STUDENT

HANDBOOK

Contents

About Sunshine College of Management

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

College facilities include spacious well-equipped classrooms with data projectors, computer lab and internet access, student lounge and three commercial kitchens. Printing and photocopying is also available to all students.
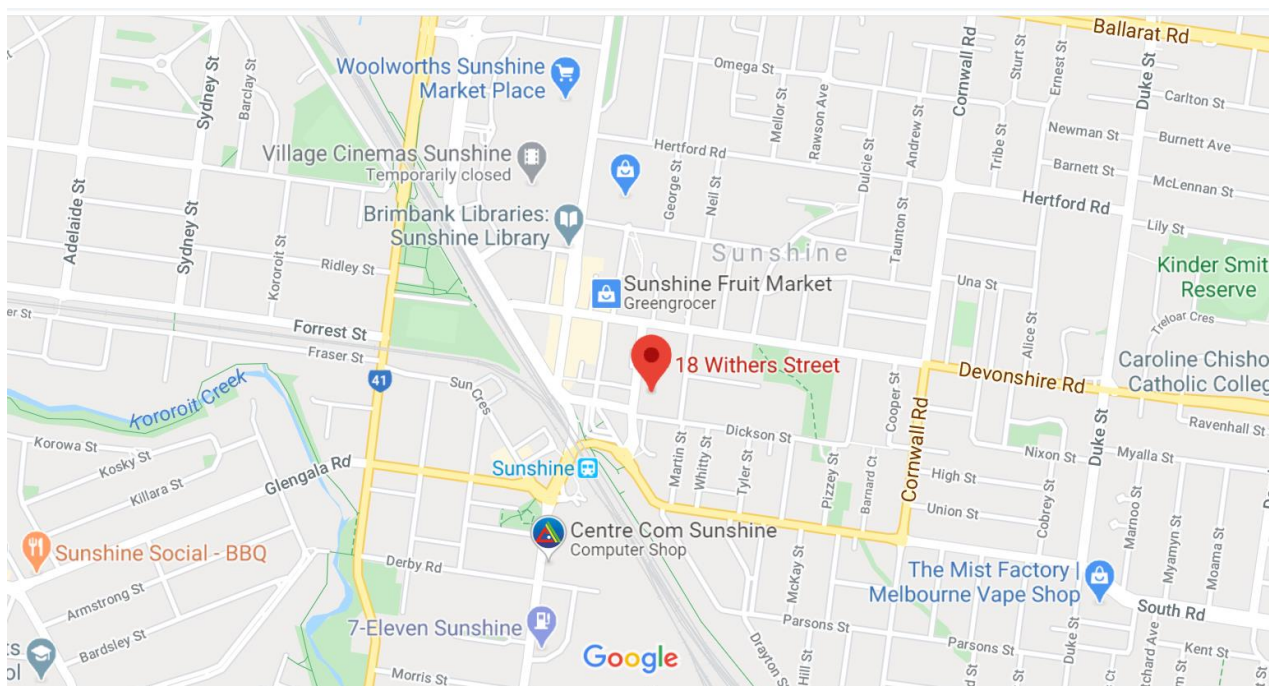
Sunshine College of Management
18 Withers Street, Sunshine, Victoria, 3020
Tele +61 3 9311 5180
E-mail: info@scm.vic.edu.au
Website: scm.vic.edu.au

Visa requirements

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

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

Full time study, course progress and attendance

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

By default, SCM does not monitor attendance however; it is recorded for the purpose of its Course Progress and Intervention Policy. Sunshine College of Management monitors the progress of each overseas student to ensure the student is in a position to complete the course within the expected duration specified on the student's CoE for students undertaking vocational courses. Students undertaking vocational courses will have their attendance monitored because poor attendance means that students will not progress through the course at the required rate. Where there is evidence from the student's assessment tasks, participation in tuition activities or other indicators of academic progress, the overseas student is at risk of not meeting those requirements, Sunshine College of Management is required to review your involvement, counsel you, implement an intervention strategy and, if unsatisfactory progress persists, notify the Department of Education Skills and Employment.

Change of address

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

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

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

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

Additional information on student visa issues is available on the Home Affairs web site

Overseas student health cover

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

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

The ESOS Framework – Providing quality education and protecting your rights

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

Your rights

The ESOS framework protects your rights, including:

- your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, welfare and support.

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

- your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

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

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 Skills and Employment	For your ESOS rights and responsibilities	• www.education.gov.au • ESOS Helpline 1300 615 262
Department of Home Affairs	For visa matters	• www.homeaffairs.gov.au • Phone 131 881 in Australia • Contact the immigration office in your country.

The PDF version of the ESOS Framework is available at :
https://www.dese.gov.au/esos-framework/resources/international-student-fact-sheet

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

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

Standards for Registered Training Organisations

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

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

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

Studying at SCM

Wi-Fi and Internet Access
Students may access SCM's Wi-Fi connection for internet access.

Email Accounts
Email correspondence between Sunshine College of Management and students is our preferred method of communication; therefore, it is important that you regularly check your emails for updates and important information from your Trainer and/or staff at SCM.

Learning Platforms –SCM uses the Didasko platforms. You will receive login details from the administration team. In our experience, we have found that some students with email providers (Hotmail, Yahoo, etc) are unable to login to the learning platforms, therefore we suggest that you create a Gmail account, for the purpose of studies. If this is the case, you **MUST,** update these details as matter of urgency. Having a gmail account is also beneficial as the trainers use Google Docs in their delivery and assessments, however not essential.

What to bring to each classes
It is important that you prepare yourself for your scheduled classes. As SCM uses learning Platforms. Students are encouraged to purchase a laptop or other electronic device to support their studies. This is not a requirement, but rather a recommendation. Having your own device will ensure you do not have to rely on accessing SCM's computers to complete assessments and course work. Make sure you have your notebooks, pens and any other items that you require taking down notes. Tasks we use include role-plays, research and analytical thinking as well as peer-to-peer presentations. Each approach to a task involves the use of research, note-taking in discussion and information related to the course content and active participation in the learning process

Personal Property
Students are responsible for safeguarding their own personal property. SCM accepts no liability for lost or stolen student property. **Students are not permitted to use mobile phones in the classrooms or kitchens**

Student Lounge
Students have access to an area where they are able to relax, have a break, eat lunch or gather with other students. This is a common area with a microwave, kettle and tables and chairs. This area is to be left clean and tidy for others to use

Parking Onsite parking is prioritised for staff.

Timetables

Students are provided with a timetable of their class schedule. Each group has allocated codes (eg SIT30816 A) to distinguish classes. SCM offers classes from Monday to Sunday between 9:00am and 5:00pm. Students should refer to the timetable for precise details. Timetables are available on the student noticeboard located on 1st Floor at the top of the stairs.

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 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

Course Delivery

International students are required to attend classes for a minimum of 20 hours per week (20 scheduled course contact hours per week)as per the scheduled timetable. Training is provided by qualified and experienced, industry trainers using a variety of strategies, such as :

- self-paced study
- practical training sessions / presentations/ role plays
- e-Learning resources
- excursions
- teacher-led classroom delivery
- zoom meetings

Students are expected to actively participate by answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and participating in role-play scenarios**.** You will also be required to undertake an element of self-study within each unit of competency. Your Trainer will provide you with the tasks and their due date

Commercial Cookery practical class dress standards

Students must wear full chefs' uniform entering the kitchen. Failure to meet dress requirements will mean exclusion from class. The uniform requirements consist of;

- black and white checkered chef's pants
- white long sleeve chef's jacket
- white handkerchief, white hat (traditional tall or pill-box, no baseball caps),
- white apron and regulation footwear.
- chef kit.

In accordance with food safety and hygiene regulations, students must arrive at the College in their street clothes and change into their uniform on arrival. Students must change out of their uniform before leaving at the end of the day. Should you need to leave the kitchen for any reason during class or break times, aprons must be removed

Assessment

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

Re-Assessment

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

Duration of Courses

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

Work Placement

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

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

Work placement is a compulsory component for the following courses;

SIT30816 – Certificate III in Commercial Cookery

SIT40516 – Certificate IV in Commercial Cookery

SIT50416- Diploma of Hospitality Management

SIT60316- Advanced Diploma of Hospitality Management.

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

In the unit, SITHKOP005-Coordinate cooking operations, students are required to undertake12 food service periods focussing on the production of required food supplies, processes and monitoring the quality of kitchen outputs

Sunshine College of Management encourages students to source their own work placement due to locality and accessibility. In the event that students are experiencing difficulties in finding work placement, SCM maintains a register of pre-approved host employers, and our work placement co-ordinator is available to offer assistance, should the need arise.

Prior to Work Placement

Students are provided with training before commencing work placement at both SCM and at the host employer. During the delivery of your course, you will experience simulated workplace

conditions within SCM's kitchen and in the classroom so you have an opportunity to commence practicing the necessary skills and knowledge.

