INTERNATIONAL STUDENT HANDBOOK 2026

Suite 2, Level 5, 545 Kent Street, Sydney, NSW 2000
AUSTRALIA
P: +61 2 9744 1356
E: info@smic.edu.au
W: www.smic.edu.au
RTO 45523 | CRICOS Provider Code 03792E

Emergency Contact:

Emergency - Police / Ambulance /Fire	000
Department of Home Affairs (DHA)	131 881
Medibank (OHSC)	134 148
BUPA (OSHC)	1800 888 942
Legal Aid NSW helps people with their legal problems Help over the phone Call Law Access NSW to get started Find information	1300 888 529
Lifeline Crisis Support Free 24-hour help	13 11 14
Beyond Blue – anxiety and depression Free 24 hours a day, 7 days a week	1300 22 4636
George Street Medical Centre 333-339 George St, Sydney NSW 2000	(02) 9231 3211
Sydney Premier Medical & Health Centre 309 Pitt St, Sydney NSW 2000	(02) 8964 8677
Sydney Dental Hospital 2 Chalmers Street, Surry Hills NSW 2010	(02) 9293 3200
St Vincent's Hospital Sydney 390 Victoria St, Darlinghurst NSW 2010	(02) 8382 1111
Royal Prince Alfred Hospital 50 Missenden Rd, Camperdown NSW 2050	(02) 9515 6111
Public Transport Information Line	131 500
Lifeline Counselling Service (telephone counselling)	131 114
Translating and Interpreting Service (24 hours)	131 450
Taxis Combined	133 300

College key position holders contact:

Positions	Email address	Phone number
PEO	peo@smic.edu.au	+61 2 9744 1356
Director of Studies	dos@smic.edu.au	+61 2 9744 1356
Administration Manager	info@smic.edu.au	+61 2 9744 1356
Student Support & Wellbeing Officer	support@smic.edu.au	+61 2 9744 1356

Acknowledgment

We, the Sydney Metropolitan International College (SMIC) acknowledges the Traditional Custodians of the lands where we work and live. We honour the diversity of Aboriginal peoples and their ongoing cultures and connections to the lands and waters of NSW.

We pay our respects to Elders past, present and emerging and acknowledge the Aboriginal and Torres Strait Islander people who have inspired us and contributed to the development of this tool/resource.

Table of Contents

Acknowledgment 3
About this handbook 6
Introduction 6
Who are we? 6
Why Study at SMIC? 7
SMIC's motto: *Education for Change* 7
Introduction to Australian Vocational Education and Training 8
National recognition 8
What is competency-based training? 8
Training Packages 8
Delivery of Training 8
Results and certificates 8
Australia: Country Education Profile 9
Registration and Orientation 9
Education Services for Overseas Students (ESOS) Framework 10
Tuition Fee Protection 10
PRISMS 11
Student rights 11
The Unique Student Identifier 12
Conditions of your visa 12
Permission to work arrangements 13
Fair Work Ombudsman 13
Complaints 13
Course Delivery and Assessment 14
Delivery of Courses 14
Course Progress Policy 14
Assessment Requirements 15
Assessment Submission 15
Missed Assessment 15
Recognition of Prior Learning (RPL) 16
What is national recognition? (Credit Transfer) 16
Evidence requirements for national recognition 16
National recognition guidelines 17
Assessment Outcomes 17
Re-assessment 17
Issuing Qualifications and Statements of Attainment 18
Plagiarism 18
Policy Guidelines 18
Deferring, Suspending or Cancelling a Course 18
Process for Transferring to Another Provider 19
Extension of Student Study 20
Reduction of Student Study 20
Holidays 20
Special Leave 21
Leave Application Procedure 21
Sick leave 21
Payment of Tuition Fees 22
Privacy and access to records 22
Disclosure of Information 22
Discrimination and Harassment 23
Complaints and Appeals 23
What is a complaint? 23
What is an appeal? 23
Early resolution of complaints and appeals 24
Complaint and appeals handling 24
Complaints Handling Procedure 24
Appeals Handling Procedure 25
Critical Incidents 26
Staff Responsibility 27
Critical Incident Procedure 27
Tasks and Responsibilities 27
Informing the Police 28

Notifying Next of Kin 28
Ongoing support 28
Emergency Evacuation Procedure 28
Student Support Services & Resources 29
Student resources 29
Wellbeing Support 29
Personal Support 29
Accessibility Support 30
Student counselling 30
External Counselling and Wellbeing Support Services 30
General administrative matters 30
Change of Address or Contact Details 30
Student Card 30
Termination 31
Student Request Forms 31
Campus Guidelines 31
College Classroom Guidelines 32
Student Feedback 32
Course Requirements and Payments 32
Terms and Conditions 33
Refund and Cancellation 33
Statutory Cooling Off Period 35
Change of Session 36
Legislative and Regulatory Responsibilities 36
Work Health and Safety (WHS) Act 2011 36
Privacy Act 1988 37
Anti-Discrimination Act 1991 37
Disability Discrimination Act 1992 37
Sex Discrimination Act 1984 37
Copyright Act 1968 37
Industrial Relations Act 1999 38
Fair Work Act 2009 38
Life in Australia 39
Overseas Student Health Cover 39
Cost of Living 39
Schooling for dependents 40
Your safety 41
Unsafe locations 41
Drugs and alcohol 41
On campus 41
In the Evening 41
Banking 41
Doctors 42
Dentists 42
Hospitals 42
Transport 42
Useful Contacts & Information 42
What to do in Sydney 43
Homestay 44
Homestay Cancellation Policy 45
Alternative Accommodation 45
Extension Placement Fee 45
Second Placement Fee 45
College Services and Facilities 46
Reception 46
Social Activities 46
Student Engagement Area 46
Map for Sydney Metropolitan International College Delivery Site 47

About this handbook

This information booklet outlines the services provided by Sydney Metropolitan International College and its approach to providing you a safe, fair and supported environment to participate in training and assessment. See the Resources page on the website for full versions of the policies and procedures and various forms.

This booklet does not provide you with specific information about a particular course offered by Sydney Metropolitan International College. This information is contained in the Course Brochure supplied separately.

Introduction

The Sydney Metropolitan International College Pty Ltd. is a Registered Training Organisation (RTO), ID Number 45523, which meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards regulated by the Australian Skills Quality Authority (ASQA) which monitors & subjects the College to regular external audit to verify adherence to these standards.

The Sydney Metropolitan International College (SMIC) is listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) which is a register of Australian education providers that recruit, enrol and teach overseas students. (CRICOS number 03792E). Registration on CRICOS allows providers to offer courses to overseas students studying in Australia on student visas.

Sydney Metropolitan International College is responsible for the quality of the training and assessment you will receive in compliance with Standards for RTO Standards 2025, and for the issuance of the Australian Qualifications Framework (AQF) certification documentation. The Standards set out the requirements that an organisation must meet to be an RTO and ensure the integrity of nationally recognised training provided by registered training organisations.

Sydney Metropolitan International College offers the following training programs to students:

Code	Title
BSB40120	Certificate IV in Business (*Cyber Security)*
BSB50120	Diploma of Business (*Leadership*)
BSB60120	Advanced Diploma of Business
CHC33021	Certificate III in Individual Support *(Ageing and Disability)*
CHC43015	Certificate IV in Ageing Support
CHC52025	Diploma of Community Services
CHC62015	Advanced Diploma of Community Sector Management
CHC81115	Graduate Diploma of Family Dispute Resolution
HLT43021	Certificate IV in Allied Health Assistance
ICT50220	Diploma of Information Technology *(Cyber Security and Telecommunications Network Engineering)*
ICT60220	Advanced Diploma of Information Technology *(Cyber Security and Telecommunications Network Engineering)*
RII50520	Diploma of Civil Construction Design

RII60520	Advanced Diploma of Civil Construction Design
SIS30321	Certificate III in Fitness
SIS40221	Certificate IV in Fitness

Who are we?
SMIC has been set and run by a group of academics and community workers from multiple cultural backgrounds. The promoters have a mission to offer responsive, high quality and job oriented vocational education, training and assessment services to overseas and domestic students in Australia. SMIC founders are passionate about providing quality industry focused training, that encapsulates a combination of practical and theory-based learning opportunities for students. Its aim is to assist students to achieve their learning and career goals in the most innovative, positive and supportive environment.

SMIC has a spacious campus at Kent Street, a vibrant Sydney CBD location only 5 minutes' walk from the Town Hall train station. SMIC is a student-centered vocational college providing specialised programs tailored to meet students' needs, preparing them for the workplace/industry as well as opening diverse higher education pathways.

Why Study at SMIC?

- Convenient campus location at the heart of Sydney CBD
- Experienced and qualified trainers who are skilled in collaborating with students
- A challenging and practice-based approach to learning and skill development
- Responsive and individually tailored academic counselling service
- A culture of learning that respects openness, inclusiveness and collegiality
- SMIC is committed to equity, ethics, innovation and excellence

SMIC's motto: *Education for Change*

SMIC will ensure that international students are provided with all the information required by prospective candidate to allow them to make informed decisions about their training and assessment and to enter a training pathway that is the right fit for their career goals. We will endeavour to comply with Australia's regulatory requirement. We are fully aware that SMIC has legislative responsibilities to comply with and regulatory requirements which govern the process of the enrolment and induction of students from overseas.

SMIC strives to:

- Achieve service excellence in vocational education for students so as to make them job ready for industry
- Develop itself as an intellectual and social platform for the community by providing industry relevant skills
- Become financially sustainable for the delivery of high-quality training and assessment services
- Cater to the culturally sensitive needs of diverse cultural groups (including female students) and the rich cultural mix that is growing steadily in Australia

Introduction to Australian Vocational Education and

Training What is VET?

