

# **SOUTH SYDNEY COLLEGE**



*Pride in Excellence*

## **INTERNATIONAL STUDENT HANDBOOK**

Level 2 11–15 Deane Street  
Burwood 2134 NSW  
AUSTRALIA

[www.ssc.edu.au](http://www.ssc.edu.au)  
[info@ssc.edu.au](mailto:info@ssc.edu.au)

RTO ID: 45279 CRICOS ID: 03648B

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# Welcome to South Sydney College (SSC)!



*Congratulations on starting your international student journey at South Sydney College (SSC).*

*This Student Handbook is your guide as you complete your studies with our College as an International Student. We aim to provide you with the best and high-quality facilities, trainers, support services, and courses to ensure that your learning experience meets and exceeds your expectations for study in Australia.*

*Please take read the information in this Student Handbook carefully. During your orientation, you will be asked to sign a declaration statement confirming that you have read, understood and agree to the conditions stated in this handbook. If you have any questions, please do not hesitate to contact the student support services.*

*You can refer to this International Student Handbook anytime during your time with us. You can save your own copy or find a copy on our website at [www.ssc.edu.au](http://www.ssc.edu.au).*

## Registered Training Organisation (RTO) & CRICOS Provider

As a registered training organisation (RTO) and a CRICOS provider, South Sydney College (SSC) is bound to comply with the Vocational Quality Framework (VQF), the ESOS Act 2000, the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) and other requirements specified by the Australian Skills Quality Authority (ASQA).

South Sydney College (SSC) is registered under the Australian Skills and Quality Authority (ASQA), the national regulator for Australia's vocational education and training (VET) sector. You may visit their website on [www.asqa.gov.au](http://www.asqa.gov.au).

You will be guided and provided with information in this handbook and off the website and through our student services department to make sure that you understand what it means to be a successful student at SSC.





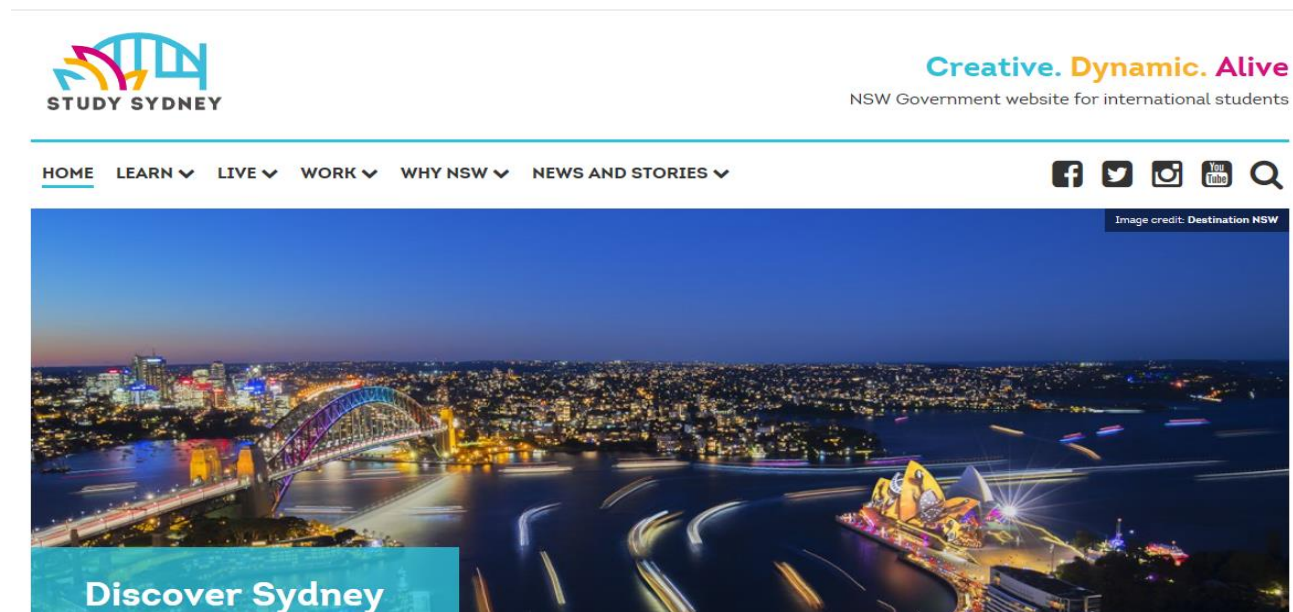
# Studying in Australia as an International Student

It is very important that you understand your obligations as an international student in Australia. We refer all students to the Australian government website

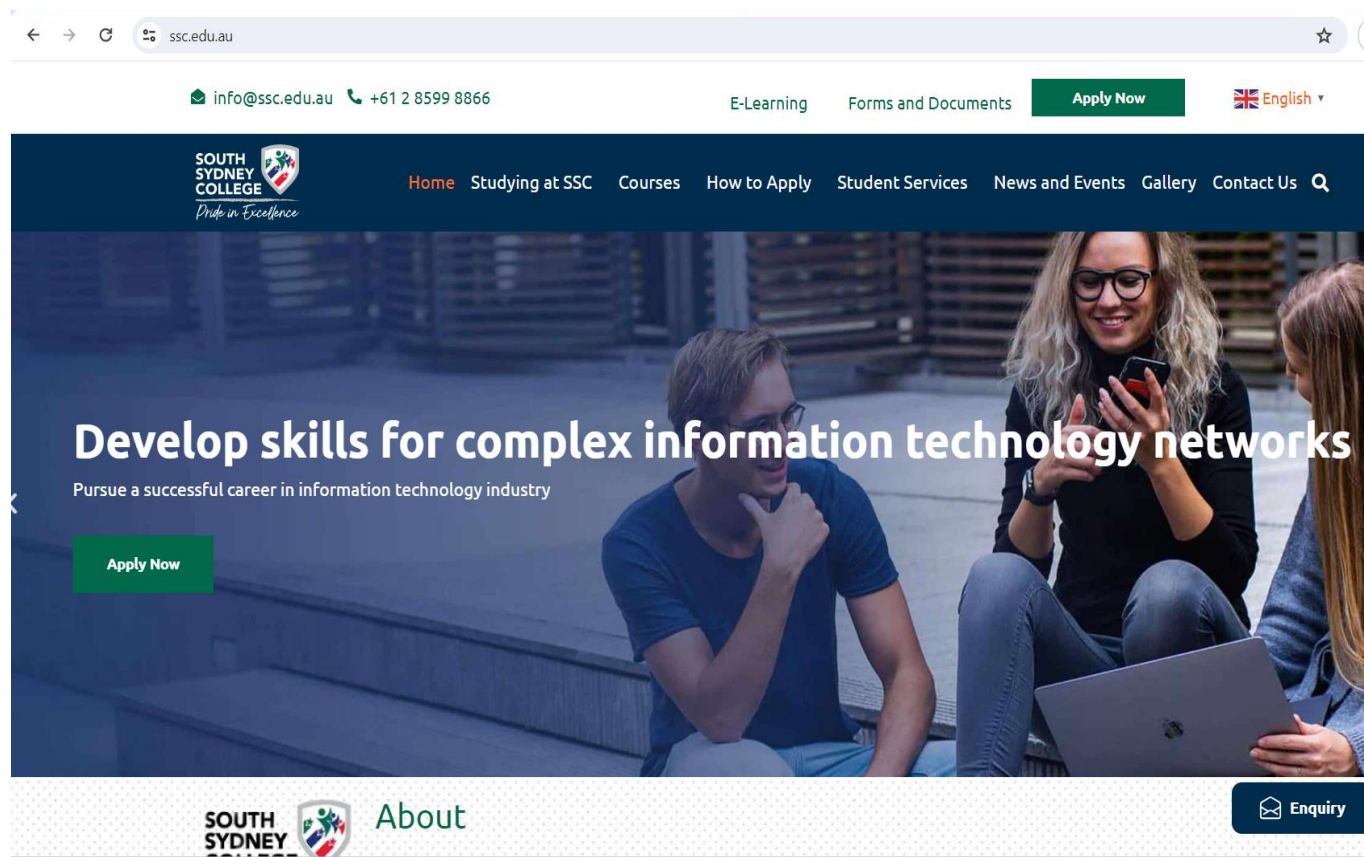
[www.studyaustralia.gov.au](http://www.studyaustralia.gov.au).