Your Trainer will provide you with the necessary documentation and support leading up to your work placement

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 course delivery   .
- changing assessment procedures
- 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

Student Administration and Privacy

Student ID cards

SCM issues students with student ID cards on the day of orientation. ID cards must be carried at all times when on campus.

Unique student identifier - USI

If a person is a new or continuing student of nationally recognised training, they need a USI to receive their qualification or statement of attainment. Students can create their own USI and use it to produce a comprehensive transcript of their training, which can be used when seeking employment, for a credit transfer or to demonstrate they hold prerequisites when undertaking further training. 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

Privacy Policy

SCM is committed to ensuring the confidentiality and security of all student information provided in accordance to the Commonwealth Privacy Act (2000). SCM Privacy Policy provides procedures for how it collects, stores, uses and disseminates student information and will not release the personal details, assessment results or any other details of any student to a third party without the written consent of the student. Students seeking to review their records should apply in writing to the compliance manager. Access to your student record is provided free of charge.

Use of student images

During your studies at SCM, Trainers and staff may photograph students participating in their learning journey and use these images on our website. Prior to doing so, SCM will obtain written consent

Change of contact details

In your best interest and as your responsibility to ensure you receive up to date and accurate information pertaining to your course or during your enrolment, students, while in Australia and studying with SCM, must notify SCM of his or her contact details including:

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

Staying in touch

It is important that you keep communication line open during your course of enrolment. If you are unable to attend scheduled classes, you must inform your Trainer directly via email.
If there are personal matters that may be adversely effecting your studies, it is best to communicate these with the student support officer or another member of SCM staff.
SCM respects your privacy and personal space; however, your wellbeing is of our concern, it is always best to speak up as these issues can affect your level of participation and progression. You do not need to give us all the details, but some information can allow our staff to support you if we know what is going on.

Student Safety and Security Measures

Be prepared

Keep emergency contact numbers with you.

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

Be aware of your surroundings

Stick to main roads rather than quiet, unlit paths

Avoid isolated areas

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

Change direction if you think you are being followed

Don't walk alone at night

If in trouble, make a lot of noise

Be alert and walk purposefully

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

Do not carry large amounts of money

If you have a car

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

Don't leave valuable items in your car

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

Consider installing security technology in your car

Before you return to your car, check the surrounding area

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

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

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

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

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

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

Critical incidents

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

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

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

Seeking assistance and reporting Critical incidents
In the event of a critical incident, please ensure to contact emergency services **FIRST** when required, then contact SCM (Sukhminder) on +61 93115101 or email
sukhminder@scm.vic.edu.au   admissions@scm.vic.edu.au (24 hours)

Student Welfare and Support Services

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

For full policy details refer to
http://www.scm.vic.edu.au/Documents/policies/Welfare_and_Support_Services_PP.pdf

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

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

Key College Staff

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

Sunshine College of Management maintains and updates resources to assist students in their personal or academic journeys. Please refer to the Student Support Directory or contact our student support officer.

Student Support Directory

Area	Support	Description	Resource Links / Contact Details
Academic	Referencing	3-part series by Federation University of Australia	https://www.youtube.com/watch?v=e7t4uVFqAAg
	Libraries	**Google Books** There's a Free Books section to explore with everything from classics to contemporary books to browse. **Open Library** Not only does Open Library have over one million public domain books available as digitised Adobe downloads, but they also now work with libraries and publishers for a book borrowing program in BookReader, PDF, and ePub formats. **Amazon Kindle Store** If you have a Kindle, browse around Amazon to see what's free in the Kindle store.	https://play.google.com/store/books/collection/topselling_free https://openlibrary.org/ https://www.amazon.com.au/s?k=free+kindle+books
	Time Management	Regardless of how much you plan your days and prioritise your tasks, you will still find yourself failing to complete your tasks and achieve your goals if you are unable to manage your time successfully	Speak to the Student Support Officer
	Study Skills	Study skills, academic skill, or study strategies are approaches applied to learning.	Speak to the Student Support Officer
	English skills	No matter what your level of learning there are things found online to help study english online free. All you have to do is explore each site to find what will work for you the best. One thing to remember with language studies is that effort is the key to learning. The more you put into it the more you will learn.	https://www.brimbanklibraries.vic.gov.au/index.php/learning/learning-english http://www.5minuteenglish.com/learn-english-free.htm https://www.learnenglish.de/ https://www.abc.net.au/education/learn-english/
	Unique Student Identifier (USI)	Create your USI. A USI - Unique Student Identifier is a reference number that creates an online record of your training and qualifications attained in Australia	https://www.usi.gov.au/ Contact Student Support Officer

Employment	Entitlements	The Fair Work Ombudsman's Top Tools And Resources For International Students Provides free advice and assistance to all workers to help them understand workplace rights.	https://www.fairwork.gov.au/find-help-for/visa-holders-migrants https://www.fairwork.gov.au/ https://youtu.be/IKVwRLmI5l0 (copy link into browser)
	Resume writing	Various styles	Speak to the Student Support Officer
	Record My Hours app	The Record My Hours app assists workers to easily record and store their hours of work. The app is free to download, available for both Apple and Android - available in 18	• www.fairwork.gov.au/app • iTunes store • Google Play
	Job Search	Range of websites to search for employment opportunities	www.seek.com https://jobsearch.gov.au/ https://jobsearch.gov.au/
	Tax File Number (TFN)	Applying for, or forgotten your TFN	https://www.ato.gov.au/Individuals/Tax-file-number/Apply-for-a-TFN/
Welfare/ Health and Wellbeing	**Emergency**	**Police, Fire, Ambulance**	**000**
	Critical Incidents	**Seeking assistance and reporting Critical incidents**	In the event of a critical incident, please ensure to contact emergency services **FIRST** when required, then contact SCM (Sukhminder) on +61 93115101 or email sukhminder@scm.vic.edu.au admissions@scm.vic.edu.au (24 hours)
	Referrals	**SCM is able to provide referrals to organisations:** **Study Melbourne** **Victorian Counselling & Psychological Services**	**Contact student support**

	Dealing with Stress	When you are studying abroad, it is normal to feel a little stressed or homesick occasionally. However, sometimes, you might feel you need a bit of extra help – and that is okay. Helpful information and videos	https://insiderguides.com.au/dealing-with-stress/
	Counselling/ Support	If the Student Support Officer deems situation requires specialist advices, they may refer you to additional external counselling support that may incur additional costs. • Victorian Counselling & Psychological Services • Suicide Helpline (24 Hour telephone counselling) • CASA (Centre Against Sexual Assault) • Women's Domestic Violence Crisis Service • Direct Line (Drugs & Alcohol Counselling) • G-Line (Problem Gambling) • Beyond Blue: A free counselling service that you can contact if you are feeling depressed or anxious. • Reachout • Lifeline (24 hour emergency number)	• (03) 9419 7172, • 1300 651 251 • 9635 3610 or 1800 806 292 • 9373 0123 • 1800 888 236 • 1800 156 789 • 1300 22 4636 www.beyondblue.org - https://au.reachout.com/ Phone: 13 11 14 - www.lifeline.org.au
	Doctor Dentist	**Sunshine City Medical Centre** **Sunshine Hospital** **Dr John Georgiou** **Deans Fergus**	423 Ballarat Rd, Sunshine VIC 3020 (03) 9312 3000 Furlong Rd, St Albans VIC 3021, (03) 8345 1333 9 Devonshire Rd, Sunshine VIC 3020(03) 9311 1590 232 Hampshire Rd, Sunshine VIC 3020(03) 9311 3355
	The link between mind, body and soul	Understanding the Importance of Mind, Body & Soul	https://hunterlink.org.au/2019/05/15/understanding-the-importance-of-mind-body-soul/
	Healthy Eating	Australian Guide to Healthy Eating	https://www.eatforhealth.gov.au/guidelines/australian-guide-healthy-eating
IT Support	Google Docs	How to create word document Commonly used features Navigation tools Automatic save	https://www.youtube.com/watch?v=e771f9YYh4s