Australia's Vocational Education and Training (VET) system is based on nationally endorsed industry training packages which identify specific skills and knowledge applied in the workplace. Students' undertaking a VET qualification must demonstrate the skills and knowledge identified in a training package and be assessed as 'competent' in the selected units of competency to be eligible for the award of the qualification.

National recognition

Qualifications and Statements of Attainment issued by Sydney Metropolitan International College are nationally recognised by all Registered Training Organisations (RTOs) across Australia. In turn, Sydney Metropolitan International College recognises AQF qualifications and Statements of Attainment issued by other RTOs. This national recognition enables individuals to move between employers, industries and jurisdictions with confidence that their qualifications and completed units of competency will be recognised.

What is competency-based training?

Competency based training is training that develops the required knowledge and skills to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments. Competency is achieved by being assessed against requirements of the unit of competency. Your assessor will make a judgment of your competency after reviewing all the different types of assessment evidence you provide.

Training Packages

Training Packages represent the national industry benchmarks for Vocational Education and Training. Training packages set out the competency to be achieved but do not state how the training should be delivered. This means that students may complete their qualification in different ways between various training organisations. The training package also specifies the relevant qualification rules including the compulsory core units are included in a course and the elective units which are available.

Delivery of Training

Students will receive all the training for which they have enrolled. To be awarded a qualification, all assignments and assessments must be completed to a satisfactory level and submitted in accordance with instructions and within timeframes prescribed. Students are advised of the specific requirements to receive a qualification in their area of study as part of enrolment and when training delivery commences.

Results and certificates

On completing the training program with Sydney Metropolitan International College, students will receive a nationally recognised qualification. The qualification is recognised within the Australian Qualifications Framework. Qualifications are formatted to a uniform standard to ensure they are valid documents and will be instantly recognised throughout Australia. A qualification issued by Sydney Metropolitan

International College will be accompanied by a transcript (a Record of Results or a Statement of Attainment) which will detail the units of competence issued within the qualification.

Where a student does not complete the entire course requirements, they may be entitled to receive a Statement of Attainment. A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units. A Statement of Attainment can be used as a basis for recognition of your current competence with other Registered Training Organisations within Australia.

A statement of results will be available to the student upon request throughout your training. This will provide you information of your progress.

Australia: Country Education Profile

The Australian Government Department of Education and Training promotes mobility through qualifications recognition. The Australia Country Education Profile provides comprehensive information about education in Australia to improve understanding of the Australian education system and Australian qualifications.

To support mobility, the department engages domestically and globally on qualifications recognition policy and encourages improved recognition practices. It also engages in international policy dialogue on the Australian Qualifications Framework (AQF).

Other departmental information and services to support recognition include:
Country Education Profiles—an online recognition tool providing guidance on the comparability

- of overseas qualifications to qualifications on the AQF, lists of recognised institutions and information about education systems for 126countries
- professional development for recognition authorities
- providing qualifications recognition policy advice to Australian educational institutions, professional assessing authorities and state and territory governments
- assessments of overseas postsecondary qualifications for individuals for general purposes.

For more information see https://education.gov.au/international-education

https://www.studyaustralia.gov.au

Registration and Orientation

Registration and orientation are the essential first step for Sydney Metropolitan International College students to ensure they clearly understand their visa conditions to study in Australia, requirements for a successful educational experience, including maintaining course progress and attendance requirements.

On the first day at Sydney Metropolitan International College students attend registration and orientation and cover the following topics:

- Registration to complete the required forms
- Welcome session including meeting key staff
- Overview of life in Australia and where to find assistance
- Employment rights and responsibilities – Fair WorkOmbudsman

- Your safety
- Academic and general administrative matters
- Students' rights and responsibilities
- Policies & requirements for satisfactory progress
- Unique Student Identifier (USI)
- Student visa conditions overview
- Grievance procedures
- Support and wellbeing services
- Emergency contact details and critical incident policy and procedure
- Maintaining current contact information
- Issuing student cards
- Campus tour
- General tour of the area for newly arrived students fromoverseas

Students who do not commence on the published start date and commence by the default date will be registered and undergo individual orientation.

Education Services for Overseas Students (ESOS) Framework

Australia provides rigorous protection for international students through the Education Services for Overseas Students (ESOS) legislation, which requires institutions that provide education to international students, to meet nationally consistent standards in education delivery, facilities and services. Breaches of the Act are treated seriously, and the penalties can be significant.

All institutions wanting to deliver courses to international students in Australia must be registered with the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) and meet special registration conditions.

The National Code of Practice for Providers of Education and Training to Overseas Students 2018 https://www.legislation.gov.au/Details/F2017L01182 provides nationally consistent standards for the conduct of registered providers and the registration of their courses.

The standards set out specifications and procedures to ensure that registered providers of education and training courses can clearly understand and comply with their obligations under the National Code.

Tuition Fee Protection

Your tuition fees are protected by Student Tuition Protection Service (TPS) through the Australian government managed fund known as Overseas Student Assurance Fund (OSTF). The Fund was established to protect the interests of overseas students on student visas or intending overseas students, who are studying or about to study in Australia.

If a college closes or ceases to trade the TPS ensures that students can either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees

Information that explains your rights as a student studying in Australia under the Education Services for Overseas Students Act 2000 can be found on the Study in Australia website:

https://www.education.gov.au/international-education/support-international-students.

PRISMS

The Provider Registration and International Students Management System (PRISMS) is a secure computer system that is the information source for CRICOS.

Education institutions and their courses are listed on PRISMS, as is each student studying in Australia on a student visa. That is because this system interfaces with the Department of Home Affairs (DHA) data.

Through PRISMS education institutions notify DHA of each student's enrolment in a course. This should occur before the student applies for a student visa to study in Australia. The enrolment information generates an electronic Confirmation of Enrolment (eCoE) as evidence of enrolment in a registered, full-time course. This eCoE is a key requirement for DHA to issue a student visa.

Education providers also use PRISMS to notify DHA of students who may have breached the terms of their student visa.

PRISMS has reduced visa fraud and ensured education institutions keep track of the students in their care.

Student rights

The ESOS framework protects student rights, including:

- The right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from a provider and the provider's agent
- The requirement to sign a written agreement with the provider before or as fees are paid, setting out the services to be provided, fees payable and information about refunds of course money. A copy of the written agreement will be kept by the student and the RTO
- The right to get the education paid for. The ESOS framework includes consumer protection that will allow students to be placed in another course if the provider is unable to teach the course.
- The right to know:
    - How to use the provider's student support services.
    - Who the contact officer is for overseas students.
    - How to apply for course credit.
    - How to apply for enrolment deferment, enrolment suspension or cancellation.
    - The provider's requirements for satisfactory progress in the courses of study.
    - How attendance will be monitored.
    - How to use the provider's complaints and appeals process.

The student responsibilities include:

- Satisfy the student visa conditions.
- Maintain Overseas Student Health Cover (OSHC) for the period of the stay.
- Meet the terms of the written agreement with the provider.
- Inform the provider of any change of address.
- Maintain satisfactory course progress.

The Unique Student Identifier

If you're studying nationally recognised training in Australia, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015onwards.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime.

It's free and easy to create your own USI and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your driver's license number and/or passport. Our enrolment process will clarify what you need to know.

There are several unique circumstances where a person may be exempt from requiring a USI. These do not apply to most learners in Australia. The USI Exemption Table is available from the USI website which explains these circumstances https://www.usi.gov.au/exemptions. Individuals who have a genuine personal objection to being assigned a USI can apply for an exemption to the Student Identifiers Registrar. Individuals who have been exempted must show the original of this notice to their training organisation. Training organisations will not need to collect a USI in order to issue a VET qualification or statement of attainment to exempt individuals. If the student later wants an USI, the training completed under exemption cannot be added to their USI account retrospectively.

Further details can be accessed at www.usi.gov.au

Conditions of your visa

All international students applying to enter a training program being offered by Sydney Metropolitan International College must:

- Be over the age of 18
- Demonstrate good command of written and spoken English
- Have completed an equivalent secondary schooling level of a High School Certificate or can demonstrate suitable work or life experience
- Meet the following Student Visa 500 subclass requirements:
    - Meet the genuine student requirement
    - Meet English language test score requirements
    - Demonstrate financial capacity
    - Hold Overseas Student Health Cover (OSHC)
    - Meet the health requirements
    - Be of good character

    https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500

Under the simplified student visa framework arrangements introduced streamlined evidentiary requirements apply and the student visa applicant may be able to satisfy the DHA of their financial capacity and English language proficiency by declaration only. This is dependent on the level of risk

rating of each student visa application which is determined by considering the risk rating allocated to the country from where the student originates combined with the risk rating allocated to Sydney Metropolitan International College as a provider on the CRICOS register. The easiest way to determine the evidence required to satisfy the visa requirements is for the prospective international student to utilise the Document Checklist Tool provided with the Student Visa (subclass 500) requirements page (https://immi.homeaffairs.gov.au/visas/web-evidentiary-tool).

All students, regardless of the financial capacity and English language proficiency will continue to have to meet all other core visa criteria, such as per the Genuine Student requirement and health and character criteria.

Permission to work arrangements

If you are granted a student visa, you and any family members included in your visa application may have permission to work, subject to the conditions attached to each visa.

You must not begin work until your course has commenced. While your course is in session, you may work up to 48 hours a fortnight. Work undertaken as a mandatory registered component of your course is not counted towards this limit. You may work unlimited hours during scheduled course breaks.

Family members must not begin work until the primary student's course has commenced. After the course has commenced, family members may work up to 48 hours a fortnight.

Students and family members should check their visa grant letter or Visa Entitlement Verification Online (VEVO) for the conditions applying to their visas.

Further information about student visa conditions is available from the Department of Home Affairs:
Visa conditions Getting a visa

Fair Work Ombudsman

The Fair Work Ombudsman (FWO) is an independent statutory agency of the Government of Australia that serves as the central point of contact for free advice and information on the Australian national workplace relations system. The Office of the Fair Work Ombudsman also investigates workplace complaints and enforces compliance with national workplace laws.

