



Student Handbook

Sydney Institute of Interpreting and Translating

Address: 145, 416 Pitt Street, Sydney NSW 2000 Australia
Level 4, 344 Queen Street, Brisbane, QLD 4000 Australia
Tel: 61 2 8090 3266 E-mail: info@siit.nsw.edu.au

Postal Address: PO Box K1, Haymarket NSW 1240
ABN: 30 128 128 503 RTO No: 91490 CRICOS Provider No: 03069K

[Disclaimer: This Student Handbook is the property of Australian Professional Education Institute Pty Ltd trading as Sydney Institute of Interpreting and Translating (SIIT). For any clarification in relation to this document, please contact 02 8090 3266 or e-mail on info@siit.nsw.edu.au . This handbook is provided for guidance and while every effort is made to provide accurate, legal, and complete information, SIIT understands that any State or Federal legislation will prevail should there be any perceived conflicts.]

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Welcome Message

Welcome to Australian Professional Education Institute Pty Ltd trading as Sydney Institute of Interpreting and Translating (hereby referred as SIIT), a registered training organisation (RTO No:91490, CRICOS Provider No: 03069K).

It gives me great pleasure to know that you have chosen to study with us and benefit from our quality training programs at SIIT. Full of enthusiasm and confidence, SIIT will work with you and help you fulfil your goals.

The qualifications offered at SIIT are built around the needs of the students and with the focus on true practical skills and job readiness. The growing “ever-smaller” global village, where exchanges of information across languages and cultures now occur across all spheres of human society, leads to an increasing demand for the services of professional interpreters and translators, supervisors, coordinators and teachers etc. The other qualifications are offered in light of the needs of the community and the industry in the hope of producing job ready graduates.

I agree that your decision to study with SIIT is a very important step, either to build a successful career as a professional to work in a professional area of your choosing, or as a step to further academic achievement. SIIT is committed to providing you with high quality education and support services to ensure that you meet your expectations.

I pledge that:

- SIIT will take utmost care to support your learning needs to ensure that your study with us will be productive, fulfilling and rewarding.
- SIIT will work hard in providing you with assistance and guidance so that you will gain the maximum benefit from your study with us.
- SIIT will provide qualified, devoted and current staff that are passionate about being mentors and who are willing to share their work experiences and stories with you.

Once again, I welcome you to the Sydney Institute of Interpreting and Translating. I hope that you will enjoy your learning journey with us.

Together we will build “a bridge across cultures.”

Yours Sincerely,

Sherry LEI

Principal Executive Officer

Introduction

The purpose of this Handbook is to assist you to become a successful student at SIIT. It provides you with some vital information that will guide you through your time at SIIT. It is of prime importance that you fully read and understand the contents of this Student Handbook.

We require all new students to read this handbook, and each new student will be asked to sign an acknowledgment form upon receipt of this Handbook.

Being a Registered Training Organisation (RTO No: 91490) and a registered CRICOS Provider (Provider No: 03069K) in Australia, SIIT operates in compliance with the:

- Standards for RTOs 2015
- Education Services to Overseas Students (ESOS) Act 2000
- The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)

Please visit relevant website for the above mentioned legislative instruments. Please note that SIIT is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.

SIIT Mission Statement

- SIIT ensures that all our students will receive appropriate training and assessment in line with relevant standards and industry requirements.
- SIIT ensures that all training and assessment is delivered in an effective and professional manner and only by trainers and assessors who are skilled in their chosen qualifications.
- SIIT endeavours to maximize the opportunities of SIIT's graduates to work in the industry of their choice with excellent industry skills and a strong sense of professional ethics.
- SIIT aims to establish itself as “a bridge across cultures”.

Locations

SIIT Sydney Campus Locations:

145, 416 Pitt Street, Sydney, NSW, 2000 Australia near Central Rail Station

SIIT Brisbane Campus Location:

Level 4, 344 Queen St, Brisbane, QLD, 4000 Australia

List of Abbreviations

This list contains listing of abbreviations that are used throughout this document

AQF	Australian Qualification Framework
ASQA	Australian Skills Quality Authority
CEO	Chief Executive Officer (SIIT Course Coordinator)
COE	Confirmation of Enrolment
ELICOS	English Language Intensive Courses for Overseas Students
DHA	Department of Home Affairs, Immigration and Citizenship
ESOS Act	Education Services to Overseas Students (ESOS) Act 2000
LOTE	Language Other Than English
OSHC	Overseas Student Health Cover
PRISMS	Provider Registration and International Students Management System
RPL	Recognition of Prior Learning
RTO	Registered Training Organisation
SIIT	Sydney Institute of Interpreting and Translating, a trading name of Australian Professional Education Institute Pty Ltd (RTO No: 91490)
WHS	Workplace Health and Safety
Learners & Students	Refers to students or learners enrolled at SIIT

Note: The following terms are used interchangeably throughout this document where they have the same meaning depending on the context of:

- Overseas Students and International Students and Learners
- Domestic Students and Local Students and Learners

Facilities

SIIT Sydney Campus (145, 416 Pitt Street, Sydney, NSW, 2000)

SIIT Sydney Campus has two classrooms, one library fully equipped with internet access and latest software, modern student area with multifunction printer. The campus is also equipped with student WIFI internet.

For more details regarding our facilities available, please visit SIIT website.

SIIT Brisbane Campus (Level 4, 344 Queen Street, Brisbane QLD 4000)

SIIT Brisbane Campus has three large classrooms, and a modern language/computer lab fully equipped with internet access and latest software, modern student area and multifunction printer copier/scanner. The campus is also equipped with student WIFI internet.

For more details regarding our facilities please visit our website at <http://www.siid.nsw.edu.au/>.

Study In Australia

Information about Australian education, living in Australia including estimated cost of living, Visa and Travel etc. For information about studying in Australia, please refer to [Study Australia](#), the Australian Government's official resources for international students. www.studyaustralia.gov.au. Study Australia provides you with the necessary information about Australian education, living in Australia including estimated cost of living, Visa and Travel etc.

Working in Australia

Getting a job in Australia can be exciting – it's a great way to learn about Australia, meet people and make some money while you study. While every workplace is different, remember, international students have the same workplace rights as all other workers in Australia.

When you start a new job there's a lot to learn. The Fair Work Ombudsman (FWO) has some great information including handy facts to help you understand your rights at work. Watch a few short videos busting some common work myths and read on to find out more at:

<https://www.youtube.com/user/FairWorkGovAu>

For more information on your rights in the workplace please visit the Fair Work Ombudsman website at following link:

<https://www.fairwork.gov.au/about-us/news-and-media-releases/2017-media-releases/september-2017/20170925-international-students-release>

Job search websites –

Seek.com – <https://www.seek.com.au>

Career One – <https://www.careerone.com.au/jobs>

Essential SIIT Contact Details

Sydney Address and Contacts

Name	Position	Email	Tel
Qingyang WEI	Course Coordinator	coordinator@siit.nsw.edu.au	0411 826 650
Sherry LEI	CEO	admin@siit.nsw.edu.au	02 8090 3266

Address: 145, 416 Pitt Street, Sydney, NSW, 2000

Tel: +61 2 8090 3266

Contact person: Marshall WEI (Course Coordinator)

Brisbane Address and Contacts

Name	Position	Email	Tel
Qingyang WEI	Course Coordinator	coordinator@siit.nsw.edu.au	0411 826 650
Sherry LEI	CEO	admin@siit.nsw.edu.au	1300 769 588

Level 4, 344 Queen St, Brisbane, QLD, 4000 Australia

Tel: +61 2 8090 3266

Contact person: Marshall WEI (Course Coordinator)

Student Support Services

SIIT ensures that each learner is properly informed and protected during their course of study at SIIT. The student support service at SIIT is prepared in line with Standard 5.

Prior to enrolment or the commencement of training and assessment, whichever comes first, the SIIT provides advice to the prospective learner about the training product appropriate to meeting the learner's needs, considering the individual's existing skills and competencies. SIIT ensures that all students have access to clear and accurate information, including to make informed decisions about the training product and SIIT.

Prior to enrolment or the commencement of training and assessment, whichever comes first, the SIIT provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the SIIT. And students are provided with SIIT Qualification Brochure and SIIT Student Handbook (including all that is required in Standard) via SIIT Website access or electronic copy of all documents.

Students are advised of SIIT's obligations to the learner, including that SIIT is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.

Students are also advised of their own obligations as part of their enrolment at SIIT including any requirements the SIIT requires the learner to meet to enter and successfully complete their chosen training product; and any materials and equipment that the learner must provide; and all relevant fee information including:

- fees that must be paid to the SIIT; and payment terms and conditions including deposits and refunds.
- the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies.
- the learner's right to obtain a refund for services not provided by the SIIT in the event the arrangement is terminated early; or the SIIT fails to provide the agreed services.

SIIT ensures that students are advised, prior to enrolment, about the suitability of the training product for them, considering their skills and competencies via SIIT Qualification Brochure and Students Handbook.

SIIT are provided with a copy of letter of offer prior to enrolment or before any fees are required to be paid, including written information about the agreed training to be provided, the amount of any fees to be paid by the student, and the student's obligations (including refund policy and procedure).

Where there are any changes to agreed services, the SIIT advises the learner as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements. SIIT ensures that students are promptly notified of changes that might affect them through regular email updates via its learning platform or website, including changes that affect students, such as transition of superseded, deleted, or expired training products etc.

The following support services are available to students:

Orientation program

A detailed orientation program is provided for all new students arriving on campus at the beginning of the course. For more details please refer to the 'Application process' section of this Handbook. The following activities will take place on the Orientation Day:

1. Emergency evacuation directions & protocols (for onsite students);
2. Welcome Message from the CEO;
3. Introduction to SIIT Students Services including health and welfare services.
4. Introduction to SIIT Training & Assessment Policy;
5. Introduction to Students' Code of Conduct;
6. Introduction to SIIT's complaints and appeals process.
7. Details on student visa conditions regarding course progress and attendance.
8. SIIT Critical Incident Policy and Procedure.
9. Introduction to SIIT Online Learning Platform (MOODLE).
10. Photo session with students for the SIIT to generate student ID cards.

Counselling services

SIIT provides students with counselling services (if required), which are designed to assist students in dealing with a wide range of problems including homesickness, managing stress, handling conflicts, emotional issues, improving motivation, enhancing study skills, organising study time and any other issue that may be of concern to the student. Student Services Officers are well acquainted with the pressures and stresses of student life and are the first point of contact for any assistance. If they are not able to help a student with a particular situation or matter, they will refer the student to appropriate personnel for further consultation.

Academic support

SIIT offers academic support to students in addition to their regular scheduled sessions. To assist students in their assessments, SIIT organises workshops that are available in the following formats:

- Individual academic counselling provided by the trainers/assessors.
- Workshops to improve study and assessment skills conducted by the SIIT Academic Manager or Advisor.

Social Programs

SIIT organises social events throughout the year to provide opportunities for all students to mingle and socialize. These events may range from cultural and sightseeing events, speech contests, to dinners, excursions and sporting events. Examples include Christmas parties, role-play competitions, mid-autumn festivals and speech contests etc.

English language Assistance programs

SIIT will allocate a qualified ELICOS Trainer to attend 1-hour English support lesson to SIIT Students on demand basis.

SIIT will provide a list of students in need of English language support to a ELICOS College who will enroll the students in its relevant **English for Academic Purpose Program** for at least 2 hours a week for a duration nominated by TIIS. And SIIT will cover the relevant costs.

SIIT Student Engagement Activities

SIIT students will be invited to a meeting with the CEO at scheduled meetings to ensure your learning needs are addressed at appropriate levels.

SIIT Students are invited to complete the following surveys to ensure that your feedback are heard and acted upon:

- SIIT Learning Needs Survey
- Unit Feedback
- Trainer/Assessor Feedback
- Feedback on SIIT Learning Experience
- Students Exit Survey
- SIIT also invites students to act as SIIT ambassador.

Financial Assistance/Support

Students must make tuition fee payment according to payment schedule as listed in the letter of offer signed between the student and TIIS. The tuition fee payment might present some students with extreme hardship due to unforeseeable reasons or exceptional circumstances such as a pandemic. Where genuine hardship exists, a student may seek financial support from TIIS.

A student is required to apply for SIIT financial support via the Student Support Officer describing the reason for their hardship. It is essential to include evidence supporting the application, for example:

- financial hardship: bank statements which indicate financial status.
- medical grounds: medical certificates stating nature of condition, duration.
- Exceptional circumstances beyond the control of the student etc.

SIIT might be able to provide tuition fee deferral, special scholarship, tuition fee instalments etc. Please note that financial support is very limited as SIIT relies on tuition fees to sustain its operation. Students are encouraged to access the services provided by charity organizations or government agencies if available. However, it is important to note that successful learning relies primarily on students' own efforts.

Useful Phone Numbers

Phone numbers for organisations in Australia that students may find useful are as follows:

Sydney Institute of Interpreting and Translating Office Phone	02 8090 3266
Department of Home Affairs Immigration and Citizenship	13 1232
Health Services Australia (Medical Examination)	02 8396 0600
Public Transport Information Line (Timetables, routes etc)	13 15 00
Lifeline Counselling Service (Telephone Counselling)	13 11 14
Translating and Interpreting Service (24 hours)	13 14 50
Domestic Violence Line (24 hours)	1800 656 463
Australian Taxation Office (ATO)	13 28 61

List of Qualifications Offered

Translating and Interpreting Qualifications

Qualification	National Code	CRICOS Course Code	Duration(weeks)	Campus	Language Streams	Total Fee(s)
Diploma of Interpreting	PSP50922	112194J	25 weeks (Including 20-week tuition & 5-week break)	Sydney	Mandarin, Cantonese, Hindi, Punjabi, Nepali, Korean, Vietnamese	\$8,800 including Administration Fee (\$300) & materials fee (\$500)
				Brisbane	Mandarin	
Diploma of Translating	PSP50822	112197F	52 weeks (Including 40-week tuition & 12-week break)	Sydney	Non-language specific	\$12,800 including Administration Fee (\$300) & materials fee (\$500)
				Brisbane		
Advanced Diploma of Translating	PSP60822	112195H	52 weeks (Including 40-week tuition & 12-week break)	Sydney	Chinese, Korean, Hindi (into LOTE only)	\$12,800 including Administration Fee (\$300) & materials fee (\$500)
				Brisbane	Chinese	
Advanced Diploma of Interpreting	PSP60922	112196G	25 weeks (Including 20-week tuition & 5-week break)	Sydney	Mandarin	\$12,800 including Administration Fee (\$300) & materials fee (\$500)
				Brisbane	Mandarin	

Skillset Programs

Program	National Code	Duration (weeks)	Campus	Language Streams	Total Fee(s)
Introduction to Interpreting Skill Set	PSPSS00063	12 weeks (2.5 hrs tutorial per week)	Sydney	Non-language specific	\$2150 Including Administration Fee (\$100) & materials fee (\$50)
			Brisbane		
Introduction to Translating Skill Set	PSPSS00062	12 weeks (2.5 hrs tutorial per week)	Sydney	Non-language specific	\$2150 Including Administration Fee (\$100) & materials fee (\$50)
			Brisbane		
Auctioneering	CPPSS00068	12 weeks	Non-specific	Non-language specific	\$650 Including Administration Fee & materials fee
Commercial sales and leasing	CPPSS00071	12 weeks	Non-specific	Non-language specific	\$650 Including Administration Fee & materials fee

Part Qualification Program

Qualificationon	Part Qualification Code	Duration (weeks)	Campus	Language Streams	Total Fee(s)
Statement of Attainment in Real Estate Practice	SG00008187	12 weeks	Non-specific	Non-language specific	\$750 Including Administration Fee & materials fee

Management, Mortgage & Real Estate Qualifications/Courses

Qualification	National Code	CRICOS Course Code	Duration (Weeks)	Campus	Total Fee(s)
Graduate Diploma of Management (Learning)	BSB80120	104701F	52 weeks (including 40-week tuition & 12-week break)	Sydney Campus Only	\$10,800 Including Administration Fee & materials fee

Qualification	National Code	Duration (weeks)	Total Fee(s)
Certificate IV in Finance and Mortgage Broking	FNS40821	52 weeks	\$6,800 (including administration and material fee)
Diploma of Finance and Mortgage Broking Management	FNS50322	52 weeks	\$6,800 (including administration and material fee)
Certificate IV in Real Estate Practice	CPP41419	52 weeks	\$6,900 (including administration and material fee)
Diploma of Property (Agency Management)	CPP51122	52 weeks	\$6,800 (including administration and material fee)

Delivery Location(s)

Delivery Location of the Qualification Enrolled	1. Suite 145, 416 Pitt Street, Sydney NSW 2000 (if you are enrolled in SIIT Sydney Campus) 2. Level 4, 341 Queen Street, Brisbane QLD 4000 (if you are enrolled in SIIT Brisbane Campus)
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For detailed information about each qualification, please contact SIIT via email on info@siit.nsw.edu.au.

Fees and Charges Policy and Procedure

SIIT is entitled to charge fees for services provided to students undertaking training and assessment that leads to a nationally recognised outcome. These charges are generally for items such as course materials, textbooks, student services and training and assessment services.

Fees payable

Fees are payable when a student has received a confirmation of enrolment. The initial fee payment must be made prior to commencing training or within 10 days of receiving an invoice from SIIT. SIIT may discontinue training if fees are not paid in accordance with the agreed fee schedule. The current fees and charges are published within the current schedule of fees and charges.

Schedule of Fees and Charges

The CEO is responsible for approving SIIT Schedule of Fees and Charges. The schedule of fees and charges is to include the following information:

- the total amount of all fees including course fees, administration fees, material fees and any other charges for enrolling in a training program.
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee.
- the nature of the guarantee given by SIIT to honour its commitment to deliver services and complete the training and/or assessment once the student has commenced study.
- any discounts, fee reductions or exemptions available for multiple enrolments, concession card holders, continuing students, group bookings etc.
- the fees and charges for additional services, including such items as issuance of a replacement qualification parchment or statement of attainment and the options available to students who are deemed “not yet competent” on completion of training and assessment.

