



Sydney Metropolitan Institute of Technology Pty Ltd
Trading as *SydneyMet College*

2 – 4 Marmaduke Street | Burwood
NSW 2134 | AUSTRALIA

T: +61 2 9744 1356 | E: admin@sydneymet.com.au
W: <http://sydneymet.com.au/site/> (internal only)

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STUDENT HANDBOOK 2021

(International Students)

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1. Welcome

We welcome you to this Educational establishment. We trust that this will be the beginning of a long and happy partnership. Our goal is to guide you through the stages of awareness, knowledge, understanding, ability to wisdom in your chosen field.

We also trust that you have familiarised yourself with all the rules and regulations which govern your Visa conditions as an overseas student in Australia. You know about safeguarding your health, your accommodation, and your costs over the duration of this course.

This handbook should cover your needs for relevant information now that you are enrolled. But if you have any further questions please refer to 'Who to Ask' below.

2. About the College

SydneyMet is committed to providing relevant, worldly education in business and management. Our goal is to infuse the principles of knowledge, integrity, action and diversity into the thinking of students by providing them with relevant, systematic and sound education in these areas of enterprise.

The College encourages independent, balanced and critical thinking and believes in the principles of academic freedom and of enquiry for the betterment of society.

Teaching at the College is imbued in an international mode of thinking that encourages the exchange of ideas and the methods of business and management in different countries to distil the best of these methods into a working model for business and management.

The focus on enterprise in our programs does not subtract from the social and ethical principles on which the programs are founded. We cultivate, in our students, a sense of duty and of the importance of social enterprise, ethical conduct and the application of the principles of equity and fairness.

More details of the college including location, courses, fees and charges, agents, policies related to the recognition of prior learning, college management and other are found at the website: <http://sydneymet.com.au/site/>

3. Study at SydneyMet

SydneyMet is committed to enhance your knowledge, skills, ability and thought processes to maximise your employability. The ultimate goal is to become a better professional and a better practitioner as well as a socially responsible entrepreneur.

The BBus (Entr) will provide the following Australian Qualifications Level 7 learning outcomes:

Summary	Graduates at this level will have broad and coherent knowledge and skills for professional work and/or further learning
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Knowledge	Graduates at this level will have broad and coherent theoretical and technical knowledge with depth in one or more disciplines or areas of practice
Skills	Graduates at this level will have well-developed cognitive, technical and communication skills to select and apply methods and technologies to: <ol style="list-style-type: none"> 1. analyse and evaluate information to complete a range of activities 2. analyse, generate and transmit solutions to unpredictable and sometimes complex problems 3. transmit knowledge, skills and ideas to others
Application of Knowledge and Skill	Graduates at this level will apply knowledge and skills to demonstrate autonomy, well-developed judgement of knowledge and responsibility: <ol style="list-style-type: none"> 1. in contexts that require self-directed work and learning 2. within broad parameters to provide specialist advice and functions

4. Who to ask about what

Table 1. College team members and their functions.

Job Title	Area of Responsibility	Phone Number
Academic Support Officer	Academic Support for students; Student Induction; Academic Help Classes; Intervention strategy	02 9744 1356
Student Counsellor	Personal and Academic Support for students; Help with settling in to Australia; Intervention Strategy management; handling the case of sexual misconduct	02 9744 1356
IT Officer	Computer log in, usernames and passwords; Classroom technology management; Student access management; Learning systems management; ICT access rule enforcement	02 9744 1356
Librarian	Library resources management; Textbook updates; Lending and access management; Library Induction (referencing, academic writing and academic learning methods); Information on copyright and proper use of resources	02 9744 1356
Tutors	Tutoring in specific subject matter, Student support, Intervention management.	02 9744 1356
A		
B		
C		

Lecturers/ Senior Lecturers	Preparing teaching materials, Lecturing, Assessing, Examining, Invigilating, Support of learning.	02 9744 1356
A		
B		
C		
Dean	Student conduct oversight	02 9744 1356

Please ask the College receptionist for the update contact details.

5. College facilities

SydneyMet has a range of facilities and services to enable your learning including:

- Campus-wide Wi-Fi. The IT Officer is responsible for ensuring that you have free access to the College's computer network. She/he can also assist in aligning your own ICT equipment to our network.
- Study and lecture rooms equipped with whiteboards and audio-visual equipment.
- Open plan areas for student relaxation
- Dedicated space for the College library
- Student study room
- Kitchen and food heating facilities
- Multiple charging stations for laptops and mobile devices

6. Code of Conduct

- The education of our students is at the focus of the College's mission, whilst managing their education cultural adjustment in their first two trimesters of study.
- There are serious and minor transgressions: Serious academic transgressions include: plagiarism, cheating, contract cheating, abuse of the internet, and bringing the Institution into disrepute. Other physical transgressions include, but are not limited to bullying, racial vilification, intimidation, sexual misconduct, aggressive behaviour and damage to property. Minor transgressions are poor attendance, unruly behaviour, not submitting work on time.
- It is accepted that new students coming from cultures where knowledge of facts examined by examinations is the norm, as opposed to examination of understanding by coursework. New students might well underestimate how seriously the College takes academic transgressions. Therefore, a points system is instituted whereby a student's candidature will be terminated after amassing six (6) points.
 - The penalty for a serious academic transgression is four (4) points;
 - Three (3) points for a physical transgression; and
 - One (1) point for minor transgressions.
- After two trimesters offending students will have their candidature cancelled.
- Any suspected transgressions are to be reported to the Academic Board through the Quality Systems Manager.