The Office of the Fair Work Ombudsman offers employers and employees free information and advice on pay, conditions, and workplace rights and obligations under the national workplace relations system.

The Office of the Fair Work Ombudsman operates the Fair Work Infoline for workplace relations queries on 13 13 94. https://www.fairwork.gov.au/

Complaints

Those in the national workplace relations system can make a complaint to FWO regarding underpayment of wages, conditions (such as annual leave), workplace rights and discrimination in the workplace.

The Office of the Fair Work Ombudsman (FWO) will determine the most appropriate course of action to address the complaint. The FWO may decide to:

- determine that the matter is outside its jurisdiction and refer the person to another agency or organisation
- determine that there has been no breach of Commonwealth workplace laws
- facilitate mediation to help resolve the issues
- conduct a formal investigation
- conduct an audit.

An investigation looks at employment records and documents to find out the facts of a workplace compliant and to decide if relevant parties have complied with Commonwealth workplace laws.

Course Delivery and Assessment

Delivery of Courses

Students are required to undertake 20 hours of face-to-face study per week during each term, or the equivalent through online or blended learning where permitted and instructed. Students are also expected to complete approximately ten hours of self-directed study per week. Sydney Metropolitan International College courses are structured to ensure that delivery and assessment are rigorous and relevant.

Sydney Metropolitan International College applies a Course Progress Policy. While poor attendance is not reported separately, attendance is monitored as a potential indicator of unsatisfactory academic progress. Students are provided with textbooks and workbooks and have access to library resources.

Course Progress Policy

Under the Education Services for Overseas Students Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018, international students must maintain satisfactory course progress and remain able to complete their course within the expected duration specified on their Confirmation of Enrolment (CoE). Sydney Metropolitan International College may extend the expected course duration only in the limited circumstances permitted under the National Code.

Satisfactory course progress is defined as successfully achieving competency in at least 50% of the units scheduled for completion during a study period. A student who does not demonstrate satisfactory course progress for two consecutive study periods will not meet Sydney Metropolitan International College's course progress requirements and may be unable to complete the course within the expected duration specified on their CoE. Where a student is identified as being at risk of not meeting satisfactory course progress, an intervention strategy will be implemented.

An intervention strategy is an individual student support plan developed by the Director of Studies to assist the student to improve their academic progress. Strategies may include additional learning support, counselling, assistance to develop effective study habits or adjustments to the student's study plan. Sydney Metropolitan International College will provide appropriate support to assist students to progress.

Where a student is assessed as not meeting satisfactory course progress requirements, Sydney Metropolitan International College will notify the student in writing of its intention to report them through PRISMS and advise them of their right to access the complaints and appeals process within 20 working days. The College

will not report the student until the applicable complaints and appeals process has been completed or the student has chosen not to access or continue that process. Reporting may affect the student's visa. Any decision regarding the student's visa is made by the Department of Home Affairs.

Assessment Requirements

Students are assessed in a variety of ways. The selection of appropriate assessment instruments is guided by the requirements of the Unit of Competency.

Written Exercises (Knowledge Test)

- Written exercises may be open or closed book exercises, which may involve multiple choice questions, short answer questions, case studies, and reports.

Case Study/Written Report (Skill Test)

- Case studies and reports require the student to analyse, problem solve and apply their learning from the course to the situation described. They require the student to demonstrate appropriate levels of research and understanding.

Presentations /Role Plays

- Assessment tasks may involve individual or group work, presentations and role plays. Where group work is used, each student must provide sufficient individual evidence to demonstrate the required skills and knowledge.

Project/Portfolio

- A Portfolio usually contains a few documents, gathered over a period, displaying evidence of the ability to perform a few practical skills or project based tasks.

Work placement/Logbook

- Work placement is structured workplace learning required only where specified by the course or unit of competency. It allows students to apply classroom learning and perform relevant tasks in an appropriate industry setting. Where work placement is required, the trainer will advise students of the required hours, tasks and logbook requirements.

Assessment Submission

Students will receive an assessment summary at the beginning of each module. The assessment summary contains all the required information to ensure that students can achieve competence. One of these details is the **due date** for each assessment. Students MUST submit all assessments by the due date. Any assessment NOT submitted by the due date will be deemed 'not competent' and recorded as a missed assessment.

All the completed assessment must be accompanied by the unit assessment cover sheet with the signed student declaration.

Missed Assessment

In cases where a student has not submitted an assessment, the Director of Studies and Trainer will meet with the student to decide on the appropriate intervention strategy to ensure successful academic progress. The Director of Studies will consider the:

- The student's history in submitting assessments
- Attendance record
- Compassionate or compelling circumstances

Students may be required to pay the published missed assessment fee prior to undergoing the assessment. Students may access Sydney Metropolitan International College grievance and appeals process if they are not satisfied with the outcome.

Recognition of Prior Learning (RPL)

Sydney Metropolitan International College has in place systems to offer Recognition of Prior Learning (RPL) to assess an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a VET qualification.

Sydney Metropolitan International College ensures that assessment undertaken for Recognition of Prior Learning:

- Meets the requirements of the relevant training package
- Is conducted in accordance with the principles of assessment and rules of evidence
- Meets workplace and, where relevant, regulatory requirements; and
- is systematically validated

Students may apply for Recognition of Prior Learning either before commencement or as soon as studies commence. For international students, an approved RPL will mean early completion of their qualification and the reduced duration will be reported on PRISMS.

Sydney Metropolitan International College provides the student with a 'Confirming Outcome of Credit Application' letter. The student must sign this letter to indicate agreement with the outcomes of Recognition of Prior Learning application, and a copy is to be kept on the students' file.

What is national recognition? (Credit Transfer)

National recognition is the recognition of learning achieved through formal education and training. Under the VET Quality Framework, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. National recognition allows a student to be awarded a unit of competency based on successful completion of the unit, which has been previously awarded.

Evidence requirements for national recognition

An applicant will be required to present his or her statement of attainment or qualification for examination by Sydney Metropolitan International College. These documents will provide the detail of what units of competence the applicant has been previously issued. Applicants must provide satisfactory evidence that the statement of attainment or qualification is theirs and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework Implementation Handbook. The applicant is required to submit copies only which are certified as a 'true copies' of the original by a Justice of the Peace (or equivalent).

National recognition guidelines

The following guidelines are to be followed in relation to national recognition:

- Students may not apply for national recognition for units of competence or qualification which are not included in Sydney Metropolitan International College's scope of registration.
- Students are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for national recognition.
- National recognition may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek recognition.
- Credit transfer applies where a student provides valid AQF certification documentation or an authenticated VET transcript showing prior completion of the same or an equivalent nationally recognised unit of competency, unless licensing or regulatory requirements prevent credit being granted.

Sydney Metropolitan International College provides the student with a 'Confirming Outcome of Credit Application' letter. The students must sign this letter to indicate agreement with the outcomes of applications, and a copy is to be kept on the students' file.

Assessment Outcomes

The evidence students submit will be assessed and they will be given written and verbal feedback. Each individual assessment task will be marked as either Satisfactory or Unsatisfactory. A mark of Competent or Not Competent will be given for the whole unit. If the student is assessed as Not Competent, they will be given some suggestions for improvement & asked to resubmit their material and/or redo their assessment.

If the student doesn't agree with the assessment result or thinks that the assessment process is not valid, or disagrees with the decision once it is made, or believe that they have been treated unfairly, they can appeal.

Full details of the Appeals process are contained in this International Student Handbook.

Re-assessment

Participants will be allowed two (2) further attempts at an assessment for which the outcome is Not Satisfactory, within the timeframe of a unit of competency. No additional fees will be charged.

Participants who require re-assessment beyond the delivery timeframe of a unit or due date of an assessment, unless it is due to medical reasons, will be given the opportunity to request an additional time to resubmit and in this time, they can request a mentoring session if required. After that they may be charged a re-assessment fee.

Reassessments are organized by the Student Services Department and a cost maybe incurred per assessment task. Should you be unable to fulfil the unit of competency requirements following a re-assessment, you will be required to repeat the unit of competency in line with the college's policy. Student Services will advise of the cost of repeating a unit of competency and if there isa cost for re-assessment. Repeating a unit of competency is subject to timetable availability.

Issuing Qualifications and Statements of Attainment

Sydney Metropolitan International College will issue all Australian Qualification Framework certification documentation (Qualifications or Statements of Attainment) to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete. Please note however that Sydney Metropolitan International College is not obliged to issue a certificate to a completed student if:

- All agreed fees the student owes to Sydney Metropolitan International College have not been paid.
- The student has not provided a valid Unique StudentIdentifier.

Students should be aware that a:

- **Qualification** is the result of a student achieving the units of competency for a qualification outcome as specified in an endorsed training package or an accredited course. A qualification is a formal certification that a student has achieved learning outcomes as described in the AQF. Technically within the AQF a qualification is comprised of a testamur and a record of results. A testamur is the actual official certification document that confirms that a qualification has been awarded to an individual.

- **Statement of Attainment** is issued when the student has achieved one or more units of competency as a result of completing a course which included units of competency only or where the student achieved one or more units of competency as part of an enrolment in a qualification-based course, but the student did not achieve all of the units of competency to receive the full qualification.

Plagiarism

Plagiarism will not be tolerated. Information, ideas etc. quoted or paraphrased from another source, must be acknowledged. Sources of information, ideas etc. must be provided in alphabetical order by author's surname (including author's full name, name of document/ book / internet etc. and year and place of publishing) or may be included in brackets in the text. This also includes sources using search engines, AI and LLMs (ChatGPT etc.). Refer to the SMIC AI Policy.

Students are strongly advised to use AI tools solely as a means of support, and not to generate substantial content intended for assessment.

Collaboration among students is accepted where the unit allows.