Study Sydney ([www.study.sydney](http://www.study.sydney)) is also a good website for students. Their website includes resources and information for international students wishing to study in Sydney.



The South Sydney College (SSC) website has a section called Student Services. Visit the website: [Studying and Living in Sydney](#) and [Life In Australia](#) to learn about Life in Sydney and Australia. Visit our website [www.ssc.edu.au](http://www.ssc.edu.au) and follow the recommended links for more information.



## Living costs in Australia

Knowing the average living costs in Australia is an important part of your financial preparation. For your reference, you can visit the [Study Australia website for living Cost in Australia](#) some of the costs associated with living and studying in Australia

All costs are per year in Australian dollars. To convert to your own currency, visit <http://www.xe.com>.

The Australian Government provides information and guidance on managing your finances. You can read more at [www.moneysmart.gov.au](http://www.moneysmart.gov.au).

If you experience financial trouble while in Australia, you may speak with our student support staff for assistance.



## Course Information

South Sydney College (SSC) is accredited under the Australian Skills and Quality Authority (ASQA) to offer the following nationally recognised qualifications in the fields of Business, Management, Information Technology and Automotive Industry.

The nationally recognised qualifications on our scope of registration that we are currently offering to International Students are as follows:

Field	Code	Title	CRICOS* ID
<b>Business</b>	BSB40120	Certificate IV in Business	105076G
	BSB50120	Diploma of Business	105077F
<b>Management</b>	BSB50820	Diploma of Project Management	104085C
	BSB60420	Advanced Diploma of Leadership and Management	105078E
	BSB60720	Advanced Diploma of Program Management	104461F
	BSB80120	Graduate Diploma of Management	110230D
<b>Information Technology</b>	ICT50220	Diploma of Information Technology	106391K
	ICT60220	Advanced Diploma of Information Technology	106392J
<b>Automotive</b>	AUR30620	Certificate III in Light Vehicle Mechanical Technology	106389D
	AUR30320	Certificate III In Automotive Electrical Technology	112613F
	AUR40216	Certificate IV in Automotive Mechanical Diagnosis	106390M
	AUR50216	Diploma Of Automotive Technology	112614E
<b>Construction Management</b>	RII60520	Advanced Diploma of Civil Construction Design	110231C
<b>Community Services</b>	CHC52021	Diploma Of Community Services	112616C
<b>Hospitality</b>	SIT50422	Diploma Of Hospitality Management	112615D

You will find detailed information about each of these courses on our website: <https://ssc.edu.au/our-campuses-courses/>

We also offer English Language Intensive Course For Overseas Students (ELICOS) for students needing to improve their English communication skills: <https://ssc.edu.au/elicos-english-language-intensive-course-for-overseas-students/>

## What you must supply

South Sydney College (SSC) takes advantage of a wide range of digital education technologies to support your learning. The Burwood Campus is wi-fi enabled and provides students access to a computer room. As all our courses are accessible via our online learning portal, and requires students to complete self-paced activities online, all students are required to have their own computer or laptop and access to the internet.

## College Location



- **Burwood Main Campus:** Suite 208, Level 2 11-15 Deane Street  
Burwood, NSW 2134
- **Surry Hills Campus (City Campus)** Unit:403, Level:4, 410 Elizabeth  
St, Surry Hills, NSW 2010, Australia
- **Revesby Campus (Automotive Workshop):** 35A Daisy St, REVESBY,  
NSW 2212, Australia
- **Gold Coast Campus (Gess Education):** Level 8, Australia Fair,  
36 Marine Parade, Southport Gold Coast, QLD 4215 Australia

This is a very central location close to the train and bus transport, shops, and the commercial heart of Burwood in the inner west suburbs of Sydney. It is a very multicultural area where many cultures live and work together. Burwood is a major train station that is 20 minutes from the center of Sydney.

See the website for more photographs of the College and location map: <https://ssc.edu.au/why-study-with-us/campus-facilities/>

## Orientation to the College and the Course

Student services staff will organise your orientation. On your first day at our college, the team will welcome you, answer your questions, and give you information. This is called student orientation.

The orientation program includes:

- ✚ About the College and welcome
- ✚ Student support services available to students
- ✚ Course timetable and delivery
- ✚ Log in and using the online systems at our college
- ✚ Rules of the College
- ✚ Course progress requirements
- ✚ Attendance requirements
- ✚ USI (Unique Student Identifier) set up
- ✚ Contact persons at our college
- ✚ Emergencies 24/7 mobile phone
- ✚ Tour of the facilities and resources
- ✚ Use of computers and mobile phones and devices
- ✚ Use of printer and photocopier
- ✚ Maintenance of the equipment
- ✚ Help outside - legal services
- ✚ Medical information and emergency and health services
- ✚ Complaints and appeals processes
- ✚ Work visas
- ✚ Safety using public transport
- ✚ How to keep your property safe
- ✚ Walking tour of the area
- ✚ Overseas Student Ombudsman
- ✚ RPL (Recognition) and Credit Transfer (Advanced standing or exemption)
- ✚ College transfer

You must attend the orientation session and sign off on this activity. We will ask you to complete a form that updates your personal details for the College database and provide more information about your background and any special needs that we must collect as a registered training organisation.