Fees & Charges

The following table shows the current fees and charges as is applicable to all students.

Administration fee	\$300.00 (non-refundable)
Materials fee	\$500.00 (non-refundable)
PSP50822 Diploma of Translating	\$12.800 (including administration fee and material fee)
PSP50922 Diploma of Interpreting	\$8.800 (including administration fee and material fee)
PSP60822 Advanced Diploma of Translating	\$12.800 (including administration fee and material fee)
PSP60922 Advanced Diploma of Interpreting	\$8.800 (including administration fee and material fee)
FNS40815 Certificate IV in Finance and Mortgage Broking	\$3,800 (including administration fee and material fee)
FNS50315 Diploma in Finance and Mortgage Broking	\$3,800 (including administration fee and material fee)
BSB80120 Graduate Diploma of Management (Learning)	\$12,800 (including administration fee and material fee)
CPP41419 Certificate IV in Real Estate Practice	\$3,800 (including administration fee and material fee)
CPP51119 - Diploma of Property (Agency Management)	3,800 (including administration fee and material fee)
Other fees and charges: <i>(Please note that some fees might only apply to each specific qualification.)</i>	
AUD\$200 for each re-assessment if the student is deemed 'Not Yet Competent' after 2 attempts (non-refundable).	
AUD\$200 for Assessment Late Submission Fee (if student fails to submit the assessment by the deadline.) (non-refundable).	
AUD\$250 fee for analysing and processing Recognition of Prior Learning (RPL) per unit of competency (non-refundable).	
One-off fee of AUD\$200 for credit transfer application (non-refundable).	
AUD\$60 fee for re-issuing a Qualification certificate, including the Statement of Attainment (non-refundable).	
AUD\$20 fee for reissuing a Statement of Attainment or attendance letter (non-refundable).	
AUD\$10 fee for reissuing a lost student card (non-refundable).	
Overseas Students Health Cover (for international students only):	
The cost of OSHC varies depending on the type of cover required.	
The average cost of minimum cover is \$437 for 12 months singles cover, \$1222 for 12 months couples cover, \$1744 for 12 months single-parent cover and \$2022 family cover (Australian dollars).	

Payment of Fees

Student fees are to be paid as a condition of enrolment at SIIT.

SIIT will not accept any payments of fees until the student has read and signed the Letter of Offer.

Students are required to pay tuition fees in advance before the commencement of a study period (term) and overseas students also must have current Overseas Students' Health Cover (OSHC). If a student repeats a unit of competency and this falls into another term after the course completion date, they will be charged part of the tuition fees for that term on a pro-rata basis.

If SIIT grants the student Recognition of Prior Learning or Course Credit, SIIT will issue a Letter of Offer with the pro-rata fees only for the units the student will be studying at SIIT.

Note: SIIT reserves the right to vary fees without notice.

Payment procedure for tuition fees is as follows:

- An invoice for tuition fees for each term will be sent to students before that term commences, this can be hand delivered in class or sent to the student's email account.
- Students are required to pay the tuition fee before the commencement date of each term.
- If a student is having difficulties paying fees on time, they must make an appointment with the Finance Manager and discuss the issue. The Finance Manager will assist in resolving the student's fee problem and propose a plan to the student. Late payment interest may be applicable in some cases, this is calculated from the due date until the whole tuition fee is paid.
- Where there is no arrangement in place with the Finance Manager, a flat late payment **penalty of AUD\$ 200** applies for any tuition fee payment made after the due date. If students have overdue fees, they may not be eligible to attend classes, complete assessment tasks, enrol in further studies or borrow items from the library.
- If tuition fees are more than 2 weeks overdue and the student has not made any genuine efforts to discuss the circumstances with the Finance Manager, SIIT may cancel the student's enrolment. For overseas students, SIIT must inform DHA through PRISMS about the matter. However, in the case of an overseas student, the student will be issued with appropriate warning and intention to cancel letters before this cancellation and reporting takes place.
- If a student is suspended or had their enrolment cancelled because of a breach of the student rules, responsibilities and conduct, the student is still required to pay the tuition fee for the term in which they were suspended or had their enrolment cancelled.

Students who defer their studies at a future date, need to be aware that if course fees change during this period the student will be required to pay the appropriate difference.

SIIT's bank account details for the payment of fees are as follows:

Sydney Campus (for interpreting and translating qualifications)

Account Name: Sydney Institute of Interpreting and Translating

Bank: St. George Bank Limited

Bank Address: 4-16 Montgomery Street
Kogarah NSW 2217

BSB No: 112 879

Account No: 438 956 947

Swift Code: SGBLAU2S

Brisbane Campus (for interpreting and translating qualifications)

Account Name: Sydney Institute of Interpreting and Translating

Bank: St. George Bank Limited

Bank Address: 4-16 Montgomery Street
Kogarah NSW 2217

BSB No: 112 879

Account No: 467 886 829

Swift Code: SGBLAU2S

For other qualifications

Account Name: Australian Professional Education Institute Pty Ltd

Bank: St. George Bank Limited

Bank Address: 4-16 Montgomery Street
Kogarah NSW 2217

BSB: 112 879

Account No: 439 421 581

For Australian domestic students

Account Name: Australian Professional Education Institute Pty Ltd

Bank: St. George Bank Limited

Bank Address: 4-16 Montgomery Street
Kogarah NSW 2217

BSB: 112 879

Account No: 493 560 259

Fees can be paid using the following payment methods.

- Telegraphic transfer – a common method of payment used by overseas students. International Telegraphic Transfers will attract an AUD\$20 processing fee.
- Bank deposit at any branch of the St. George bank.
- Online transfer to SIIT's St. George bank account.
- Transfers by EFTPOS using Savings or Credit cards. These payment facilities are available from SIIT

premises. A surcharge fee applies for credit card payments.

To confirm payment, students are required to email (info@siit.nsw.edu.au) appropriate transfer receipt, deposit slip or cheque, along with student's name, number and date of birth as evidence of payment.

Protect pre-paid fees by Students.

SIIT acknowledges that it has a responsibility under the *Standards for Registered Training Organisations 2015* to limit the fees paid by students in advance of their training and assessment services being delivered. To meet our responsibilities, SIIT may accept payment of no more than \$1,500 from domestic students prior to the commencement of the course. This requirement applies, regardless of whether the payment of the fees is being made directly or through a third party.

For international students, the ESOS Act limits the collection of pre-paid tuition fees. SIIT can receive no more than 50% of the total tuition fees for the course before the student commences the course (or 100% for short courses that fall within one study period/term of 24 weeks or less) and then, after the student commences, SIIT cannot require a student to pay any further fees until 2 weeks before the start of the second study period/term. This requirement applies regardless of whether the payment for the fees is being made directly or through a third party.

Following the course commencement, SIIT may require payment of additional fees in scheduled payments (instalments) in advance from the student.

Refund Policy and Procedure

Policy

This policy applies to all students who do not wish to continue their studies at SIIT and thus have requested for refund of tuition fees and other fees.

An application for refund of fees paid must be done by the student in writing. This form may be submitted electronically, in person or by mail. A copy of the refund application form is available on the SIIT website or can be collected from an SIIT Student Services Officer. Students who are offshore or interstate can contact SIIT at info@siit.nsw.edu.au regarding any refunds.

The Table below indicates a list of refund items:

Description of items	Refund status
Administration Fee	Non-refundable
Course material fee	Non-refundable
Visa refused prior to course commencement	Full refund less enrolment and course material fees
Withdrawal of course less than 4 weeks prior to course commencement	30% refund less enrolment and course materials fees
Withdrawal of course after course commencement	No refund
Visa rejection due to students' actions including providing forged or fraudulent documents etc.	No refund
Visa cancellation due to students' actions including providing forged or fraudulent documents etc.	No refund
Enrolment cancelled due to actions of the student and results in serious breaches of SIIT's policies and procedures	No refund
Compulsory Health Insurance (Student Visa only)	Refer to the OSHC provider
If SIIT withdraws its offer to deliver the course before or after the course commencement date	Full refund including enrolment and course material fee

Note:

1. If the student can demonstrate compassionate or compelling circumstances, the amount refunded to the student can be higher than the one specified in the table above at SIIT's discretion.

'Compassionate or compelling circumstances' are reasons why a student's enrolment status may be changed. These are generally those situations beyond the control of the student. The following are examples of compassionate or compelling circumstances:

- Unavailability of units in the enrolled course (by SIIT).
- Inability to commence study on commencement date due to student visa delay or refusal (evidence from DIBP must be provided. This clause does not include the situation where the student has decided not to seek extension of visa for whatever reason.).
- Serious illness or injury, (a medical certificate must be provided stating that student is unable to attend class).

- Bereavement of close family members such as parents, grandparents, brother, sister, (a death certificate must be provided).
 - A traumatic experience such as witnessing a serious accident or witnessing or being victim of a serious crime (police report must be provided).
 - A major political upheaval in the student's home country which requires emergency travel that will affect student's studies.
 - A natural disaster in the student's home country which requires emergency travel that will affect student's studies.
2. This refund is applicable to all students (overseas/international and domestic).
 3. If the student is not happy with SIIT's refund policy or its complaints and appeals policy, the student has the right to seek external advice and pursue its action under Australia's consumer protection laws.
 4. SIIT will refund any monies only in the student's nominated bank account or to the student in person.
 5. SIIT will only refund to the bank accounts/cards from which the tuition fee(s) have been paid from.

Procedure

1. The student will fill-in a Refund Request Form with supporting documents and provide a copy of the same to the Student Support Services Officer in person or via email at info@siit.nsw.edu.au
2. The Student Services Officer will forward this application to the Marketing and Client Services Manager who will, in coordination with the Finance Manager start processing this application.
3. The Finance Manager and the Marketing & Client Services Manager will have a meeting with the CEO. The CEO, based on the evidence provided, will approve or reject the refund request. This decision will be conveyed to the Student Services Officer.
4. The Student Services Officer will then provide a written outcome to the student regarding refund application. This feedback is provided to the student within 28 days.
5. Payment will only be made to students himself or herself and to the bank accounts/card from which the payment has been made.

Note: This agreement, and the availability of complaints and appeals processes, does not remove the right of the students to act under Australia's consumer protection laws. SIIT's dispute resolution processes do not circumscribe the student's rights to pursue other legal remedies.

Refund – Provider Default

In the unlikely event that SIIT is unable to deliver the course in full, the student will be offered a refund of all the course fees they have paid to date. The refund will be paid to the student within 2 weeks of the day on which the course ceased being offered/provided.

Alternatively, the student may be offered enrolment in another course/qualification by SIIT at no extra cost to the student. The student has the right to choose whether they would prefer a refund of the unused portion of the tuition fee (calculated according to the percentage of training and assessment already completed against the total duration of the qualification), or to accept a place in another course.

If the student chooses placement in another course, SIIT will ask the student to sign a document to indicate that they accept the placement.

For international students, if SIIT is unable to provide a refund or place the student in an alternative course, Tuition Protection Scheme (TPS) will place the student in a suitable alternative course at no extra cost to the student.

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students and eligible domestic students accessing a VET Student Loan (VSL), FEE-HELP or HECS-HELP (HELP) loan, whose education providers are unable to fully deliver their course of study. The TPS ensures that these students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees (international students) or a re-credit of their loan for open units of study (VSL and HELP).

The TPS Service Charter provides further information about the services provided by the TPS.

Mode of Delivery

SIIT uses mixed modes of face-to-face and online training delivery and assessments. SIIT has developed a Moodle based online learning platform to assist students with online studies. The program can be adjusted to accommodate part-time attendance only for local students.

Electronic technology, including the latest computerised language facilities have been integrated into the delivery of all Interpreting and Translating courses at SIIT.

SIIT also has computer labs with the latest technology to assist business and finance students. SIIT will ensure that the products and processes used in the delivery of the units reflect current trends in industry, media, and working environments.

Physical resources

- SIIT has compiled its own teaching, assessment and practice materials to reflect the currency of the interpreting and translating industry by using newspaper articles, journals, and online video and audio materials.
- SIIT has classrooms equipped with a range of audio/visual equipment, including video cameras, projectors, whiteboards, photocopiers, printers, speakers to assist the process of learning.
- SIIT also has computerized language laboratories with internet access and audio recording facilities for students to maximize their learning potential.

Change of Address or Contact Details

Students must notify SIIT of any change to their contact details within seven (7) days. This is a requirement of the Department of Immigration and Border Protection (DIBP).

Please note: Students must provide SIIT with a viable physical address, a contactable phone number and a valid email address. Communication via email is regarded as a formal and official means of communication between SIIT and students.

When either DHA or SIIT issue a letter or sends an e-mail to a student, the student must reply within a certain number of days. If the student has not provided their current address, they will not be able to reply and can jeopardise visa conditions or other Government requirements.

New students are required to provide their Australian address on the Orientation Day. If you do not know your address, ensure that you inform the Student Services Officer as soon as you can. The Student Services Officer will flag you in our system and will follow-up with you to get all relevant information.

Student Card

Every student will be issued with a student card within a week from the date of enrolment. The student card can be used as a concession card at museums, theatres, cinemas, and for eligible discount offer on public transport.

OSHC Card (Overseas Student Health Cover)

Student visa holders are required to obtain Overseas Student Health Cover to cover their stay in Australia as a student. In most cases this will have been paid with the enrolment fees. An OSHC membership card is delivered to Student Services after 3 – 4 weeks from commencement of the course. Please contact a Student Services Officer to inquire when your card is ready to collect. Please note that it is of paramount importance that each and every student has an OSHC card on them.

Student Request Forms

As a student you will come across following forms:

- Leave Application Form
- Refund Request Form
- Questionnaires for Student Needs Analysis
- Release/Withdrawal Request Form
- Change of Personal Information Form
- RPL/Course Credit Application Form
- Assessment Extension Request Form
- Application for Review/Re-assessment
- Application for Appeal Form

- Defer/Suspend/Cancel Request Form
- Student Feedback Form
- Complaint and Appeal Form

Student Request Forms can be obtained from a Student Services Officer. Please note that fees may apply to obtain some types of information. The processing of a particular student request can take from 5 to 10 working days.

Trainers/Assessors

SIIT's training and assessments are delivered only by persons who have:

- A current Certificate IV in Training and Assessment (as a minimum);
- vocational competencies at least to the level being delivered and assessed.
- current industry skills directly relevant to the training and assessment being provided; and
- current knowledge and skills in vocational training and learning that informs their training and assessment.

All trainers and assessors delivering and assessing the interpreting and translating qualifications at SIIT also hold appropriate NAATI accreditations in translating and/or interpreting, as appropriate to deliver the specific training program.

International Student Entry Policy

Any student wanting to enrol at SIIT must meet the entry requirements as specified below:

Entry Requirements including Language, Literacy and Numeracy

The following entry requirements are stipulated within all marketing materials.

- International Students **must be over 18 years or over** at the time of enrolment.
- Completion of Year 12 or high school or equivalent in applicant's home country (* Subject to the country Assessment Level).
- International Students must have a good command of written and spoken English. If English is not their first language or was not the medium of instruction and assessment in their secondary or tertiary studies, students must demonstrate their proficiency in English Language. The minimum English Language requirement is IELTS (Academic Module) 5.5 or equivalent.
- A screening interview might be conducted to assess the suitability of student(s) into a qualification offered at SIIT.

Student Engagement Policy

SIIT ensures that the marketing and promotion of its courses and education services is not false or misleading. SIIT ensures it provides all relevant information to students prior to enrolment in line with the requirements in National Code 2018 to ensure students can make an informed decision about studying at SIIT. SIIT does not commit to securing migration or education assessment outcomes for overseas students. SIIT does not recruit students if it conflicts with its obligations under Standard 7 (Overseas Student Transfers).

The following information is made available for all students prior to SIIT accepting to applications from prospective students.

- all requirements for acceptance into a course, including:
 - the minimum level of English language proficiency,
 - educational qualifications or work experience required and
 - whether course credit may be applicable
- the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) course code, course content, modes of study for the course, including any online and/or work-based training, placements, other community-based learning and collaborative research training arrangements, and assessment methods; [\[2\]](#)
- course duration and holiday breaks, course qualification, award or other outcomes; [\[2\]](#)
- campus locations and facilities, equipment and learning resources available to students; [\[2\]](#)
- details of arrangements with another provider, person or business who will provide the course or part of the course.
- 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;
- the grounds on which the overseas student's enrolment may be deferred, suspended or cancelled; [\[2\]](#)
- the Education Services for Overseas Student (ESOS) framework (which is available on the ESOS legislative framework page), including official Australian Government material or links to materials online; [\[2\]](#)
- the policy and process the registered provider has in place for approving the accommodation, support and general welfare arrangements for younger overseas students, where relevant; and
- accommodation options and indicative costs of living in Australia.

SIIT ensures that students' qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought.

To ensure SIIT complies with the National Code 2018 of the ESOS Act 2000.

- Marketing information is to provide all relevant information (in line with the requirements in National Code 2018) to students prior to enrolment to ensure students can make an informed decision about studying with SIIT.
- Formal engagement of any Education Agent will include the provisions that they provide prospective students with current marketing materials with sufficient information (in line with the requirements in National Code 2018) so they can make an informed decision about studying with the College.

This qualification brochure has been prepared to ensure that prospective student understands the relevant information in relation to the qualification(s) to be enrolled in.