Policy Guidelines

Deferring, Suspending or Cancelling a Course

Under the requirements of the ESOS Act and National Code of Practice, international students enrolled at Sydney Metropolitan International College are not permitted to defer commencement of their studies, or suspend their studies, except:

- on the grounds of illness evidenced by a doctor's certificate stating that student is unable to attend classes
- compelling or compassionate circumstances beyond the control of the student

Sydney Metropolitan International College may suspend or cancel a student's enrolment based on misbehaviour, the student's failure to pay their fees, or breach of course progress requirements. The college will inform the student of its intent to suspend or cancel their enrolment and advise of them of their right to appeal the decision through its internal appeals process. The suspension or cancellation of a student's enrolment cannot take effect until the internal appeals process is completed.

Deferment, suspension or cancellation of enrolment may affect a student's visa. Sydney Metropolitan International College must report any deferment, suspension or cancellation through PRISMS, as required under section 19 of the ESOS Act 2000, and advise the student to seek advice from the Department of Home Affairs regarding any potential impact on their student visa.

Process for Transferring to Another Provider

Under the National Code of Practice for Providers of Education and Training to Overseas Students 2018 of the ESOS Act 2000, international students are restricted from transferring between education providers prior to completing six months of their principal course of study, unless they are given a release from their RTO or can demonstrate exceptional circumstances. Sydney Metropolitan International College will only consider giving a release to a student who has a valid enrolment offer from another registered education provider. Students must also complete an application to Transfer between Registered Providers form. If granted, a release will be issued at no cost to the student.

All requests for a transfer are recorded on PRISMS by the RTO including the reasons for refusal of release.

Where a release is not granted, the student will be advised in writing providing the reasons for refusal. The student may access the college's complaints and appeals process within 20 working days if they want a review of the decision

Applications for transfer from Sydney Metropolitan International College will be assessed and replied to within 5 working days.

Students applying to transfer to another provider must use the following process:

- The student must go to reception to fill in the Termination Request (SCV)Form
- Students must complete all sections in particular the reason and circumstances for the transfer to another provider with documentary evidence
- Students who have NOT completed six months of their principal course MUST NOT provide a Confirmation of Enrolment from another provider as evidence.
- The student must then make an appointment to meet with the Director of Studies to discuss the transfer request
- The Director of Studies will discuss the circumstances that constitute reasonable grounds for refusal or acceptance of the student's request including when a transfer may be considered detrimental to the student.
- Assessing and replying to the student transfer request will be completed within 5 business/working days unless insufficient evidence has been submitted with the application.
- In straightforward requests, students will be provided with an immediate signature from the Director of Studies during the interview either accepting or rejecting the transfer and termination letter request.

- In cases where other evidence needs to be provided and considered, all requirements will be noted on RTO Data with required future actions.
- In all cases, students who have not had their termination request approved may access Sydney Metropolitan International College 's grievance and appeals process within 20 days.

Evidence will be retained on the student file.

Extension of Student Study

Sydney Metropolitan International College will only extend the duration of a student's study where the student will not complete the course within the expected duration as specified on the students CoE because of:

- Compassionate or compelling circumstances (e.g.: illness, where a valid medical certificate states that the student was unable to attend classes or where Sydney Metropolitan International College has not been able to offer a pre-requisite unit of competency)
- Sydney Metropolitan International College is implementing the intervention strategy for at risk students not meeting satisfactory course requirements.
- Sydney Metropolitan International College approved deferment or suspension of studies granted under the National Code of Practice 2018.

Where there is a variation in a student's enrolment load which affects the student's expected duration of study in accordance with Standard 8.16, Sydney Metropolitan International College records this variation and the reasons on the student file and RTO Manager Data. Sydney Metropolitan International College will then report the student via PRISMS and/or issue a new CoE when a student can only account for the variation(s) by extending the expected duration of study.

The student is advised to contact Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

Except in circumstances specified as valid grounds for extension to duration as noted above, the expected duration of study at Sydney Metropolitan International College specified in the student CoE will not exceed the CRICOS registered course duration.

Reduction of Student Study

Where a student applied for and was granted credit through Recognition of Prior Learning (RPL) after orientation/commencement, the length of the CoE will be reduced via PRISMS.

Where a student course completes early, Sydney Metropolitan International College will notify this early course completion to DET via PRISMS.

Holidays

Sydney Metropolitan International College has timetabled in suitable holidays for students undertaking courses, so students are not permitted to have additional holidays. Sydney Metropolitan International College closes on all official Federal and state Public Holidays.

Special Leave

Students may apply for special leave under specified compassionate or compelling circumstances. Compassionate or compelling circumstances are generally those beyond the control of the student and which are likely to have an impact upon the student's course progress or wellbeing and could include, but are not limited to:

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

Students are required to provide compelling documentary evidence to support their request and are advised of the circumstances and consequences regarding suspension of study because of special leave. The maximum time allowed for a deferment or voluntary suspension of study for special leave is 20 weeks, not including holidays.

Leave Application Procedure

Where students require special leave, Leave Application Forms are available from reception and must be completed with supporting documentation attached to set an appointment with the Director of Studies. Depending upon the degree of urgency the leave application will be processed as follows:

- Serious matters will be processed immediately
- Minor matters worthy of approval will be processed within 5 business/working days

In cases where a leave application has not been approved and the student takes leave without approval, the process for course progress will be initiated as per Policy for Course progress.

Sick leave

Students who are absent due to medical reasons MUST provide a medical certificate from a registered doctor. Where illness is for an extended period the student must notify Sydney Metropolitan International College as soon as practicable.

In all cases where a student is absent with or without approval or seeks retrospective approval for an absence, Sydney Metropolitan International College records the period as absent and retains a copy of the medical certificate on the student file and includes notes in the student diary on RTO Data.

Students must keep the original medical certificate(s) to provide to DHA if required. Sydney Metropolitan International College maintains copies of medical certificates in the student file.

Payment of Tuition Fees

Students must pay their tuition fee payments by the due date in order to be registered for a class. If a student has not paid their fees, they are deemed to be non-financial. Non-financial students may be subject to the following:

- Students will not be registered/allocated to a class while non-financial
- Student must pay published late fees

Privacy and access to records

Disclosure of Information

Information about students will not be provided to any other third party without the prior written consent of the student except for relevant government departments, when the information will be provided with or without the consent of the student. A copy of information shared with a third party will be kept on the student's file.

Information requests about a student from the student

- Students have access to all information kept on their file upon written request.
- Email requests from students for documents will not be processed. Students must write a formal letter with their signature for verification, then the information/ documents will be processed.

In all cases, conditions of the Privacy Act 1988, the Privacy Regulation 2013 and the Australian Privacy Principles (APPs), will be followed and adhered to by staff members and students at Sydney Metropolitan International College.

Sydney Metropolitan International College is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.

In some cases, we are required by law to make student information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases Sydney Metropolitan International College will seek the written permission of the student for such disclosure. Sydney Metropolitan International College will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by a person, you need to authorise this access otherwise this access will be denied.

You have the right to access information that Sydney Metropolitan International College is retaining that relates to you. Further instructions are provided on how to access records within the section titled “Access to your records”.

If you have concerns about how Sydney Metropolitan International College manages your personal information, you should raise your concerns with college staff or lodge a complaint through the internal complaints and appeals process outlined in this handbook.

Under the Privacy Act 1988, the Privacy Regulation 2013 and the Australian Privacy Principles (APPs), you may lodge a privacy complaint with the Office of the Australian Information Commissioner (OAIC) if you are

not satisfied with the college's response. Further information is available from the OAIC privacy complaints webpage.

Information about the collection and handling of VET student data is also available in the Australian Government VET Data Privacy Notice and the NCVER Privacy Policy. You can find more information about making a privacy complaint at the website of the OAIC located at:

https://www.oaic.gov.au/privacy/privacy-complaints.
https://www.dewr.gov.au/national-vet-data/vet-privacy-notice
www.ncver.edu.au/privacy.

Discrimination and Harassment

Discrimination and harassment involve a more powerful person or group oppressing a less powerful person or group, often on the grounds of 'difference'. These differences can be related to culture, ethnicity, gender, sexuality, sexual orientation, ability or disability, religion, body size and physical appearance, age, marital status or economic status.

Harassment is unwelcome conduct that humiliates, offends or intimidates people. Harassment is bullying conduct that is neither appropriate nor relevant. This includes words as well as acts, pictures and images and creating a hostile or threatening atmosphere. The effect is to make a person feel insulted, offended, intimidated and unable to work effectively or ultimately safely.

Examples of bullying behaviour include excessive criticism, publicly insulting or shaming an individual and making threats.

Sydney Metropolitan International College ensures that any reported cases of discrimination, harassment or bullying are handled in a confidential sensitive manner to protect the integrity and rights of any participants. In cases where the allegation is proven with concrete evidence, the student or staff member risks termination.

Complaints and Appeals

Sydney Metropolitan International College is committed to providing a fair complaints and appeals process. Sydney Metropolitan International College recognises that a complaint and an appeal are different and therefore require a different process for responding to each.

What is a complaint?

A complaint is generally negative feedback about services, other students or staff which has not been resolved locally. A complaint may be received by Sydney Metropolitan International College in any form and does not need to be formally documented by the complainant to be acted on. Complaints may be made by any person but are generally made by students.

The complaint may be about the students' dealings with Sydney Metropolitan International College, or the RTO's education agents.

What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or

finding in dispute. Appeals must be lodged within 28 days of the decision or finding is informed to the student.

Early resolution of complaints and appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved.