## Overseas Student Health Cover




Overseas Student Health Cover (OSHC) is a government requirement. Family includes the student, the spouse of the student and any dependent children of the student up to 18 years of age who have been authorised to enter and remain with the student and who are residing at the same place of residence as the student in Australia.

Medibank Private, Australian Health Management, and Allianz are examples of organisations that provide these services to international students. The Medibank Membership Card normally takes 6

weeks to be delivered to the College. Remember to request for the receipts when you pay for any doctor consultations. Medibank Private will reimburse some of your expenses in the conduct of doctor's diagnoses and treatments. Australian Health Management takes less time.

You can talk to our reception if you need any help with regard to arrangement of an Allianz, Medibank, or Australian Health Management card on your behalf. For more detailed information on OHSC refer to:

<b>Medibank</b>	 1800 887 283
	 <a href="http://www.medibank.com.au">www.medibank.com.au</a>
<b>Australian Health Management</b>	 (+61) 3 9862 1110 (Outside Australia) 1800 081 875 (In Australia)
	 <a href="http://www.ahm.com.au">www.ahm.com.au</a>
<b>BUPA</b>	 1800 888 942 (In Australia) +61 3 9937 4223 (Outside Australia)
	 <a href="http://www.oshc.bupa.com.au">www.oshc.bupa.com.au</a>
<b>OSHCALLIANZ</b>	 (+61) 13 67 42
	 <a href="http://www.oshcallianzassistance.com.au">www.oshcallianzassistance.com.au</a>

Alternatively, you can compare all Australian Government-approved providers for overseas student health care cover in one place by visiting [www.oshcaustralia.com.au](http://www.oshcaustralia.com.au) to buy your policy and have it in minutes.   

## Staff Contact Persons



The Student Services Manager is the designated official point of contact for overseas students. Additionally, staff undertake the following roles and responsibilities in relation to overseas students. Check the log in area of the website for many more local contact details.

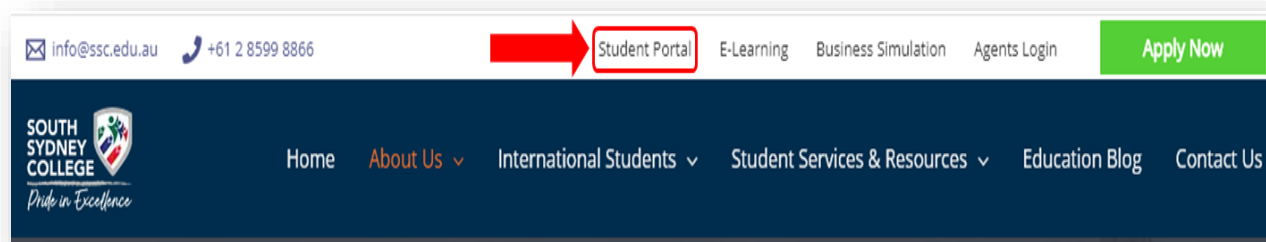
Staff Member in this Role	Area of Responsibility for Overseas Students	How to contact staff Detailed added here
<b>Student Services Officer (SSO)</b>	Orientation on arrival	At reception, or phone +61 2 8599 8866, or by email <a href="mailto:support@ssc.edu.au">support@ssc.edu.au</a>
	General student service enquiries OSHC/ Visa / Passport issues	
<b>Trainers</b>	Academic tutorial support	Book in by email first then appointment Email <a href="mailto:support@ssc.edu.au">support@ssc.edu.au</a>
<b>Principal</b>	Academic Counselling	By email first then appointment Email <a href="mailto:principal@ssc.edu.au">principal@ssc.edu.au</a>
<b>SSO then external counsellor</b>	Personal Counselling	At reception or by email or phone then by appointment
<b>Principal</b>	Intervention and student welfare	At reception or by email or phone then by appointment Email <a href="mailto:principal@ssc.edu.au">principal@ssc.edu.au</a>
<b>Student Services Manager or Principal</b>	Emergencies, Student welfare, Complaints and appeals, Intervention meetings	Office phone number: +61 2 8599 8866 Emergency (24/7): 0438 983 390 <a href="mailto:support@ssc.edu.au">support@ssc.edu.au</a> <a href="mailto:principal@ssc.edu.au">principal@ssc.edu.au</a>



## SSC Website Student Portals – The Go-To Place for Student Information

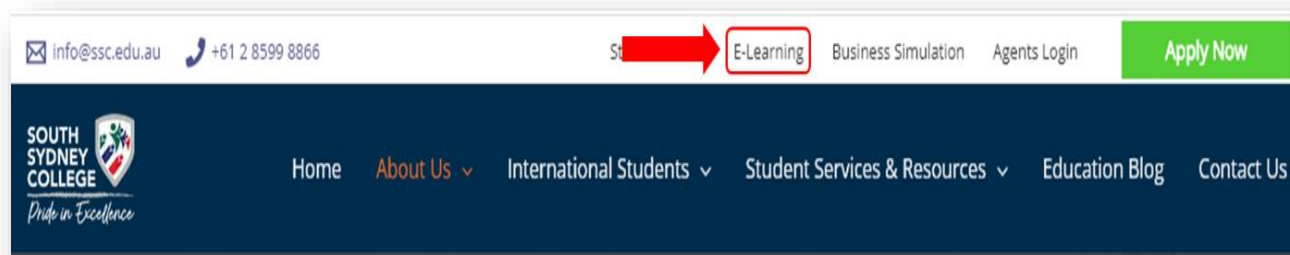
When you enrol with SSC, you will get a student log in that will allow you to access the student portal (mySSC). This is where you will be able to keep up to date with your course, personal details and much more. You may access the learning platform from the website or through this link:

(<https://ssc.rtomanager.com.au/>) We will show you around the website and student portal as part of your orientation to the College.



You are required to complete a minimum of 5 hours of online learning every week. To access your self-paced learning resources, online assessments, discussion forums, messaging and other course resources, you will need to login to SSC's online learning platform (eLearning). You will be shown how to navigate the platform during the orientation.