Formalisation of Enrolment Policy for International Students

SIIT enters into a written agreement with each student prior to accepting any payments from the student. Each agreement will have as a minimum the following points:

- identify the course or courses in which the student is to be enrolled and any conditions on his or her enrolment,
- provide an itemised list of course fees payable by the student,
- provide information in relation to refunds of course fees,
- set out the circumstances in which personal information about the student may be shared between the registered provider and the Australian Government and designated authorities and, if relevant, the Tuition Protection Service (TPS). This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition, and
- advise the student of his or her obligation to notify the registered provider of a change of address while enrolled in the course,

In relation to **refunds**, the following information will be contained:

- amounts that may or may not be repaid to the student (including any course fees collected by education agents on behalf of the registered provider),
- processes for claiming a refund,
- a plain English explanation of what happens in the event of a course not being delivered, and
- a statement that “This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws”.

SIIT, as part of the formalisation process will advise each potential student of the circumstances in which personal information about the student may be shared with others.

SIIT will not accept course fees from any student until the student has accepted and signed the agreement (Letter of Offer).

SIIT may accept course fees received at the same time as the verification of acceptance (for example, if a student sends a signed acceptance with an accompanying payment or brings the payment along with the accepted agreement into SIIT’s office).

Application Process

Step 1: Obtaining Pre-enrolment Information

All prospective students are given a copy of student handbook prior to enrolling in a particular course of study. The main intention is for prospective students to have a basic working knowledge of SIIT before they enrol. A copy of SIIT Student Handbook and SIIT Qualification Booklet can be emailed to the student or a student can download this document from the SIIT website by clicking on the following link <http://www.siid.nsw.edu.au>. Students must read the information and make an informed decision as to whether to apply for the qualifications at SIIT.

Step 2: Consider Applying for Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is an assessment process through which the prior skills, knowledge and work experience can be counted towards the achievement of a qualification or unit of competency, crediting students for skills they have already achieved. RPL involves a formal assessment process which focuses on a student's ability to demonstrate that he/she already has the required level of skills, knowledge and work experience to meet the requirements for competency in a unit/s of study within a course offered by SIIT. If the evidence provided by a student clearly proves they already have the skills and knowledge relating to a unit of competency, they will receive a credit for that unit and will not be required to study that unit. Please refer to RPL section of this document for information regarding this.

Step 3: Complete an Application Form

Students should carefully read the entry requirements to determine if they are eligible for courses. For details of the entry requirements please refer to 'Entry Requirement' section of this document. Eligible students should complete the application form by downloading one from our website or by sending a request via e-mail to: info@siit.nsw.edu.au.

The completed application form with all supporting documents should be sent to SIIT via e-mail to: info@siit.nsw.edu.au or via post to: SIIT Level 5, 841 George Street, Sydney NSW 2000.

Students will need to provide original or certified copies of all relevant documents together with the completed application for their enrolment application to be assessed. Originals will be sighted, copied, and verified as true copies by the CEO.

Documents required may include:

- Proof of identification documents such as a passport, driver's license, etc.
- Certified copies of qualifications (including certificates, academic transcripts etc.)
- Working experience certificate (including the name, address and contact details of the organisation or person which provides such certificate etc.)
- Original or certified copy of IELTS test results.
- Other forms of English level evidence according to Australian standards.

Documents not in English must be accompanied with certified translation by a NAATI accredited translator.

Step 4: Complete a Formal Screening Interview (and completion of a Language, Literacy and Numeracy test, if applicable)

Student is required to complete a formal screening interview to assess his/her suitability for the qualification applying for. If, during the interview process, it is identified that the student is required to sit for a Language, Literacy and Numeracy (LLN) Test to assess their language, literacy and literacy skills to determine whether any additional support might be required for the students, a LLN test will be organized at this stage for the student(s).

Step 5: Enrolment Documents Verification Procedures

When a student has passed the entry examination, SIIT will assess whether the student's qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought. All the relevant documents provided by the student will also be assessed and verified at this stage by the Academic Manager.

The verification might include a reference check, telephone or face-to-face interview with the student or a request for the qualifications to be verified by the Australian National Office of Overseas Skills Recognition (NOOSR) or Vocational Education and Training Assessment provide (VETAssess). The student can proceed to the next step only if they are successful at this stage and all their documents are found to be correct, authentic and reliable.

Step 6: Issuing Letter of Offer

1. A Letter of Offer will be issued to the successful applicant, or:
2. A Letter of Rejection, with reasons, will be sent to the unsuccessful applicant.

All original documents will be returned after being verified and true verified copies will be stored in the student's admin file for future reference.

Step 7: Accepting the Letter of Offer

Upon receiving the Letter of Offer, the student will need to carefully read and agree with the terms and conditions listed on this document. At this point it is a requirement for the student to:

- Sign and return a signed copy of the Letter of Offer to the SIIT via email at info@siit.nsw.edu.au or in person to the Student Services Officer.
- Pay relevant tuition fee(s) as listed in the Letter of Offer.

Please note that the agreement to accept the offer must be signed and returned to SIIT for the student's enrolment to be confirmed.

Step 8: Confirmation of Enrolment or electronic Confirmation of Enrolment

An electronic Confirmation of Enrolment (e-CoE) letter will be issued to international students on successful completion of Step 7: Accepting the Letter of Offer.

Please note that acceptance of the Letter of Offer serves as a binding contract between SIIT and the student.

Step 9: Orientation Day

A compulsory Orientation Day Program is arranged for all students before course commencement. The following activities will take place on the Orientation Day:

1. Welcome to SIIT by the CEO
2. Student registration process.
3. Introduction to Overseas Students Health Cover (OSHC).
4. Introduction to relevant health and welfare services.
5. Introduction to course information, timetable, assessment policy and procedure, academic intervention strategies etc.
6. Introduction to student rights and responsibilities at SIIT.
7. Introduction to SIIT's complaints and appeals process.
8. Introduction to student support services including on how to access student counselling facilities.
9. Details on student visa conditions regarding course progress and attendance.
10. SIIT Critical Incident Policy and Procedure.
11. Introduction to SIIT Online Learning Platform (MOODLE).
12. Photo session with students for the SIIT to generate student ID cards.

Students who miss the Orientation Day program and have a valid or compassionate and compelling reason for their absence will be given another opportunity to attend an Orientation program.

This Orientation will be held before course commencement and if the student fails to attend the Orientation program for a second time, he/she may risk having their enrolment cancelled unless the absence has been pre-approved by the CEO.

Step 10: Course Commencement

All students will be given information regarding their course commencement date and time, classroom and trainer/assessor.

Course Credit Policy and Procedure

SIIT has established its Course Credit Policy and Procedure to provide students with the opportunity to apply for course credit via RPL and/or via Credit Transfer.

Recognition of Prior Learning (RPL) is an assessment process whereby an assessment is completed which determines the individual's prior learning, achieved through work experience, informal and formal training, or other life experiences to clearly identify that the applicant has achieved the level of competency required.

Credit transfer involves assessing a previously completed course or unit of competency to ascertain if it provides equivalent outcomes to those specified in the current training package. If the student has a verified statement of attainment from another RTO for the exact same unit then credit is automatic.

SIIT recognizes evidence of completed units of competency in the form of certified copies of results (statement of attainments and AQF qualifications) issued by other Registered Training Organizations only after verification with the issuing institution.

There is a one-off fee of \$200 for an application of credit transfer per qualification (non-refundable) to cover the costs involved in the verification of the qualification.

RPL Procedure

SIIT appoints the Academic Manager to be responsible for the management of the RPL process.

Responsibilities of the Academic Manager in the RPL Process include:

- Advise intending students regarding the RPL process prior to their enrolments at SIIT.
- Assist students with the preparation of their application form and evidence required.
- Engage RPL assessors who will make his/her judgment for granting RPL on the evidence provided by the students.
- Engage subject matter experts (if applicable) who shall be responsible for making recommendations on competencies being claimed to the RPL Assessor.
- Inform students in writing of the outcomes of their RPL applications and their rights for appeal. Please refer to the Complaint and Appeal Policy and Procedure in the Students Handbook.

Step 1: Submission of RPL application

- All students are informed of the RPL policy and process prior to their applications for the qualifications offered at SIIT. All students will be given the opportunity to apply for Recognition of Prior Learning (RPL) for industry skills or life skills, or where credit or credit transfer may apply.
- Students wishing to apply for RPL should speak to their Academic Manager and/or head trainer at the time of 'enrolment'. The Academic Manager and/or head trainer will provide students with the relevant application form and a copy of the course outline and the relevant section of training package for each competency they believe they may gain RPL.
- RPL evidence must be submitted to SIIT within two weeks of starting the course. There will be no provision after this timeline has passed, unless an extension provided by the Academic Manager.

Step 2: Processing of RPL Application

- The Academic Manager ensures that RPL assessments are completed by appropriately qualified assessors who have the relevant vocational competencies at least to the level being assessed and have demonstrated current industry competencies relevant to the assessment being undertaken.

- The appointed assessor will make his/her judgement for granting RPL on the evidence provided by the applicant in their demonstration of the appropriate skills or a practical demonstration.
- The Academic Manager might engage subject matter experts (if applicable) who make recommendations on competencies being claimed to the RPL Assessor. This recommendation is to be accepted by the RPL Assessor unless they believe the correct process has not been followed.
- The RPL application will be processed according to the criteria set out in this policy and will be granted for complete qualifications or units of competency.

Step 3: Notification of RPL Decisions

The Academic Manager ensures that the student(s) are informed in writing of the outcomes of their application, via “Letter of RPL Outcome”.

Students will need to sign a letter of confirmation accepting the RPL or Course Credit granted, a copy of this document will be placed on the student’s file.

Step 4: Appeal of RPL Decisions (if applicable)

- Students who disagree with their RPL outcome or believe that the process may not have followed appropriate procedures may appeal the result of an RPL Application by submitting a complaint in writing to the Academic Manager.
- If the student wishes to appeal against a decision he/she must inform SIIT in writing within 1 week from receipt of the “Letter of RPL Outcome” with new evidence (if applicable). There is no cost involved in the appeal process.
- The appeal will be dealt with by the RPL Assessor, the Academic Manager and/or Head Trainer and/or industry expert (s).
- Letter of appeal outcome will be forwarded to the applicant within two weeks of a final decision.
- The Student may appeal against the final decision via external appeal process as reflected in the complaint and appeal policy and procedure.

Recording of Course Credit Outcomes (for international students only)

Before Enrolment

If the student applies for and is approved for RPL or course credit and this will lead to a reduction in the student’s course, the course coordinator will provide a “Letter of Offer and Acceptance” which will reflect the details. The Confirmation of Enrolment will detail the reduction in course duration and the new course duration, this will be reflected on the duration of ‘course length’ on the visa. (This will allow DIBP to grant a visa with a duration that reflects the actual course length).

After enrolment

In the case that the student is provided with RPL or course credit after the student visa is granted, any change in course duration will be reported via PRISMS under section 19 of the ESOS Act, this must be done within 14 days after the event as specified by the Act. This process will be completed by the CEO and once completed, the student will be advised of the outcome and amendments will be detailed on the students file.

The record of the course credit must be acknowledged and accepted formally by the student and a copy of the course credit granted will be provided to the student.

Student rights, rules, responsibilities and conduct

To ensure a positive learning environment and to ensure SIIT meets its obligations under Australian law, students have a specific set of rights. Several of these rights relate to the interaction students have with trainers.

SIIT seeks to provide the best possible learning environment and opportunities for each student. In keeping with this commitment and obligations imposed by relevant laws and regulations, enrolled students at SIIT will have the following rights:

- To be informed of defined entry standards and requirements.
- To be provided with appropriate facilities and resources to complete the course of study.
- To be provided with access to and an explanation of relevant policies and procedures affecting students, including but not limited to the following:
 - Copyright
 - Staff and Student Conduct
 - Assessments
 - Course attendance and progress
 - Deferral, Suspension or Cancellation from a Course
 - Disciplinary Action and Dismissal
 - Complaints and Appeals
 - Tuition Fees
 - Recognition of Prior Learning
 - Access and Equity, Harassment and Anti-discrimination
 - Workplace Health and Safety
 - Building Evacuation
 - Privacy and Confidentiality
- To receive accurate unit and course content information.
- To learn from suitably qualified and experienced trainers.
- To be provided with a written assessment structure within the first week of classes. It is expected that there will be more than one assessment tasks for each unit.
- To be able speak to relevant staff members concerning any aspect of a unit of study. Staff members will be available to see students by appointment or during designated consultation times.
- If a class is cancelled or held at another time for legitimate reasons, students will be notified as soon as possible.
- For assessment tasks submitted on time, receive written and oral feedback from trainers and/or assessors within three weeks from the due date of each assessment task.
- To be informed of who assessed an assessment task.
- To be informed of the reasons why a particular mark or grade has been given and have the right to appeal in respect of a mark or grade.
- To have access to:
 - Their personal records.
 - Appropriate student support services.
 - Receive feedback on their academic progress.

- To be assured of protection of fees paid through the Tuition Protection Scheme (TPS). SIIT is registered with TPS and is committed to following all guidelines and directions as per TPS in relation to collection of student fees in advance.
- To contribute to the improvement of training programs, policies and procedures of SIIT and be given opportunities to provide input and feedback;
- To respectfully challenge directions or decisions if they appear to be unlawful or unreasonable or endanger a person's health or safety.
- An agreement signed between SIIT and the student and the availability of complaints and appeals processes, does not remove the right of students and SIIT to take legal action under Australia's consumer protection laws.
- After all internal procedures have been explored overseas students have the right to access the Overseas Students Ombudsman and domestic students have the right to access ACPET.

SIIT is committed to providing a learning environment that provides the best chance for students to meet their learning objectives and will interact with every student as an adult capable of reasonable and responsible behaviour.

To ensure such a learning environment is provided, all students must abide by certain rules, responsibilities and conduct guidelines. These may be categorised as follows:

- Administration
- Behaviour
- Dress Standards
- Classroom and Library Policy
- Academic Conduct

Administration

- It is compulsory to attend the SIIT's Orientation session be held prior to course commencement.
- Show original or certified copies of academic transcripts to SIIT or its authorized representative to be sighted and recorded.
- Pay the tuition fees according to the payment schedule. Please note that course fees may change without prior notice but SIIT will endeavour to update fee information as quickly as possible.
- Return or renew library resources or other borrowed materials and equipment on time as stated in the library policy.
- Keep SIIT abreast of your up-to-date contact details at all times.
- Advise the CEO if you are withdrawing from a unit, or deferring, suspending or withdrawing from study.
- Follow the rules and guidelines in SIIT Student Handbook.

Behaviour

- Demonstrate the highest standards of professional conduct at all times.
- Show respect and consideration for all staff, students and guest speakers.

- Comply with all lawful directions given by an SIIT employee to facilitate the conduct of learning activities or to ensure the safety of any person.
- Do not do anything, by act or omission that endangers the safety or health of any person on SIIT premises, or will cause them to fear for their safety.
- Do not damage or steal SIIT property or the property of staff or other students.
- Do not swear, use obscenities or make offensive remarks.
- Do not do anything that could offend, embarrass or threaten SIIT staff or students.
- Do not threaten or abuse SIIT staff or students.
- Do not engage in any form of harassment or behaviour that could impair SIIT staff or students from participating in the activities organised by SIIT.
- Do not assault or attempt to assault any SIIT staff or students.
- Do not enter SIIT premises with illegal drugs, alcohol or weapons or be under the influence of drugs or alcohol.

Dress Standards

SIIT is an adult learning environment that prepares you for industry and/or further career-related training. You should dress in a manner that would be expected in the workplace.

While on SIIT premises, the dress rules are as follows:

- Dress in a manner that is neat, clean and modest.
- Be adequately clothed in accordance with work health and safety requirements.
- Do not wear clothing that is likely to offend others in terms of its lack of modesty or cleanliness.
- Do not wear clothing that has symbols or graphic designs that may offend, provoke, intimidate, condemn or ridicule others.
- Do not wear dark glasses in the classroom unless they are required for medical/safety reasons.

The CEO will have the final say on what is considered an acceptable form of dress.

Classroom and Library Policy

- Actively participate in lessons and group activities.
- Follow the trainer's instructions at all times.
- Speak in English unless otherwise instructed.
- Turn off or leave your mobile phone on silent mode while in class or SIIT premises.
- Do not write on the classroom desks.
- Do not consume food or drink in the classrooms.
- Leave the classroom and library tidy and place all rubbish in a bin.
- Do not chew gum in the classroom.
- Smoking is not permitted anywhere in the building and SIIT offices, including the lifts, stairwells and foyer.

Academic Conduct

- Attend prescribed lectures, tutorials, seminars and practical sessions regularly and punctually. To be eligible to graduate from a qualification, students must attend **at least 80%** of the classes in each unit and successfully complete every assessment task for each unit of competency.
- Provide acceptable explanations for absences on a Student Leave Application Form available from reception.
- Submit all assessment work by the due dates that are specified on the unit outlines or on the assessment papers.
- Keep a copy of any submitted assignment.
- Complete all assessment tasks and examinations honestly, without any form of cheating or plagiarism.

By way of providing students with guidance as to what actions to avoid, the following actions are examples of academic misconduct:

- Giving or receiving assistance during an examination or assessment that has not been agreed to by the trainer.
- Obtaining information about an examination before it is held, except for information provided to all the class by the trainer.
- Copying from another person's examination paper.
- Stealing, buying or obtaining in any other way, all, or part, of an examination before it is administered.
- Using any sources of information during an examination or assessment that has not been agreed to by the trainer.
- Substituting for another person to take an examination.
- Allowing another person to substitute for you in taking an examination.
- Giving your password to another person to enable that person to log on and undertake any academic activity, including assessments, on your behalf.
- Using another person's password to log on as that person and engage in any academic undertaking, including assessments, on their behalf.
- Working with other students to produce work in groups that has not been agreed to by the trainer. This is called collusion.
- Making false statements, including statements relating to your student status, entitlements or identity.
- Altering the record of any grade or result.
- Giving false information to obtain exemptions from program requirements.
- Bribery in any form. This includes offering or giving staff members money or any other benefit as a means of influencing them or their decisions.
- Claiming as your own, work that is derived from another source or work done by another person. This includes anything that you may have obtained from the internet or from books.
- Copying published or unpublished material without proper acknowledgement.
- Using or developing another person's ideas without acknowledging them.
- Using the work of other students (with or without their permission) and claiming it as your own.