	Google Sheets	How to create sheets Commonly used features Automatic save	https://www.youtube.com/watch?v=TzblMvTNWEg
	Google Drive	Keep all your assessments in the one place Account setup	https://www.youtube.com/watch?v=cCZj5ojxRAA
Money Matters	Budgeting	Budget Your Money (external link) is a government website calculator that helps check: • where your money is going • if you are spending more than you can afford • that your money is going towards your priorities. • It allows you to enter weekly, fortnightly, monthly and annual expenses without the need to convert.	https://moneysmart.gov.au/budgeting/budget-planner
	Sustainable Living Tips for Renters	Helps you make an environmental difference within the limits of being a renter. The information booklet will take you on a tour of your home, room by room, to find out what you're doing well, and suggest some cheap and easy ways of doing some things better. Before you do anything else, read the section on Sustainable Renting and the Law (page 6), to make sure your sustainability actions also keep your landlord and your real estate agent happy	https://environmentvictoria.org.au/resource/victorian-green-renters-guide-sustainable-living-tips-renters/
Legal Assistance	Work Rights	Study Melbourne	https://www.studymelbourne.vic.gov.au/help-and-support/study-melbourne-student-centre/support-services-at-smsc
		International Student Care Service 24 hours a day, 7 days a week	Level 1, 19-21 Argyle Place South, Carlton and can be contacted on: 1800 056 449 or info@iscs.vic.gov.au.
	Legal Services	Victoria Legal Aid	https://www.legalaid.vic.gov.au/
Social & Cultural	Volunteering	Meet people and assist with the community	https://www.volunteeringaustralia.org/#/ www.volunteeringvictoria.org.au

	Festivals, Events And Multiculturalism	A month to month festival and events calendar in Victoria and surrounding suburbs	https://whatson.melbourne.vic.gov.au/
		A range of events in Victoria and surrounding suburbs	https://www.multiculturalcommission.vic.gov.au/whatson
Accommodation	Looking for accommodation	A range of websites	www.domain.com.au www.realestate.com.au www.flatmates.com.au www.flatmatefinders.com.au www.housemates.com.au
	Moving	MONEYSMART Provides useful short videos to help you prepare for moving out of home	www.moneysmart.gov.au/life-events-andyou/under-25s/moving-out-of-home
	Sustainable Living	Tips on how to reduce your environmental impact Save on energy and your power bill	www.environmentvictoria.org.au/ rentersguide https://www.energy.gov.au/households
	Disputes	Dispute settlement centre of Victoria Victoria civil and administrative tribunal (VCAT)	www.disputes.vic.gov.au www.vcat.vic.gov.au
	Rental Information, Forms and Bonds	Consumer Affairs Victoria Provides rental information and forms Residential tenancies bond authority	www.consumer.vic.gov.au www.rentalbonds.vic.gov.au
Religious Institutions	**Anglican** **Catholic** **Islamic** **Hindu** **Buddhists** **Sikh**	Anglican Church Of Australia Diocese Of Melbourne St Paul's Cathedral Melbourne International Fellowship Kundrathu Kumaran Temple Melbourne Buddhist Centre (FWBO) Sikh Community Of Western Victoria	Gisborne St, Melbourne, VIC, 197 Flinders La, Melbourne, VIC, Lvl9/ 446 Collins St, Melbourne, VIC, 139 Gray Court, Rockbank, Victoria 302 Little Lonsdale St, Melbourne, VIC 560 Davis Rd, Tarneit, Victoria,

Policies and Procedures

Access and equity policy

Purpose

The purpose of this policy is to outline SCM's commitment to access, equity and anti-discrimination principles.

Overview

Access is the ability of a student to enrol in a course, equity is the consistency and fairness of treatment once they are inside a course. SCM is committed to ensuring that:

➢ 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.

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

➢ 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.

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

Scope

This policy applies to the SCM's liaison with all students, prospective students, employers, prospective employers, host workplaces, and staff.

Policy

1. **Diversity**

   1.1 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.

   1.2 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:

   a) providing a welcoming and supportive training community

   b) offering flexibility in the way in which training and assessment is provided

   c) providing reasonable adjustments to training and assessment activities

   d) having transparent student and staff recruitment and selection procedures

   e) determining the needs of all individuals upon engagement with the organisation

   f) providing students, staff and clients access to a range of support services.

2. Discrimination and Harassment

2.1 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.

2.2 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.

3. Fairness

3.1 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.

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

3.3 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 SCM website.

3.4 All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

4. Equity in access

4.1 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.

4.2 SCM provides equitable access to training and education services by:

(a) offering culturally appropriate training and assessment resources that are relevant to student needs and circumstances

(b) referring students to support and counseling services where needed

(c) offering a wide range of course and learning options

(d) assisting students to arrange additional services if required such as interpreters or trained note takers

(e) providing courses that are self-paced and flexibly delivered

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

5. Support services

Support services will be provided to all students who require them. Student Support Officers will refer students who require support to an appropriate entity to provide that support. These providers are listed by category in the international student prospectus

Student Code of Conduct

Purpose

The purpose of this code is to outline the way in which students of SCM are expected to conduct themselves during their training. The code outlines students' rights and responsibilities in regard to their participation in SCM's training and education programs.

Code

1. **Students' rights**

   1.1 All students have the right to:

   a) Be treated fairly and with respect by all students and staff.

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

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

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

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

   f) Access the information SCM holds about them.

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

   h) Make appeals about procedural and assessment decisions.

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

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

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

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

2. **Students' responsibilities**

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

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

   b) Not harass, victimise, discriminate against or disrupt others.

   c) Treat all others and their property with respect.

   d) Respect the opinions and backgrounds of others.

   e) Follow all safety policies and procedures as directed by staff.

   f) Report any perceived safety risks as they become known.

   g) Not bring onto premises any articles or items that may threaten the safety of self or others.

   h) Not bring onto premises or be under the influence of illegal or intoxicated substances

   i) Notify us if any of their personal or contact details change, including emergency contact details.

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

k)   Approach their course with due personal commitment and integrity.

l)   Complete all assessment tasks, learning activities and assignments honestly and without plagiarism.

m) Must not use a mobile phone for any reason other than receiving and making calls

n)   Submit complete assessment tasks, assignments and other evidence of their work by the due date.

o)   Maintain regular contact with their Trainer/Assessor.

p)   Maintain attendance requirements in line with the scheduled timetable

q)   Progress steadily through their course in line with the delivery plan.

r)   Prepare appropriately for all assessment tasks, workplace visits and sessions.

s)   Notify SCM if any difficulties arise as part of their involvement in the program.

t)   Respond to and participate in intervention strategies to achieve learning outcomes

u)   Notify SCM if they are unable to attend a visit or session for any reason as soon as practicable

v)   Comply with SCM's Policies and Procedures and any agreement entered into

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.

Diversity provides an opportunity to enrich and extend opportunities for all, by creating an inclusive environment for all people regardless of their background by:

a)   providing a welcoming and supportive training community

b)   offering flexibility in the way in which training and assessment is provided

c)   providing reasonable adjustments to training and assessment activities

d)   having transparent student and staff recruitment and selection procedures

e)   determining the needs of all individuals upon engagement with the organisation

f)   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

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 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

Completion within the expected duration of study

Purpose

The purpose of this policy is to ensure that SCM monitors student progress in which the overseas student is enrolled to ensure they complete their course within the timeframe specified on their Confirmation of Enrolment (CoE)

Policy

1. SCM is committed to ensuring that students are able to complete their course within the duration specified on their CoE.

2. The expected duration of study specified on the overseas student's Confirmation of Enrolment (CoE) will not exceed the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) registered duration for the course except where items 8 and 9 are evidenced.

3. All students are aware of the start and finish date of their studies as specified on their Confirmation of Enrolment and are encouraged to speak to the student support officer where they believe they will be unable to complete the course within the duration specified in their CoE

4. All students are required to complete a course load of 20 hours per week. In the event of a government announced pandemic, SCM will offer distance or on-line learning

5. In support of its Course Progress and Intervention Policy, class attendance is monitored as this is considered as an early indicator of a student's possible failure to maintain course progress. These records permit early intervention by the College to provide the student with additional support.

6. Information relating to the requirements to achieve satisfactory course progress and attendance requirements, where applicable, and will be made available to students before they commence the course via the website, the prospectus and the student handbook. It will also be reinforced during the orientation program.

7. SCM will implement its Course Progress and Intervention Policy as a means of monitoring progress to ensure a student can complete his or her course within the expected duration.

8. The duration of a student's study will only be extended where, during the course progress and intervention policy it has been determined that the course cannot be completed in the expected duration as specified on the student's CoE as a result of:

    *   compassionate and compelling circumstances on the basis of demonstrable evidence as defined in the Course Progress and Intervention Policy

    *   where SCM is unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol; or

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

    *   where an approved deferment or suspension of study has been granted under Standard 9 (Deferring, suspending or cancelling the overseas student's enrolment).

- where assistance is provided through an agreed intervention strategy (implemented or in the process of being implemented) evidenced from the overseas student's assessment tasks, participation in tuition activities, or other indicators of academic progress, indicate the overseas student is at risk of not satisfying these requirements.

9. If SCM extends the duration of the student's enrolment, students will be advised to contact Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

10. If SCM extends the duration of the student's enrolment, SCM will notify Department of Education Skills and Employment, via the Provider Registration and International Students Management System (PRISMS) and issue a new CoE to the student.