You may access the learning platform from the website or through this link: <https://ssc-mylearning.com/>



## Address and Contact Details

All students are required to provide their current residential address and keep it up to date. Failure to do so may result in a cancellation of Student Visa by the DHA.

There are two ways to do this if your address changes:

Fill out the Change notice form that is available at the reception. It is important to **notify the reception in person within 7 days** if you have a change of address and contact details.

Go to the student portal. Log in with your student number and update your details.

## Student Card

When you start at the College, we will arrange for you to have a college student card.

To get a student card, you will need to give reception a passport sized photograph. You will then be issued with a student card within a week. The student card can be used as a concession card at museums, theatres, cinemas, etc. They are not valid on public transport in Sydney, as international students must pay adult fares. There is a charge for replacement of a lost card.



## College Academic Calendar and Intakes

The academic year of South Sydney College (SSC) is 36 weeks divided into 4 terms of 9 weeks for every term. Students must study a minimum 20 hours per week according to the timetable we supply.





Students are only allowed to take breaks during the public holidays and nominated College holidays.

<b>Term 1</b>	<i>Break</i>	<b>Term 2</b>	<i>Break</i>	<b>Term 3</b>	<i>Break</i>	<b>Term 4</b>	<i>Break</i>
<b>9 weeks</b>	<b>2 weeks</b>	<b>9 weeks</b>	<b>3 weeks</b>	<b>9 weeks</b>	<b>2 weeks</b>	<b>9 weeks</b>	<b>9 weeks</b>



## Course Timetable

Timetables and room allocations are set in advance but may change each term. You can check on your timetable in these ways:

-  New students receive the timetable at orientation.
-  You can see your personal timetable in the Student Portal Login
-  Timetables are posted at least 2 weeks prior to the commencement of the next term at the College noticeboard
-  There is a calendar that is regularly updated in the online learning platform.





## College Facilities and Equipment

South Sydney College (SSC) is a purpose- built facility on the second floor of a new commercial building. It has a welcoming reception and student space and a suite of offices, meeting and counselling space. There are lecture rooms and a computer room. The College is wi-fi enabled.

Training facilities include:

- ✚ A modern office style building
- ✚ Fully resourced classrooms
- ✚ Fully resourced computer rooms
- ✚ Student open space
- ✚ Counselling rooms for meetings with the student and staff
- ✚ Adequate acoustics, ventilation and lighting
- ✚ Toilet facilities including disabled accessible facility
- ✚ Computers with access to the Internet
- ✚ Online learning platform
- ✚ A printer and photocopier for student use

In the event of a planned relocation of the College, we will notify both ASQA and our students at least three weeks prior to the relocation taking place. This notification will provide details of our new address, a map of how to get there and other details relevant to the relocation and student studies during this transition period.



## Student Breaks








Outside of the College there is a choice of places to eat and relax.



# Student Support Services

South Sydney College (SSC) supports students to adjust to life and study in Australia and to achieve satisfactory course progress. It is important that we offer support services, so students understand their obligations on a student visa while studying in Australia.

The orientation is the first component of student support. Here, we talk about:

-  Student support services available to students in the transition to life and study in a new environment.
-  Legal services
-  Emergency and health services
-  Facilities and resources
-  Complaints and appeals processes
-  Counselling services
-  Any student visa condition relating to course progress and/or attendance

Communication and student intervention is the second component of student support. If you are falling behind your course requirements, we will notify you and work with you to help you catch up on your studies. These interventions are reviewed on a case-to-case basis. This process is called student academic intervention and is an obligation of SSC as an RTO and CRICOS provider. You can read more about this in this Handbook and on our policies and forms on the website.

Welfare related support services is the third component of student support. We will discretely offer referrals to welfare services if there are some personal issues that may arise during your study with us. Some services offered through our staff are provided at no additional cost to the student. If we cannot assist in your particular support needs, SSC may refer you to external support services. SSC will not charge for the referral, but fees may be applicable for the service provider.

Our College has a documented Critical Incident Policy together with procedures that cover the actions to be taken in the event of a critical incident, the required follow up to the incident and records of the incident and action taken. See the emergency contact details that follow here.

Our College ensures that the staff members who interact directly with students are aware of the obligations of a College under the ESOS framework and the potential implications for overseas students on a visa arising from the exercise of these obligations. This information is communicated to the staff through inclusion in staff meetings, and across our policies.

## External Counselling Services and Assistance

There is a list of support services on the notice board at the reception area.

Details of local legal, medical and emergency support services will be provided at the Orientation

# Emergency Contact

Emergency numbers and contact details

**SSC EMERGENCY MOBILE PHONE NUMBER 0438 983 390**

you will talk to the student services manager or the principal.

Police or ambulance or fire: **000**

1. Dial 000 and request the service you need
2. Remember to remain as calm as you can
3. Speak clearly and give the details as requested



## IMPORTANT:

**For urgent matters FIRST ring 000,  
THEN ring the college emergency number.**

Emergency Contacts	Hotline
<b>LOCAL MEDICAL SERVICES THE BURWOOD WESTFIELD MEDICAL CENTRE</b>	(02) 9744 3330
<b>BURWOOD MEDICAL PRACTICE</b>	(02) 9747 6327
<b>SYDNEY SMILE CARE</b>	+61 2 9747 1988
<b>AIDSLINE</b>	1800 133 392
<b>ABORTION &amp; GRIEF COUNSELLING</b>	1800 882 436 or 1300 308 307
<b>CENTRE AGAINST SEXUAL ASSAULT</b>	1800 806 292
<b>CHILDREN'S HELP LINE</b>	1800 55 1800 <a href="http://www.kidshelpline.com.au">www.kidshelpline.com.au</a>
<b>SUICIDE CALL BACK SERVICE</b>	1300 659 467
<b>DOMESTIC VIOLENCE 24X7</b>	1800 737 732
<b>LIFE LINE</b>	13 11 14



## More About Studying at SSC - Teaching & Online Study Methods

Our teaching methods include a blend of face-to-face sessions and distance learning.

### Face-to-face learning:

75% of the course for each qualification is delivered face to face in the classroom or a designated workshop space, where applicable.

Students are required to complete the timetabled face-to-face study for 15 hours every week to complete the mandatory weekly structured training for an overseas student. The trainer leads the face-to-face sessions. You will get access to your course materials in class and through the online learning platform.

### Online Learning:

25% of the course for each qualification is delivered online through our online learning platform (Moodle). Moodle is an online learning management system (LMS). Students are required to complete the online study for on average of 5 hours every week to complete the mandatory weekly structured training for an overseas student. Moodle will contain all the course resources and will be available 24/7. You will be shown how to navigate the platform during the orientation.