If during an examination or in-class assessment, a trainer or examination supervisor believes that a student

may be involved in academic misconduct, the student will be informed but will be allowed to finish the examination/assessment item. The matter will be referred to the CEO for appropriate investigation. For details on the consequences of breaching SIIT student rules, responsibilities and conduct, refer to Discipline and Student Dismissal section of this document.

Additional Responsibilities for International Students

Information provided by students to SIIT may be made available to Commonwealth and State agencies pursuant to obligations under the *Education Services for Overseas Students (ESOS) Act 2000* and the 'National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018'.

Each international student is required to abide by the following rules:

- Follow the student visa regulations of the Department of Home Affairs Immigration and Citizenship and the requirements of the *ESOS Act*.
- Tuition fees for continuing enrolment are due prior to the first day of each subsequent term. Failure to make tuition fee on time may result in cancellation of your enrolment. SIIT may report students to DIBP for non-payment of fees.
- Student's enrolment is only valid for the term specified in the letter of offer. A deferral of study could result in a change in tuition fees. SIIT has to notify DIBP of any student deferrals.
- Sponsored students will be required to submit a letter of guarantee from their sponsor with their 'Acceptance of Enrolment'. This letter must provide details about the start and finish dates of the sponsorship and advise what is covered by the sponsorship e.g. tuition fees, health cover, stipend etc.
- Comply with the course attendance and course progress policies and procedures.
- Maintain adequate arrangements for health insurance during your stay in Australia and meet the costs of Overseas Student Health Cover (OSHC) to cover the period of your enrolment. SIIT will try, but is under no obligation to, remind students of renewals.
- For information about private schools please check their web sites through google.
- Follow SIIT policy and government regulations in respects to restrictions for transferring between registered training providers.
- Please note that SIIT is required to advise DHA if a student does not meet any of the conditions outlined in the *Education Services for Overseas Students (ESOS) Act 2000*.

Note: Each and every student has the right to access SIIT's policies and procedures. Most policies and procedures are provided on the SIIT website but if a student requires other policies and procedures, they can contact the Student Services Officer for more details

Discipline and Student Dismissal

SIIT is committed to providing a learning environment that provides the best chance for students to meet their learning objectives. To ensure such a learning environment is provided, all students have rights as well as rules, responsibilities and conduct guidelines they must follow. SIIT may initiate disciplinary action for breaches of these rules, responsibilities and conduct guidelines.

SIIT may suspend or cancel a student's enrolment in the following instances:

- Breach of SIIT's student rules, responsibilities and conduct.
- Unsatisfactory course progress
- Unsatisfactory attendance
- Not paying fees on time
- Regular breaches or a serious breach of SIIT's student rules, responsibilities and conduct.
- Attending any SIIT course or activity under the influence of alcohol or drugs.
- Posing a threat to SIIT staff, students or property.

SIIT has a disciplinary procedure which includes following a series of steps. However, depending on the nature of the breach, some of these steps may be skipped and the student can be instantly suspended or dismissed from the course of study.

Step 1 – Verbal warning

Used in the first instance of a breach of SIIT's student rules, responsibilities and conduct. The warning may be issued by any SIIT staff member, a record made in the student's file and the CEO will be advised on this matter. The student will be given an opportunity to respond. Where it is clear that the breach by the student occurred and there is no acceptable reason for the breach, details of the incident will be recorded on the student's file for future reference.

Step 2 – Written Warning Letter

Used for the second occurrence of a breach of SIIT's rules, responsibilities and conduct. The student will be required to meet with the CEO at this stage. Where it is clear that the breach by the student occurred and there is no acceptable reason for the breach, the student will be given an official warning letter and advised that further breaches may lead to suspension or dismissal. The student will also be advised that a suspension or cancellation of enrolment for further breaches will be reported to Department of Immigration and Border Protection (only for cases involving overseas students).

Details of the interview and a copy of the warning letter is given to the student and will be kept on the student's file for future reference.

Step 3 – Intention to Suspend Enrolment

Used for the third or subsequent breach of SIIT's student rules, responsibilities and conduct or for any breach considered serious by the CEO. The student will be required to meet with the CEO at this stage. Where it is clear that the breach by the student occurred and there is no acceptable reason for the breach, the student will be suspended for a period of time determined by the CEO. Details of the interview and a copy of the suspension letter is given to the student and this information will be kept in the student's file. DE may be advised regarding this suspension (only for cases involving overseas students).

Step 4 – Intention to Cancel Enrolment

Used where a student has been previously suspended for a previous breach or for any breach considered very serious by the CEO. The student will be required to meet with the CEO. Where it is clear that the breach by the student occurred and there is no acceptable reason for the breach, the student's enrolment may be cancelled. Details of the interview and a copy of the cancellation letter will be given to the student and a copy kept in the student's file. DESE and ASQA will be advised of this cancellation, where a suspension or cancellation of enrolment occurs, all facts will be kept confidential, unless the CEO deems the student to be a risk to SIIT students or staff. In these instances, information may be disclosed to a few select and relevant people, in order to reduce or manage future risks.

In cases where disciplinary action involves suspension or cancellation of the student's enrolment, the student will be notified in writing and given twenty (20) working days to access SIIT's internal Complaints and Appeals process. If the student uses SIIT's internal Complaints and Appeals process, the suspension or cancellation will not take effect until the appeal process is completed. However, in situations where the CEO considers there is a risk to the safety of SIIT staff and/or students, or there is a risk to a productive learning environment on SIIT premises, the suspension or cancellation may take effect immediately.

For overseas students, the change in enrolment status due to suspension or cancellation will not be reported to the Department of Immigration and Border Protection (DHA) until the twenty (20) working days with which to lodge an appeal has expired, or, in the event of an appeal being lodged, if this appeal has been dismissed or processed completely by all relevant parties involved.

Furthermore, if the student is not satisfied with the internal appeal outcome, the student has a right to take it further to external bodies. Please refer to TIIS Complaints and Appeal Policy for further information. SIIT will keep the student's status enrolled in the SIIT course until the external appeal process is fully completed.

SIIT Training & Assessment Policy

SIIT commits itself to provide training that is engaging and well-structured to enable students to attain skills and knowledge consistent with the relevant training product available at SIIT.

Training Plan

There is a Training Plan for each training product registered on the scope of SIIT. The training plan contains the training schedule, training outcomes, training topics, as well as links to learning resources. The training plan will be available on the SIIT Moodle Learning Platform.

SIIT ensures that

- (a) the mode(s) of delivery designed for each qualification at SIIT will enable students to attain skills and knowledge consistent with the training product(s)
- (b) training is structured and paced to support students to progress with appropriate & sufficient time for instruction, practice, feedback and assessment
- (c) training techniques, activities and resources provided will support students in completing the training programs.
- (d) where the training product requires work-integrated learning, work placements or other community-based learning, necessary skills and knowledge will be provided for students in achieving the desirable training outcome.

Training Support

SIIT ensures that students have reasonable access to training support services, trainers and assessors and other staff to support their progress through the training product.

- SIIT ensures that the students have reasonable access to trainers and assessors and other staff.
- SIIT ensures that the students are informed about how and when they can access trainers and assessors and other staff.
- SIIT ensures that the students receive timely responses to queries in relation to training and assessments.

Training Adjustment

2.1. Reasonable adjustments are made to support VET students with disability to access and participate in training and assessment on an equal basis.

2.2. The learning environment promotes and supports the diversity of VET students.

Engagement with Industry, employer and/or community representatives

SIIT actively engages with industry groups, employers and community organizations for the development of training programs including training design, training materials, assessment activities etc.

Training products design include training and assessment strategies and practices is regularly updated in line with advice and feedback from industry groups, employers and community organizations (if relevant).

The training and assessment activities reflects current industry practice.

Assessment Plan

Each enrolled student will be provided with an assessment plan that is developed by an assessor(s) including competencies to be assessed, the assessment schedule, assessment processes, methods, and instructions for students.

Students are provided with a copy of the Assessment Plan at the time of enrolment at SIIT Moodle Learning Platform. Updates will be provided for students when changes occur at the learning platform.

Assessment Policy and Procedures

SIIT ensures that assessment is a controlled and ordered process that is designed to ensure that assessment decisions are fair, valid, consistent, and reliable, in relation to individual student(s), different assessors and the current situation.

SIIT ensures that

- (a) assessment is consistent with the requirements of the training product
 - (b) assessment tools are reviewed prior to use to ensure assessment can be conducted consistent with the principles of assessment and rules of evidence
 - (c) the outcomes of review inform any necessary changes to assessment tools.
- all assessments and evaluations are done in accordance with the assessment criteria of relevant training packages(s) and in line with the relevant *Standards for RTOs*.

Conducting of Assessment

SIIT ensures that assessment is conducted in a fair and appropriate way and enables accurate judgements of VET student competency in line with the principles of assessment: fairness, flexibility, validity and reliability.

SIIT ensures that assessors make individual assessment judgements that are justified based on the rules of evidence including validity, sufficiency, authenticity and currency.

Assessment Procedure

1. At the commencement of the course, learners are advised of the general assessment tasks, criteria and requirements of each unit of competence they will need to attain for the issuance of relevant qualifications.

2. All learners must complete relevant assessments along with the training schedules and then submit the completed assessments for marking with signed statement of authenticity. Most of the assessments need to be submitted through MOODLE, our online learning platform. All Learners will be provided with a unique online MOODLE learning platform password. By signing onto the online learning platform, the Learner automatically signs and acknowledges an authenticity declaration as part of submitting their assessments.
3. The Academic Manager/Program Manager/respective trainer will ensure that learners' submitted assessments are all signed and dated with a statement of authenticity.
4. The Academic Manager/Program Manager will ensure that all assessment will be marked/evaluated within 10 working days following the date of submission, unless otherwise agreed.
5. The appointed assessor returns the marked units assessments (Competent or Not Yet Competent) with signed assessments feedback sheets to learners and notify the Program Manager or update the result into the system within 10 working days following the date of submission, unless otherwise agreed.
6. If being deemed Not Yet Competent in an assessment, Learners will be offered the opportunity to resubmit. Learners are given another opportunity to resubmit an assessment.
7. If non-competency of resubmitted assessment leads to non-issuance of the qualification, written advice must be given to the Learners within 15 working days. There is a fee attached for additional resubmissions of assessment.
8. The Learner can dispute the assessors' decision and request for re-assessment according to SIIT' complaints and appeal policy and procedure.
9. The Academic Manager/Program Manager will ensure that all learners' assessments as required have been marked as competent before recommending certificates and/or statement of attainment and/or statement of results.
10. All records will be scanned and stored in the Learners' academic folder, which shall be securely stored.
11. All assessments submitted by Learners, assessment feedback by the appointed assessor(s), resubmitted assessments, appeals etc. will be scanned and stored in the Learners' electronic folders.
12. The CEO/Academic Manager will ensure that no qualification/certificates/transcripts will be issued until the final assessment checklist has been submitted by the Program Manager with the signature(s) of the approved assessor(s) with all assessments marked as Competent.

SIIT demonstrates:

- (a) validation of assessment practices and judgements ensures the assessment system consistently produces valid assessment judgements that are consistent with the training product and the requirements of these Standards
- (b) validation for each training product on the RTO's scope of registration occurs regularly and at least every 5 years, as informed by risks to training outcomes, any changes to the training product, and feedback from VET students, trainers and assessors, and industry
- (c) a risk-based approach is used to determine the component of the training product to be validated and the sample size of assessments

- (d) validation is undertaken by one or more people who collectively have:
 - (i) industry competencies, skills and knowledge relevant to the training product
 - (ii) a practical understanding of current industry practices relevant to the training product
 - (iii) one of the credentials for validation specified in the Credential Policy
- (e) in addition, where an AQF qualification or skill set from the Training and Education Training Package that enables individuals to make assessment judgements is being validated:
 - (i) the person(s) undertaking validation are independent and are not employed or subcontracted by the RTO to provide training and assessment
 - (ii) validation occurs following completion of training and assessment by the first VET student cohort
- (f) validation outcomes are not solely determined by those who have designed or delivered the training or assessment
- (g) how validation outcomes are used to inform revisions to the assessment system.

Course Progress and Intervention Policy and Procedure

This policy applies to international students only.

In accordance with the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, SIIT Pty Ltd will proactively monitor, review, assess and contact students who are at risk of failing to meet course progress requirements. SIIT will implement an intervention strategy for any students at risk.

SIIT must report on a regular basis to the Department of Education, Skills and Employment (DESE) and the Department of Home Affairs Immigration and Citizenship on either the Student's attendance or course progress. From February 2017, SIIT has chosen to report on the Student's Course Progress while it will continue to monitor the Student's attendance, as well.

Therefore, students who continue to breach the course progress requirements **will** be reported to the CEO / Academic Manager for intervention. Students will be advised that unsatisfactory course progress in two consecutive study periods for a course **will** lead to the student's enrolment being cancelled with SIIT.

Procedure

SIIT monitors, records and assesses the progress of all students to ensure that they meet the expected duration of their course as stipulated in their CoEs, this includes checking the course progress for each unit of competency for successful completion within timelines of the course.

- SIIT is proactive in notifying and counselling students who are at risk of failing to meet course progress requirements.
- SIIT takes the following actions for the monitoring and implementing the course progress policy for the benefit of the students who are enrolled with SIIT:

- I. The Student Handbook contains this policy and is provided to students before enrolment. The Student Handbook is also available from both SIIT offices and its website so that students may view the document by download at any time.
- II. The Course Progress and Intervention Policy is explained to students during Orientation and explained to trainers and assessors and related staff in meetings.
- III. Trainers/Assessors will identify and report students who are not progressing, and at risk of breaching progress policy, to the Academic Manager for intervention; they will also report on class attendance levels, as required.
- IV. An assessment of course progress is made by the Academic Manager at the end of each study period. Course Progress is also monitored on an on-going monthly basis by the Academic Manager.
- V. The Academic Manager will run a monthly report from the student management system and then verify data by checking the student's training plan.
- VI. The Academic Manager, with assistance from the Student Services Officer, will contact students who are not performing well and at risk of breaching the progress and attendance policy.
- VII. If found that the student is not progressing before the end of the first study period, they will be sent their **"first warning letter"**. The Intervention Strategy will apply to help the student progress with their studies.
- VIII. If at the end of the second study period, the student is still found to not be progressing, they will be issued with a **"second warning letter"**. The Intervention Strategy will continue to be applied to help the student progress with their studies.
- IX. In cases where intervention is needed, the activation of a program and agreed terms of intervention strategy will be discussed and formally agreed on. Once an intervention strategy has been activated for a student, all documentation must be retained on the student's file.
- X. If the student fails to progress after the first two study periods, the student will be issued an "intention to report on course progress" and will be reported to the Department of Education & Training (DET) and the Department of Immigration and Border Protection (DIBP) via PRISMS.

Intervention Strategy

- The strategies offered aim at helping students meet course progress requirements and would include any of the following but not limited to:
 - a. discuss opportunities for special make-up classes designed for intervention students only
 - b. counselling sessions with Academic Manager.
 - c. individual case management
 - d. receiving counselling with our appointed external counsellor (this would be related to personal issues which are affecting student's progress)
 - e. a reduction in course load – in this case the program would be updated with new training plan and study/assessment mode
 - f. opportunity for re-assessment
- The intervention program will be monitored closely by the Academic Manager.
- Evidence of the intervention program and measures used to assist student will be documented and kept on the students file.

- II. The outcomes of intervention programs will be discussed at management review meetings for analysis and improvement.
- III. During the course of intervention process, the Academic Manager will arrange weekly meetings with student, where parties will discuss the ongoing corrective action.

Reporting Obligations

- Where SIIT might assess an international student as not achieving satisfactory course progress, the CEO/Academic Manager will notify the student in writing (first and second warning letters) of its intention to report the student for not achieving satisfactory course progress and the associated option for the student to access the RTO's complaints and appeals process within 20 working days.
- The students concerned have access to the SIIT complaints and appeals processes and should do so within 20 working days from the time of feedback received from the trainer/assessor by completing the Complaint and Appeals form and ensuring that they provide sufficient details about themselves and the course, and the circumstances surrounding the concern, complaint or appeal, who was involved, any appropriate evidence and witnesses etc. in accordance with the Complaint and Appeal Policy and Procedure of SIIT.
- Where a student has chosen not to access the complaints and appeals process within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting the registered provider, then the organisation will notify the Department of Education, Skills and Employment (DESE) and the Department of Home Affairs Immigration and Citizenship through PRISMS of the student not achieving satisfactory course progress, as soon as practicable.
- SIIT will maintain the student's enrolment whilst the complaints and appeals process are ongoing.

Deferral, Suspension, Cancellation Policy and Procedure

This policy applies to international students only and has been developed in accordance with Standard 7 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.

SIIT enables students to defer or temporarily suspend or cancel their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances. This policy also details the circumstances where a student's enrolment may be deferred, suspended or cancelled by SIIT.

This policy guides staff through the procedures to administer when dealing with deferral, suspension, cancellation of student enrolment. This policy must be provided to prospective students prior to enrolment.

Definitions

'Cancel enrolment' means to cancel the student's enrolment

'CoE' means Confirmation of Enrolment which is a document, provided electronically, issued by the registered provider to intending overseas students and which must accompany their application for a student visa. It confirms the overseas student's eligibility to enrol in the particular course of the registered provider.