Complaint and appeals handling

Sydney Metropolitan International College undertakes to apply the following principles to its complaints and appeals handling:

- A written record of all complaints and appeals is to be kept by Sydney Metropolitan International College including all details of lodgement, response and action taken.
- A complainant or person lodging an appeal is to be provided an opportunity to formally present his or her case at no cost.
- Each complainant or person lodging an appeal may be accompanied and/or assisted by a support person at any relevant meeting.
- The handling of a complaint or appeal is to commence within 10 working days of the lodgement of the complaint or appeal, and all reasonable measures are taken to finalise the process as soon as practicable.
- The complainant or person lodging an appeal is to be provided a written statement of the outcome, including details of the reasons for the outcome.
- Sydney Metropolitan International College shall maintain the enrolment of the complainant or person lodging an appeal during the complaint or appeals process.
- Decisions or outcomes of the complaint or appeals process that find in the favour of the student shall be implemented immediately.
- Complaints and appeals are to be handled in the strictest of confidence. No Sydney Metropolitan International College representative is to disclose information to any person without the permission of Sydney Metropolitan International College Principal Executive Officer. A decision to release information to third parties can only to be made after the complainant has given permission for this to occur.
- Complaints and appeals are to be considered based on procedural fairness and lead to opportunities for improvement through a report to the PEO.

Sydney Metropolitan International College considers that it would be extremely unlikely that complaints and appeals are not able to be resolved quickly within Sydney Metropolitan International College's internal structures.

Complaints Handling Procedure

Matters that cannot be resolved at the time they occur should be referred to Sydney Metropolitan International College Principal Executive Officer for review. The following procedure is to be followed when a complaint form is received:

- A Complaints and Appeals Form is received by Sydney Metropolitan International College and is to be immediately recorded into Sydney Metropolitan International College Complaints and Appeals Register.
- Complaints which are received in other forms such as phone or email are to be detailed on a Complaints and Appeals Form by the person receiving the complaint and then recorded in the Complaints and Appeals Register.
- The Complaints and Appeals Form is to be forwarded to the Principal Executive Officer who is to

review the matter and make recommendation as to how to respond to the matter. The Principal Executive Officer may choose to consult with others within Sydney Metropolitan International College or relevant agencies external to Sydney Metropolitan International College in determining their recommendation.

- The Principal Executive Officer may choose to make inquiries about the matter or may task another person to research the matter against relevant policy.
- The Principal Executive Officer is to finalise his response to the complainant and provide the complainant a response as soon as possible but no later than 10 working days from when the complaint is received.
- The Principal Executive Officer is to communicate the response to the complainant personally either during a meeting or via the telephone. Complaint responses are not to be provided to the complainant via any third-party or via electronic communication such as e-mail. The Principal Executive Officer is to seek feedback from the complainant about their level of satisfaction with the complaint outcome. And advise the complainant of their options if they are not completely satisfied with the outcome.
- Complaints should be finalised within 60 calendar days. Where more than 60 days are required, the complainant must be informed in writing of the reasons and provided with regular progress updates.
- If complainant is not satisfied with the outcome of the complaint handling, the Principal Executive Officer may arrange for the complaint to be considered by an appropriate independent third-party or the student may refer the complaint to the Overseas Students Ombudsman at www.ombudsman.gov.au/complaints/international-student-complaints phone:1300 362 072

In addition, the Independent Tertiary Education Council Australia (ITECA), recognises the importance of access to independent external dispute resolution. Resolution Institute may act as an external review body through its Student Mediation Scheme where Sydney Metropolitan International College is a member of the scheme and the internal complaints and appeals process has been exhausted.

Resolution Institute contact details are:

- Address: Suite 1902, Level 19, Tower A, Zenith Centre, 821–843 Pacific Highway, Chatswood NSW 2067
- Phone: (+61 2) 9251 3366
- Free call: 1800 651 650
- Email: info@resolution.institute
- Website: www.resolution.institute

Staff are to help students during the complaint handling process.

- The response to the complainant must include information that demonstrates that the matter was thoroughly reviewed and what actions and outcomes have been identified because of the complaint.

Appeals Handling Procedure

Applications by students for reconsideration of an unfavourable decision or finding are to be treated with the highest importance. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 28 days of when the decision or finding is communicated to the student. The following procedure is to be followed when an application for appeal is received:

- A student appealing an assessment decision is to be referred immediately to the Principal Executive Officer. The Principal Executive Officer is to arrange for a re-assessment of the student as soon as

possible. The student is also to be offered the opportunity to undertake additional training before this re-assessment. The reassessment is to be conducted by a different assessor than conducted the initial assessment. The student may be offered up to 3 re-assessments.

- If after the reassessment, the student remains not competent and is dissatisfied with the assessment outcome, the student is to meet with the Principal Executive Officer and the Director of Studies to discuss the assessment process and the assessment outcome.
- If after consultation with the Principal Executive Officer, the student remains unsatisfied with the assessment process, the student is to be provided the Complaints and Appeals Form, and the matter is to be dealt with in accordance with the complaint handling procedure.
- If the student is seeking a refund of their tuition fees based on an unfavourable outcome, this may be considered by the Principal Executive Officer on its merits. If the Principal Executive Officer does not approve a refund and considers that Sydney Metropolitan International College has dealt with the matter appropriately and has provided the student all reasonable opportunity to demonstrate their competence, the student is to be advised of the opportunity to refer the matter to Office of Fair Trading.
- The Management Team is to inform the applicant of the improvement actions identified.
- The Complaints and Appeals Register is to be always kept up to date to accurately reflect how the matter was responded to and the duration from the date the appeal was received to the date the appeal was resolved.

Critical Incidents

Sydney Metropolitan International College is committed to maintaining a safe and supportive environment for staff and students. This policy underpins our approach to respond to critical incidents that may occur and impact on the people both studying and working at Sydney Metropolitan International College. We are particularly mindful of our responsibility to support our students from overseas who do not have access to a normal support network.

A Critical Incident: is any sudden or progressive development (event) that requires immediate attention and decisive action to prevent / minimise any negative impact on the health and welfare of one or more individuals. Critical incidents may include (but are not limited to) events such as:

- Suicide;
- Serious accident or injury;
- Death or serious illness of a student's family or friends overseas (in their homeland);
- Removing an individual's liberty under duress, threats of violence, assault, rape/sexual assault, aggravated burglary, biological or chemical weapons found/present;
- Fire, bomb, explosion, gas/chemical hazards, discharge of firearms;
- Threat of widespread infection or contamination;
- Civil unrest;
- Serious damage to essential facilities and or extreme disruption to operations at Sydney Metropolitan International College; and
- Information which has the potential to negatively affect the reputation of Sydney Metropolitan International College in the media and/or wider community.

Staff Responsibility

In the first instance, the designated officer is any member of the staff who is witness to /or receives the information which triggers the critical incident.

If possible, the PEO is to be immediately called to the situation to assume control. In all cases the procedure below is to be followed:

Critical Incident Procedure

1. The Designated Officer is to assess the situation and consider any apparent risks to their own safety and those present.
2. Where the Designated Officer considers a critical incident involving threat to life and/or triggering an emergency is occurring, the Designated Officer is to contact Emergency Services by dialling 000 immediately and being put through to the appropriate service. See Accompanying contact numbers.
3. Provided there is no threat to personal safety in doing so, the Designated Officer is to take steps to minimise further damage or injury. This may involve organising willing bystanders to provide support.
4. The Director of Studies or most senior staff member available is to assume responsibility for assessing the incident and forming a Critical Incident Team if deemed necessary.
5. As soon as practical the Director of Studies or the most senior staff member available is to prepare a Critical Incident Initial Report outlining details re: the type of incident, the exact location and details of any person or persons who might be injured, or in distress and in need of counselling or at risk. Where persons affected include current students, a copy of the Student Written Agreement should accompany the report.
6. The Director of Studies and Critical Incident Team/ other staff members, will review the situation, set priorities, allocate tasks/responsibilities and coordinate an immediate response including communications (to staff, students, families of those involved, helpers, and the media).
7. Where a staff member has assumed management of the critical incident, this person will consult with and/or take instruction from the Director of Studies as necessary.
8. The Critical Incident Team will organise ongoing response/follow up (including staff briefing, counselling, review and reporting) as part of the process.
9. The Critical Incident Team will organise a de-briefing session to evaluate response procedures and make recommendations for ongoing actions if required.
10. The Critical Incident Team will produce a final report and make recommendations about handling any future critical incidents. Revision of this procedure may be part of that report.

Tasks and Responsibilities

The Director of Studies or most senior staff member available will:

1. Head the Critical Incident Team;
2. Liaise with emergency services;
3. Liaise with Diplomatic Post/Embassy/Consulate;
4. Provide notification of critical incident to most Senior Staff Member;
5. Liaise with immediate family members or guardians if appropriate;
6. Convene Critical Incident Team;
7. Formulate and execute critical incident plan; and

8. Organise debriefing, counselling and follow-up.

Informing the Police

The police must investigate all sudden unexpected death. Police actions include:

- Reporting the death to the Coroner;
- Notifying Next of Kin;
- Obtaining official identification of the deceased (this must be done by a person who has known the individual for at least the past year); and
- Conducting investigations (interviewing witnesses or others involved).

Notifying Next of Kin

Once death/injury has been confirmed, the initial contact with next of kin / significant others needs to be considered carefully. The following questions may be helpful:

- What is the appropriate manner of contact?
- What were the circumstances of the tragedy?

Ongoing support

Maintain contact with those who may need ongoing support, often at times and in locations outside of the normal class routine. The following should be considered:

- Consideration should be given to personal contact with victims and those affected by the incident outside of normal hours. Family and friends are a priority. The Critical Incident Team will assess those affected by the incident and make referrals for counselling and/or advice to agencies outside of those normally used.
- Appropriate cultural responses may be put in place, interpreters may be provided, and overseas authorities, such as embassies and legations, notified.
- Where appropriate, staff and students may need to be directed to seek professional counselling. Counselling of staff and students will be a priority for incidents where trauma may be experienced. Special Leave will be considered where necessary.
- There may be a need to issue a written statement to staff and students, within the guidelines of the Privacy Act 1988, the Privacy Regulation 2013 and the Australian Privacy Principles (APPs), to inform them of the incident.
- There may be a need to identify others who may be affected by the incident to provide re-assurance and minimise distress.