11. A copy of the CoE and any variation will be kept in the student administration file.

Course Progress and Intervention Strategy

Purpose

The purpose of this policy is to ensure that SCM systematically monitors overseas student's course progress. The policy and procedure allows SCM to identify, notify and assist an overseas student at risk of not meeting course progress or attendance requirements where there is evidence from the overseas student's assessment tasks, participation in tuition activities or other indicators of academic progress that the overseas and identify and offer support to those at risk of not meeting course progress or attendance requirements as a condition of their student visa in order for overseas students to achieve expected learning outcomes.

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. By default, SCM does not monitor attendance however if a condition of registration was imposed by the Education Services for Overseas Students (ESOS) agency, SCM will monitor the minimum requirement for attendance of 80 per cent of the scheduled contact hours for the course.

3. In support of its Course Progress and Intervention Policy, class attendance is recorded and reviewed as this is considered as an early indicator of a student's possible failure to maintain course progress. These records permit early intervention by the College to provide the student with additional support.

4. Students are required to sign their attendance upon arrival and departure of their scheduled days

5. SCM believes that regular and sufficient attendance to classes is necessary for successful achievement of expected outcomes in VET. Satisfactory course progress means attending scheduled classes, participating in tuition activities and successfully completing all assessments and obtaining a Competency (C) in all the units in the prescribed study period

6. A study period will not exceed 6 months. Within the study period, there may be term (subject to qualification). Students are advised upon commencement - the term duration and the units schedule to be delivered and assessed within the term. Each course will have its own course progress sheets indicating the number of units to be successfully completed within the study period in order to maintain satisfactory course progress.

7. At risk of unsatisfactory course progress is where;

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

   - the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol

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

- the student fails to meet the requirements of an intervention strategy which has been agreed on as part of an earlier progress review

- fails any unit on second attempt;

- student has become disengaged

Reviewing Academic Progress

8. Trainers and Assessors will monitor student's course progress using the course delivery plan. Any students identified of being at risk of making unsatisfactory course progress throughout the study period will be contacted via phone or email.

9. Where the student fails to correspond with the Trainer/Assessor, the student support officer will attempt to make contact with the student whose course progress has been identified as "at risk" of unsatisfactory progress in order to determine possible causes and explain their status and provide information about:

   (a) the possible consequences of further poor performance;

   (b) relevant services available to students for assistance;

   (c) the requirement to attend a meeting with a student support officer; and

   (d) an intervention strategy for those students.

10. Where the student fails to correspond/co-operate with the student support officer, formal academic warning letters will be sent to the student as a means of intervention.

11. It is a student's responsibility to read and act upon an academic warning letter. A student's failure to respond to any notification as directed may be taken into account should further unsatisfactory progress occur

12. Where the student corresponds and co-operates with the student support officer, an intervention strategy will be discussed and agreed upon using the outcome of intervention strategy student agreement form, signed by the student and implemented immediately.

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

- 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:
  o attending tutorial or study groups;
  o referrals for attending counselling;
  o receiving assistance with personal issues which are influencing progress;
  o Require the student to enter into an intervention strategy agreement with a timeframe for completing units NC;
  o providing extra time to complete tasks;
  o attending additional catch up classes;

- Reinforce to the student that unsatisfactory course progress in 2 consecutive study periods may lead to the student being reported to Department of Education Skills and Employment
  - receiving mentoring or
  - a combination of the above and/or a reduction in course load.

- Compassionate and compelling circumstances including (but 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;
  - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
  - 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
  - where SCM is unable to offer a pre-requisite unit, or; or
  - inability to begin studying on the course commencement date due to delay in receiving a student visa

14. Students, who are deemed Not 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 Competent after two re-assessment attempts.

15. 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

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

17. Trainers are to provide the Administration staff with the unit outcomes 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.

18. At a minimum, the intervention strategy must be activated where the student has been deemed not 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.

19. 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 details of a student at risk to the Student Support Officer on a fortnightly basis. At this point intervention is activated.

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

21. In consultation with the Trainer/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 or otherwise accepted 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

22. As soon as the student fails 2nd unit within the same study period and/or 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

23. Documentary evidence of the interventions implemented and any correspondence will be kept on the student's file.

Reporting unsatisfactory course progress

24. Where the student continues to demonstrate unsatisfactory course progress despite two academic warnings letters, intervention and time allowed for the intervention to run its course, SCM will give the overseas student a written notice which:

    a) notifies the overseas student that SCM intends to report the overseas student for unsatisfactory course progress
    b) informs the overseas student of the reasons for the intention to report
    c) advises the overseas student of their right to access SCM's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days

25. An appeal will only be considered if SCM has not:

    a) recorded the student's marks correctly,
    b) implemented intervention strategies as set out in this policy, or
    c) there are compassionate or compelling reasons which have contributed to the unsatisfactory progress.

26. SCM will maintain the overseas student's enrolment by only reporting a breach of course progress in Provider Registration and International Student Management System (PRISMS) if:

    a) the internal and external complaints processes have been completed and the breach has been upheld;
    b) the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period;
    c) the overseas student has chosen not to access the external complaints and appeals process; or
    d) the overseas student withdraws from the internal or external appeals process by notifying SCM in writing.

27. Department of Home Affairs will consider all the information available and if they decide to consider cancellation, Department of Home Affairs 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

28. Documentary evidence and any correspondence will be kept on the student's file.

Plagiarism, Cheating and Academic Misconduct

Purpose

This policy ensures that mechanisms are in place to avoid student plagiarism and cheating and outlines the strategies in place to detect and respond to such incidents.

Definitions

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

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

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

Policy

1. **Student integrity and honesty**

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

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

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

2. **Unacceptable behaviour**

    2.1 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.

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

3. **Avoiding and detecting**

    3.1 Upon the submission of all assessment tasks, students are required to sign an Assessment Cover Sheet that includes a declaration of the authenticity of the work.

    3.2 SCM will take the necessary steps to detect plagiarism and cheating which may include:

        a) Monitoring students in closed book written assessments;

        b) Communication amongst other trainers;

        c) Comparison of work against various academic assessments;

        d) Use of plagiarism detection software where assessment is submitted electronically

    3.3 All staff has an obligation to identify and investigate any possibility of plagiarism, cheating and/or academic misconduct.

3.4 A staff member who suspects that plagiarism, cheating or academic misconduct may have occurred should first source evidence (through identification of the source) to support their allegation.

3.5 If there is no source listed on assessments, then students will be given an opportunity to search for and cite their responses.

3.6 In relation to student work placement, SCM will take the necessary steps to minimise incidence of forged or falsified documents, including:

a) confirmation of workplace arrangements with host employers by SCM staff

b) regular contact with the host employer to confirm and verify the authenticity and accuracy of service periods documented

4. Using plagiarism detection software

4.1 The plagiarism detection software is to be installed on all trainers' computers in the college.

4.1 The plagiarism detection software licence must include sufficient numbers of users to enable all trainers to use it.

4.2 Trainers are required to use the software at the point of assessment of student assessment tasks.

4.3 Trainers are to apply the program as follows:

a) Where assessments require information to be typed, all responses must be submitted in a Word format

b) If responses to questions have been referenced - random checks are to be made to ascertain if references are correct

c) If sources are not referenced, then responses must have the program applied

d) If there is reason to believe it has been plagiarised e.g. there is a discrepancy between the usual style of writing of the student and that in a particular project, the material must be run through the program

5 Responding to incidents

5.1 Any student found to have plagiarised, cheated or been involved in academic misconduct will be given an opportunity to respond to the allegations.

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

a) explaining referencing guidelines,

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

c) providing the student with another form of assessment;

d) issuing a failing grade in respect of the assessment in question;

e) issuing a failing grade to the student for the relevant unit of study; and

f) subject to clause 5.4 below, cancel the student's enrolment.

5.3 Where, following discussion with the student, the trainer forms the view that the student has been engaged in academic misconduct, the trainer may take the following appropriate action, including:

a) explaining to the student that they would need to be re-assessed;

b) issuing a failing result in respect of the assessment in question;

c) issuing a failing result to the student for the relevant unit; and

5.4 Upon finding that plagiarism, cheating or academic misconduct has occurred, the student will be referred to the student Support Officer, to discuss the matter and a warning letter will be issued to the student.

5.5 SCM may cancel the student's enrolment if:

    a) The student is directed to resubmit the assessment and, on the second submission of the work, the work is determined to be plagiarised; or

    b) The student has committed multiple incidences of plagiarism in different items of assessment, the Compliance Manager may cancel the student's enrolment on the grounds of misconduct, or

    c) The student has committed another form of academic misconduct or falsified documentation in relation to his or her studies at SCM.

Student Welfare and Support Services

Purpose

This policy ensures that students are supported to adjust to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of their chosen course.

This policy outlines the support services available to students and also outlines how students are provided with information on these services, as well as how to access them.

Policy

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

1.1   SCM is committed to ensuring that all students receive support in adjusting to life and study in Australia. An orientation program will be compulsory for all students prior to commencing their course.