- Academic Board will nominate members to a Disciplinary Committee to make an investigation at which the student will be interviewed, and then make a recommendation.
- The Disciplinary Committee will report to the Chairman of Academic Board who will be the final arbiter and inform the Governing Council of the decision.

7. Ethical academic conduct

College will organize orientation sessions for new students as to how to conduct in ethical way in academia. This includes hands-on sessions on citing, referencing, and giving credit to other ideas, and avoiding temptations to buy or ask others to undertake assignment. Apart this, these sessions will also cover on how to write better, present better, and avoid all the academic misconduct like plagiarism, and contract cheating. Similarly, these sessions will cover ethical behaviour on non-academic matters like respectful interaction, avoiding bullying and sexual misconduct, and how to seek protection and put complaints if these happen. In these sessions, motivational lectures like the idea of learning and higher education and the need to focus on learning and skills rather than getting marks through unfair means will be organized. The basic focus of such lectures is to demonstrate students that they will benefit by working themselves in the long run and in job market than by cheating. These orientation sessions will also cover aspects on how to access various services and whom to contact these services and put academic and non-academic grievances and complaints.

8. Moodle Learning Management System (LMS)

The College has a Learning Management System (LMS), called Moodle which is an internet-based system which allows you to access learning materials and to interact with other students and teaching staff in activities related to your studies from any location with internet access. This Unit has an LMS site into which you are automatically added as part of your enrolment into the Unit.

The Moodle LMS can be accessed via the College web site as it appears as an icon on that site. You can log into the LMS using your username and password provided to you on your account details form, by the College.

The College's Moodle is where you are enrolled, where assignments are submitted and where materials are posted. It is important that you have access to this portal. If you do not have access, this may jeopardise your ability to submit work and may affect your success in the Unit. For example, if you are unable to submit an assignment on the due date, you will lose marks and it is normally not possible to simply submit your work to the lecturer via email.

If you do not have access to the portal, it is important that you resolve this issue as soon as practical, with the College directly.

A useful user guide lesson exists on the Moodle that shows students and staff how to:

- Register and use the Moodle
- Access the course materials for the Units enrolled, discussion forum, and group discussion
- Access to the assessment area and uploading and completing assessments

- Upload assessments and receive assessment feedback
- Links to Microsoft Teams which will be used for online teaching
- Use the facility to contact the lecturer or other students

9. MySydneyMet

The college has the student management system called, MySydneyMet, which enables students to manage their enrolment, access the college email, and many other matters online. Some of the facilities within this system are:

- Complete various items of enrolment online where applicable
- Use the college email account
- Change their allocated password
- Create and Update the personal profile and contact details
- Fee and payment information where applicable
- Complete all of or portions of the online enrolment process
- View course and unit details
- View all or part of the unit or course results
- Link to Moodle, Microsoft Team, Library, facilities and resources, Key Staff contact, etc.
- Access the learning support area
- Apply for a student ID card
- Complete a range of student declarations when required
- Complete a range of other online activities

10. Your Study Programme

Our educational philosophy is one of guiding students from the educational culture that they have been used to, to that prevalent in Australia: This means from a focus on *knowledge* of 'things' tested by *examinations*, to a focus on *understanding* the relationships between 'things' tested by *coursework*; how application of this understanding applied to practical work issues leads to *ability* and *employability*; employment leads to *experience*, and how experience leads to *wisdom*.

Course	Duration of Studies
Bachelor of Business (Entrepreneurship) [BBus (ENTR)]	Accelerated Mode (A): Two (2) years if studying three (3) trimesters a year and undertaking four (4) Units per trimester. Normal Mode (B): Three (3) years if studying two (2) trimesters a year and undertaking four (4) Units per trimester. Part-time Mode ©: Up to six (6) years if studying two (2) trimesters a year and undertaking two (2) Units per trimester. Please note that international students must study a full-time study load, which is eight (8) Units per year.

Students who wish to undertake an accelerated program (international students must study full time and an accelerated completion time will affect the duration of the Student Visa), need to be aware that such a program requires a more intensive study pattern. Students may be required to demonstrate the aptitude to manage the additional workload.

11. Early Completion of Course

If the student completes the course earlier than the expected course completion date on their Conformation of Enrolment (CoE), the College will report this early completion to the Department of Home Affairs, as required by law.

Early completion is defined as one (1) trimester (or more) earlier than the expected completion (end) date of the course.