It is important to return to normality as soon as possible. The Director of Studies should meet with staff at the end of the working day to debrief staff and assist in the recovery process.

Emergency Evacuation Procedure

During the event of an emergency that requires the evacuation of any Sydney Metropolitan International College campus, all students should follow the instruction of their trainer and the fire safety warden. At all times, the class MUST stay together to ensure the safety and wellbeing of the staff and students.

Once students have evacuated the building, they must proceed to the designated area so that the attendance sheets can be checked to ensure that all students have left the building. Students must stay with their trainer till the building is safe to re-enter or they have been dismissed.

Emergency exits are signposted with diagrams located in classrooms, hallways and other areas that indicate the appropriate exit to use and the meeting place. These procedures may be updated from time to time.

Sydney Metropolitan International College agrees to abide by the Work Health and Safety Act 2011 to protect the health, safety and welfare of staff and students through the provision of safe learning environments and equipment.

Emergency Procedure is as follows:

- Fire alarm sounds and the class prepare to evacuate immediately
- Students must line up ready and not waste time collecting belongings
- Floor warden (with red or yellow hard hat) will give the signal to the trainer to evacuate with the class clearly pointing out the evacuation pathway
- Trainer and students proceed to the designated assembly area using the fire stairs only (no lifts to be used in fire emergencies)
- Attendance will be taken at the assembly area to ensure that all students and staff are present, and no one left on campus
- Wait in the assembly area to receive further instructions and do not leave until told to do so by the Chief Warden.

Student Support Services & Resources

Sydney Metropolitan International College students are provided with academic and non- academic support to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of their chosen course of study.

Student resources

Sydney Metropolitan International College provides students with access to a range of learning resources in its Learning Hub, which contains a variety of additional materials to support the student's learning experience.

Wellbeing Support

The College recognises the importance of mental and emotional wellbeing in academic achievement. SMIC provides access to information and resources related to:

- Counselling services
- Stress management techniques
- Wellness strategies

Students are encouraged to seek support whenever needed. The College is committed to fostering a balanced and positive approach to both academic and personal life.

Personal Support

Students experiencing personal difficulties that may impact their studies are encouraged to seek assistance. SMIC offers:

- Confidential consultations with trained advisors
- Referrals to appropriate external support services

These services are designed to help students address challenges in a safe and supportive environment.

Accessibility Support

SMIC is dedicated to ensuring equal access to education for all students. The Accessibility Support services are available to students affected by illness, injury, impairment, or disability. The College provides:

- Reasonable adjustments tailored to individual needs
- Support to maximise participation and academic success

Student counselling

Students are encouraged to utilise available support mechanisms throughout their studies. For assistance with academic or personal concerns, students should initially contact their trainer or the Student Services Officer. Where necessary, the Student Support Officer may refer students to specialised external services. All discussions are strictly confidential.

External Counselling and Wellbeing Support Services

SMIC has partnered with **Converge International** to provide our students and staff with access to professional counselling and coaching services.

These services are usually free and confidential.

You can contact Converge International:
1300 687 327 (AU); or +61 3 8620 5300 (Int); info@convergeintl.com.au;
www.convergeinternational.com.au.

General administrative matters

Change of Address or Contact

Details

Students **must** notify Sydney Metropolitan International College of changes to their contact details, address, email address (if any), mobile phone number (if any) within 5 business/working days as maintaining current student contact details are a condition of an Australian student visa.

In cases where Sydney Metropolitan International College issues either the warning(s) or intention to report letter, the student is accountable for current address and contact details. Failure to provide current details may impact on student visa status particularly when the student fails to respond to college communication and is reported on PRISMS.

Student Card

In order to obtain a student card, students must go to reception to take a photo for Student Identification,

which will be ready within 5 business/working days. Students must carry the Sydney Metropolitan International College student card at all times when on Sydney Metropolitan International College campus.

If a student loses a student card and requires a replacement, a fee will be charged as per published fees.

Termination

Students wishing to terminate their course earlier than the course completion date must complete the Sydney Metropolitan International College termination form stating the reason with attached evidence and attend an interview with the Director of Studies. Attached evidence includes but is not limited to a one-way airline ticket, Letter of Offer from new provider, CoE, etc.

If a student requests termination of a principal course of study within the first six months, the student must apply for a letter of release which will only be granted in accord with the conditions in the National Code of Practice. If a student fails to inform Sydney Metropolitan International College that they have terminated their studies, intervention will be initiated and failure to respond will result in reporting on PRISMS.

Student Request Forms

Students may request information from Reception. All student forms are available at reception as hard copies and on the college website and any required evidence will be explained by reception to ensure that students receive information and support in a timely manner.

Campus Guidelines

Sydney Metropolitan International College students must adhere to the following:

- Behave and speak to everyone at Sydney Metropolitan International College in a polite and friendly manner
- Respect all nationalities, religions, genders, etc
- Maintain valuable items securely at all times
- Respect the teaching and learning process
- Follow the published complaints and appeals processes to solve problems
- Access Sydney Metropolitan International College complaints and appeals process with a positive attitude
- Contribute to the positive learning environment
- Treat Sydney Metropolitan International College equipment and facilities with respect
- Maintain personal hygiene
- Contribute to the safe learning environment
- Refrain from smoking on campus

Sydney Metropolitan International College reserves the right to deny a student access to Sydney Metropolitan International College' premises and to withdraw its other services if their conduct disrupts the normal operation of the college. Sydney Metropolitan International College's grievance resolution processes do not circumscribe the student's right to pursue other legal remedies.

Sydney Metropolitan International College will contact relevant government authorities if a student brings any of the following to the Sydney Metropolitan International College campus:

- Drugs
- Alcohol
- Weaponry

Students who bring any of the above to Sydney Metropolitan International College campus will be reported to authorities, immediately and terminated for disciplinary reasons and reported on PRISMS with the intention that the student visa will be cancelled by Australian Immigration.

College Classroom Guidelines

During theory and practical classes students will:

- Turn off mobile phones
- Develop group and cooperation skills in the learning process
- Maintain a positive attitude when learning becomes difficult
- Participate in all activities
- Follow the trainer's instructions
- Respect the right of all classmates to learn
- Respect the right of the trainer to train and assess
- Request the trainer's permission if it is essential to leave the classroom
- Submit formative and summative assessments on time

Student Feedback

Students will complete the following at the end of each study period:

- Learner Quality Indicator
- Sydney Metropolitan International College Student Feedback

Students are requested to answer these feedback forms honestly to assist Sydney Metropolitan International College to undertake continuous improvement of training, assessment, facilities, services, etc. This feedback is welcome and treated as a valuable opportunity to ensure student views are formally addressed and acknowledged for action.

If a student identifies an improvement that can be made at Sydney Metropolitan International College, this information can be provided directly to the trainer or Director of Studies at any time.

Course Requirements and Payments

- Prospective students must provide evidence of educational entry requirements and 6.0 IELTS or equivalent (where applicable) to commence the course.
- If the student has nominated an authorised agent, Sydney Metropolitan International College will honour that agent until the completion of the enrolledcourse.
- Students must pay the enrolment fee, first tuition instalment and resource fees in full prior to commencement.
- Students must pay the full tuition fee instalment for each 10 weeks' delivery in advance.
- In the case where instalment payments are indicated as the preferred option Sydney Metropolitan International College will invoice for subsequent payments which are payable two weeks before commencement of the 10-week delivery period or defined as the next term.

- Note that there is a late fee charged per day for late payments. Student Services will advise the amount.
- Non-financial students will not be included on the class attendance sheet until outstanding fees have been paid.
- Student's enrolment can be cancelled due to unsatisfactory academic progress, academic misconduct or non-academic misconduct.

Terms and Conditions

After the applicant is offered a place in a course and signs Sydney Metropolitan International College Letter of Offer & International Student Acceptance Agreement a binding contract is made between the student and Sydney Metropolitan International College. The contract is governed by the laws of the Commonwealth of Australia and the State of New South Wales.

Students will not be permitted to commence or continue their course until all fees or charges are paid. All fees are payable two weeks before course commencement however to be eligible for acceptance into a course payment should be made when returning the signed International Student Acceptance Form to Sydney Metropolitan International College. Students have the option to pay all fees upfront.

Provision has been made to protect payments received in advance by students as stated under the conditions of Tuition Protection Service. All course fees are deposited into the Sydney Metropolitan International College Student Fees Account. When the student commences their course, Sydney Metropolitan International College will draw down these funds from the designated account.

In the case where a student has accepted and paid fees for a conditional offer for a place in a Sydney Metropolitan International College course, evidence of a student's English level to meet the requirements of that course must be provided in advance of the course start date otherwise Sydney Metropolitan International College reserves the right to defer the students start date until the next available course intake.

Refund and Cancellation

All requests for refund of fees must be made in writing using the Refund Request Form which may be obtained from Sydney Metropolitan International College Reception or from www.smic.edu.au. The form must be signed by the student and the cancellation fee will be calculated as shown in the table:

NOTIFICATION PERIOD	REFUND
Visa refusal (Proof of refusal necessary)	100% refund of paid tuition fees Note application fee is not refunded
Before Course Commencement Date Student cancels 28 or more days before the course starts	80% refund of paid tuition fees. 80% refund of learning resource fees paid if Sydney Metropolitan International College is satisfied that the text is in as-new condition

Student cancels within 28 days	50% refund of paid tuition fees 50% refund of learning resource fees paid if Sydney Metropolitan International College is satisfied that the text is in as-new condition
On or after Course Commencement Date	No refund provided

Sydney Metropolitan International College enrolment and accommodation placement fees are non-refundable in all circumstances.