1.2   Orientation programs will be conducted prior to or at the beginning of each course intake. Where a student is admitted to a course late, the Support Services Officer will conduct the orientation on an individual basis.

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

      i.   support services available to assist overseas students to help them adjust to study and life in Australia

      ii.   English language and study assistance programs

      iii.   any relevant legal services

      iv.   emergency and health services

      v.   SCM's facilities and resources

      vi.   complaints and appeals processes as outlined in Standard 10 (Complaints and appeals)

      vii.   requirements for course attendance and progress

      viii.   support services directory with the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia

      ix.   services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

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

1.5   The orientation program will be reviewed annually to ensure that the information provided is correct and that it meets student needs.

1.6   The information or referrals as appropriate to overseas students who request assistance in relation to the services and programs set out in 1.3, will be at no additional cost to the overseas student

Learning Support

2.1   Students are provided with a range of learning support options and resources to enable them to achieve learning outcomes in addition to meeting course requirements and maintaining attendance including:

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

   b) Tutorial support assistance.

   c) English Language /Literacy and/or Numeracy Support

   d) Learning Activities.

   e) Computer and technology support.

   f) Referral to external services

   g) Useful links

   h) Study Techniques

   i) Time Management Skills

   j) Referencing and citing styles to avoid plagiarism

2.2   The services listed in 2.1 or any other learning support services consistent with the requirements of the course will be at no additional cost to the overseas student.

2.3   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 and Intervention Policy.

Additional Support Services

3.1   SCM recognizes that students 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 learning goals.

3.2   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.

3.3   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 or 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

4.1   Welfare services address the mental, physical, social and spiritual well-being of students. This involves referral to appropriate support persons who can help with information/advice. SCM offers referrals to Specialist Services.

4.2 SCM recognises that student may require access to welfare services to assist with issues that may arise through their studies.

4.3 Referrals will be provided without cost to the student.

Informing Students

5.1 Information about welfare services available are provided in the Student Handbook, International Student Prospectus and Website. Students are also informed about these services at orientation

Accessing Services

6.1 Students wishing to access any support services should discuss this with their trainer/assessor or call our office. Contact details for relevant staff are included in the Student Handbook, International Student Prospectus

Fees and Charges

Purpose

Provide overseas students or intending overseas students with information relating to tuition fees and additional charges associated with enrolment in a course with SCM prior to and throughout their enrolment.

Policy

1   Information about Fees and Charges

1.1   Overseas students seeking to enrol in a course with SCM are advised of indicative tuition and non-tuition fees, including advice on the potential for changes to fees over the duration of a course and the registered provider's cancellation and refund policies.

1.2   Overseas students seeking to enrol in a course are also advised of additional fees and charges that may be incurred throughout their enrolment. Information on tuition and non-tuition fees will be displayed on SCM's website, in the prospectus and student handbook.

1.3   The information provided to each student will include:

(a) application fees, tuition fees, materials fees, health cover fees

(b) additional fees and charges student may incur, including as a result of having their study outcomes reassessed after 2nd attempt, change to coe, cancellation fee, fees for late payment of tuition fees, or other circumstances in which additional fees may apply.

(c) Payment terms, including the timing and amount of fees to be paid and any non-refundable payments and administration fees

(d) Payment options including that **students** can *choose* to pay more than 50 per cent of their tuition fees before they start their course (Such evidence will be maintained in the student file)

(e) SCM does not *require* students to pay more than 50 per cent up front; this must be **initiated by the student** or their sponsor. (Such evidence will be maintained in the student file)

1.3   Those seeking to enrol with SCM will be informed of the fees and charges before signing the written agreement. This amount is specified on all course information relating to fees and charges and on the Written Agreement signed by each student prior to entry into a course. The application and material fee is non-refundable except in the instance where SCM is required to cancel a course due to insufficient numbers or for other unforeseen circumstances.

2. Written Agreements

2.1 Sunshine College of Management must enter into a written agreement with the overseas student or intending overseas student, signed or otherwise accepted by the student, concurrently with or prior to accepting payment of tuition fees or non-tuition fee. The agreement outlines the tuition and non-tuition fees, payment options, refund policies.

2.2 Where fees are received without the Written Agreement being signed, SCM will inform the student that the payment cannot be processed until the signed Written Agreement is received.

2.3 In listing tuition and non-tuition fees in the written agreement, SCM will provide students with a clear guide to the range of fees they may incur throughout the course

Fees in Advance

3.1 SCM does not require students to pay more than 50 per cent of their tuition fees before they start the course. However, students, or the person responsible for paying the tuition fees, may choose to pay more than 50 per cent of their tuition fees before they start their course.

3.2 SCM will retain evidence that students have exercised choice in how much of their tuition fees are paid up front.

4.   What do student fees cover?

4.1 Unless otherwise specified, course fees include the cost of all compulsory training and assessment materials. Any optional textbooks and materials that may be recommended but not required for completion of the course, are not included in course fees and will be an additional cost should the student wishes to purchase such materials.

4.2 All course fees include up to two (2) attempts at assessment per unit. Where an additional assessment is required in order to achieve competency, SCM reserves the right to charge a student, an additional re-assessment fee in accordance with the student's Written Agreement.

5   Terms and Methods of Payment

5.1 In order to accommodate the payment preferences of students, SCM provides students with payment options, including per study period or setting up an agreed and signed payment plan..

5.2 Students who enter into a payment plan will be provided with a payment schedule and must ensure fees are paid on or by the due date. Students opting to pay their fees per study period must do so upon commencement of the study period.

5.3 Payments can be made in person by cash, credit card (Visa and Master Card only), direct debit or direct deposit by quoting or referencing your student number. There will be a 2.0% surcharge on the credit card payments.

5.4 Education agents will not be involved in the collection, management or refunding of a student's fees. This is a matter between SCM and the student.

6   Late Payment

6.1 Where a student is more than 15 days overdue with payments, SCM reserves the right to suspend training services until payment is made to bring fees up to date.

6.2 Where students have made late payments, additional charges will apply

6.3 Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.

7   Non-Payment of Fees

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

•   Students must pay the required amount in full on or before 5 pm of the due date.

- Payments made after due date will incur a compulsory late fee, please refer to "Additional Charges".

Failure to pay fees may result in any or all of the following until the student pays the full amount:
- Suspension from attending classes or participating in the course
- Exclusion from assessment activities
- Withholding of certification documentation
- Cancellation of enrolment
- Exclusion from future enrolments with SCM

International students will be informed of the possible impact on their visa due to non-payment of fees.

If tuition fees are not paid by the due date:

- SCM will issue the student with an initial warning letter for non-payment of fees within 5 days from payment due date, outlining the following:
  - Suspension from the course until full payment is made including exclusion from assessments if required.
- SCM will issue the student a further warning letter for non-payment of fees should SCM not receive any correspondence from the student after the initial warning letter was sent outlining the following:
  - Exclusion from assessment activities
- SCM will issue the student a final letter for non-payment of fees should SCM not receive any correspondence from the student following the second warning letter was sent outlining the following:
  - Intention to cancel enrolment due to non-payment of fees
  - Intent to notify the Department of Education, Skills and Employment of a change of enrolment status

The student is informed of their right to appeal SCM decision within 20 working days of receipt of letter of intent to cancel.

- If the student chooses to access SCM appeals process, SCM does not notify the Department of Education Skills and Employment of any change to the student's enrolment status through PRISMS.
- If the student's appeal is unsuccessful or no appeal has been made and all internal complaints and appeals processes have been completed, SCM will notify the Department of Education Skills and Employment via the Provider Registration and International Student Management System (PRISMS) of the cancellation of the student's enrolment.
- The student may choose to access an external appeals process as per SCM Complaints and Appeals Policy, but SCM does not have to wait for the outcome of an external appeal before notifying the Department of Education Skills and Employment via PRISMS of the change to the student's enrolment status.

For long-term outstanding amounts, SCM utilises the services of a debt recovery agency to ensure the collection of all fees

8   Additional charges

Course fees do not include cost of any additional documents required for specific reasons. See charges below for additional documents.