When an international student has completed their course, and before the student visa expires, the student must:

- Enrol in another CRICOS registered course, or
- Enrol with another education provider, or
- Depart Australia immediately, unless they have been granted permission to stay by the Department of Home Affairs.

In the event that the student wishes to attend their Graduation Ceremony, they are required to request a Course Completion Letter from the College and to contact the Department of Home Affairs for further advice regarding their ability to attend the Graduation Ceremony

12. Recommended Student Time Commitment

The Unit requires an overall time commitment of an average 10 hours of study per week, making around 120 hours of study time for the Unit for one 12 week trimester.

13. Lectures and class activities

Lectures will be presented in face-to-face mode, and it you are expected to attend all lectures. Remedial action might occur if your attendance is less than 80%.

Lectures will be delivered in English and will be supported by a textbook or internet accessible texts and videos.

Normally the lecture time for a Unit is 2 hours and the tutorial time is 1 hour. It is important that you attend both the lecture and tutorial.

Lectures generally cover the theoretical component of the Unit, while tutorials apply that theory in a range of practical case studies, exercises and discussions.

14. Classroom Rules

The following lists represents the class etiquette and rules in all classes running at the College:

- Students need to arrive to class punctually. Attendance will be taken between ten (10) and fifteen (15) minutes from the class start time allowing for possible transport delays or rainy weather. Students arriving after this time will only be marked in partial attendance. Class rolls are called again at the end of the class and students absent at the end of the class will be marked as absent for the entire class.

- Students need to have suitable writing instruments a note pad and the prescribed textbook when attending class.
- Class etiquette dictates that students do not speak during a lecture and do not cause any disruptions to class operations.
- Mobile phones need to be switched off or positioned in silent, non-vibrate mode.
- Sessions run in the English language and all communications in class should be conveyed in English.
- Students need to maintain a professional degree of cleanliness and presentation both in the classroom and with regard to their person.

The academic staff member conducting the class will instruct students to stop using their mobile phones, talking, or create a disruption but pay attention to the lecture, or they will be respectfully sent from the class.

15. Work Integrated Learning (WIL)

Work Integrated Learning (WIL) is a purposeful, organised, supervised and assessed educational activity that integrates theoretical learning with its applications in the workplace. It is available in the latter trimesters of the course.

Workplace integrated learning can occur:

- As work practice through placement in an industry, professional or community organisation workplace (such as an internship).
- As work practice through placement in a simulated workplace practice setting on or off College premises
- Through an assessment activity designed to simulate an authentic workplace activity

The College incorporates WIL into its programs as detailed in each program outline. The WIL takes the form of two units of study. Accordingly, it will be subjected to fees as well as certain Trimesters and conditions pertaining to any possible workplace-based learning.

16. Class tests and Student Feedback

There will be occasional class tests and surveys. These are so that we can be assured that our teaching is doing its job, and that we can plan remedial action if it isn't. The results will have little impact on your overall Trimester result.

The College places emphasis on the views and opinions of its student cohort. Every Trimester, the College will request students to complete a quality survey of its operations, teaching, learning and overall quality levels. The library will also conduct surveys of student experience with regard to the use of its resources or those of partner libraries.

Feedback from these surveys, which are confidential, will be used to enhance the College service. The results of all surveys are viewed by College management and are also submitted to the Academic Board and the Governing Council, so your views are taken with the utmost of respect.

Surveys are conducted once every Trimester, at the end of the Trimester, by providing students with a hard copy or a soft copy of the feedback form and allowing one (1) week of

time to complete the form. The form may also be posted online via a link or may be conducted using third party software applications, but with regard to student privacy.

17. Assignments

Whilst most 'knowledge' can be found on the internet, *understanding* is the goal of education. Assignments are your opportunity to demonstrate your understanding of the subject and your *ability* to apply that understanding to the questions the assignment task involves. Understanding and ability are fundamental to your *employability*.

Read the task outline carefully and make sure you understand what is being asked. Assignments require your analysis of the problem set. Consider the task in the light of the Learning Outcomes stated. Prioritise the major issues involved and deal with those.

Answer the questions asked.

It is likely that you will choose to work in groups. However, your assignment submission must be your own written work, unless it has been set as a group project.

In group submissions it is important to document your personal contribution to the group effort.

Early Submission of Assessments

The assignment submission link on the Unit's Moodle site will open on week 2 of the Trimester. This means that should you wish to submit your assessment early and assuming you are able to complete it early, you will be able to load your assessment to the Moodle from week 2 onwards.

Late Submission

Like any professional, business people are held accountable for the work they are supposed to deliver. And, just like a professional worker in an office is expected to adhere to timelines, so too is a business and management student. It is important to plan your schedule and manage the challenges of work, family, study and assignment submissions and exams. We all have to do this and the more we do, the better we get at it. The table below (Table 4) illustrates the marks that can be lost by not completing a particular assignment and loading it the correct link on the Learning Management System on time. In cases prescribed in College procedures, you may be entitled to a delayed submission, for example, when sick. Please see the College directly regarding formal delays of assessments as there are forms to complete in this regard. Delays in submission not authorised by the College will incur a penalty. Table 3 summarises the penalty regime.