In the case where a student enrols through a registered Sydney Metropolitan International College agent a refund will be paid to this agent.

If a student defers their course start date, then the refund policy will apply from the student's original course start date and not the deferred start date.

Sydney Metropolitan International College refunds are not transferable to another person.

No refunds will be made for classes missed due to exams, excursions, internships or other obligations that fall outside the normal schedule of classes.

In the case of student suspension or expulsion there will be no refund of fees.

Sydney Metropolitan International College reserves the right to cancel a course if intake numbers are insufficient. In the unlikely event that Sydney Metropolitan International College is unable to deliver a student's course in full, a refund will be offered for all the unused course money paid to date. The refund will be paid to the student within 28 days of the day on which the course ceased being provided. Alternatively, enrolment may be offered in a different course by Sydney Metropolitan International College.

In the unlikely event that Sydney Metropolitan International College is unable to provide a refund or place to a student in an alternative course, (provider default) Sydney Metropolitan International College will notify this default to the Tuition Protection Service (TPS) Director. The TPS Director will then allocate the student a period within which they are able to choose an alternative course from the options provided.

Sydney Metropolitan International College reserves the right to change its fees and conditions in accordance with changes in the current economic and/or legal conditions and to alter course timetables and class locations within reason at any time without notice.

Changes of tuition fees will not apply to students who have paid and or have already commenced their course. If a student believes that these changes are unreasonable, they have the right to access Sydney Metropolitan International College' complaints and appeals processes and to also take further action under Australia's consumer protection laws.

Refund payments will be made in Australian Dollars (AUD). All refunds agreed to by Sydney Metropolitan International College will be made within four weeks of receiving Sydney

Metropolitan International College Student Request for a Refund Form.

The written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to act under the Australian Consumer Law if the Australian Consumer Law applies.

Overseas Students Ombudsman:
GPO Box 442, Canberra ACT 2601, Australia
Tel: 1300 362 072 (in Australia), +61 2 6276 0111 (outside Australia)
Email: ombudsman@ombudsman.gov.au Web: www.ombudsman.gov.au

Statutory Cooling Off Period

Under the Australian Consumer Law, most products and services bought in Australia come with automatic guarantees that it will work and do what you asked for. Businesses must provide these automatic guarantees regardless of any other warranties they give to you or sell you. If a business fails to deliver any of these guarantees, you have consumer rights for:

- repair, replacement or refund
- cancelling a service
- compensation for damages and loss.

See the NSW Fair Trading website for specific information on guarantees, contracts and warranties as it applies in NSW. https://www.fairtrading.nsw.gov.au/buying-products-and-services/guarantees,-contracts-and-warranties/contracts

Please also see the information in this Student Handbook on the college's:

- Complaints and appeal policy and procedure.
- Fees and refund policy

The Standards for Registered NVR Training Organisation require a person to be informed of their right to a statutory cooling off period. A statutory cooling off period is defined within the Australian Consumer Law which was introduced in 2011. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactics such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty. All students are recommended to refer to the Australian Consumer Law, Sales Practices Guide for further details about a statutory cooling off period and our general obligations for consumer protection during the enrolment process.

It must be noted that the college does not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not likely to be applicable to our learners who have enrolled into a program. For refund option in other circumstances, learners must refer to the refund policy.

Change of Session

Students will not be permitted to change their session after week one when the classes have been allocated unless there is sufficient evidence to support the change. Student employment does NOT constitute a valid reason for change of session as the conditions of the student visa to demonstrate satisfactory academic progress is the first priority.

Legislative and Regulatory Responsibilities

Sydney Metropolitan International College is required to operate in accordance with the laws of Australia. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that Sydney Metropolitan International College has recognised for which it has compliance responsibilities.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation (Acts of Parliament) that may impact on you.

While Sydney Metropolitan International College has an obligation to meet certain requirements of these Acts, you also should make yourself fully aware of the legislation that affects you.

Copies of State and Federal legislation can be found on the Internet at www.legislation.nsw.gov.au / (State) and www.comlaw.gov.au (Federal).

Following is a summary of the legislation that will generally apply to your day-to-day work and training.

Work Health and Safety (WHS) Act 2011

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces by protecting workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plant.

The WHS Act covers most workers in Australia who are protected by nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience students, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Duties of other persons at the workplace (section 29). Any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions. They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

Privacy Act 1988, the Privacy Regulation 2013 and the Australian Privacy Principles (APPs)

An organisation must not collect personal information unless the information is necessary for one or more of its functions or activities.

An organisation must not use or disclose personal information about an individual for a purpose (the secondary purpose) other than the primary purpose of collection unless:

(a) both of the following apply:

(i) the secondary purpose is related to the primary purpose of collection and, if the personal information is sensitive information, directly related to the primary purpose of collection;

(ii) the individual would reasonably expect the organisation to use or disclose the information for the secondary purpose; or

(b) the individual has consented to the use or disclosure.

Anti-Discrimination Act 1991

The main purpose of the Act is to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including work, education and accommodation. Anti-Discrimination applies to a person's race, religion, colour, sex, physical and/or mental capacity.

Disability Discrimination Act 1992

A person discriminates against another person on the grounds of a disability if, because of the person's disability, they treat or propose to treat the person with a disability less favourably than, in circumstances that are the same or are not materially different, they treat or would treat a person without the disability. Circumstances in which a person treats or would treat another person with a disability are not materially different because different accommodation or services may be required by the person with a disability.

Sex Discrimination Act 1984

The purposes of the Act are to

1. to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and
2. to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
3. to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
4. to promote recognition and acceptance within the community of the principle of the equality of men and women.

Copyright Act 1968

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has

been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (e.g. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred.

However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

Industrial Relations Act 1999

The main objectives of this Act are to provide a framework for industrial relations that supports economic prosperity and social justice by:

- Providing for rights and responsibilities that ensure economic advancement and social justice for all employees and employers;
- Ensuring equal remuneration for men and women employees for work of equal or comparable value;
- Ensuring wages and employment conditions provide fair standards in relation to living standards prevailing in the community;
- Promoting and facilitating job growth, skills acquisition and vocational training through apprenticeships, traineeships and labour market programs.

Fair Work Act 2009

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promotes national economic prosperity and social inclusion for all Australians by:

- Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and consider Australia's international labour obligations;
- Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;
- Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

You can find more information about your workplace rights for all visa holders working in Australia at the following link: Click Here

Life in Australia

Overseas Student Health Cover

Student visa holders are required to obtain Overseas Student Health Cover to cover their stay in Australia as a student. Health cover cards and membership numbers are sent to Sydney Metropolitan International College from the OSHC providers and students can collect them from Reception.
Once the health cover card or membership number has been issued, students can claim money back on a visit to a doctor or hospital in Australia. To claim, students must take the receipt of payment to the nearest Health care provider (Medibank or BUPA) office.

Students must make an appointment with the Student Services Support Officer if there are any problems with OSHC.

Cost of Living

It is estimated that the costs of living come around $29,710 AUD per year plus **tuition fees** and **insurance** to live in Australia. There is an additional living cost of $10,394 AUD per year for a student's spouse and a further $4,449 AUD per year per child.

If you include any school-age children in your application, add schooling costs of at least $13,502 AUD per year for each child. Costs vary between states, territories and schools in Australia – you are responsible for finding out how much the child's schooling will cost.

Accommodation varies from $300 to $900 per week depending on location and type of accommodation.

Food and groceries bill for one student can vary from $80–$250 a week.

Public transport costs are capped at $55 per week in Sydney.

Entertainment & lifestyle costs will be at least $100 depending on preferences.

On a student visa students are permitted to work up to 48 hours per fortnight during study periods. During non-study periods such as timetabled breaks, students may work additional hours. Student working rights are intended to add to student income rather than be the main supporting factor.

- Student visa work restrictions:
  https://immi.homeaffairs.gov.au/visas/working-in-australia/work-rights-and-exploitation/work-restrictions

- Living and education costs:
  https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs

- Cost of Living Calculator:
  https://costofliving.studyaustralia.gov.au/

To work, students need a Tax File Number (TFN). To apply for a TFN students can undertake any of the following:

Online Application:

- Go to www.ato.gov.au and apply online
- Go to 'For Individuals' and click 'Apply for a Tax FileNumber'
- Go to applying for a TFN and click 'Online individual tax file number registration (Nat4157)'
- Go to 'Apply for Tax File Number'
- Scroll to the bottom of the page and click 'next'
- Follow the instructions until you are finished
- Appointment: Call 13 2861 to make an appointment

Visit: visit the Australian Taxation Office (ATO) 100 Market Street Centrepoint Tower, Sydney

***NB**: International students will need a passport number and an Australian address.*

Schooling for dependents

In Australia children must attend school from five years of age until the completion of Year 10. Young people that have completed Year 10 must participate in full-time education, training or employment, (at least 25 hours per week) or a combination of these activities until they reach 17 years of age.

If you have school age dependents, you will need to decide for your children to enter school in Australia. Students from countries around the world enrol in New South Wales government, independent and private schools every year. NSW government schools are recognised for their excellent quality education programs.

You can choose from a wide range of schools close to where you will be living. The New South Wales government provide:

- An excellent, world-class standard of education from the largest education provider in Australia
- The opportunity to study alongside Australian students in a friendly, safe, multicultural environment
- A wide range of subjects, sporting and creative arts programs, leadership programs
- Professional, university-trained teachers
- An environment that encourages students to express themselves, develop independent learning skills and to interact in the classroom and in the community
- Intensive English Language support for students of non-English speaking background

To assist you to locate a school suitable for your needs, the following web-links will provide a wealth of information about schooling options: Public Schools: https://www.nsw.gov.au/education-and-training/primary-and-high-school/starting-high-school/

International Student Program: NSW DE International Education
Further information about living in Australia is available at: https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs

The Department also published The *Beginning a Life in Australia* booklet. This publication is filled with helpful information and is recommended reading. The booklet is available online at: https://immi.homeaffairs.gov.au/support-subsite/files/life-in-australia/life-in-australia.pdf

It is recommended that you view the booklet on a computer as it contains links to many websites that provide additional information.