You can contact Student Services staff if you require any additional support navigating the platform. You can also discuss any technical issues with the trainer's face to face when you come to class.

All instructions are in English. The College is set-up with facilities which provide plenty of opportunity and ample space for you to practice and develop your skills.



## Education Support and Tutorials

Our trainers want you to do well in your study, so we offer education support strategies such as:

- ✚ Interesting lectures
- ✚ Individual in-class support and advice to students.
- ✚ Encouraging students to work at their own pace using the textbooks and online learning platform.
- ✚ We offer additional study tutorial times for students to work in smaller groups with their trainer. This is timetabled for mornings and in the evenings in a classroom.
- ✚ See the tutorial rooms and times in the calendar and noticeboards.
- ✚ Book a free tutorial by email – ask Student Services about tutorial bookings.

## Conduct of Assessment

Assessment is conducted in accordance with the curriculum we use. The assessment is competency-based which means you are tested against the standards outlined in the units of competency within the relevant National Training Package and its defined assessment guidelines.

It includes:

- ✚ Assessment during the training to judge how you are progressing
- ✚ Assessment of performance at end of the units of training
- ✚ Recognition of prior learning or recognition of current competency

Assessment methods may include:

- ✚ Written questions
- ✚ Oral questions
- ✚ Case studies
- ✚ Projects
- ✚ Presentations
- ✚ Final knowledge tests

At the start of every unit you are provided with a unit outline. You will be given information on the topics and a delivery schedule including the units of competency and the student assessment plan which outlines the activities to be completed.








The outcomes of assessment for individual tasks are marked as **S for Satisfactory** or **NYS for Not Yet Satisfactory**. Where you are assessed as Not Yet Satisfactory, your trainer will provide you with detailed feedback and guidance on how you can achieve a Satisfactory outcome on your next attempt. Take note that some assessment activities have a limited allowed number of attempts. Check with your trainer for more details.

The outcomes of assessment for each Unit of Competency are marked as **C for Competent** or **NYC for Not Yet Competent**. Those assessed as Not Yet Competent can request a re-assessment. During the course your trainer will maintain your individual assessment records in hard and soft copy.

## Recognition of Prior Learning (RPL)

If you believe you already have the skills and knowledge required to demonstrate competency, you can request RPL. It does not matter whether you acquired your skills and knowledge through informal learning, work experience and/or life experiences.

To request RPL you will need to:

-  Read your course information and talk to the Principal if there is anything you need explained
-  Collect and complete the Application for Recognition of Prior Learning form
-  Complete an RPL interview with a Trainer
-  Confirm you are eligible for RPL
-  Collect your evidence to show your competence. Your evidence must be valid (as described in the unit of competency), sufficient (enough), current (up-to-date) and authentic (your own work)
-  Organise the evidence you have for each unit of competency
-  Present your evidence and the list of evidence for assessment.

The assessor may ask you to undergo a challenge test. You will be provided with a written report on the outcomes of assessment of your application for RPL which you will be required to countersign. This report will be filed in your personal file.

Where RPL is granted before the issue of a student visa via South Sydney College (SSC), the net course duration (as reduced by RPL) will be indicated on the letter of offer issued for that student.

Where RPL is granted after the student visa is granted, the resulting change of course duration will be notified via a database called the PRISMS.

South Sydney College (SSC) does not charge for the processing of the RPL application. Fees apply to complete the RPL assessment.

If a student is granted RPL, there may be a reduction in the total course fee. This will be explained in a letter to the student.



## Credit Transfer (CT) Advanced Standing

South Sydney College (SSC) recognises relevant AQF qualifications and / or Statements of Attainment issued by another RTO. To apply for Credit Transfer, you will be required to submit an authenticated copy of your certificates. Authentication may be in the form of a certified true copy, sighting the original, USI verification and/or confirmation from the issuing organisation. Credit Transfer is only granted for equivalent units of competency or qualifications.

We usually assess credit transfer request s at the application stage as this will affect the study load and the letter of offer to the student.

Where CT is granted after the student visa is granted, the resulting change of course duration will be notified to immigration via a database called the PRISMS.



## Student Feedback is Welcome

At several contact points in your student experience with SSC you will be asked to complete surveys. This is your opportunity to provide us your feedback on the College, course, the trainers and assessors, the course administration, the training facilities, the training activities, the online learning experience, resources and materials, and the assessment procedures. Your comments are always read closely and reported to management to improve our services.

## Issuance of Qualifications

On successful completion of all units of competency you will be issued with a full AQF qualification and transcript of competencies achieved. If you do not complete the entire course of study a Statement of Attainment will be issued for successful completion of individual units of competency.

## SSC Trainers

### Trainer Qualifications

South Sydney College (SSC) trainers are all qualified experts in their fields. Most are still working in their respective industries and hold the relevant qualifications required to teach the courses mandated by the regulators (<https://www.asqa.gov.au/standards/training-assessment/clauses-1.13-to-1.16>).

These include holding:

- ✚ the training and assessment credential specified by the Standards,
- ✚ vocational competencies at least to the level being delivered and assessed,
- ✚ current industry skills directly relevant to the training and assessment being provided,
- ✚ current knowledge and skills in vocational training and learning that informs their training and assessment, and
- ✚ ongoing professional development in the fields of the knowledge and practice of vocational training, learning and assessment including competency-based training and assessment.

In addition to meeting the above requirements, your trainers will:

- ✚ recognise the cultural diversity of all students
- ✚ ensure equal treatment of all students
- ✚ encourage full participation and assist all students to achieve the course outcomes
- ✚ provide equal access to resources
- ✚ refer students with specific learning problems to appropriate agencies



## Student Attendance is Monitored



South Sydney College (SSC) will record and monitor student attendance throughout the course.

All course participants are required to complete the timetabled 20 hours of structured training per week to meet their student visa requirements and to gain maximum benefit from the classes.

We operate a weekly timetable of 15 hours face to face training plus 5 hours of structured training online.

You are required to attend all scheduled face-to-face training sessions each week.

The minimum attendance requirement set by SSC is 80% average for each term. At each session, your trainer will record the attendance. The trainer will log into the student management system and update the attendance data, so it is up to date and visible for administration and students.

- ✚ Your attendance is recorded in our database
- ✚ Your attendance is monitored every 2 weeks in the term at weeks 3,5,7 and 9
- ✚ You can log into the student portal and see your attendance status.

Should you be unable to attend classes for reasons such as illness, or serious family problems, you are required to contact student services and explain your absence.