'Compassionate or compelling circumstances' are reasons why a student's enrolment status may be changed. These are generally those situations beyond the control of the student. The following are examples of compassionate or compelling circumstances:

- Unavailability of units in the enrolled course
- Inability to commence study on commencement date due to student visa delay
- Serious illness or injury, (a medical certificate must be provided stating that the student is unable to attend class)
- Bereavement of close family members such as parents, grandparents, brother, sister, (a death certificate must be provided)
- A traumatic experience such as witnessing a serious accident or witnessing or being the victim of a serious crime (police report must be provided)
- A major political upheaval in the student's home country which requires emergency travel that will affect student's studies
- A natural disaster in the student's home country which requires emergency travel that will affect student's studies

'Defer studies' means to defer commencement of studies

'DHA' means the Department of Home Affairs Immigration and Citizenship

'Extenuating circumstances' means circumstances relating to the welfare of the student which may include, but are not limited to the following, the student:

- Threats of violence against staff or students or others
- Sexual assault against staff or students or others
- Being under the influence of drugs or alcohol to the point which creates an unsafe environment for staff or students or others and oneself
- Refuses to maintain approved care arrangements (only for students under 18 years of age)
- Is missing
- Is deceased
- Has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing
- Has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or
- Is at risk of committing a criminal offence
- Other actions deemed unsuitable by the CEO/Academic Manager

'Misbehaviour' means circumstances relating to the actions of the student which may include, but are not limited to the following; these are grounds for suspension or cancellation of enrolment:

- Violence against staff or students or others
- Psychological issues with the student which lead us to fear for safety of the students and staff
- Sexual harassment against staff or students or others
- Racial discrimination, vilification or bullying
- Intimidating staff or students or others
- Defaming our college or staff or students or others

- Criminal actions or is a risk of committing a criminal offence
- Bringing our college into disrepute
- Cheating
- Plagiarism
- Refusing to work in a safe, clean, orderly manner
- Being under the influence of drugs or alcohol to the point which creates an unsafe environment for staff or students or others and oneself
- Smoking on college property
- Failure to pay fees when due
- The student did not re-enrol (student has inactively advised they will not be continuing studies)
- Failure to maintain appropriate class attendance levels
- Failure to maintain appropriate course progress levels
- Other actions deemed unsuitable by the CEO/Academic Manager.

'PRISMS' means the Provider Registration and International Student Management System, which SIIT uses to notify DE and DIBP of changes (when a student's enrolment is deferred, suspended or cancelled) to a student's enrolment.

'Suspend studies' means to suspend studies, this may be requested by a student for compassionate or compelling circumstances. We, the provider may also choose to temporarily suspend a student's enrolment if we deem the student's behaviour to be unacceptable for an educational setting.

'TPS' – Tuition Protection Scheme

General Information

This policy details the procedure for handling requests from students and/or intention of SIIT to defer, suspend or cancel student's studies. There are three main categories including, student request for deferral and / or suspension of studies, student request for cancellation of enrolment and SIIT's intention to defer, suspend or cancel enrolment.

Attendance monitoring

Regardless of whether the suspension of enrolment is the result of a student request for suspension or provider-imposed suspension of enrolment due to misbehaviour, the period of suspension of enrolment (as entered in PRISMS) should not be included in attendance monitoring calculations.

Student Visa

Deferment, suspension or cancellation of enrolment may affect the student's visa. As such, SIIT will refer the student to DHA's website or helpline (131 881) for information, and the local DHA's office for advice, on how the potential change to enrolment status may impact upon their visa.

Response

The CEO is responsible for this process in consultation with the Academic Manager.

Letter of offer not accepted

If the student has not accepted the offer of enrolment, Standard 13 does not apply.

PROCEDURE

Prior to Enrolment

Prospective students (prior to enrolment) will be informed of the grounds on which their enrolment may be deferred, suspended or cancelled and also their rights and grounds for appeal regarding this policy.

A copy of this policy will be provided to all prospective students.

Defer, suspend, cancellation application process

Students must complete the: "Defer, suspend, cancellation application form" (available from reception or course coordinator). In this form they will detail reasons for application and provide supporting evidence to substantiate their claim. Once the application is completed it must be submitted to the CEO or the Academic Manager, a formal response will be provided within 5 business days by the CEO/Academic Manager. Applications must be submitted at least 10 business days before the deferral, suspension or cancellation date for the application to be processed. Applications received after this date will not be approved.

Student request for deferral and / or suspension of studies

Where a student has applied to SIIT for deferment or suspension of their studies due to compassionate or compelling circumstances, we will in accordance with our policy assess the circumstances and grant or decline the student's request.

SIIT will only defer or temporarily suspend the enrolment of the student on the grounds of:

- compassionate or compelling circumstances (for example, illness where a medical certificate states that the student is unable to attend classes); or
- misbehaviour by the student

The following is a list of acceptable circumstances (not exhaustive) where SIIT would approve the application:

- Unavailability of units in the enrolled course
- Inability to commence study on commencement date due to student visa delay
- Serious illness or injury, (a medical certificate must be provided stating that the student is unable to attend class)

- Bereavement of close family members such as parents, grandparents, brother, sister, (a death certificate must be provided)
- A traumatic experience such as witnessing a serious accident or witnessing or being victim of a serious crime (police report must be provided)
- A major political upheaval in the student's home country which requires emergency travel that will affect the student's studies
- A natural disaster in the student's home country which requires emergency travel that will affect the student's studies.

Students may defer or suspend their studies for up to one semester for compelling or compassionate circumstances. Documented evidence is required.

The CEO or the Academic Manager will convene a meeting with the student to discuss the application. Documented evidence must be provided by the student to validate the claim. A formal response will be provided within 5 business days.

In the case that a student's enrolment is deferred, suspended or cancelled we will notify DIBP via PRISMS of the change in enrolment.

Note that misbehaviour of the student may also be grounds for cancellation of studies.

Student request for cancellation of enrolment

Students who request cancelling their enrolment in order to go to another education provider must follow the Student Transfer Policy (Standard. 7) and complete the appropriate documentation.

Students cancelling enrolment in order to return to their home country must complete the "Defer, suspend, cancellation application form" and supply supporting evidence such as airline ticket and departure date.

The student will be notified that cancellation of enrolment may affect the student's visa.

SIIT will notify Department of Education, Skills and Employment (DESE) and the Department of Home Affairs Immigration and Citizenship via PRISMS of changes to a student's enrolment within 10 business days of duly received, signed and dated documents provided by the student.

Should SIIT reject the cancellation application, the student will receive a refusal letter and have the right to access our internal complaints and appeals process within 20 working days of date on refusal letter (allow extra 3 days for postage or via email on the same day).

Fees will be refunded (if applicable) in accordance with the Refund Policy.

Provider initiated suspension or cancellation of student's enrolment

Misbehaviour by the student may result in the suspension, or in the worst case scenario, the cancellation of enrolment. The college may suspend further study or cancel enrolment for both academic and non-academic misconduct.

Misbehaviour

The CEO or the Academic Manager will convene a meeting with the student to discuss the misbehaviour of the student.

If SIIT initiates the suspension or cancellation of a student's enrolment, we will formally notify the student of our intention and allow the student 20 working days to access the provider's internal complaints and appeals process, unless extenuating circumstances relating to the welfare of the student apply.

The severity of the individual case will decide whether the enrolment should be suspended or cancelled. Refer to 'definitions' regarding grounds for cancellation of enrolment.

In cases of student misbehaviour of a criminal nature: SIIT will inform the police of any suspected or alleged criminal activity. To assist DHA, SIIT will give as much information as possible regarding any criminal activity when it suspends or cancels the enrolment of the student. DIBP officers will then initiate any visa-related action as required.

Procedural fairness

In the case where a student has been regarded as misbehaving, until all due investigation is completed the student must be treated as innocent until they have admitted liability or are shown to be guilty via other evidence such as bona fide witnesses.

Provider's grounds for deferment of commencement studies

This may be granted on the grounds of compassionate or compelling circumstances.

Recording a Deferment, Suspension or Cancellation - CoE Outcomes

There are three different outcomes for the student's Confirmation of Enrolment (CoE):

- SIIT notifies the Department of Education, Skills and Employment (DESE) and the Department of Home Affairs Immigration and Citizenship through PRISMS that it is deferring or suspending a student's enrolment for a period without affecting the end date of the CoE. In this case there is no change to the CoE or the student's enrolment status on PRISMS i.e. the student's CoE status will still be listed as 'studying'. However, the notice of deferment or suspension will be recorded in PRISMS and sent on to the Department of Education, Skills and Employment (DESE) and the Department of Home Affairs Immigration and Citizenship. This information will be kept for future reference.
- SIIT notifies the Department of Education, Skills and Employment (DESE) and the Department of Home Affairs Immigration and Citizenship through PRISMS that it is deferring or suspending a student's enrolment for a period which will affect the end date of the CoE. In such situations, PRISMS will cancel the original CoE, and immediately offer the provider the opportunity to create a new CoE with a more appropriate end date. If the provider does not

know when the student will return, it can choose not to create a new CoE at that point, but to wait until the student has notified the provider of the intended date of return before creating the new CoE.

- SIIT notifies Department of Education, Skills and Employment (DESE) and the Department of Home Affairs Immigration and Citizenship through PRISMS that it wishes to permanently cancel (terminate) the student's enrolment. Once this process is complete, the student's CoE status will be listed as 'cancelled'.

Appeals on decision (refer to the Complaints and Appeals Policy)

If SIIT initiates the suspension or cancellation of a student's enrolment, we will inform the student of our intention to notify Department of Education, Skills and Employment (DESE) and the Department of Home Affairs Immigration and Citizenship of the change of enrolment status. We will inform the student that they have 20 working days in which to access our complaints and appeals process. To 'access' the appeals process means to 'initiate' or 'start' the process – there is no expectation that the process must be completed within 20 working days. However, standard 8.1 e. requires that the process must commence within 10 days of the formal lodgement of the complaint or appeal.

If the student chooses to access SIIT's appeals process, the college maintains the student's enrolment until the internal appeals process is completed (and has supported SIIT's intention to suspend or cancel the student's enrolment). To 'maintain the student's enrolment' means that SIIT does not notify DE or DIBP of any change to the student's enrolment status through PRISMS.

Appeals will be at little or no cost to the student.

The student may choose to access to external appeals process per SIIT policy, but SIIT does not have to wait for the outcome of an external appeal before notifying Department of Education, Skills and Employment (DESE) and the Department of Home Affairs Immigration and Citizenship of the change to the student's enrolment status.

Lodging a Formal Complaint

The form should be completed fully, detailing:

- Details of complaint
- Relevant dates
- Steps taken to resolve complaint
- Provide supporting evidence.

The completed form should be submitted to the CEO or the Academic Manager of SIIT.

Once the application form has been received by the CEO/Academic Manager, it will be date stamped and signed as received by the CEO. After formal lodgement of the complaint and appeals application, the CEO will review the issue and, within 10 working days, make a decision on the case.

The decision might be to agree with the validity of the complaint and take appropriate action to remedy the concern, or to dismiss the complaint. The decision will be provided to the student in written format including details and reasons for the decision.

If cases requiring further evidence, the student will be invited to formally present their case at a meeting with the CEO/Academic Manager. The intent is to resolve the complaint in an amicable manner as soon as possible.

The student has the right to be assisted or accompanied by a support person. Minutes will be taken of the meeting (this will include: time, date, names of people attending the meeting and their positions, as well as the content of discussions) and a decision will be made at the meeting. This will be provided also in written format including details and reasons for the decision.

Processing Timelines

Our students are our customers and must be treated as such. Complaints and appeals are regarded as a priority for analysis and action and so the CEO will investigate the formal application within timelines stated above.

There are a number of situations where the student may receive a 'Letter of Intent' to report to DE and DIBP via PRISMS. This may be related to: breaches of course progress requirements (section 19 ESOS Act) or breaches of attendance requirements (section 19 ESOS Act) or for deferral, or for suspension or cancelling a student's enrolment.

IMPORTANT

In these situations, it is important for the student to understand the implications of no action on their behalf and that if they intend on lodging a formal complaint, they only have 20 working days in which to do so.

After which time, if SIIT receives no response from the student it will complete the reporting process as required by the ESOS Act.

Decision

Decisions will be documented in the complaints and appeals application form including the outcome, details and reasons for the decision. The decision document and complaints outcome letter will be sent via registered post (person to person delivery) to the student in written format. If the decision was to dismiss the complaint, a copy of the external appeals application form will be attached to the letter.

If the student is not happy with the decision they may choose to access the external appeals process at little or no cost.

If the decision requires corrective action, this will be documented and assigned a completion date with responsibility.

The CEO and the Academic Manager have the responsibility of ensuring that actions are completed by set timelines.

A decision will be made to either affirm or remit the registered providers decision.

If the decision by the external appeals adjudicator is to affirm the registered provider's decision, then SIIT will, upon receiving formal documentation of decision, take appropriate actions, for example issuing a Section 20 Notice in case of breaches of Standard 10 or 11. This will occur within 5 business days of receiving formal decision.

However, if the decision by the external appeals adjudicator is to remit SIIT's decision, then SIIT will, upon receiving formal decision then take appropriate actions, for example, document a corrective action, correct the issue and provide an outcome to the student in writing and refund the student the cost of the appeal process.

Enrolment Status

SIIT will maintain the enrolment of the student until the complaints and appeals process is completed. This means that we will not notify DIBP of any changes to the student's enrolment status via PRISMS.

However, in the case of an external appeal the continuance of enrolment during this process will depend on the type of appeal.

For example:

In the case of unsatisfactory course progress and our decision to report the student, the student's enrolment will be maintained until the external complaints process is complete and the decision of provider has been upheld. At this point in time the student will be reported as per Standard 10 or 11.

In the case of unsatisfactory attendance or course progress, we allow only one (1) external appeal process before we report the student – this is to remove the issue of when a student may wish to apply to multiple external appeals processes which would stonewall the process.

In the case of an appeal against SIIT's decision to defer or suspend a student's enrolment due to misbehaviour or to cancel the student's enrolment, SIIT only needs to wait until the internal appeals process has been completed (this must be in favour of SIIT). At this point in time, SIIT will notify Department of Education, Skills and Employment (DESE) and the Department of Home Affairs Immigration and Citizenship via PRISMS of the change to the student's enrolment.

Note:

This policy does not require that we continue to offer training to students throughout the complaints or appeal process. (**see below)

For example:

The student has continually misbehaved in class and so the college manager prohibits (excludes) the student from attending class.

SIIT may still provide the student with work to be completed away from class (so that the student does not fall too far behind) until the decision on complaint or appeal has been made.

Records of Complaints & Appeals and Decisions

Records of complaints and appeals and decisions are located in the complaints and appeals register and a reference in the students file, this also includes records of Australia post registered mail and person to person delivery signed by the student. ***The availability of this complaints and appeals process, does not remove the right of the student to take action under Australia's consumer protection laws.***

Responsibilities & Action

The CEO is the designated member of staff to review complaints, convene meetings with students and make a decision on complaint and document outcomes on the student's file, complaints and appeals application form and complaints and appeals register. All documentation regarding deferral, suspension or cancellation of student's enrolment will be kept on the student's file. The Department of Education, Skills and Employment (DESE) and the Department of Home Affairs Immigration and Citizenship will be updated via PRISMS regarding approved student's deferrals, suspension or cancellations.

Student Transfer Policy and Procedure

This policy applies to international students only.

In accordance with the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, SIIT will not knowingly enrol a student transferring from another education provider prior to the student completing six months of their principal course.

A student may apply to transfer to another provider after they have completed at least six months of their principal course. In the case of a package of courses for example, Cert III, Cert IV and finally Diploma, the principal course is the highest course – the Diploma.

The only exceptions are the circumstances outlined below:

- SIIT ceases to be registered or the course in which the student is enrolled has ceased to be registered.
- SIIT has provided a written letter of release
- SIIT has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing their principal course, or
- any government sponsor of the student (if applicable) considers the change to be in the student's best interest and has provided written support for that change.

This policy sets out the procedure for assessing requests from students to transfer into and out of SIIT prior to the student completing six (6) months of their principal course.

The circumstance in which we supply a release letter to students prior to completing six (6) months of their principal course will be assessed as detailed in this documented procedure.

The timeline for a response to application for transfer into and out of SIIT will be ten (10) business days from the date we receive the transfer application form. The form will be date stamped and signed as received by the Student Service Officer and in their absence by the Academic Manager.

This Student Transfer Policy is made available to all students and staff (via the Student Handbook) and clearly details the circumstances in which a transfer will and will not be granted.

Note: this policy has not been developed to cater for students under the age of 18 years. SIIT does not enrol students under the age of 18 years.

PROCEDURE - Transferring to SIIT

The student requests to transfer into our college

The Student Transfer Policy has been developed primarily to cater for international students holding a student visa and outlines the process with regard to transfer between providers.

Application Process

A student wishing to transfer to SIIT from another college must complete the Student Transfer Application form, available on our website or available from reception or from the program coordinator.

Once completed, this document, with supporting evidence, must be submitted to the CEO or the Academic Manager for assessment. Applications will be assessed within the timelines listed below.

Processing Timelines

The student's request will be assessed within ten (10) business days of application. Students who are transferring from another college and have not completed a minimum of six (6) months of their principal course will require a letter of release from the previous college and/or other appropriate documentation. All documentation must be placed in the student's records.

Decision

A formal decision will be provided to the student within the above timeline. The decision might be to:

- approve transfer request
- refuse transfer request or
- request more information from the student and require a resubmission of application with further documentation.

Process

The student will need to provide formal evidence that they have completed a minimum of 6 months of their principal course. If this is not provided, SIIT will not enrol them unless they have a written letter of release from their current provider or if any of the sub sections in the National Standard 7.1 (a) through (d) have been met.