- Re-Issue of Testamurs / Statements of attainment - $50 each copy
- Reassessment Fee $220.00 (after second attempt)

- RPL Fee $250.00 per unit
- Re-Issue of Student Card $20.00
- Late payment of fees - $250.00 per instalment
- Course Cancellation $200.00
- Change to CoE $200. Not applicable where support has been provided to achieve learning outcomes.
- Unit re-enrolment fee $500.00 (for students who exceed the maximum duration period)
- Re-activation of learning platform $250.00

Refunds

The refund policy relates to the tuition fees paid including the circumstances in which SCM is able or unable to refund all or part of the tuition fees paid, how to apply for a refund and how refunds are paid. In accordance with section 46D of the ESOS Act, in the event of a Provider default, the Provider must either:

(a) arrange for the student to be offered a place in a course at SCM's expense; or

(b) pay a refund to the student of "unspent tuition fees",

Definitions:

Default day refers to:

- the agreed starting day or
- the day on which the course ceases to be provided; or
- the day on which the student withdraws from the course or
- the day on which SCM refuses to provide, or continue providing, the course to the student

Tuition fees refers to

- fees received, directly or indirectly, from an overseas student or intending overseas student and does not include material or application fees

Procedure:

You will receive a refund in the following circumstances (except where you have already withdrawn):

1. **Provider default**

SCM default event	Refund Entitlement	Refund arrangements
1.1 The course fails to start on the agreed starting date.	A refund of all unspent tuition fees	SCM will arrange for a refund of these fees to you or a person nominated by you in writing. Paid within 14 days of the default day. Alternatively, SCM may offer the student a place in an alternative course at no additional cost of the originally offered course of study. Should the student accept the place offered in another course they will be asked to sign a document to indicate that you have either accepted the refund or place in another course offered by SCM
1.2 The course ceases to be provided by SCM after it has started, but before it is completed by the student.	A refund of all unspent tuition fees	SCM will arrange for a refund of these fees to you or a person nominated by you in writing. Paid within 14 days of the default day. Alternatively, SCM may offer the student a place in an alternative course at no additional cost of the originally offered course of study. Should the student accept the place offered in another course they will be asked to sign a document to indicate that you have either accepted the refund or place in another course offered by SCM
1.3 The course is not able to be provided to you in full because SCM has had a sanction imposed by a government regulator	A refund of all unspent tuition fees	SCM will arrange for a refund of these fees to you or a person nominated by you in writing. Paid within 14 days of the default day.

1.4 an offer of a place is withdrawn by SCM and no incorrect or incomplete information has been provided by the student	A refund of all unspent tuition fees	SCM will arrange for a refund of these fees to you or a person nominated by you in writing. Paid within 14 days of the default day. Alternatively, SCM may offer the student a place in an alternative course at no additional cost of the originally offered course of study. Should the student accept the place offered in another course they will be asked to sign a document to indicate that you have either accepted the refund or place in another course offered by SCM

1.5 The Tuition Protection Service (TPS) for International Students

In the unlikely event SCM is unable to deliver a course you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider's 'default obligations'), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

The following process must be followed in the event of provider default:

Step 1 – Provider default occurs

SCM defaults if:
- the course did not start at the location on the agreed starting day
- the course ceased to be provided at the location at any time after it commenced but before its completion
- SCM is prevented from providing a course at a location because a sanction has been imposed under part 6 of the ESOS Act 2000
- the course was not provided in full because a condition has been imposed on the registration of SCM on CRICOS, or the registration has been suspended or cancelled, and the student has not withdrawn before the occurrence of any one of the events stated above.

Step 2 - Notifying the Secretary, the TPS Director and students
- Under section 46B of the ESOS Act, SCM must notify the Secretary and the Tuition Protection Scheme (TPS) Director of the default within 3 business days of the default occurring. SCM must also notify affected students. All notices of any such default must be in writing.

Step 3 - Provider obligation period
- Under section 46D of the ESOS Act, SCM has 14 days after the default day to satisfy its tuition protection obligations to affected students studying on a student visa.

Step 4 - Notification of the outcome - discharge of obligations
- Under section 46F of the ESOS Act, SCM has 7 days after the end of its obligation period to give a notice to the Secretary and the TPS Director of the outcome of the discharge of its obligations. This notice must comply with the requirements of section 46F of the ESOS Act.
- If SCM does not meet its obligations affected students studying on a student visa may be assisted by the TPS Director.

Refunds in other cases

Event	Refund Entitlement	Refund arrangements
a student cannot commence the course because of illness or a disability compassionate or compelling circumstances where there is death of a close	A refund of all unspent tuition fees	SCM will arrange for a refund of these fees to you or a person nominated by you in writing. Paid within 4 weeks upon receipt of application and supporting documentation

family member of the student (parent, sibling, spouse or child)		
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	A refund of all unspent tuition fees	SCM will arrange for a refund of these fees to you or a person nominated by you in writing. Paid within 4 weeks upon receipt of application and supporting documentation
packaged offer for multiple course	Subject to student default listed below for the current/initial course. Subsequent courses unspent tuition fees will be refunded less a $200 administration fee	SCM will arrange for a refund of these fees to you or a person nominated by you in writing. Paid within 4 weeks upon receipt of application and supporting documentation

2. **Student Default**

An international student or intending overseas student defaults, in relation to a course at a location, if:
   (a) the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn);
   (b) the student cancels their enrolment in a course (either before or after the agreed starting day);
   (c) SCM refuses to provide, or continue providing, the course to the student at the location because of one or more of the following events:
      (i)   the student failed to pay an amount they were liable to pay SCM, directly or indirectly, in order to undertake the course;
      (ii)   the student breached a condition of his or her visa;
      (iii)   misconduct by the student (Refer to the Student Code of Conduct and the Student Discipline Polices).

Note: Student Default **does not include** student visa refusal.

Student default event	Refund Entitlement	Refund arrangements
2.1 The course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn)	No Refund for the first study period in which your enrolment was cancelled A refund of unspent tuition fees for subsequent study periods (if applicable)	You must apply for a refund as outlined under *How to apply* for a refund Paid within 4 weeks of receipt of your refund application to you or a person nominated by you in writing
2.2 If a student has supplied incorrect, incomplete falsified or fraudulent information and as a result SCM withdraws the offer or terminates your enrolment.	***If SCM withdraws your offer of a place before you have completed for your first study period*** A refund of all unspent tuition fees less a $200 administration fee. ***If SCM terminates your enrolment after you have completed your enrolment for your first study period.*** You **will not** be refunded any tuition fees already paid for: • study periods previously undertaken prior to the study period in which your enrolment was terminated, or • the study period in which your enrolment was terminated	You must apply for a refund as outlined under *How to apply* for a refund Paid within 4 weeks of receipt of your refund application to you or a person nominated by you in writing
2.3 SCM refuses to provide or continue to provide the course to you because you breached a condition of your visa.	You **will not** be refunded any tuition fees already paid for: • study periods previously undertaken prior to the study period in which you breached the condition of your visa, or • the study period in which you breached the condition of your visa	You must apply for a refund as outlined under *How to apply* for a refund Paid within 4 weeks of receipt of your refund application to you or a person nominated by you in writing
2.4 SCM refuses to provide or continue to provide the course to you because you have been found to have engaged in misconduct in accordance with the student code of conduct and/or discipline policies and procedures and SCM has terminated your enrolment	You **will not** be refunded any tuition fees already paid for: • study periods previously undertaken prior to the study period in which your enrolment was suspended or terminated, or • the study period in which your enrolment was suspended or terminated	You must apply for a refund as outlined under *How to apply* for a refund Paid within 4 weeks of receipt of your refund application to you or a person nominated by you in writing

2.5 Where SCM terminates the student's enrolment, due to a failure to comply with SCM policies, or unsatisfactory course progress or attendance	No Refund	
2.6 If written notice of withdrawal is received more than 28 days prior to commencement date 2.7 and 2.8 are the same, if we have prior to commencement or less than 28 days no refund	A refund of all unspent tuition fees less a $200 administration fee.	You must apply for a refund as outlined under *How to apply* for a refund Paid within 4 weeks of receipt of your refund application to you or a person nominated by you in writing
2.7 If written notice of withdrawal is received 0- 28 days prior to commencement date except for the reasons set out in 1.4	A 50% refund of all unspent tuition fees less a $200 administration fee.	You must apply for a refund as outlined under *How to apply* for a refund Paid within 4 weeks of receipt of your refund application to you or a person nominated by you in writing
2.8 Where a student has not met the conditions included in the letter of offer and written notice of withdrawal is received 0- 28 days prior to commencement date	No Refund	
2.9 If written notice of withdrawal is received after the ommencement date	No Refund	
2.10 SCM refuses to provide or continue to provide the course to you because you failed to pay an amount owing to SCM in order to undertake the course.	A refund of all unspent tuition fees less a $200 administration fee.	You must apply for a refund as outlined under *How to apply* for a refund Paid within 4 weeks of receipt of your refund application to you or a person nominated by you in writing. You must pay/settle any other debts owing such as material fees. SCM may deduct such payments form the amount refundable.
Visa default event	Refund entitlement	Refund arrangements
3.0 Where an on shore student is renewing their visa and the outcome is refused	No Refund	

3.1 Where a student is unable to obtain a student visa (off shore)	A refund of all unspent tuition fees less a $200 administration fee.	SCM will arrange for a refund of these fees to you or a person nominated by you in writing within 20 working days of your visa being refused
3.2 Where a student's visa is cancelled during enrolment	No Refund	

3. How to apply for a refund

Provider default	How to apply	Refund Payments
Defaults 1.1, 1.2, and 1.3	SCM will arrange for a refund of these fees to you or a person nominated by you in writing. Alternatively, SCM may offer you a place in an alternative course at no additional cost of the originally offered course of study. Should you accept the place offered in another course you will be asked to sign a document to indicate that you have either accepted the refund or place in another course offered by SCM	Paid within 14 days of the default day
Student default	**How to apply**	**Refund Payments**
Defaults 2.1, 2.2, 2.6, 2.7, 2.10	You will need to complete and submit an application for refund along with supporting documentation (where applicable).	Paid within 4 weeks of receipt of your refund application.
Refusal of Student Visa	**How to apply**	**Refund Payments**
Defaults 3.1	You do not need to apply for a refund. SCM will arrange for a refund of fees to you.	Paid within 20 working days of your visa being refused.