Your safety

Sydney Metropolitan International College has a responsibility to meet its duty of care to staff, students and visitors by providing facilities and a safe and healthy learning environment in accordance with the *Work Health and Safety Act 2011*.

Living away from home in Australia and in a different environment can sometimes cause problems that may affect your personal safety and wellbeing.

The following are some of those situations that may cause problems and some advice on how to avoid them.

Unsafe locations

World-wide, every city has some areas that may not be so safe. In your home city, you probably know of these areas and know how to avoid them. Sydney is the same. If you are not familiar with the areas in which you need to be careful of you can check with a trainer or Senior Trainer.

Drugs and alcohol

In Australia, alcohol is readily available and legal for those over 18 years of age. Other substances such as marijuana, ecstasy, cocaine, etc are not allowed by Australian law and you run the risk of legal and visa problems as well as health issues if you become involved in their use /dealing.

On campus

- Building Alarms OR other Emergencies in the Event of Fire – dial "**000**"
- Alert other occupants and evacuate Do not use the elevator, use the stairs
- A First Aid kit is located at reception

In the Evening

- Catch taxis and travel in groups.
- Report any troubled incidences to us if they occur to or from the college. Be careful of your personal belongings. Do not leave them unattended. Notify your homestay family if you are not coming home or staying out late. Do not consume alcohol in public places.
- Do not drink and drive. If drinking, nominate a designated driver.
- Ring **000** if you require assistance from the Police, Ambulance or Fire Brigade

Banking

To open a bank account in Australia or get an ATM card with a PIN (Personal Identification Number) international students must have:

- Sydney Metropolitan International College Certificate of Enrolment (apply at reception)
- Passport
- Driver's license, credit card or bill (if you have been in Australia longer than 4 weeks)
- To get money sent from overseas, the easiest way is via direct transfer over the internet

Banking hours:
Monday to Thursday 9:30am to 4:00pm Friday 9:30am to 5:00pm

Doctors

Students should make an appointment to see a doctor if they are sick and request a doctor's certificate to account for the absence. On return to Sydney Metropolitan International College, provide reception with a copy of the medical certificate and retain the original. Medical certificates are not used to adjust attendance, and the time will be recorded as absent.

Dentists

Reception can provide a list of nearby dentists in an emergency.

Hospitals

Students can go directly to a hospital if the situation is urgent, and it is after hours. However, there may be long waiting periods.

Transport



Bus Train Ferry Information Line PH: 131 500
www.131500.com.au

An ***OPAL Card*** is for use on buses, trains and ferries. It`s free to get, the student just has to top up the credit for travelling. The opal card can be ordered online at newsagents or at the train station. There are also free bus timetables available. For **all** Sydney Trains and Ferries you need to get an Opal card from a rail station or order online: https://transportnsw.info/tickets-fares#/login

Useful Contacts & Information

The following is a list of some important phone numbers that students may find useful:

Emergency - Police / Ambulance /Fire	000
Department of Home Affairs (DHA)	131 881
Medibank (OHSC)	134 148
BUPA (OSHC)	1800 888 942
Legal Aid NSW helps people with their legal problems Help over the phone Call Law Access NSW to get started Find information	1300 888 529
Lifeline Crisis Support Free 24-hour help	13 11 14

Beyond Blue – anxiety and depression Free 24 hours a day, 7 days a week	1300 22 4636
George Street Medical Centre 333-339 George St, Sydney NSW 2000	(02) 9231 3211
Sydney Premier Medical & Health Centre 309 Pitt St, Sydney NSW 2000	(02) 8964 8677
Sydney Dental Hospital 2 Chalmers Street, Surry Hills NSW 2010	(02) 9293 3200
St Vincent's Hospital Sydney 390 Victoria St, Darlinghurst NSW 2010	(02) 8382 1111
Royal Prince Alfred Hospital 50 Missenden Rd, Camperdown NSW 2050	(02) 9515 6111
Public Transport Information Line	131 500
Lifeline Counselling Service (telephone counselling)	131 114
Translating and Interpreting Service (24 hours)	131 450
Taxis Combined	133 300

Consulates: To find a country's consulate address and details:

- https://www.dfat.gov.au/about-us/foreign-embassies/foreign-embassies-and- consulates-in-australia
- Yellow Pages under 'Consulates and Legations'

What to do in Sydney

Students can experience many activities including but not limited to music, art, opera, sport or outdoor activities, students will find something to suit their interests. For information on what to do and what's happening in and around Sydney refer to the following:

Daily Newspapers

Sydney Morning Herald: Metro guide every Friday www.smh.com.au

The Daily Telegraph: "7 Days" every Thursday

Free publications

Beat Magazine - Music, concerts etc.

Sydney: The Official Guide – Tourist information booklet

Can be found outside newsagents, in music/video stores & tourist information centres etc

Websites
www.cityofsydney.nsw.gov.au/whats_on.asp

Ticketek
For tickets to upcoming sporting matches, shows, musicals, concerts & other major events Ph: 9266 4800
Website: www.ticketek.com.au

Cinema
On Tuesday nights most movies are half price and cinema details can be found in the newspaper's entertainment section or on the cinema's website:
Hoyts: www.hoyts.com.au
Village: www.village.com.au
Greater Union: www.greaterunion.com.au

Halftix
201 Sussex Street, City - specialises in discount ticketing
Website: www.halftix.com.au Ph: 9279 0855
Sightseeing

The following is a list of some of the most popular sightseeing destinations in Sydney

Sydney Opera House	www.sydneyoperahouse.com.au
The Rocks	www.therocks.com.au
Darling Harbour	www.darlingharbour.com
Chinatown	www.chinatown.com.au
Art Gallery of NSW	www.artgallery.nsw.gov.au
Queen Victoria Building	www.qvb.com.au
Sydney Aquarium	www.sydneyaquarium.com.au
Bondi Beach	www.gobondi.com
Taronga Zoo	www.zoo.nsw.gov.au

Homestay

Homestay accommodation provides students with an opportunity to experience life with a typical

Australian family and develop English language communication skills. Students must follow a few simple rules:

- Arrive home before the usual dinnertime of your host family. Politely inform your host family if you will not be home for dinner
- Ask if you can help with dinner to actively participate in the host family life
- Ask permission before using the washing machine, phone, television, computer etc.

- Pay your host for any phone calls and do not use the phone for longer than 5 minutes
- Keep your bedroom clean
- Ask the host family whether they wash/iron your clothes or you wash/iron your own clothes
- Do not use the bathroom for more than 15 minutes
- Clean the bathroom after use
- Use your own toiletries and buy your own washing powder
- Ask permission before you invite friends to the host family's home
- Friends are not allowed to stay late at night
- Communicate in English as much as possible
- Be polite to your Homestay family
- Turn the television and lights off at night
- Lock the doors when you leave and return home

Homestay is not a hotel. The Homestay host is not a servant but a person who is offering you a bedroom and facilities in their home and the opportunity to experience Australian family life.

Homestay Cancellation Policy

If a student chooses to terminate any Homestay that may have been organised, 2 weeks' notice is required, or 2 weeks' cancellation fee is charged. Homestay terms finish on the Saturday at the end of Sydney Metropolitan International College term.

Alternative Accommodation

Sydney Metropolitan International College has a list of alternative accommodation available for students. Please advise Student Services if you require assistance with alternative accommodation.

Extension Placement Fee

Students must pay an extension placement fee if an accommodation booking is extended in the same Homestay location. The fee is 25% of the original accommodation placement fee.

Second Placement Fee

Students must pay a second placement fee if a second accommodation booking is requested. The fee is 50% of the original accommodation placement fee. A second fee applies if:

- Students want to extend their booking, and the same accommodation is not available
- Students choose to change accommodation and request Sydney Metropolitan International College to find other accommodation

Accommodation | Study Australia

College Services and Facilities

Reception

At reception students can:

- Pay tuition fees

- Request information about enrolment & attendance
- Book and pay for social activities
- Send scanned documents
- Pick up parcels
- Collect Sydney Metropolitan International College student card
- Request information

Social Activities

Sydney Metropolitan International College organises regular social activities by student services team:

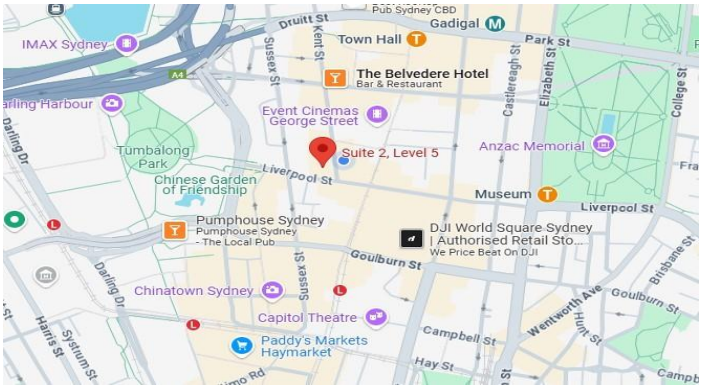
- Full day excursions
- Weekend trips out of Sydney
- Sport activities

Student Engagement Area

Sydney Metropolitan International College student room includes:

- Computers
- Library resources
- Notice boards (jobs, accommodation, social activities, etc.)
- Wireless internet access
- Breakout areas and kitchen
- Light snacks, refreshments and hot/cold water

Map for Sydney Metropolitan International College Delivery Site:



https://g.co/kgs/HkmYhsK

For further information, please contact:

Suit 2, Level 5, 545 Kent Street Sydney, NSW 2000, Australia
Phone: +61 2 9744 1356
Email: info@smic.edu.au
Website: http://www.smic.edu.au