The CEO or the Academic Manager will complete the investigations to ensure the course detailed by the student is in fact the principal course; this could easily be completed by checking dates on the student's visa. In the case where the student has enrolled in a package of courses for example, Cert III, Cert IV and finally Diploma, the Diploma is the principal course.

Therefore, if the student has only completed the first qualification – Certificate III then this would not be considered as acceptable to enrol the student without a letter of release from the prior college or meeting other reasons as detailed in Standard 7.1.

Grounds for Accepting Students

There are several circumstances where a student transfer is acceptable:

1. In the case that the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered SIIT would be able to enrol the student before they had completed a minimum of six months of the principal course.
2. In assessing the application for transfer, SIIT further investigates the previous provider to ensure they indeed have ceased to be registered in providing the course in which the student was enrolled. Checks can be completed by going to the DESE website: www.cricos.education.gov.au. Once SIIT has completed the investigations and verified that the provider has ceased to be registered, or the course in which the student is enrolled has ceased to be registered, the next step is to interview the student and then complete the enrolment process.
3. In the case that an international student wishes to enrol with SIIT and they have not completed at least 6 months of the principal course, but have supplied a 'Letter of Release' from the other registered provider, SIIT would accept this as evidence of release. The student will follow the standard enrolment procedures regarding entry requirements for the course of enrolment and supplying appropriate documentation in support of their application.
4. In the case that an international student wishes to enrol with SIIT and they have not completed at least 6 months of the principal course, but have stated in their application that the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course and the student has provided evidence to support this statement. In assessing the application for transfer, we would further investigate the evidence and if validated, SIIT would accept this as evidence and follow its Student Transfer Policy to enrol the student in the course of their choice.
5. In the case where the international student is government sponsored and the student has requested a transfer to SIIT without first completing the minimum six months of the principal course at the other registered provider, this transfer request would be approved with formal advice and approval from the government sponsor who has stated that they consider the changes to be in the student's best interest. In this case, there is no need for a letter of release from the previous registered provider. Evidence will be attached to the student's file and detailed in PRISMS when creating the CoE.

Conditional Offer

In some cases, a student may not have completed six months of their principal course, but may still wish to transfer to SIIT. In this circumstance SIIT will provide the student with a conditional offer letter which clearly details that the letter is only a Conditional Offer Letter contingent on the student providing a Letter of Release from their current college. Once the student has provided the Letter of Release from their current provider, it will be validated by the CEO.

Enrolment

Once the transfer has been approved, the CEO will complete the final enrolment documentation and update PRISMS with the student's data creating the CoE.

Responsibilities & Action

The CEO is responsible for assessing applications for transfer and approving or not approving.

PROCEDURE - Transferring from SIIT

Students seeking to transfer to another college

Students wishing to transfer to another provider prior to completing six (6) months of their principal course and requesting a letter of release must firstly access this policy to ensure they are aware of the requirements for release and then complete the Student Release Application form and attach the letter of offer from other registered provider and/or other supporting documentation.

Application Process

The application and supporting evidence will be assessed in accordance with our Student Transfer Policy. Should the documentation be assessed as a valid enrolment offer in line with our policy and the National Code Standards, SIIT will grant the student a letter of release – which will include the date of transfer and end of our responsibility for the student.

SIIT will issue a Letter of Release only if:

- the principal course of study is deemed unsuitable for the student with regard to the learning environment and/or educational needs, or
- for compassionate or compelling reasons.

SIIT will not issue a Letter of Release unless:

- a valid Letter of Offer of enrolment with the receiving provider is presented
- the new provider accepts responsibility for approving the student's support and general welfare in writing.

SIIT will formally notify the student of the date it will be cancelling their CoE via PRISMS and that they should contact DIBP to advise of the change of the registered provider, as this may affect their student visa.

A letter of release, if granted, is issued at no cost to the student.

Students will acknowledge receiving this notification via signing the student release application form.

The letter of release will include the following statements:

1. SIIT acknowledges that it has informed the student that from the date of this 'Letter of Release' that it is no longer the provider of the principal course of study for the student as identified within the Student Visa.
2. SIIT will be notifying DESE and Department of Home Affairs of this change by terminating the student's CoE via PRISMS.
3. The student is advised to contact the DHA to seek advice if a new student visa is required.

Release Not Granted

A release will not be granted under the following circumstances:

1. The student has not provided a letter of offer from another provider.
2. Documentation is either inaccurate and/or incomplete.
3. Where it may jeopardize the student's progress through a course.
4. Work commitments have been provided as a reason.
5. Travel to and from campus has been provided as a reason.
6. The student is using the release as a means to avoid being reported to DIBP for failure to meet our requirements.
7. The student does not want to study the course they are enrolled, anymore.
8. There is a lack of sufficient documentation in support of their claim for compelling or exceptional circumstances.
9. It is considered detrimental to the student to allow the release.
10. The student has outstanding fees owing to SIIT.

Complaints and Appeals

In the event that SIIT does not allow a release, we will provide a formal reason for our decision and the student has the right to access our complaints and appeal process at little or no cost to the student.

Responsibilities & Action

The CEO is responsible for assessing applications for transfer and approving or not approving.

Complaints and Appeals Policy and Procedure

SIIT Complaint and Appeal Policy and Procedure is in line with Standards 2.7 and 2.8 of the revised standards. The objective of this policy is for SIIT to provide appropriate mechanisms to its students to complain about or appeal various issues during their course of study

SIIT ensures that all students will have access to a fair and equitable process for dealing with complaints/concerns and will provide an avenue for students to appeal against such decisions, which affect the student's progress. There will be no charge to the student for access the internal complaints and appeal process.

SIIT will act on each concern or appeal lodged by the student, or any party concerned. Every effort will be made by SIIT to resolve the student's complaint or concern. To this end, the CEO will personally oversee the formal complaints/concerns processes and should be contacted with updates in status or relevant information changes. At the time of enrolment, the complaints, relevant procedure and appeals policy will be outlined to the students.

Where complaint/concern cannot be resolved internally, SIIT will refer the student to an external agency (please refer below for more information regarding external agency). There will be no cost to the student for this referral.

This policy is applicable to all students (domestic and international). *(Please note that some sections of this policy might Only apply to International Students).*

If student is dissatisfied with the decision of SIIT, they may access external appeals at no cost to them for this referral.

The availability of this complaints and appeals process, does not remove the right of the student to take action under Australia's consumer protection laws.

Directive

- All prospective students will be provided with a copy of the Complaints and Appeals Policy and Procedure, available online via SIIT Student Handbook.
- All complaints, concerns, or appeals will be handled professionally and confidentially.
- All parties will have a clear understanding of the steps involved in the complaints/concerns and appeals procedure.
- All students are provided with details of external authorities they can approach if they are not satisfied with the SIIT's decision.
- All complaints/concerns and appeals will be managed fairly and equitably and as efficiently as possible.
- All complaints/concerns and appeals and outcomes will be documented in writing.
- SIIT will attempt to resolve any complaints, concerns and appeals fairly and equitably within 10 working days upon receipt.
- Resolution to a complaint or appeal will be communicated to the student via nominated email address of the student.
- Any parties may be accompanied and assisted by a support person at relevant meetings.

- *If an international student chooses to access SIIT's complaints and appeals processes, SIIT will maintain the student's enrolment whilst the complaints and appeals process is ongoing.*
- *If the internal or external complaint handling or appeal process results in a decision that supports the student, SIIT will immediately implement any decision and/or corrective and preventative action required.*
- *Where an international student has chosen not to access the complaints and appeals processes within the 20-working day period, withdraws from the process, or the process is completed and results in a decision supporting SIIT, that SIIT will notify the student for cancellation of enrolment and notify the Department via PRISMS.*

Procedures

Students have a right to raise any matters of concern relating to training delivery and assessment, the quality of the learning, course amenities, discrimination, sexual harassment and other issues that may arise during their course of study.

This policy provides an avenue for most complaints, concerns and appeals to be addressed. However, in some cases alternative measures may need to be explored. It is advisable for the student to contact the CEO or his/her representative before lodging a formal complaint, to discuss other avenues available to them.

Steps for students:

- The student should firstly discuss any matter with their trainer/assessor and related staff members, if they are still not satisfied, the student may then, have the matter referred to the CEO or his representative for consideration.
- The student must complete the Compliant and Appeal form, or send an email to the related staff members, student must provide sufficient details about themselves and the course, and the circumstances surrounding the concern, complaint or appeal, who was involved, with any appropriate evidence and witnesses etc.
- The related staff members will contact the student within 24 hours to confirm receipt of this form and to schedule a formal face-to-face meeting with the student. This meeting will take place within 5 working days or earlier from the date of receipt of the complaint or appeal application.
- The student will also be given an option to be accompanied or assisted a support person during this or any other meetings relating to the matter(s). Meeting minutes and appropriate notes will be taken during all meetings.
- The CEO or his/her representative will discuss the circumstances with the trainer/assessor or any other staff member and make an informed decision.
- The student will be contacted with the result within 10 working days from the lodgement of a Complaint or Appeal form, the student has a further 5 working days to respond to a formal decision.
- A written statement of the appeal outcome, including reasons for the decision will also be documented and provided to the student via email.
- A record of this written statement will also be filed in the student admin folder. Furthermore, if the internal appeal process results in an outcome that supports the student, SIIT will take appropriate steps and will keep the student informed about the course of action in this regard in a timely manner.
- *Where a complaint, concern, or appeal cannot be resolved through discussion and conciliation, or if student is dissatisfied with the college decision, they may access external appeals at no cost to them for this referral (refer to external agency section for more details regarding this).*
- *If external appeal process results in an outcome that supports the student, SIIT will take appropriate steps and will*

keep student informed about the course of action in this regard.

- SIIT will maintain the student's enrolment whilst the complaints and appeals process are ongoing.
- **Special Note: No physical or language abuse is allowed by any student or any SIIT staff member in the complaint and appeal process. Students who have been found to be abusive verbally or physically will be referred to police and no further action will be taken until the student complies with Student's Code of Conduct as listed in SIIT Students Handbook. Staff member who has been identified of being abusive in language will be removed from the complaint or appeal process.**

Assessment related matters

If the student has been advised that they are **Not Competent**, but they believe that:

1. They genuinely do have the required degree of competency; and
 2. That they have provided reasonable proof to SIIT, and
 3. They are not fully satisfied with the fairness and accuracy of our assessment processes.
- The student should firstly discuss the matter with their appointed assessor. If they are still not satisfied, the student may then have the matter referred to the CEO and/or Academic Manager for further consideration.
 - The student must complete the Compliant and Appeal form and ensure that they provide sufficient details about themselves and the course, and the circumstances surrounding the concern, complaint or appeal, e.g. who was involved, any appropriate evidence and witnesses and attach any statements etc.
 - The CEO and/or Academic Manager will contact the student within 24 hours to confirm receipt of this form and to schedule a formal face-to-face meeting with the student. This meeting will take place within 5 working days or earlier from the date of receipt of the complaint or appeal application.
 - The student will also be given an option to be accompanied or assisted by a support person during this or any other meetings relating to the matter(s).
 - The CEO and/or Academic Manager will discuss the circumstances with the trainer/assessor or any other staff member and make an informed decision.
 - The student will be contacted with the result within 10 working days from the lodgement of Complaint or Appeal form, the student has a further 5 working days to respond to a formal decision.
 - A written statement of the appeal outcome, including reasons for the decision, will also be documented and provided to the student via email or a face-to-face interview.
 - A record of this written statement will also be filed in the student admin folder. Furthermore, if an internal appeal process results in an outcome that supports the student, SIIT will take appropriate steps and will keep the student informed about the course of action in this regard.
 - Where a complaint, concern, or appeal cannot be resolved through discussion and conciliation, SIIT acknowledges the need for a student to go for an external appeal process (refer to external agency section for more details regarding this).
 - If an external appeal process results in an outcome that supports the student, SIIT will take appropriate steps and will keep the student informed about the course of action in this regard.
 - SIIT will maintain the student's enrolment whilst the complaints and appeals process is ongoing.

Note: SIIT will ONLY accept an appeal against an assessment decision for a period of no longer than 2 months after the assessment decision date.

- **Special Note:** No physical or language abuse is allowed by any student or any SIIT staff member in the complaint and appeal process. Students who have been found to be abusive physically will be referred to police and no further action will be taken until the student complies with Student's Code of Conduct as listed in SIIT Students Handbook. Staff member who has been identified of being abusive in language will be removed from the complaint or appeal process.

External Agency

For International Students:

If a student is not happy with internal appeal outcome, SIIT will refer them to the The National Student Ombudsman, which can investigate complaints from international students about private schools, colleges, institutes and universities in Australia. For detailed information, please refer to the website: [How we can help you | Commonwealth Ombudsman](#)

ASQA Complaints

If you are a student and have a complaint about a training provider, your first step should be to use the provider's own complaints and appeals process. Providers that are registered with ASQA are required to have a process that ensures students' complaints are managed effectively and efficiently.

If you have already used the provider's own complaints and appeals process and you are not satisfied with the outcome, learn about other options in [the Complaints section of this website](#).

For Domestic Students:

If a student is not happy with internal appeal outcome, they can submit a complaint to ASQA by completing the online Complaint form. Except in exceptional circumstances, students must attach evidence to their complaint form showing:

- that they have followed SIIT formal complaints and appeals procedure, and
- SIIT's response/outcome.

Furthermore, external contacts provided below are a list of contacts that students may approach if they feel that the college has not handled or dealt with their complaint as per their expectations:

Description	Web link
NSW - Fair Trading	http://www.fairtrading.nsw.gov.au/

ACT – Office of Regulatory Services	http://www.ors.act.gov.au/
NT – Consumers Affairs	http://www.consumeraffairs.nt.gov.au/Pages/default.aspx
QLD – Office of Fair Trading	http://www.fairtrading.qld.gov.au/
SA – Consumer and Business Services	http://www.cbs.sa.gov.au/wcm/
TAS – Consumer Affairs and Fair Trading	http://www.consumer.tas.gov.au/
VIC – Consumer Affairs	http://www.consumer.vic.gov.au/
WA – Department of Commerce	http://www.commerce.wa.gov.au/consumerprotection/

Note:

1. If students want to make a complaint in their language, they can call the Translating and Interpreting Service (TIS) on 131 450.
2. SIIT will maintain student's enrolment whilst an internal or external appeal process is ongoing. Students are strongly advised that they do come to class during this process and thereby maintain their attendance and course progress requirements.

SIIT will file records of all informal and formal complaints and appeal in student's folder.

Work Health and Safety (WHS) Policy and Procedure

SIIT strives, through a process of continuous improvement to fully integrate health and safety into all facets of its operations and activities.

SIIT promotes a proactive health and safety management philosophy based on effective communication and consultation, the systematic identification, assessment and control of hazards and the encouragement of continuous improvement and innovation.

SIIT has in place policies and procedures to ensure that staff, students, visitors and guests are provided with a safe environment in accordance with the Work Health and Safety Act (2011).

Responsible parties

Members of Management are held accountable for their performance in managing Work Health and Safety in areas under their control.

It is SIIT's policy in the allocation of resources that a high priority should be given to items with significant WHS implications.

WHS issues must be included in the meeting agendas at regular intervals and agenda items tabled in meeting minutes.

While the CEO has the final responsibility for the WHS of staff at SIIT, all managers are responsible for planning, implementing and maintaining WHS standards and practices in all areas and activities under their control.

Policy & Procedures

All staff are responsible for enacting this policy and it is their responsibility to safeguard the welfare of, and to provide a healthy and safe environment for, their fellow staff members, students, visitors and contractors and to ensure that the standards and practices adopted are in conformity with statutory requirements and the provisions of SIIT's policy.

Expressly to:

- Lead by example in relation to work health and safety standards and awareness.
- Facilitate requests by staff to elect Work Health and Safety representatives and / or form a Work Health and Safety committee with appropriately qualified staff (ensure that the staff attend appropriate training).
- Familiarise themselves with the Work Health and Safety Act, 2011 and in particular with those sections relating to employer responsibilities and the powers and rights of health and safety representatives.
- Appoint appropriately trained emergency personnel.
- Address or delegate action to address health and safety issues raised by health and safety representatives.
- Consult with the relevant health and safety representatives, where practicable, on all changes which may affect the work health and safety of staff, students, visitors or contractors.
- Ensure that work health and safety appears on the agenda of departmental or equivalent meetings at regular intervals, at a frequency consistent with the number of hazards and degree of risk.
- Arrange for work health and safety rules to be developed, documented and issued to all staff and where appropriate, student, visitors and contractors.
- Ensure that all staff, students, visitors and contractors receive a safety induction that includes information pertaining to emergency response procedures and personnel.
- Ensure that all staff, students, visitors and contractors receive pertinent information, instruction and training necessary for them to perform work safely and with the hazards to which they are exposed.
- Ensure that contractors are appropriately licensed and qualified to carry out the duties they are engaged to perform.
- Ensure that adequate emergency equipment is provided and properly maintained, that regular training in the use of the equipment is carried out and that at least two emergency evacuation exercises per annum take place.
- Ensure that the work health and safety implications of all new work and building alterations are fully assessed at the planning stage.
- Ensure that the health and safety implications of new equipment and new materials are fully assessed prior to purchase.
- Ensure that adequate financial provisions are made for work health and safety equipment and materials and the maintenance of work health and safety standards.
- Ensure that hazard identification and risk assessment procedures are developed, documented and maintained for the use, handling, storage, transport and disposal of equipment, materials and substances, and that appropriate risk controls are implemented and maintained.
- Ensure that the facilities and equipment provided are safe and suitable for the types of work to be carried out and that healthy and safe work methods are developed and adopted.
- Ensure that records are maintained in relation to all of the above.
- Indicate safety compliance as part of staff performance appraisal.
- Complete random department WHS audits at least quarterly.
- Complete full site WHS audits annually or earlier.