4. Outcomes of refund decisions

4.1 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.

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

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

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

NOTE: The availability of complaints and appeals processes does not remove the rights of the student to take action under the Australia's Consumer Protection Laws.

In all of the above cases, course commencement date is the date indicated on the student's most current and approved e-CoE. There will be no refund of any bank or courier charges

Complaints and Appeals

Purpose

This Complaints and Appeals Policy and related procedure are designed to ensure that SCM responds effectively to individual cases of dissatisfaction. This policy outlines SCM's approach to managing complaints and appeals and ensures that all clients, students, employers and other stakeholders are aware of the steps to take to have their dissatisfaction addressed appropriately.

Definitions

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

Formal complaint – a written complaint

Appeal – a request to review a decision that has previously been made as a result of a formal complaint.

Policy

1. Complaints and appeals systems

1.1. Despite all efforts of SCM to provide satisfactory services to its students, complaints may occasionally arise requiring formal resolution.

1.2. The CEO is responsible for ensuring that this Complaints and Appeals Policy is made available to all stakeholders via the website.

1.3. 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:

(a) develop a culture that views complaints and appeals as an opportunity to improve the organisation and how it works

(b) set in place a complaints and appeals handling system that is client focused and helps SCM to prevent these events from recurring

(c) ensure that any complaints and appeals are resolved promptly, objectively and with sensitivity and in complete confidentiality

(d) 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

(e) ensure that there is a consistent response to complaints and appeals.

(f) Both parties may be assisted by a support personal in any relevant meeting.

1.4 All formal complaints and appeals and their outcomes will be recorded on the Complaints and Appeals Register.

2 Nature of complaints

2.1 Complaints and appeals may be made be on any aspect of SCM's services, activities and decisions such as:

a) the enrolment, induction/orientation process

b) the quality of education provided

c) training and assessment matters, including student progress, assessment, curriculum and awards in a course of study

d) access to personal records

e) decisions made by SCM

f)   the way someone has been treated.

3   Resolving issues before they become a complaint

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

3.2   Students must be made aware of the criticality of exhausting the in-house process for complaints resolution, using the internal and external complaints procedure before taking the matter to ASQA.

4   Lodging a complaint

4.1   Formal complaints and appeals are to be made in writing to the Student Support Officer.

4.2   All parties are encouraged to approach matters with an open view and to attempt to resolve problems through discussion and conciliation.

4.3   Where student complaints are discussed, records of the discussion and outcomes are to be recorded and placed on the student file.

4.4   Student complaints that cannot be resolved through discussions with the student support officer may be escalated to the CEO for resolution.

4.5   This escalation will require interaction with the complainant to achieve resolution.

4.6   Where the student is satisfied by the resolution, the matter is closed. Where the student remains dissatisfied with the outcome, then they may appeal the decision. Students have the right to make an appeal against the decisions made by SCM.

4.7   Appeals against any decisions are to be made in writing following this Formal Complaints and Appeals procedure.

4.8   Appeals against assessment decisions and other academic matters must be made within twenty (20) working days of the original decision being made.

5   Resolution

5.1   All formal complaints and appeals will be responded to as soon as possible but within twenty (20) days. Resolution may take a longer period of time, depending upon the complexity of the matter.

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

6   Record keeping and confidentiality

6.1   A written record of all complaints and appeals handled under this policy and procedure and their outcomes shall be maintained for a period of at least two (2) years to allow all parties to the complaint or appeal appropriate access to these records.

6.2   All records relating to complaints and appeals will be treated as confidential and will be covered by SCM's Privacy and Personal Information Policy.

7   Non-limitation of policy/External Appeals

7.1   This 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 this policy and related procedure limits the rights of individuals to take action under Australia's Consumer Protection laws.

7.2 Students have the right to access the external appeals process. Where this is the case, the matter shall be referred to the external independent mediator at no cost to the student.

7.3 The third party mediation organization is Commonwealth Ombudsman1300 362 072. This policy does not circumscribe an individual's rights to pursue other legal remedies.

Complaints and Appeals Procedure

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 working 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 another person accompany them. c) Investigation into the matter will take place to ensure SCM has accurate, complete and relevant information.	Student Support Officer

	Action	Details	Responsibility
		d) The Student Support 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. 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.	Student Support Officer

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). 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, including the reasons for the decision.	Compliance Manager

	Action	Details	Responsibility
		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 the Commonwealth 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

Student Transfer

Purpose

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

Scope

The policy applies to current enrolled international students and intending international students

Definitions

Six months - The first six months is calculated as six calendar months from the date an overseas student commences their principal course

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

This means the transfer restriction applies to a student during all courses they undertake prior to the principal course

Policy

1. Student transferring from another registered provider

1.1   SCM will not knowingly enrol a student wishing to transfer from another registered provider prior to the overseas student completing six months of their principal course of study, except in the following circumstances:

- the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered

- the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider

- the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS

- any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change. This usually applies where the overseas student's study in Australia is sponsored by the government of another country.

- the course in which the student is enrolled has ceased to be registered;

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

1.2 SCM will not actively recruit a student before the student has completed six months of the principal course.

1.3 The restriction to not enrol transferring students also applies to any prerequisite courses in a package of courses.

1.4 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.

2. Students wishing to transfer to another registered provider

2.1 Students may transfer to another provider after completing six months of their principal course.

2.2 For a request for transfer to be considered prior to item 2.1 from occurring, students must complete the Release Letter Application Form and provide a valid enrolment offer (letter of offer) from another registered provider and any evidence to support items 2.5 - 2.6

2.3 The student may be required to meet with SCM (CEO/Compliance Manager) to discuss the reasons for the application and possible options. The CEO will make the final decision.

2.4 SCM will use its professional judgement on 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.

2.5 A transfer request will be **granted** where:

- the overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with SCM's intervention strategy to assist the overseas student in accordance with Standard 8 of the National Code (Overseas student visa requirements) Note: the report on the overseas student's course progress should occur even if the transfer request is granted

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

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

  o bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)

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

  o a traumatic experience, which could include:

  - involvement in, or witnessing of a serious accident; or

  - witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)

  o where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol; or

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

- SCM fails to deliver the course as outlined in the written agreement (provider default)

- there is evidence that the overseas student's reasonable expectations about their current course are not being met

- there is evidence that the overseas student was misled by SCM or an education or migration agent regarding SCM or its course and the course is therefore unsuitable to their needs and/or study objectives

- an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.

- The discretion of the CEO has permitted the transfer

2.6 A transfer will also be granted where the course that the student wishes to transfer to better meets the study capabilities of the student or the long term goals of the student for future work, education or personal aspirations;

2.7 Where students are granted a letter of release, students will be informed that they must contact Immigration to seek advice on whether a new visa is required. **Note: Students may need to apply for a new student visa if the student subsequently intends to study at a lower AQF level.** To find out more about visa requirements, students should call Immigration on 131881 or visit their web site at https://immi.homeaffairs.gov.au/change-in-situation/study-situation

2.8 Exceptions to the need for a student to request a transfer are:
- in the case of provider default;
- where the provider has had a sanction imposed on its registration that prevents the student from continuing his or her course; or
- a home government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change

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

- a student is unable to provide satisfactory evidence that his/her course does not meet the long term goals or that the student cannot demonstrate compassionate or compelling circumstances for the transfer.

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

- the student had been withdrawn from studies and therefore a Letter of Release is not required.

- the student is not genuinely engaging with an intervention strategy with the intention of failing and being released

- the student has refused (including non-attendance) to meet with SCM (CEO/Compliance Manager) as requested to review the reasons for making the application for release and to discuss possible options

- 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 Department of Education Skills and Employment for failure to meet SCM academic course progress requirements.

2.10 If SCM intends to refuse a release, SCM will not finalise the overseas student's refusal status in

PRISMS until:

- any appeal against the refusal lodged by the overseas student is finalised and upholds the registered provider's decision not to release the student; or
- the overseas student did not access the registered provider's complaints and appeals processes within 20 working days of being notified of the refusal; or
- the overseas student withdraws their appeal against the refusal

2.11 SCM will also notify the overseas student in writing the reason for refusing the transfer request and the overseas student's right to access SCM's internal complaints and appeals process (in accordance with Standard 10) within 20 working days.