A medical certificate from a registered general practitioner is required if you are sick. This will be recorded on your attendance record. You must provide a copy of your medical certificate upon return to class and keep the original for future records.

If your attendance falls below 70%, we will notify you by SMS/e-mail. If your attendance drops lower, you will be sent warning letters and asked to come and see Student Services. We will offer support and intervention in case low attendance suggests problems for your study and life.

If you are absent for 2 consecutive weeks you will be sent a notification. You must contact the College and explain your situation to Student Services. We do this to make sure you are progressing with your studies. If you do not attend, you will not be able to keep up with the course work and assessments.

## Course Progress

In compliance with the National Code, SSC is required to implement a Course Progress and Intervention Policy. SSC is required to provide you information about the College's Course Progress policy and procedures for recording and monitoring course progress. It is your responsibility to understand and abide by the policy and corresponding procedures.

SSC will notify and counsel students who are at risk of failing to meet course progress requirements. As a registered CRICOS provider we are obliged to report students who have breached the course progress requirements.

**Please see the Course Progress and Intervention Policy on our website for the complete details. If you have any questions, you may contact Student Services or your trainer.**

## Intervention – Support for Students

When warning letters are sent out to students, they are invited to an intervention meeting. Students failing to meet course requirements are required to attend this meeting. The intervention meeting is a chance to identify the challenges that are keeping the student from meeting the course requirements and creating a support plan to address these challenges. The support may include any or all of the support strategies:

- (1) Academic counselling and a meeting with the Trainer or Principal
- (2) Counselling on course selection
- (3) Counselling to clarify if personal situations are impacting on student results
- (4) Sensitively exploring there are any compassionate or compelling reasons for the result
- (5) The option of repeating a unit of study in a later term
- (6) The cost of repeating a unit of study
- (7) Transfer options for the student
- (8) Clarification of student visa implications for continued unsatisfactory progress in the second study period
- (9) The complaints and appeals process and the fact that the student has 20 working days in which to follow this up.

The intervention meeting will be documented and signed by all attendees. All intervention records are kept in the student's file. The record will be added to the student notes section in the database.

## Compassionate or Compelling Circumstances

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

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

In these circumstances, the Principal may use professional judgment to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, SSC will request documentary evidence to support the claim, where applicable and will keep copies of these documents in the student's file. We will make note of the decision in the student file.

## Maintaining your Study Load

SSC is required to monitor the enrolment load of students to ensure that at all times you are in a position to complete the course within the duration specified on your visa. There are limited circumstances in which students are permitted to receive an extension to the expected duration of study for the course.

### Approved Reduced Study Load

We may permit a student to undertake a reduced study load over the academic year in the following limited circumstances:

- (1) Student has been awarded exemptions (Credit) or RPL and there is no available course in that study period which will contribute to the program; or
- (2) Student has not passed the required prerequisite courses to allow further enrolment; or
- (3) Student has been approved for a reduced study load over the academic year as part of an intervention strategy for students who were at risk of not meeting satisfactory course progress; or
- (4) Student has been granted an approved leave of absence under compassionate and compelling grounds.



Students who are permitted to undertake a reduced study load will be provided with a revised study plan which must be followed for all future study periods.







## Course Variations, Suspension, Deferment and Cancellation

In some circumstances, the College and/or the student can vary the timetable, the course, or the enrolment status. This will be considered on a case-by-case basis.





Students must ask for the Change of course form and speak with a Student Services officer.

Student will complete a withdrawal, deferment, cancellation form and speak with a Student Services officer.

Situations where this may apply include, but are not limited to:

-  Defer commencement date
-  Defer commencement of a new term – special leave
-  Suspension of enrolment
-  Cancellation of enrolment (by the student or the College) Change in schedule
-  Change in start date
-  Change of course

## Withdrawals and Transfers

-  In the event the students intend to transfer their study to another provider, the Request for Transfer form is completed. The student must meet with the Principal.
-  South Sydney College (SSC) is responsible for assessing the student's request to transfer within the first 6 months where SSC provides the principal course of study. The request will be assessed, and the decision will be explained to the student in a personal interview. All relevant points of discussion and outcomes will be recorded in writing.
-  SSC will consider a student's request to transfer out of the College prior to the first 6 months and may be granted where the transfer will not be to the detriment of the student and where exceptional circumstances exist.
-  After the first six months of the principal course, no restrictions apply. The student is entitled to transfer out of SSC after 6 months and will be advised of the corresponding process.

# Fees Policy



## Fees

An application fee of \$250 applies before enrolment for all courses. This fee is mandatory and non-refundable.

All students at SSC are required to make fee payments in advance every 3 months. This lines up with the terms. At the time of enrolment students are required to pay the following fees: (1) Application fee (also referred to as the enrolment fee) and (2) the first term of tuition fee.

From this point, students will receive written notice of their next fee due date four weeks before the completion of the existing term.

Fees are expected two weeks before the next term. If the tuition fee is not paid on time, then a late payment fee may apply as follows:

-  After 7 days overdue \$200
-  After 14 days overdue \$400

Should fees remain overdue for more than 14 days SSC will inform the student at the College's intention to report them for non-payment of fees to Department of Immigration and Border Protection (DIBP) via Provider Registration and International Student Management System (PRISMS).

The payment of all fees and charges is receipted and dated at the time of payment. Records of fees receipted and dated are maintained and secured for two years after the student ceases to be a student at the College and is kept within the financial management system software for up to five years as required by Australian taxation legislation.


Students can log in to their student portal and see the details of payments made and amounts owing for their course.

## Schedule of Non-Tuition (Administration) Fees (GST inclusive)

<b>Additional Fees and Charges: Type of Fee</b>	<b>Amount \$ (AUD)</b>
Application Fee (non-refundable)	\$250
Materials Fee	ELICOS \$10/week \$250-\$4,500*
Late pay tuition fee	\$10/day
Re-enrolment fee	\$500
Change/Re-issue of CoE	\$100
Cancellation and course variation	\$250
RPL fee per unit	\$200

Credit transfer fee per unit	\$100
Assessment re-sit	\$100
Interim academic transcript	\$50
Official Letter from SSC (Holiday, Enrolment, Invitation, Completion, Release, Release, interim attendance letter and any other letters)	\$20
Re-issue of final documents	\$100
Re-issue ID card	\$20
Postage Certificate/Transcript/Statement of Attainment (Local)	\$25.00
Postage Certificate/Transcript/Statement of Attainment (Overseas)	\$50.00
Change of course/enrolment	\$100
Course Withdrawal, refund processing	\$200
Administration fee	
Photocopy	\$0.20/page (Black & White) \$1.00/page (Colour)
Airport pickup fee (per person)	\$150
Accommodation Fees	Fees may vary (Contact our office)
Guardianship fee	Fees may vary (Contact our office)
OSHC Fee	Fees may vary (Contact our office)
Refund Bank Fees	Fees may vary (Contact our office) as it is determined by the remittance processing company.
Refund Administration Fee	\$200.00

Note: These fees are subject to change without notice.