Managers have a particular responsibility for ensuring that the work for which they are responsible is carried out in ways which safeguard the work health and safety of staff, students in their charge and contractors that they are responsible for.

Managers must:

- Actively practice and develop in their staff proper attitudes towards work health and safety matters
- Control the risks associated with the work that they supervise using a documented risk management process.
- Ensure that safe work practices are developed and maintained at all times.
- Arrange for their staff to be instructed in safe and healthy work procedures, and ensure that they are fully informed about particular hazards, and to avoid, eliminate or minimize them.
- Ensure that good housekeeping standards are developed and maintained in the areas under their control.
- Ensure that staff under their control use safety equipment provided when required and in a correct manner.
- Gain a knowledge of employer responsibilities and the powers and rights of health and safety representatives under the Work Health and Safety Act 2011, through attendance at an WHS training course or by other means; and
- Indicate safety compliance as part of staff performance appraisal.

SIIT staff who engage or manage contractors

The WHS Act states that independent contractors and their employees are to be regarded as employees of the organization engaging the independent contractor in terms of responsibility for work health and safety. SIIT staff who engage or manage contractors are therefore responsible for the health and safety of the contractor and the contractor's employees, in relation to all matters over which SIIT controls.

SIIT staff that engage or manage contractors must therefore ensure that:

- Contractors and their employees receive a site specific safety induction which includes SIIT emergency response and incident reporting procedures and information on site specific hazards.
- The equipment and material used by contractors is safe and is used in a manner that does not pose a risk to the contractor(s) or to SIIT staff, students and visitors.
- The contractors are not exposed to health and safety risks arising out of the activities of SIIT.
- The contractors use appropriate personal protective equipment and safety equipment at all times.
- The contractors use safe work methods at all times.
- All contractors have statutory compensation and liability insurance.

Individuals

While responsibility for work health and safety at SIIT is a prime function of all levels of management, each member of staff has an overriding moral and legal responsibility for ensuring that his or her own work environment is conducive to good work health and safety by:

- Taking action to avoid, eliminate or minimise hazards of which he or she is aware.
- Take reasonable care for own safety and safety of others.
- Complying with all work health and safety instructions, policies and procedures including departmental safety manuals.
- Report all identified hazards and accidents or near misses or other incidents to their manager.
- Making proper use of all safety devices and personal protective equipment.
- Complying with the instructions given by emergency response personnel such as emergency wardens and first aiders.
- Not wilfully placing at risk the health and safety of any person at the workplace.

- Seeking information or advice where necessary before carrying out new or unfamiliar work.
- Maintaining dress standards appropriate for the work being done.
- Appropriate protective clothing and footwear must be worn at all times.
- Consuming or storing food and drink in only those areas designated.
- Being familiar with emergency and evacuation procedures and the location of, and if appropriately trained, in the use of, emergency equipment.

Safety Officers

Management is responsible for appointing a suitable safety officer for the areas under their control. The safety officer is deemed to be the employer's representative (as required by the WHS Act) at the local level.

Safety Officers should be free to devote as much time as necessary to work health and safety matters. All staff should have direct access to their safety officer.

The main role of a safety officer is to act as a local point for all work health and safety matters arising at the particular location. Carrying out the role involves:

1. Identifying hazards and making recommendations to eliminate or reduce risks associated with those hazards.
2. Providing advice on local work health and safety matters and obtaining advice on areas outside their expertise from WHS or other sources.
3. Bringing to the attention of work health and safety, hazards associated with their work.
4. Monitoring health and safety standards and compliance with WHS rules, policies and procedures.
5. Bringing to the attention of Management unresolved work health and safety matters.
6. Investigating and reporting on all incidents, injuries and work health problems and notifying WHS of incidents and hazards in line with reporting requirements.
7. Assisting with the promotion of work health and safety awareness.

All accidents or near occurrences must be reported. **An Incident Report Form** must be completed and submitted to the CEO in the case of an injury or near miss occurring. Any staff member of SIIT or student can fill in this form.

Critical Incident Policy and Procedure

What is a Critical Incident?

The National Code defines a critical incident as 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'. This does not include serious academic misconduct.

Critical incidents are not limited to, but could include:

- serious injury or any threat of these
- severe verbal or psychological aggression
- Natural disaster
- Acts of terrorism
- Fire, bomb threat, explosion

- Issues of domestic violence, sexual assault
- Drug or alcohol abuse
- issues such as domestic violence, physical, sexual or other abuse; and
- other non-life threatening events

Procedure

Prior Preparation

SIIT will ensure all of the followings:

1. students are properly orientated in how to respond to a critical incident and what support is available to them
2. all facilities are subject to regular maintenance (refer *Facilities and Resources Review and Improvement Policy and Procedure*)
3. emergency exits are clearly marked and kept clear of obstacles at all times
4. fire prevention measures and protection equipment is in place (e.g. fire wardens appointed, smoke detectors, alarm systems and fire extinguishers are in place and maintained);
5. normal safe work practices are followed routinely and staff are familiar with fire drill and emergency evacuation procedures; and
6. back-ups of computer records are stored off-site and retrievable (refer *Records Management and Security Procedure*).

The Student Orientation Program starts with an induction presentation on the first day of class; this induction includes the presentation of PowerPoint slides which include information regarding the Critical Incident Policy and associated procedures covering actions to be followed in the event of a critical incident.

All current and new staff are provided with an induction which includes information regarding the Critical Incident Policy and Associated procedures covering actions to be followed in the event of a critical incident.

Actions to be taken when a critical incident occurs

- If a Critical Incident has or is occurring the first response staff member should take action to:
 - secure the safety of staff and students and themselves
 - then contact the emergency services (if fire, police or ambulance is required)
 - then contact the Course Coordinator on 0411 826 650 and
 - finally contact the Critical Incident Team (if Critical Incident Team members are not in attendance at college, contact them on their emergency numbers)
- The Critical Incident Team will meet and assess the incident with regard to first response actions and risk to the safety of all staff, students and others.
- The Critical Incident team will contact the police, the Department of Home Affairs, the overseas student's family, and any other relevant organisations that may be able to assist in such a situation, for example community organisations or phone counselling services.

- If an associated risk is still active, they will action a strategy to implement further measures which may include identifying emergency response requirements and further action to ensure staff, students and others are removed from harm's way
- A member of the Critical Incident Team will contact emergency services (fire, police, ambulance) and relevant external bodies if necessary
- The Critical Incident Team will determine the arrangements for informing staff, students and stakeholders of the incident.
- Media response will be dealt with by the Course Coordinator, as such; staff are not to provide any comments to the media in regards to a critical incident.

Example 1 of Detailed Actions

In the unfortunate situation that a student dies and the RTO has been advised by Police of the incident:

1. The Police in consultation with the Course Coordinator would contact the student's parents or next of kin and advise of the situation – will an interpreter be required?
2. The Police may require an official identification of the deceased and so this may involve the use of a staff member who has known the student
3. The Police may also interview staff as part of investigations
4. Decide on what assistance we may provide to family, i.e. arranging funeral, death notices, attendance from family members, crisis support referral to counselling services, refund student fees, legal assistance, accommodation and student personal belongings
5. Contacting the Department of Immigration and Citizenship with details
6. The incident would need to be recorded in the student's file and in the Critical Incident Report including: time/date of death, how incident occurred and location and noting who was involved
7. The regulatory authorities would be notified as soon as practicable after the incident, this may include updating PRISMS
8. Design a formal bulletin to staff and other students
9. Send a condolence letter to family
10. A formal debriefing session with staff and students and have our counsellor in attendance

Example 2 of Detailed Actions

In the event of an emergency that requires the evacuation of SIIT premises, all staff must follow the instructions of the fire safety warden. Trainers must bring the Student Attendance Sheet and accompany their class to ensure that students follow the instructions of the fire safety warden. The procedures are as follows:

1. When an alarm sounds, gather your personal belongings and prepare to evacuate.
2. Wait for the signal by the floor warden (they have red or yellow hardhats) to evacuate. When the signal is given, follow your fire warden to the assembly area using the fire stairs marked with a green 'exit' sign. In the event of fire do not use the lifts. The assembly area after evacuating the building is in front of the Chinese Garden.
5. Trainers must ensure that all students in their class follow the instructions of the fire safety warden. When leaving

the classroom, trainers must take the Student Attendance sheet to account for the whereabouts of all students during and after evacuating.

6. Wait in the assembly area for further instructions.
7. Trainers will conduct a roll call to account for everyone. Do not leave the assembly area until told to do so.

As part of the orientation program all students and staff are given a document outlining procedures to follow in the event of an emergence and also a floor plan of the building identifying the location of the fire exits.

After the Event

1. When the risk has passed, the first response staff member will complete the Critical Incident Report.
2. When the risk has passed, the Course Coordinator will convene a meeting with the Critical Incident Team and finalise the Critical Incident Report.
3. The Course Coordinator will notify DIAC as soon as possible after the incident, this may include reporting via PRISMS.
4. The Critical Incident Team will review the incident and evaluate the response and actions for closeout and lessons learned.
5. If changes are required to policies, procedures, these will be made via documenting on the critical incident report form and actioning a corrective action
6. SIIT must maintain a written record of any critical incident and remedial action taken by the registered provider for at least two years after the overseas student ceases to be an accepted student under the ESOS Act.

Special Assistance to Affected Students

If it is identified that the critical incidents that could affect an overseas student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm, SIIT will provide special assistance to the affected students during and after the critical incidences. The assistance provided by SIIT will include any of the followings or combination of the followings.

1. Special training and assessment arrangements to suit the needs of the student(s).
2. Special consideration for suspension or cancellation or deferral of studies.
3. Special tuition fee arrangements to suit the needs of the students.
4. Special assistance including counselling services, financial assistance as required.
5. Or any other assistance as determined necessary and appropriate to the incidents.

Critical Incident Team:

To ensure critical incidents are attended to with the highest level of priority the policy has delegated a team which comprises of CEO, Academic Manager, Accounts Manager, Finance Manager and Marketing/Client Services Manager.

SIIT Team member's contact details:

Name	Position	Work Phone	Mobile Phone
Marshall Wei	Course Coordinator	02 2835759	0411 826 650
Sherry LEI	CEO	02 2835759	0403 228 730

Emergency numbers:

Name of Organization	General	Local Sydney
*Police	000	9265 6499
*Fire	000	9265 2799
*Ambulance	000	131233
Lifeline	131114	
Alcohol and drugs	1800 888 236	
Rape helpline	1800 424 017	
Sydney Hospital: 8 Macquarie Street, Sydney		9382 7111
Sydney City Central Police Station: 192 Day Street, Sydney	000	9265 6499
City of Sydney Fire Station: 211 Castlereagh Street, Sydney	000	9265 2799
Australia Red Cross	131 495	
Electricity	131081	
Poison Information	131126	
State Emergency Service (SES)	(02)42516111	

The policy must also include steps to immediately take action and resolve or address the critical incident. When writing policies, registered providers should consider the Australian Privacy Principles and also refer to state or territory legislation or other regulatory requirements, in relation to privacy principles, appropriate to the jurisdiction in which they operate.

Registered providers must have and implement a documented policy and process for managing critical incidents that could affect an overseas student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm.

Registered providers must maintain a written record of any critical incident and remedial action taken by the registered provider for at least two years after the overseas student ceases to be an accepted student under the ESOS Act.

Qualification Issuance Policy and Procedure

This policy describes the process by which SIIT will record and issue Certificates and Statements of Attainment to Students who have met the requirements for a qualification that is listed on SIIT' scope of registration.

This policy applies to SIIT and its students addressing the course requirements for the awarding of a Certificate or a Statement of Attainment. The policy does not apply to non-AQF qualifications.

Responsible parties

The CEO is responsible to issue these documents.

The Academic Manager is responsible for recommending a list of students to be issued with appropriate certificates depending on students' academic progress.

The CEO is responsible for issuing of Certificates and Statements of Attainment, including replacement certification documents and preserving the Student Management System (SMS) in current, compliant and operational status **within 30 days** from completion of the last assessment.

The SIIT Students Management database maintains all data, including all relevant student details and a register of Certificate and Statements of Attainment issued. The SMS can generate and provide AVETMISS data if and when required.

Policy & Procedure

Before a Certificate is awarded, the CEO and the Academic Manager must ensure that all units of competency for the qualification have been completed and assessed as competent.

The students will be advised within 2 weeks of completion of competency as to their results.

All students who have successfully completed all units in a course will receive a Certificate and Statement of Attainment, listing all units completed successfully as part of the qualification.

All students who have not completed all units in a course will receive a Statement of Attainment listing only those units that have been completed successfully.

Prior to issuing the certificate/statement of attainment, Student Support Services will ensure that the student has paid all outstanding fees, that the student has provided SIIT with a Unique Student Identification (USI) number before the Certificate and/or the Statement of Attainment is being issued. The Unique Student Identification number **MUST** be verified prior to the qualification being issued. This will be completed by Student Support Services via “aXcelerate”.

If a student has any outstanding fees, the student will be notified by Student Support Services. The student must pay any outstanding fees before a Certificate or a Statement of Attainment is issued (this information is provided to students at induction/orientation, to avoid any misunderstanding).

Certificates

The Certificates for all AQF qualifications issued by SIIT meets the requirements of Schedule 5 of the Standard.

Records of learner AQF certification documentation is maintained by the RTO in accordance with the requirements of Schedule 5 and are accessible to current and past learners.

SIIT meets the requirements of the Student Identifier scheme, including ensuring the security of Student Identifiers and all related documentation under its control, including information stored in its student management systems.

SIIT maintains a register of all AQF qualifications they are authorised to issue.

SIIT maintains a register of all AQF qualifications they issue to graduates.

SIIT ensures that it does not include a state or territory registering body logo on Certificates or Statement of Attainments.

Each Certificate issued has a unique Certificate No.

Statements of Attainment

SIIT ensures that it does not include a state or territory registering body logo on Certificates or Statement of Attainments.

SIIT uses the NRT logo in accordance with current conditions of use and maintains a copy of NRT logo specifications on file.

SIIT has developed the Statement of Attainment in a format so that it cannot be mistaken for a full AQF qualification, and it includes the words 'Statement of Attainment' at the top of the document.

Each statement issued has a unique Statement of Attainment number.

This policy document is made available to students as part of the Student Handbook.

Coding of Results

Results will be recorded as follows:

C	Competent
NYC	Not Yet Competent
CT	Credit Transfer
RPL	Recognition of Prior Learning

Mechanisms to Reduce Fraudulent Reproduction

The following elements have been added to reduce chances of fraudulent reproduction:

- All Certificates have a certificate number which is unique to the student who completed the course.
- All Statements of Attainment have a statement of attainment number which is unique to the student who completed the course.
- SIIT has an embossing machine with a die which includes as a text display SIIT's Name and National Code.
- The embosser is used to press a seal onto the Certificate and the Statement of Attainment.
- The seal not only adheres but also indents the shape of the die into the Certificate and Statement of Attainments - which cannot be removed without destroying the document.
- The embosser is locked in SIIT's CEO's office inside a safe; the only staff member with access to the safe is the CEO.
- SIIT's database has built in templates for Certificates and Statements of Attainment.
- To ensure templates remain compliant and current, the templates are password protected to ensure only approved staff members have the access to make changes or additions. This also ensures certification documentation is used consistently across the education and training sectors.
- Student's record files both academic and administrative are locked in a filing cabinet inside the Academic Manager's office and then relocated to the secure archive room once students have completed the course or part thereof.
- Hard copies of Certificates and/or Statement of Attainment registers are stored and kept in the CEO's office.
- Electronic copies of student data are maintained in SIIT's Student Management System (SMS – aXcelerate)) and also secured off site at the CEO's personal residence.

National Recognition

SIIT recognises Qualifications and Statements of Attainment issued by other Registered Training Organisations throughout Australia. The policy on National Recognition clearly states the recognition and application process.

Recognition is granted by direct recognition of the competency unit completed at another RTO. The applicant must provide original Certificates for verification prior to acceptance of recognition. SIIT will record this as a credit transfer against the relevant unit(s) after positive verification of the qualification with the issuing RTO.

Re-issuing Qualifications

If the Certificate or Statement of Attainment is misplaced or damaged, the student or prior student may contact SIIT to order a replacement. SIIT will not re-issue a Certificate or Statement of Attainment; however, will issue a 'Certified Copy' of the original certification documentation with a statement on the documentation stating: 'this is a replacement of the original document.'

Students or prior students making requests for replacement certification must provide proof of identity including the student identification number in addition to a current Australian driver's license or a current passport. The Academic Manager will then complete a verification check to ensure the person requesting documentation is the person previously enrolled in the stated course. The cost for a certified copy of the original award documentation is \$60.00, which is to be paid at the time of application for replacement documentation. It may take up to two weeks for the copy award document to be completed from the date of the application.

Issuance Procedure

The Trainer/Assessor provides assessed student evidence (assessments, coversheets etc.) to the Academic Manager at end of the unit of competency.

Marked assessments and results are to be provided within two weeks of students completing assessments for a particular unit of competency.

The Trainer/Assessor is responsible to make sure that all assessments are marked in a compliant manner.

The Academic Manager completes a quality and compliance check and approves evidence as compliant and ready for data entry in SIIT Student Management System "aXcelerate".

Evidence that is non-compliant will be handed back to the trainer with the Evidence Quality Check form and noted details as to why evidence is not compliant – the trainer will be given one week to re-submit and fix all non-compliant evidence.

Evidence outcomes (results) are then provided to Student Support Services.

Student Support Services will check and confirm that the student has paid all outstanding fees and that the student has provided a valid Unique Student Identification (USI) number. The USI will be verified by Student Support Services via "aXcelerate" prior to the certificate being issued. Once all these are checked and confirmed, Student Support Services generates Certificates and or Statements of Attainment via the SIIT Student Management System "aXcelerate".