Table 4. Marks lost for delays in submitting assignments or attending exams without prior approval, authorisation or prescribed valid reason.

Assessment Type	Delay (without acceptable reason following College procedures)	Penalty (Marks Lost from 100)
Assignment	Between 1 and 14 days late	5% a day (Lateness will include weekends and public holidays)

Assignment	Between 15 and 21 days late	Assessment is accepted, marked and feedback provided, but no marked will be recorded. This will serve only one purpose: if the work would have received a pass mark but for the lateness and the work is a compulsory Unit component, a student will be
Assignment	After 21 days	No acceptance of the assignment (100%)
Quiz / mid-trimester test	Missed	100%
Final exam	Please refer to the College directly for final exams missed	Following College's exam policy and procedures

18. Marking of Assessments

All assessments will be marked and returned to you with comments and feedback within two (2) weeks of the date the assessment is due. Late assessments will be marked within two weeks from the date they are submitted, subject to late submission penalties.

The basis of the College's assessment strategy is to provide students with a means to demonstrate necessary knowledge, understanding and skills to undertake real-world activities to a relevant, current industry standard.

Formative assessments are those that take place as part of in class activities, while, summative assessments refer to assessments that test the student's knowledge accumulated through the entire study period.

Most of the assessments used at the College take the form of:

- Assignments
- Essay
- Case Study
- Report
- Analysis
- Presentation
- Role Plays
- Journal
- Portfolio
- Test
- Mid-Trimester Test
- Exam

All assignments and written work must adhere to appropriate referencing the standards of academic integrity the College subscribes to.

Marking Criteria for Assessments

Marking criteria for assessments are based on a 'balanced scorecard' of the following four measures:

Measure	Comment	Weight	Mark	Overall
Is this a comprehensible communication that address the topic?		10%		
Does this demonstrate relevant knowledge and skills? (supported by referenced facts)		25%		
Does this demonstrate critical understanding? (logical argument from the facts, linkage to social responsibility)		35%		
Does this demonstrate ability? (does this answer the question asked?)		30%		
Summary (Total marks)		100%		

Feedback will be given as in the form above.

19. Extension for Assessment Submission

An application for Assessment Extension should be made well before the due date of the assessment. This can be done through the Academic Support Officer. Normally, extensions will only be granted for a maximum of two weeks from the original assignment submission date. Extensions will only be granted in cases of genuine medical, compassionate, or extenuating circumstances.

An assessed task is deemed late if it is submitted after the specified time and date as set out in the Unit's Moodle site. The late penalty is the loss of 5% of the total possible marks for the task for each day or part thereof the work is late. Lateness will include weekends and public holidays. This does not apply to a task that is assessed but no mark is awarded. Work submitted fourteen (14) days after the due date will be marked and feedback provided but no mark will be recorded. If the work would have received a pass mark but for the lateness and the work is a compulsory Unit component, a student will be deemed to have met that requirement. This does not apply to a task that is assessed but no mark is awarded. Work submitted twenty-one (21) days after the due date will not be accepted for marking or feedback and will receive no mark or grade. If the assessment task is a compulsory component of the Unit a student will automatically fail the Unit.

With the exception of the most extreme circumstances, students seeking extended time for submitting assessments must apply to the Academic Support Officer no less than forty-eight (48) hours prior to the submission date. In extremely challenging circumstances, an application for extension may be made to the lecturer(s) of that Unit or to Dean. An application for extension of time must be made using the Application for Extension of Assessment form available from the Academic Support Officer. The form must explain all circumstances pertaining to the requirement for additional time and supporting documentation and supported by evidence such as medical certificate that states that students will not be in a position to give test or prepare assessments. The Dean has the authority to accept or reject the application and, if accepted, to the length of extension to be given, and the students will be informed about the decision within 24 hours of

submission of application and inform the student of the outcome. Where extended time is granted, a copy of the form should be attached to the assessment upon submission.

The concerned academic staff member will be notified by the Academic Support Officer if an extension is granted.

Students can apply for special consideration when illness or other circumstances interfere with your assessment performance. Sickness, misadventure or other circumstances beyond your control may: Prevent you from completing a Unit requirement; keep you from attending an assessable activity; stop you submitting assessable work for a Unit, and significantly affect your performance in assessable work, be it a formal end-of trimester examination, a class test, a seminar presentation or any other form of assessment.

20. Assessment and Plagiarism

Plagiarism – the copying of other peoples' work and claiming it as your own - is the most serious academic misdemeanour and usually leads to instant expulsion.

All written assignments and those requiring slide presentations are to be submitted to the lecturer via the Learning Management System (LMS) using TurnItIn software. TurnItIn is copy detection software is applied to coursework and assignments. Work found to be in contravention of the copying and plagiarism rules will be investigated. Penalties apply in the case of proven instances of copying, plagiarism or academic dishonesty (Refer to Student Code of Conduct).