 \*Contact us: [info@ssc.edu.au](mailto:info@ssc.edu.au) or +61 2 8599 8866 to find out fee for the relevant course

## Refund Policy

In the unlikely event of default by South Sydney College (SSC), such situations are covered by the provisions of the ESOS Act and the ESOS Regulations.

In the circumstances of provider default where the refund option is chosen by the student, South Sydney College (SSC) must refund the student all course fees. Refund will be paid to students within 14 days of the default day.

Situations where a provider default may occur include:

-  The course does not start on the agreed starting date which is notified in the Offer Letter
-  The course stops being provided after it starts and before it is completed

- ✚ The course is not provided fully to the student because the College has a sanction imposed by a government regulator

However, if the student agrees to accept an alternative (replacement) course or part of a course, to be provided to the student at the College's expense, then the College is relieved of its liability to make the payment. The student must advise the College in writing whether they agree to the alternative arrangement.

SSC's refund policy applies to both commencing and re-enrolling students. All requests for refunds must be submitted on the appropriate refund application form and must be accompanied by official documentary evidence of the grounds for the request.

Your initial application fee is not refundable.

Refunds apply only to tuition fees and will only be paid to the applicant through an Australian Dollar draft. All refunds incur a \$250 administration fee.

## Total Refund of Tuition Fee

A total refund will be granted under the following circumstances:

- ✚ In the unlikely event that the College is unable to provide the course for which an offer has been made.
- ✚ An offer of a place is withdrawn by SSC (The exception is when the offer was made on the basis of intentional incorrect information).
- ✚ The applicant is unable to obtain a visa from an Australian Diplomatic Office.
  - Applications for a total refund on the above grounds must be lodged at least 2 weeks prior to the commencement of the term for which the offer is made.
  - The student must provide a certified copy of the official letter of visa application rejection by the Department of Immigration and Border Protection (DIBP) along with their application, in order for the refund application to be approved.

## Partial Refund of Tuition Fee

The amount of partial refund is determined as follows. Administrative fees and applicable deductions are applied:

Administrative fees	Applicable deductions
Request is more than 10 weeks before the commencement of the term/ next term	Full refund.
Request is less than 10 weeks but more than 6 weeks before the commencement of the term	refund is 70% of tuition fees for that term.

Administrative fees	Applicable deductions
Request is less than 6 weeks but more than 2 weeks before the commencement of the term	refund is 50% fees of tuition fees for that term.
Request is less than 2 weeks before the commencement of the term	refund is 30% of tuition fees for that term.
If a student withdraws from the course on or after the course commencement date.	the student will not be eligible for a refund for the fees for that term.
Withdrawal from a course on illness and compassionate grounds	refund will be decided on a case-by-case basis.
If a student holds a valid student visa at the time of enrolment with SSC, but after commencing their course, their current visa expires, and a subsequent visa application is applied for and rejected.	refund for any tuition fees paid to SSC will be calculated on a pro-rata basis (calculated on a weekly basis as per the SSC term calendar) minus any applicable deductions*.
Student transfers to a second course within SSC without completing the first course.	<p>The tuition fee paid for the current six-month period of the 1<sup>st</sup> course will be credited on a pro-rata basis towards the tuition fee of the 2<sup>nd</sup> course.</p> <p>All other tuition fees paid toward the 1<sup>st</sup> course will be credited in full towards the tuition fee of the 2<sup>nd</sup> course. If the credited amount is greater than the total cost of the second amount, the difference will be refunded within 28 days of commencement of the second course.</p>

If the College has paid an amount to a representative in relation to recruitment, the refund will be further reduced by that amount.

### No refund

False or misleading information in application forms or during study	automatically disqualifies you from any refunds
Student is terminated due to serious breach of the College rules or a breach of visa conditions	No refund

including non-attendance or unsatisfactory progress	
Student defers enrolment and commencement date	Tuition fees will be held by the College until course commencement date.
Student is seeking a refund for enrolment in the principle (main) course of study, as applied for on their current Student Visa	No refund for any tuition fees paid for the first six (6) months of the principal course. Any additional tuition fees, paid beyond the first six (6) months, that are deemed refundable, will be payable back to the student minus any applicable deductions*.



## How to claim a refund

Requests for refund should be made in writing to the Principal with documented evidence of the reason for withdrawal. Eligible refunds will be refunded within 28 days of receipt of the claim. A documented administrative fee \$250 will be charged for processing refunds. The enrolment fee is not refundable.

All refunds will include a statement explaining how the refund amount was calculated.

Refund will only be given to the person who paid the tuition fees. For example, if the tuition fee was paid by an agent or parents, the money will only be refunded to either the agent or parents.

This refund policy does not remove students' rights to take further action under the Australian Consumer Protection Laws.

Staff is responsible for referring all enquiries regarding fees, charges and refunds to the Principal.

## Records Maintenance

It is an Australian Government requirement that we keep records of each student's current residential address (as supplied by the student), the student's full name, date of birth, nationality, the start and completion day of the student's course, attendance and academic performance details of payments received, information on International student health cover, level of English language proficiency and the student's passport and visa numbers. We must also keep a record of the reason for a student's termination of studies if this situation occurs.

Your records are confidential and available to you on request. Records of attendance, assessment outcomes and qualifications issued are kept accurate, up-to-date and secure.

Information provided by the students to South Sydney College (SSC) may be made available to the Commonwealth and State Agencies and the Fund Manager of the ESOS Assurance Fund.

South Sydney College (SSC) is required under the ESOS Act to inform DIBP about certain changes to a student enrolment and any breach of a student's Visa condition relating to attendance and academic performance.

We keep copies of your results for a period of 30 years. You must bear the cost for re-issue of records and awards.

