medical concerns, severe depression of psychological issues which lead the provider to fear for the student's well being; has engaged or threatens to engage in behavior that is reasonably believed to endanger the student or others; or is at risk of committing a criminal offence.

In most cases, SCM will continue to provide learning opportunities to students during the appeal process

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Student Transfer

Definitions

Six months means six calendar months from the date that the student commences their principal course.

Principal course of study refers to the main course of study to be undertaken by an overseas student where a 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

Student transferring from another registered provider

SCM will not knowingly enrol a student wishing to transfer from another registered provider's 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;

- the original registered provider has provided a written letter of release;

- 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.

If any of the above conditions apply, SCM can enrol a student before they have completed six months of their principal course.

SCM will check all enrolling students on Provider Registration and International Student Management System (PRISMS) to ensure that students who have not completed six months of their principal course of study are not enrolled except in the circumstances outlined in 1.1.

Students wishing to transfer to another registered provider

Students may transfer to another registered provider once they have completed six months of their course or at least 2 study periods.

In order for a request for transfer to be considered and a letter of release provided, students must provide a letter of offer from another registered provider confirming that a valid offer of enrolment has been made.

All decisions made with regard to student's requests to transfer to another provider will be fair and take into account the student's individual circumstances and any other relevant factors.

The circumstances in which a transfer will be granted include:

- Where it is considered that the course that the student wishes to transfer to:
  - Better meets the study capabilities of the student; and/or
  - Better meets the long term goals of the student, whether these relate to future work, education or personal aspirations; and/or
  - Offers the student access to greater support either through services offered by another registered provider, commercial or non-profit services or through access to family, friends or a cultural support network.

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

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A transfer to another course will usually not be granted where:

- the transfer may jeopardise the student's progression through a package of courses

- the student has recently started studying the course and the full range of support services are yet to be provided or offered to the student. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered provider during which time the full range of support services will be provided to the student.

- the student is trying to avoid being reported to DIBP for failure to meet the provider's academic course progress requirements.

There is no cost in providing students with a letter of release. However, where a student transfers to another registered provider, any refund of course fees paid will be in accordance with SCM Refund Policy.

Where students are granted a letter of release, they must contact DIBP to seek advice on whether a new visa is required. To find out more about visa requirements, student should call DIBP on 131881 or visit their web site at www.immi.gov.au

Complaints and appeals

Where the decision is made to refuse a student or SCM does not respond to the request in the timeframe set out in this Policy, the student may appeal against the decision by accessing SCM Complaints and Appeals process. The student has 20 working days in which to do this.

If the appeal finds in favour of a student wishing to transfer, a letter of release will be granted