Assessments are expected to have a TurnItIn similarity score of less than 15%. This 15% is mainly for the reference list and other materials where matching is sometimes unavoidable. Long reference lists will often produce higher similarity rates. This will be taken into account by the marker. You will not be penalised if the similarity exceeds 15% due to the length of the reference list.

Similarity rates caused by text are a sign of potential copying and are subject to the 15% similarity level. Higher similarity rates may significantly influence your marks for each marking criterion. Marks are awarded based on original texts and appropriately referenced material. It is a good idea to reduce direct quotes from other sources wherever possible. Assessors will analyse the similarity score reported on TurnItIn on a case by case basis.

Assignments can be loaded as Microsoft Word or as PDF documents with a maximum allowable number of files of three (3) attachments. The attachments cannot exceed 10MB in size in total.

Email submissions are not accepted and failure to submit via the LMS will be taken as failure to submit, thus incurring a late assignment submission penalty shown in the Unit guide.

Timing of Assessment Submissions via the Unit's Moodle site

You should prepare and submit your assessments as early as possible to avoid potential conflicts in the clock time of the College LMS server with your computer. This can happen if submitting in the last minute or two prior to the due date and time as the clock time on your device may not be the same as the clock time on the LMS. The LMS clock time is used to mark your work, so it is advisable that you submit well before the deadline.

For all assessments, the due time of submission on the prescribed date is 11.59pm Eastern Time, so if your assignment is due on 20 March, for example, this means you have until 11.59pm on 20 March to submit your work. Please keep in mind the clock time issue mentioned above and submit as early as possible.

21. Examinations

There will be an end of Trimester examination for each Unit (except for Wil Units). The weighting of this exam in the overall assessment varies from Unit to Unit.

Knowing the Unit will get you a pass but demonstrating your understanding will earn you better grades.

22. Guide to Results

The grading system is based on the following marks:

Grade	Descriptions
High Distinction Above 85%	A demonstrated and outstanding level of achievement in all competencies. The work submitted reflects an extensive understanding based on knowledge the Unit material.
Distinction 75-85%	A high level of achievement in all competencies. The work submitted reflects an advanced understanding of the course content and demonstrates the knowledge acquired has been readily applied.
Credit 65-74%	Substantial achievement in all competencies, with an above average level of achievement in most competencies. The work submitted reflects a satisfactory knowledge and understanding of the course content and competence in the processes and skills of the course.
Pass 50-64%	Acceptable achievement overall. The work submitted has demonstrated a basic level of knowledge of the course content and has exceeded the minimum level of competence in the processes, skills and knowledge of this course.
Fail 46-49%	Limited achievement in the course. Although the work submitted reflects some knowledge and understanding of the course content a minimum level of knowledge, understanding, competence or skills has not been demonstrated. However, a later re-sit examination or remedial work may be merited.
Absolute Fail 44% and below	Unacceptable achievement in the course. Although the work submitted reflects some knowledge and understanding of the course content a satisfactory level of knowledge, understanding, competence or skills has not been demonstrated.

23. Moderation of Assessments and Exams

To ensure fairness and consistency in the marking process, assessments and final exam papers are subject to moderation by a second marker to ensure fair allocation of marks.

24. Publication of Results

Students will be provided with a numerical mark as well as a grade for each assessment task they complete and for their final result. Results are published on the Learning Management System (LMS).

25. Grade Point Average (GPA) System

The College adopts a Grade Point Average (GPA) system, which is calculated as follows:

$$\text{GPA} = \frac{\sum \text{marks (\%)} \text{ received in units}}{25 \times \sum \text{number of units in which a student has been effectively enrolled.}}$$

The maximum possible GPA is 4.00

26. Special Consideration in Assessments

If a student has been prevented through illness, accident or for compassionate or overwhelming reasons, as determined by the College, from submitting an assessment or sitting a test, they may be eligible for special consideration. The student must make an application to the Teaching and Learning Committee (TLC) using the appropriate form for their application to be considered.

Extenuating circumstances beyond the control of the student that may be eligible for this application include:

- Medical grounds such as severe illness
- Major accident with police report
- Family trauma such as the death of a direct family member with supporting evidence
- Other circumstances deemed by the College to be extenuating

The College may request an interview with the student and may ask for further evidence in some cases.

27. Student Leave of Absence

If the student is unable to attend classes for an extended period of time (longer than one week), they must complete a Student Leave of Absence Form with supporting documentation pertaining to the reason for your absence. The College will assess your application and provide you with written advice regarding its outcome within two (2) weeks of the form being received by the College.

Leave of Absence generally relates to compelling or compassionate reasons or for reasons outside the control of the student. In all cases documented evidence will be required and the College may request audience with the student.