3. Informing students and staff

3.1 There is no cost in providing students with a letter of release. Where a student transfers to another registered provider, any refund of course fees will be assessed in accordance with SCM's Refund Policy.

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

3.3 SCM provides all staff with clear expectations on overseas student transfers made available in the staff handbook

3.4 Students will be informed of the outcome of their application for transfer within 10 days of lodging the application (this may be in the form of a formal letter or email). The CEO will make the final decision.

4. Complaints and appeals

4.1 Where the decision is made to refuse the transfer request the student may appeal against the decision by accessing SCM's Complaints and Appeals process within 20 working days.

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

5. Record keeping

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

5.2 Where SCM has agreed to the overseas student's release, SCM will record the date of effect and reason for release in PRISMS.

Deferment, Suspension and Cancellation Policy

Purpose

The purpose of this policy is to outline the circumstances an overseas student's enrolment can be deferred, suspended or cancelled. This may be initiated by either the overseas student for compassionate and compelling circumstances, or SCM for an overseas student's breach of visa conditions, failure to pay fees, misbehaviour, or other condition listed within the policy.

Scope

The policy applies to all current and approved enrolments.

Definitions

Suspension refers to temporarily cease studies **during** the enrolment period with the clear intention that the student will recommence at an agreed date.

Deferment refers to postponing studies **prior** to the commencement date

Cancellation refers to the cessation of enrolment

1. Student Initiated Deferment, Suspension, Cancellation

1.1 A student may request a temporary deferment or suspension to an agreed period of time up to a maximum of 8 weeks

1.2 A student may request a temporary deferment or suspension to enrolment on the grounds of compassionate or compelling circumstances.

1.3 Compassionate or compelling circumstances are those beyond the control of the student and which have an impact upon the student's course progress or wellbeing such as:

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

- death 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 which 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.

Please Note: The above are only some examples of what may be considered compassionate or compelling circumstances. The Student Support /Compliance Manager will use their professional judgment to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, SCM will consider documentary evidence provided to support the claim,

1.4 Students will be required to complete a Deferment, Suspension or Cancelation form and provide evidence of the compassionate or compelling circumstances to support the deferment or suspension

1.5 Students will be advised to speak to the Student Support Officer and documentation will be kept in the student administration file

1.6 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.

1.7 Students will be notified of the outcome within 10 working days from the date of receipt of application.

1.8 Students wanting to cancel their enrolment prior to completing 6 months of their principle course must refer to the Student Transfer Policy.

1.9 Fees must be up to date prior to making an application for suspension or cancellation

1.10 Course progress must be up to date prior to making an application for suspension.

1.11 A fee of $200.00 will be charged for students wishing to cancel or make a change to their CoE

2. Records

2.1 When there is any deferral, suspension or cancellation action taken under standard 9 of the National Code 2018, SCM will:

    i. Provide a letter of outcome informing the overseas student of the need to seek advice from Immigration on the potential impact on his or her student visa

    ii. report the change to the overseas student's enrolment under section 19 of the ESOS Act.

    iii. Maintain documentation related to the application in the student file

3. COLLEGE Initiated Deferment, Suspension or Cancellation

3.1 SCM may suspend or cancel a student's enrolment including, but not limited to, on the basis of:

- Misbehavior/misconduct by the student as outlined in the Student code of Conduct
- a student has supplied incorrect, incomplete, falsified or fraudulent information at the time of application, enrolment or during their enrolment.
- the student's failure to pay an amount he or she was required to pay SCM to undertake or continue the course as stated in the written agreement/payment plan
- a breach of course progress or attendance requirements by the overseas student, which must occur in accordance with Standard 8 (Overseas student visa requirements).
- Non-payment of outstanding fees
- Failure to return to study after a scheduled term break
- Failure to recommence at the agreed date of an approved deferment or suspension
- Where the student does not commence studies in a course when they are due to

  commence and they have not notified SCM in writing within 14 days of the

  course commencement, and then student enrolment will be cancelled on the

  basis of Non Commencement of studies.

3.2 If SCM initiates a suspension or cancellation of the overseas student's enrolment, before imposing a suspension or cancellation SCM will:

- inform the overseas student of that intention and the reasons for doing so, in writing

- advise the overseas student of their right to appeal through the provider's internal complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

3.3 SCM will not provide opportunity to appeal a provider-initiated deferral, suspension or cancellation of enrolment when the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk. SCM will keep evidence to support this.

This may include, but is not limited to when the overseas student:
- is missing;
- has medical concerns, severe depression or psychological issues which lead the provider to fear for the overseas student's wellbeing;
- has engaged or threatens to engage in behaviour that is reasonably believed to endanger the overseas student or others; or
- is at risk of committing a criminal offence.
- has breached SCM code of conduct

3.4 SCM may defer, suspend or cancel an enrolment where the course is not being offered at the proposed date, location, or any other reason the CEO deems necessary. Please see 'Provider Default' within the Refund Policy and Procedure.

4. Informing Students

4.1 SCM provides all students with clear information on the circumstances, in which they may defer, suspend or cancel their enrolment and the circumstances in which SCM can suspend or cancel the student's enrolment. and that any application to defer or suspend or cancel their course may affect their student visa

4.2 SCM provides information on deferment, suspension and cancellation in the Student Handbook and/or Prospectus 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

4.3 Standards of behaviour required are stated in the Student Code of Conduct included in the Student Handbook and International Student Prospectus. These standards will indicate to students what acceptable and unacceptable behaviour is and inform them of the circumstances in which SCM may suspend or cancel their enrolment.

4.4 Students will also be reminded of this Policy and the criteria for deferral, suspension and cancellation at their orientation.

4.5 Appropriate records of the assessment of the student's application for deferment, suspension or cancellation will be kept on the student's file.

Where a student is suspended or their enrolment cancelled due to items 3.0 and 3.2 documentary evidence of this decision will also be kept.

Business

BSB50215 Diploma of Business

Duration
This course is delivered over 51 weeks including breaks

Description

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

❑ BSB50215 Diploma Of Business	087202D	51weeks	$11,000.00
Tuition Fees include Material and Application Fees ($250 Application fee + $1000 Materials Fee non-refundable) ❑ Payment as per study periods* {$2,437.50 x4 + ($250 Application fee + $1000 Materials Fee non-refundable			

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

BSB60215 Advanced Diploma of Business

Duration
The program is delivered over 52 weeks including breaks

Description

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

❑ BSB60215 Advanced Diploma Of Business	087485K	52 weeks	$19,000.00
Tuition Fees include Material and Application Fees ($250 Application fee + $1000 Materials Fee non-refundable) ❑ Payment as per study periods* {$4437.50 x4 +($250 Application fee + $1000 Materials Fee non-refundable)			

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

Commercial Cookery

SIT30816 Certificate III in Commercial Cookery

Duration
The program is delivered over 52 weeks including breaks

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

❑ SIT30816 Certificate III in Commercial Cookery	094137A	52 weeks	**$13,000.00**
Tuition Fees include Material and Application Fees ($250 Application fee + $1000 Materials Fee non-refundable) ❑ Payment as per study periods* {$2937.50 x4 + ($250 Application fee + $1000 Materials Fee non-refundable)			

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

SIT40516 Certificate IV in Commercial Cookery

Duration
The program is delivered over 80 weeks including breaks

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

❑ ☐ SIT40516 Certificate IV in Commercial Cookery	094138M	80 Weeks	**$18,000.00**
Tuition Fees include Material and Application Fees ($250 Application fee + $1000 Materials Fee non-refundable) ☐ Payment as per study periods* {$3,000 (x5)+ $1750 x1 + ($250 Application fee + $1000 Materials Fee non-refundable)			

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

Hospitality Management

SIT50416 Diploma of Hospitality Management

Duration
The program is delivered over 75 weeks including breaks

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

❑ SIT50416 - Diploma of Hospitality Management	091031F	75 weeks	$19,500.00
Tuition Fees include Material and Application Fees ($250 Application fee + $1000 Materials Fee non-refundable) ☐ Payment as per study periods* {$3,000 (x5) + $3250x1+ ($250 Application fee + $1000 Materials Fee non-refundable)			

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

SIT60316 Advanced Diploma of Hospitality Management

Duration
The program is delivered over 94 weeks including breaks

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

❑ SIT60316 Advanced Diploma of Hospitality Management	091111F	94 weeks	$21,500.00
Tuition Fees include Material and Application Fees ($250 Application fee + $1000 Materials Fee non-refundable) ☐ Payment as per study periods* {$3,000x6 + $2250x1 + ($250 Application fee + $1000 Materials Fee non-refundable)			

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

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