# Legislative and Regulatory Requirements

South Sydney College (SSC) is bound by and operates within the following legislative and regulatory requirements:

- ✚ Education Services for Overseas Students (ESOS) Act 2000
- ✚ ESOS Regulations (2001)
- ✚ National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (National Code 2018)
- ✚ VET Quality Framework (VQF)
- ✚ National Vocational Education and Training Regulator Act (2020)
- ✚ Human rights and Equal Opportunity Commission (HREOC) Act 1996
- ✚ Commonwealth Affirmative Action (Equal Employment for Women) Act (1986)
- ✚ Commonwealth Racial Discrimination Act (1975)
- ✚ Commonwealth Industrial Relations Act (1998)
- ✚ Commonwealth Sex Discrimination Act (1984)
- ✚ Commonwealth Industrial Relations Reform Act (1993)
- ✚ Commonwealth Racial Hatred Act (1995)
- ✚ Commonwealth Disability Discrimination Act (1993)
- ✚ NSW Anti-Discrimination Act 1977
- ✚ Copyright Act 1968
- ✚ Equal Opportunity Act
- ✚ Work Health and Safety Act (2011)
- ✚ Work Health and Safety Regulations 2011
- ✚ Workers Compensation Act
- ✚ NSW Anti-discrimination Act 1977
- ✚ Workers Rehabilitation and Compensation Act (1986)
- ✚ Migration Act 1958

These legislations are available at web site [www.austlii.edu.au](http://www.austlii.edu.au) and [www.legislation.nsw.gov.au](http://www.legislation.nsw.gov.au)

You can also go to the regulator website for more information - ASQA [www.asqa.gov.au](http://www.asqa.gov.au)

You can also go to the website and links through Study in Australia called Future Unlimited [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au) and [www.study.sydney](http://www.study.sydney)

## Work Health, Safety Act and Work Cover NSW






South Sydney College (SSC) guarantees to meet its duty of care to staff, students and visitors by providing a healthy and safe environment in which to study.

At orientation we will talk to you about emergency evacuation procedures. In an emergency situation you are to make your way quickly and calmly to the nearest exit and meet your trainer and other students at the collection point for a roll call check.

No Smoking is allowed in any area of the College. If you wish to smoke you must leave the premises. There are rules about smoking within 4 meters of the entrance that must be followed by all staff and students.

A First Aid Kit is located in the campus.

You are responsible for:

-  Always conducting yourself in a safe and healthy manner.
-  Ensuring the prevention of injury and disease to yourself, your trainers and your fellow students.
-  Identifying and reporting to your trainer any possible hazards from equipment, facilities and the environment.
-  Refraining from smoking
-  Refraining from drinking and/or eating in the classrooms.

## Anti-Discrimination

South Sydney College (SSC) is committed to providing a fair and equitable College for its students and visitors. Any discrimination or harassment of staff, students or visitors because of their sex, pregnancy, race, colour, nationality, ethnic or ethno-religious background, marital status, physical or intellectual or psychiatric disability, homosexuality or age will not be tolerated.

You are responsible for:






- Ensuring non-discriminatory or harassing behaviour at all times to other students, staff or visitors to the College.
- Reporting any discriminatory behaviour or harassment to your trainer.

## Access and Equity

South Sydney College (SSC) provides equal access to training and delivery services for local and international students. Where possible, we conduct flexible training to meet specific needs of individual students.

Recruitment to South Sydney College (SSC) is carried out in an ethical manner in accordance with Access and Equity principles













Your trainers will:

-  recognise the cultural diversity of all students
-  ensure equal treatment of all students
-  encourage full participation and assisting all students to achieve course outcomes
-  provide equal access to resources
-  refer students with specific learning problems to appropriate agencies

Should you have any access and equity issues you may approach your trainer in the first instance. If you do not wish to do you may contact the Student Services Manager.

## Student Responsibilities/Code of Behaviour

While you remain a student at South Sydney College (SSC) it is your responsibility to:

-  To conduct yourself in a safe and healthy manner.
-  To behave in a manner, prevents injury and disease to you, your trainer and fellow students.
-  To identify and report to your trainer any possible hazards from equipment, facilities and the environment.
-  To comply with and assist in the College's emergency procedures.
-  To refrain from smoking anywhere in the College building
-  To refrain from drinking and/or eating in the lecture and computer rooms.
-  To attend class regularly and punctually.
-  To discuss any complaints or grievances with your trainer or student services staff.
-  To not be discriminatory, harassing or bullying at all times to other students, staff or visitors to the College
-  To report any discriminatory behaviour, harassment or bullying to student services staff.
-  To refrain from unacceptable behaviour including the use of bad language, alcohol and drugs
-  To refrain from the use of devices, this may disrupt classes. e.g. mobile phones and devices.

Students who choose not to comply with the Code of Behaviour will be given a verbal warning in the first instance, a written warning and must meet with the Intervention staff to manage the behaviours in the second instance. Continuing inappropriate behaviour is grounds for cancellation by the College.

## Complaints and Appeals

Despite all efforts by SSC to provide satisfactory services to its students, complaints may occasionally arise that require formal action and resolution. SSC implements a complaints and appeals policy and procedure to manage this process. The procedure will provide students the opportunity to have any issues relating to a substantiated complaint or appeal resolved, and resolutions reached that are designed to satisfy all parties involved. We will vigorously follow through complaints following our internal procedures making sure each step follows the principles of natural justice and procedural fairness. The College complaints and appeals processes are independent, easily and immediately accessible, and at no cost or inexpensive for the parties involved.

Please see the Complaints and Appeals Policy and Procedure linked in our website for complete details:

<https://ssc.edu.au/student-services-and-resources/policies-procedures/>

## ESOS Framework

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework. They include the [Education Services for Overseas \(ESOS\) Act](#) and the [National Code of Practice for Providers of Education and Training to Overseas Students \(National Code\)](#).

### Protection for overseas students

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

## Your rights

The ESOS framework protects your rights, including:

- ✚ Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent.
- ✚ If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- ✚ Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- ✚ Your right to get the education you paid for. The ESOS Framework includes consumer
- ✚ Protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

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

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






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

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



## Your responsibilities

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

-  Satisfy your student visa conditions
-  Maintain your overseas student health cover (OSHC) for the period of your stay
-  Meet the terms of the written agreement with your education provider
-  Inform your provider if you change your address
-  Maintain satisfactory course progress

**-End of International Student Handbook-**

## South Sydney College (SSC) Student Declaration

I understand that the information provided by me to Knit Group Australia Pty Ltd T/A South Sydney College (SSC) may be made available to the Commonwealth and State Agencies and the Fund Manager of the ESOS Assurance Fund.

South Sydney College (SSC) is required under the ESOS Act to inform the Department of Immigration and Border Protection about certain changes to student enrolment and any breach of a student's Visa condition relating to attendance and academic performance.

I have read, understood, and agree to comply with the information outlined in this Student Handbook.

Student's Name: .....

Student's Signature: .....

Date: .....

**Please sign and tear out this page.**