28. Helping you through your Studies

Student Welfare

Student life is not always easy and the College understands some of the person pressures that can engulf students. The College has a full time Student Counsellor who is available on campus every day of the week. This professional can help you with personal matters that may affect your studies or your well-being in general. These may include, but are not limited to, relationships, family issues, financial concerns, health concerns, sexual misconduct or simply feeling home sick. It is a good idea to speak with the counsellor early on if you are facing personal challenges. The service is confidential, and the counsellor is able to liaise with academic staff and with the Student Academic Support Officer on your behalf, should this be required.

Peer Student Support (PSS)

The College has a peer support system that encourages and rewards students who are academically competent to assist their colleagues through support classes, subject matter assistance and assignment support. This peer support is not a replacement for the Academic Support Officer or your lecturer or tutor but is intended to provide a further avenue for students to explore by working with their academically capable peers. These peers are referred to as Peer Student Support (PSS). PSS applications are available from the College for students wishing to enlist to assist their peers. PSS activities are paid by way of an honorarium to the PSS and the College provides classroom facilities at no cost.

PSS sessions are advertised in advance via the notice board and the Learning Management System, and PSS members are expected to uphold professional standards and run useful sessions that are viable and take the subject matter seriously. PSS sessions are not a replacement for the student completing their own work and managing their own assignments. It is intended to provide academic peer support and some guidance.

Concerns over a PSS program can be relayed to the Student Academic Support Officer.

29. Student Attendance, Course Progress and Intervention

- Student Attendance:
 - SydneyMet monitors student academic progress to identify Students at Risk. It is SydneyMet policy that a student should maintain an 80% attendance rate to maximise their ability to achieve satisfactory course progress.
 - SydneyMet records and monitors attendance and performs a routine attendance check in each trimester. Students with less than 80% attendance are contacted via email, to remind them of their study obligations. Students with less than 80% attendance, or who continue to demonstrate poor attendance will be required to attend an interview with a designated Academic Support Officer (ASO) to discuss the situation and, if required, undertake a program of assistance under the Intervention Strategy.
- Course Progress:
 - The College takes student progress seriously given its central role in ensuring students achieve success in their studies. Course Progress is assessed using the final results for all Units studied to date and progress in Units in which the student is currently enrolled.
 - Satisfactory course progress is achieved when a student meets the following minimum academic standards:
 - not fail 50% or more of the Units attempted in two consecutive trimesters, and/ or

- no more than two failed attempts at a particular Unit.
- A student is identified as a student at risk if the student fails to demonstrate satisfactory course progress as described above, regardless of the reasons.
- Where a student's Course Progress is unsatisfactory and when students are identified as at risk, the College will use its Intervention Strategy.
- The Dean monitors the academic performance of each student against the minimum academic standards at the end of each trimester.
- The Dean is responsible to identify students at risk. Where a student has failed to meet the minimum academic standards, the Dean will deem that student as being 'at risk'.
- Identifying Student at Risk:
 - The Dean monitors the academic performance of each student against the minimum academic standards at the end of each trimester.
 - The Dean is responsible to identify students at risk. Where a student has failed to meet the minimum academic standards, the Dean will deem that student as being 'at risk'.
 - 'At risk' refers to a student's ability to maintain satisfactory course progress in order to complete their course within the duration of their eCoE (international students) or within the maximum period of enrolment (all students) which is 9 years.
- Implementing Intervention Strategies:
 - The Intervention Strategy starts when students are identified as 'at risk'. In the case of an international student, unsatisfactory course progress may result in the risk of students being unable to complete their course in the duration specified in their eCoE.
 - Initiating intervention will normally be the responsibility of the Dean. Students deemed 'at risk' will be notified by the Dean. This contact should happen within one week of the student being deemed 'at risk'.
 - The Dean will at the same time refer the student to the Academic Support Officer (ASO) for review and reporting. The ASO, will arrange a meeting with the student and organise a Study Plan for the student. This meeting should occur within 1 week of the referral being made.
 - At the meeting, ASO will discuss the course, its learning outcomes, its future subjects and be candid about the direction of the course versus the student's own goals and if they have changed..
 - In most cases, a Study Plan will be discussed and agreed with the student and signed by both the student and the ASO or the authorised College officer, including conditions which must be met by the student. This step is taken if it is ascertained that the course goals, direction and future Units continue to be aligned with the student's goals and future direction. All documents, records of interview etc., are added to student files.
 - Should the student be unwilling to meet or cooperate with this process within one week of the ASO contacting them,
 - The Dean and ASO will conduct a review of the student's progress in light of intervention strategies after 4 weeks. This may involve checking on assessment results, contacting lecturers, or meeting again with the student to assess progress.
 - Students at risk who improve their performance, and meet the requirements for satisfactory course progress, are removed from the Students at Risk Register.

Students may, if they wish, continue to seek support and assistance as available to continue improvement in their progress.

- Students who do not improve their performance, and fail to reach satisfactory course progress, by a) Failing more than 50% of the subjects studied for two consecutive trimesters, and/or b) more than two failed attempts at a particular Unit, and c) Failing to satisfy the conditions of the Study Plan or other agreed intervention strategy are identified as making unsatisfactory course progress and may be escalated further including reporting the student to the DHA as required by law.