Student Support Services provides printed Certificates and or Statement of Attainments to the Compliance Manager for verification and final check.

The Academic Manager verifies that the Certificates and or Statements of Attainment have correctly identified the student, qualification, unit of competency, date of completion, Certificate/SoA number, issue date and will perform all other checks

(including valid USI) before the Certificate or Statement of Attainment is made available for the student to pick-up.

Once the above procedures have been completed, the Academic Manager will provide formal notification to SIIT CEO stating that compliance checks have been completed and that the award documents are cleared for final processing which includes signing and embossing by the CEO, the formal notification will include relevant student details.

The CEO completes a final check of student records and also cross checks that the Certificate is clearly for the AQF qualification that is on scope. If all data is compliant, the CEO will place the RTO seal onto the Certificate and /or the Statement of Attainment via embossing machine and then sign and date the document. This is to be considered as the date of issue of award or the conferral date.

A final close-out check of the student's admin and academic files is completed by the Academic Manager; a copy of the award documents is placed into the students file and then moved into the secure archive room.

Student Support Services arranges with the student to pick up the award documents or else mails via registered mail to the student. If the award documents are issued by mail, the envelope is to display the wording: "PLEASE DO NOT BEND" and a cardboard 300gsm is also placed in the envelope.

The Certificate or Statement of Attainment details are recorded in the Certificate Register or Statements of Attainment Register for reporting and audit purposes.

Student Support Services completes the register updates with the CEO, cross checking and initialling register.

When issuing certification, SIIT will:

1. issue in a timely manner (AQF certification documentation must be issued within 30 calendar days of the student's final assessment being completed or their exiting their course, providing all fees have been paid), so our students can provide proof of their competence to employers (or potential employers) and obtain any industry licenses or accreditation.
2. issue AQF certification documentation directly to the student, not to another party, such as an employer.
3. issue students who have completed all units or modules in a qualification with a testamur and a record of results.
4. issue a student who has completed one or more units/modules (but not a full qualification) and has finished their training with SIIT, with a statement of attainment (a record of results may also be issued in this case), and
5. ensure students can access records of certification issued to them.

USI Student Identifier (USI) Policy and Procedure

As an education provider, SIIT is required to collect and report your students' Unique Student Identifier (USI) numbers. SIIT requires a USI from all students in order to graduate and receive their award at SIIT. A USI is a reference number made up of numbers and letters. The USI will allow Learners online access to their training records and results (transcript) through their online USI account.

In respect of certificates relating to nationally recognised training being issued by SIIT, the following rules apply:

- SIIT ensures that it will not include the Student's USI on either the qualification or statement of attainment. This requirement is specified within the Student Identifiers Act 2014.
- SIIT ensures that any USI provided to SIIT by a student must be verified with the USI Registrar.
- Student Identifier details and all related documentation under the control of SIIT will be kept secure.
- SIIT ensures that it will not issue AQF certification documentation to an individual without being in receipt of a verified Student Identifier for that individual, unless an exemption applies under the Student Identifiers Act 2014.
- Where an exemption described in Clause 3.6 (b) of the Standards for RTOs 2015 applies, SIIT will inform the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated transcript prepared by TIS.
- SIIT ensures that it maintains the security of Student Identifiers and all related documentation under its control, including information stored in its student management systems.

The USI data access guidelines under the Student Identifiers Act 2014 are available from USI website:
<https://www.usi.gov.au/about-us>.

International Student Policy on Completion within the Expected Duration of Study

SIIT, at all times, monitors the progress of each student to ensure they are in a position to complete the course within the expected duration as specified on the student's CoE(s).

SIIT ensures that students do not exceed more than 25 (%) of the student's total course by distance and/or online learning. In monitoring this enrolment load, the registered provider will ensure that in each compulsory study period or term for a course, the student is studying at least one unit that is not by distance or online learning.

SIIT only enables students to extend the expected duration of study for the course through the issuing of a new CoE in limited circumstances.

Policy for Repeating of Units for International Students

If a student is required to repeat a unit of study due to failure to be deemed competent in that unit they are not required to be enrolled at SIIT in a full time capacity.

The student must re-do the relevant unit at an additional cost to them which will be determined upon written request from the student.

Students are not permitted to repeat a unit of study more than once. However the code does not preclude a student from repeating a unit of study more than once while in a full-time course of study where there are reasons to allow this such as not completing certain course components due to illness, evidenced by a medical certificate, or other exceptional circumstances beyond the control of the student, eg bereavement.

Procedure for Monitoring Progress to Ensure Students Complete within the Expected Duration

- Student enrolls with SIIT

- Student course progress is monitored on a regular basis through the review of attendance, participation, mid course assessments and final assessment to ensure completion within time frame
- Student course progress is satisfactory
- No change in course length required

Student files will be maintained at all times and may include the following; a student's unit enrolment type, documents relating to any compassionate and compelling circumstances that have interfered with the student's ability to complete the course within the expected duration, documents relating to any approved deferment or suspension, documents that relate to the student's poor academic progress and action taken to intervene.

Procedure to Ensure Students Do Not Exceed the Allowable Portion of Online or Distance Learning

SIIT will not allow the student to undertake more than 30% of the student's total course by distance and/or online learning.

- SIIT established a formal timetable for each course.
- Each course offered by the provider has a portion offered by distance.
- The portion of the course timetabled for distance study does not exceed 20% of each term's total hours.
- SIIT will not enrol any student exclusively in distance or online learning units in any compulsory study period or term.

Procedure for Altering the Students CoE, and Reporting Students to DIBP.

SIIT will only extend the duration of a student's study where it is clear that the student will not complete the course within the expected duration, as specified on the student's CoE, as the result of:

- compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit)
- the registered provider implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress, or
- an approved deferment or suspension of study has been granted under Standard 13 (course credit).

Where there is a variation in the student's load which may affect the student's expected duration of study in accordance with clause 9.2, SIIT will:

- continue to monitor student course progress to ensure completion within time frame,
- implement an Intervention Strategy to help the student complete the course as best as possible within required time frame,
- if necessary, increase the course length to enable student to meet academic progress requirements,
- record any variation and the reasons on the student file,
- correctly report the student via PRISMS and/or issue a new COE when the student can only account for the variation/s by extending his or her expected duration of study.

SIIT Governance Policy and Procedure

SIIT operates with integrity and maintains accountability for the delivery of high-quality services.

SIIT ensures that all senior managers meet the Fit and Proper Person Requirements as specified in Schedule 1 of the Standards and relevant legislation.

SIIT guarantees that senior management members are suitable to oversee RTO operations by:

Requiring each senior management person to complete a fit and proper person declaration form.
Ensuring they act diligently and make informed decisions to support compliance with the Standards.
Leading a culture of integrity, fairness, and transparency in service delivery.

The CEO will ensure that SIIT complies with governance requirements, including:

1. Annual declaration on compliance.
2. Notification of material changes.
3. Prepaid fee protection measures.
4. Public liability insurance.
5. Adherence to other regulatory obligations, including ASQA (Australian Skills Quality Authority) requirements and legal frameworks.
6. Ensuring decision-making aligns with best practices in the vocational education and training (VET) sector.

Where prepaid fees apply, SIIT has a system in place to ensure the refund of fees if the RTO is unable to deliver the agreed training and assessment. This is achieved through:

- Maintenance of sufficient financial reserves to cover potential liabilities.
- Clear refund policies outlined in student agreements.
- Transparency in financial transactions and tuition assurance mechanisms.

Organisational Structure and Responsibilities

SIIT ensures that its organisational structure is clear and well-defined, with documented roles and responsibilities. This includes:

1. Establishing clear lines of management and accountability for decision-making, ensuring that each department functions efficiently and in alignment with regulatory standards.
2. Ensuring all staff members understand their roles and responsibilities within the organisation through well-documented job descriptions and ongoing performance appraisals.
3. Providing training and support to staff to help them comply with relevant standards, legislative requirements, and changes in regulations through structured professional development programs.
4. Implementing a system to ensure third parties, including agents, are aware of their obligations and meet the requirements of the Standards, incorporating a contract management system to oversee agent compliance.
5. Maintaining transparent and effective communication channels within SIIT to promote collaboration and shared responsibility among all staff members.

The CEO ensures that SIIT satisfies the *Financial Viability Risk Assessment Requirements* via the following mechanism.

- Where SIIT requires, either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), SIIT must meet the requirements set out in the Requirements for Fee Protection in Schedule 6.
- SIIT holds public liability insurance that covers the scope of its operations throughout its registration period.

SIIT provides accurate and current information as required by the *Data Provision Requirements* as updated from time to time. SIIT ensures that it cooperates with the VET Regulator and is legally compliant at all times. SIIT will cooperate with the VET Regulator:

- a) by providing accurate and truthful responses to information requests from the VET Regulator relevant to the RTO's registration.
- b) in the conduct of audits and the monitoring of its operations.
- c) by providing quality/performance indicator data.
- d) by providing information about substantial changes to its operations or any event that would significantly affect the RTO's ability to comply with these standards within 90 calendar days of the change occurring.
- e) by providing information about significant changes to its ownership within 90 calendar days of the change occurring; and
- f) in the retention, archiving, retrieval and transfer of records.

SIIT ensures that any third-party delivering services on its behalf is required under written agreement to cooperate with the VET Regulator:

- a) by providing accurate and factual responses to information requests from the VET Regulator relevant to the delivery of services; and
- b) in the conduct of audits and the monitoring of its operations.

SIIT will notify the Regulator:

- a) of any written agreement entered into under Clause 2.3 for the delivery of services on its behalf within 30 calendar days of that agreement being entered into or prior to the obligations under the agreement taking effect, whichever occurs first; and
- b) within 30 calendar days of the agreement coming to an end.

SIIT provides an annual declaration on compliance with these Standards to the VET Regulator and in particular whether it:

- a) currently meets the requirements of the Standards across all its scope of registration and has met the requirements of the Standards for all AQF certification documentation it has issued in the previous 12 months; and
- b) has training and assessment strategies and practices in place that ensure that all current and prospective learners will be trained and assessed in accordance with the requirements of the Standards.

SIIT complies with Commonwealth, State and Territory legislation and regulatory requirements relevant to its operations.

SIIT ensures its staff and clients are informed of any changes to legislative and regulatory requirements that affect the services delivered.

Access and Equity

SIIT integrates and applies equal opportunity and affirmative action principles in all its operations and is committed to providing a learning environment where all students are given equal opportunity to achieve their learning goals that is free from any form of harassment or discrimination.

It is important that if a student has any disability or impairment, whether it is temporary or permanent, that may inhibit their ability to access or participate in learning programs, that they advise an SIIT staff member. SIIT will then provide learning and assessment strategies that are appropriate for these students so that they have similar opportunities as other students to participate and successfully complete their course of study.

Following legislation applies:

- Disability Discrimination Act 1992
- Disability Discrimination Amendment (Education Standards) Act 2005
- Disability Discrimination and Other Human Rights Legislation Amendment Bill 2009
- Disability Discrimination Regulations 1996

Equal Employment Opportunity Act 1987

Discrimination occurs if an employee is treated less favourably on the basis of a prohibited ground of discrimination (sex, age, race, etc.). This is direct discrimination.

Indirect discrimination occurs where there is a requirement for all but it impacts on certain groups (such as people of a certain gender) and is not reasonable in the circumstances.

Anti-Discrimination

An essential part of providing equal opportunity to students is to have a learning environment that is free from any form of discrimination or harassment.

Australia has legislation which makes it unlawful to discriminate against a person based on race, colour, sex, sexual preference, age, physical or mental disability, marital status, family or carer's responsibility, pregnancy, religion, political opinion or social origin.

Racial Discrimination Act 1975

Racial discrimination occurs when someone is treated less fairly than someone else because of their race, colour, descent or national or ethnic origin.

Racial discrimination can also occur when a policy or rule appears to treat everyone in the same way but actually has an unfair effect on more people of a particular race, colour, descent or national or ethnic origin.

Age Discrimination Act 2004

Aims to eliminate, as far as possible, discrimination against persons on the ground of age in the areas of work, education, access to premises etc.

Aims to allow appropriate benefits and other assistance to be given to people of a certain age, particularly younger and older.

Harassment

Australia has legislation which makes it unlawful to harass another person and this law applies to behaviour within SIIT premises. Harassment is offensive, belittling or threatening behaviour directed at an individual worker or group of workers. Harassment is behaviour that is unwelcome, unsolicited, usually unreciprocated and usually (but not always) repeated. It covers a wide range of behaviours ranging from subtle intimidation to more obvious aggressive tactics.

Consistent with the principles of access and equity, students have rights to be:

- Treated with respect, fairness and without discrimination.
- Free from all forms of intimidation or harassment.
- Learn in a supportive environment without interference from others.

Students also have a responsibility to ensure their behaviour allows the rights of other students and staff to be respected.

Sexual Harassment

It is the responsibility of all students and staff to contribute to a learning environment that is free from sexual harassment.

Examples of sexual harassment may include but is not restricted to the following:

- Distribution or display of offensive pictures or written material.
- Repeated unwelcome requests for social outings or dates.
- Offensive comments about a person's appearance, dress or private life.
- Unsolicited comments, messages or telephone calls of a sexual nature.
- Leering, patting, pinching, touching, indecent exposure and unnecessary familiarity.

The *Commonwealth Sex Discrimination Act 1984* makes it unlawful to engage in any form of sexual harassment. Disciplinary action will be taken against anyone found to have committed sexual harassment.

Sex Discrimination Act 1984

- prohibits discrimination on the basis of sex, marital status, pregnancy or potential pregnancy in a range of areas of public life and this includes work and education.
- eliminate sexual harassment.
- create recognition and acceptance of the principle of the equality of men and women.

Privacy Act 1988 / Privacy Amendment Act 2004

The [Privacy Act 1988](#) (Privacy Act) was introduced to promote and protect the privacy of individuals and to regulate how Australian Government agencies and organisations with an annual turnover of more than \$3 million, and [some other organisations](#), handle [personal information](#). The Privacy Act includes 13 [Australian](#)

[Privacy Principles](#) (APPs), which apply to some private sector organisations, as well as most Australian Government agencies. These are collectively referred to as ‘APP entities’.

SIIT will ensure the followings in accordance with relevant Acts and regulations of each state it operates in.

- Only information relevant to SIIT’ functions must be collected.
- Students and staff have a right to know who will see the information.
- Those in charge of storing the information have obligations to ensure it is secure.
- Students and staff will also have the right to access information about themselves.

Victimisation

SIIT is committed to protecting students and staff from any threatening behavior that arises as a result of a person exercising their right to complain about possible behavior that is discriminatory or harassing. Victimisation is threatening or harassing a person because they:

- Have made a complaint or intend to make a complaint.
- Are acting as a witness or intend to act as a witness.
- Are supporting a victim or intend to support a victim.

Any incident that may involve victimisation must be reported to SIIT CEO as soon as possible.

Privacy and Confidentiality of Student Information

SIIT is committed to the privacy and confidentiality of student information. SIIT will only collect personal information that is required to meet its professional and legal obligations as a Registered Training Organisation (RTO).

SIIT is committed to complying with Australia’s National Privacy Principles under the Privacy Act 1998.

Informing students and staff of any changes to legislative and regulatory requirements that affect the services delivered.

SIIT will try to keep students and staff informed about any changes to legislative and regulatory requirements via the following means:

- publishing updates on legislation on students learning platform
- sending regular newsletters to staff and students
- publishing online information about relevant changes via news updates on its website.

Student Visa Rules

Many international students studying abroad in Australia will want to work during their time spent studying in the country. Australian student visas usually allow full time degree students (undergraduate and postgraduate) to work up to 40 hours per fortnight in the academic year and unlimited hours during summer holidays.

Family members (spouses and children) accompanying the international student under their student visa have the same work rights as the student – 40 hours per fortnight. Unlike the students, family members may not exceed 20 hours per week, even during holidays.

Privacy Policy

SIIT is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.oaic.gov.au

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: names, addresses, email addresses, phone and facsimile numbers.

This Personal Information is obtained in many ways during your application and enrolment at SIIT and/or from third parties. We don't guarantee website links or policy of authorised third parties.

We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

SIIT will not charge any fee for your access request but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information, we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy, please contact us at: info@siit.nsw.edu.au

Disclaimer

Under the standards for RTOs 2015, SIIT does not guarantee that:

- *a student will successfully complete a training product on its scope of registration, or*
- *a training product can be completed in a manner which does not meet the requirements of Clause 1.1 and 1.2 of the Standards for RTOs 2015 or*
- *a student will obtain a particular employment outcome where this is outside the control of SIIT.*

Under the **National Code 2018**, SIIT as a registered provider, must not:

- claim to commit to secure for, or on the student or intending student's behalf, a migration outcome from undertaking any course offered by the registered provider
- guarantee a successful education assessment outcome for the student or intending student.

For an electronic copy of the Standards for RTOs 2015, please visit ASQA website: www.asqa.gov.au. To access the latest version of the National Code 2018, please follow this link: <https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx>.

***Note:** The Student Handbook is accurate and correct at time of publication. SIIT endeavours to ensure that this brochure is updated in time of change. For accurate information, please always speak to one of the SIIT staff.

Student Handbook Acknowledgement Form

(This form must be signed and returned to SIIT before course commencement)

I, _____, have read and understood the information contained in “**SIIT Student Handbook**”.

I acknowledge that this information is made available to me through the SIIT website and/or by email request.

Declaration:

I hereby declare that I have read and understood all pages of the Student Handbook (V2.1 September 2023).

I acknowledge that have been provided and explained in full the content of this Handbook during the Orientation Day Program.

I declare that during my studies with SIIT, I will follow and abide by the rules, policies and procedures outlined in this Handbook.

Name (print) _____

Signature: _____

Date: _____