Full details of Student Attendance, Course Progress and Intervention Strategies are outlined in the Policy which can be accessed from the College's website, or contact Student Services officer for a copy.

30. Deferment, Suspension or Cancellation of Enrolment (Student Requested)

Students wishing to defer, suspend or cancel their enrolment must meet one (1) of the following conditions:

- The student has been delayed due to a visa not being issued or
- There are compassionate or compelling circumstances affecting the student that is beyond their control such as serious illness, death of a close or direct family member, major political upheaval, natural disaster or a traumatic experience

In all cases, the student must provide documented evidence and the College will assess their application via the faculty and the Teaching and Learning Committee (TLC).

A written decision will be provided to the student within fourteen (14) days from the date of receiving an application for deferment, suspension or cancellation of course.

The period of suspension or deferment shall not exceed six (6) months and approval will only be forthcoming in the limited circumstances described above.

If the student wishes to cancel their enrolment, they must complete a Notice of Withdrawal Form with supporting documentation. The College will assess the application via the faculty and the Teaching and Learning Committee (TLC) and will write to the student providing its decision within two (2) weeks from the date of receiving the completed form and attached evidence.

If the student has not completed the first six (6) months of their study at the College, they must provide a letter of offer from an alternative provider in order to comply with the conditions of Standard 7 of the National Code 2007.

31. College-Initiated Deferment, Suspension or Cancellation of Enrolment

The College may suspend a student's enrolment for serious reasons that, in the College's view, constitute an offence deserving of suspension. This may include misconduct or misbehaviour, which manifests itself in one or more of the following:

- Stealing from the College or a peer
- A serious breach of College rules
- A failure to comply with the reasonable requests for a College employee or contractor
- Threatening behaviour whether direct or indirect to staff, peers or others
- A breach of enrolment conditions
- Offensive conduct
- Failing to meet the requirements of the course progress policy
- Non-payment of tuition fees when they are due
- Notwithstanding the Code-of-conduct, cheating, plagiarism or other forms of misconduct that are considered, by the College, to be serious or repetitive in nature.

Other serious incidents or events the College deems as being in contrast to its code of conduct and the philosophy of professional conduct.

If the college instigates a deferment, suspension or cancellation of enrolment action, it will write to the student indicating its intentions. The letter will clearly state that the student has twenty (20) days to access the College's appeals process if the student wishes for an appeal to occur. If the appeals process is initiated, the College will maintain the student's enrolment until the internal appeals process is concluded.

If the suspension of enrolment is upheld, the College will:

- Inform the to seek advice from Immigration on the potential impact on their student visa
- Notify the Department of Home Affairs.

32. Transfer Between Providers

- Students can transfer to another education provider if they have completed at least six (6) months of study at the college. To transfer after this period, the student needs to complete a Transfer to Other Provider Request Form.
- SydneyMet will not enrol a student wishing to transfer from another registered provider prior to the student completing six months of their principal course of study, except in the following circumstances:
 - the student provides a written letter of release from the original registered provider,
 - the original registered provider has ceased to be registered, or the course in which the student is enrolled has ceased to be registered,
 - a government sponsor of the student has provided a written support for change to be in the student's best interest,
 - international student seeking to transfer to SydneyMet meet SydneyMet's course entry requirements
- SydneyMet does not provide a release to international students wishing to transfer to another registered provider prior to completing 6 months of their principal course with SydneyMet. However, SydneyMet may approve a release, in the following circumstances:
 - There is evidence of compassionate or compelling circumstances

- There is evidence that the student has been misled by SydneyMet or its Agents regarding the College or the Course, which constitutes a breach of the ESOS Act 2000
- There is evidence that the student's reasonable expectation regarding the Course or College are not being met.
- There is an appeal on a matter that may reasonably result in a decision or recommendation to release the student.
- There is evidence that not transferring could be considered detrimental to the student.
- SydneyMet may refuse the student's request for release if:
 - The student has not demonstrated any of the grounds for release stated above
 - The student is suspected to avoid being reported to DESE for failure to meet academic progress requirements
 - The student has not genuinely engaged with an intervention strategy with the intention of failing and being released.
 - The student intends to study at a lower Australian Qualifications Framework (AQF) level, and will need to apply for a new student visa.
- If the release is granted, there will be no cost to the student.
- If the College intends to refuse the transfer, SydneyMet will inform the student in writing of the reasons for the refusal and the student's right to access the College's complaints and appeals process within 20 working days.

For further information on transfer procedures, please check out the College's Transfer Policy and Procedure which is available from the College's website, or from reception

33. Student Representative Council (SRC)

The College wishes to include student members in its governance. To facilitate this every year the student body will be asked to elect a student representative to be the Chairperson and convener of a Student Representative Council (SRC). This body will convene at least once every Trimester or whenever required to allow students to raise any issues at the College that affect them. Any proposals must be put to the student body and voted on. A simple majority will validate the proposal.

The Chairperson of the SRC will be an ex-officio member of the Academic Board and will be able to table these properly constituted student proposals for the Board's Consideration.

34. Australia's System for Education and your Rights

The Australian education systems places significant emphasis on the quality of education and seeks to protect domestic and international students and assure the quality of educational delivery. Before accepting an offer to study with the College, international students should familiarise themselves with the Educational Services for Overseas Students (ESOS) framework, a guide as to how education providers, such as this College, need to provide services to international students.

The framework is well-explained on the Australian Education International web site at: <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

The Department of Education and Training (<https://www.education.gov.au>) regulates the education and training sector in Australia with regard to the provision of services to international students. The focus of this regulation is to ensure a quality education service is provided to the international student and sets minimum standards for that quality. This is to ensure providers adhere to high levels of professional and academic conduct.

The government in Australia has legislated a national approach to registering providers so that the quality of education and the care for students is at the highest levels possible.

35. Commonwealth Ombudsman

The Commonwealth Ombudsman investigates complaints about problems that overseas students have with private education and training in Australia.

The Commonwealth Ombudsman does not take complaints about public universities.

The College is a private education provider, so in the event that you are not satisfied with the College's internal procedures for handling a grievance or an issue you have raised, and you wish to complain about this to someone outside of the College, the Commonwealth Ombudsman is the correct channel for this to occur.

The Commonwealth Ombudsman can be reached on 1300 362 072 and is open from 9.00am to 5.00pm Monday to Friday. The fax number is (02) 6276 0123

The Commonwealth Ombudsman can also be contacted via email on ombudsman@ombudsman.gov.au or GPO Box 442 Canberra ACT 2601.

The Commonwealth Ombudsman's web site is <http://www.ombudsman.gov.au/contact-us>

The Commonwealth Ombudsman investigates complaints about:

- Refusing admission to a course
- Fees and refunds
- Course or provider transfers
- Course progress or attendance
- Cancellation of enrolment
- Accommodation or work arranged by a provider
- A provider not doing something or taking too long to do something
- Incorrect advice given by an education agent who has an agreement with a private provider

The Commonwealth Ombudsman treats all information with privacy and respect.

The Commonwealth Ombudsman cannot make decisions about academic merit. For example, if a provider has decided that a student has not met the course progress or attendance requirements, the Commonwealth Ombudsman cannot make a new decision about this. Instead the Commonwealth Ombudsman may look at whether the education provider followed the rules properly in making its decision and that the student was treated fairly.

In some cases the Commonwealth Ombudsman may decide not to investigate a complaint. This might be because:

- A student has not complained to the education provider first
- Another organisation is better able to help

The Commonwealth Ombudsman's service is independent, free and confidential.

SydneyMet will implement decisions and recommendations from the *Commonwealth Ombudsman* and the PEO will ensure that any recommendations made are implemented within 20 working days of receipt of such recommendations.

Note: Complaints or grievances related to academic merits are not dealt by Commonwealth Ombudsman.

36. Internal Grievance Handling Process

The College recognises the rights of students to have unhindered access to mediation. All students are able to access grievance procedures.

The College has a procedure dealing with grievances (academic as well as non-academic grievance). The procedure ensures:

- Each grievance, its appeal and its outcome are recorded in writing
- Each appeal is heard by an independent person to the matter or by a panel
- Each applicant has an opportunity to formally present their case
- Each appeal culminates in a written statement, provided by the College, of the appeal outcomes and reasons for the outcome.

The College also has an Internal Student Ombudsman who is contactable by the student should the College decision wish to be challenged.

The grievance procedure does not take away from the student's right to natural justice or to other rights they may have under Australian consumer law.

37. External Appeal Process

When the internal process for resolution fails to resolve the complaints, there are simple external appeal processes in place for students to pursue. These are different for domestic and international students as outlined below:

For Domestic Students

If the student making the complaint is not satisfied with the outcome of their appeal with Internal Ombudsman, they may seek independent mediation or arbitration through the

Resolution Institute. The student can contact the Resolution Institute directly as follows:

Address: Level 1, 13-15 Bridge Street, Sydney NSW 2000
Phone: 02 9251 3366
Freecall: 1800 651 650
Fax: 02 9251 3733

Email: leadr@leadr.info
Website: <https://www.resolution.institute>

The costs of such an external appeal will be fully covered by the College (SydneyMet).

If the internal or any external complaints handling or appeal process results in an agreement or decision in favour of the student, SydneyMet must implement the agreement or decision and/or take the preventative or corrective action required by the decision and advise the student within 20 working days.

For International Students

For academic matters, international students may access the **Resolution Institute** in the same way as domestic students (see above).

For non-academic matters, if an international student making complaint is dissatisfied with the outcome of their appeal with the Internal Ombudsman then they may lodge an external appeal by contacting the Commonwealth Ombudsman.

The Commonwealth Ombudsman offers a free and independent service for international students who have a complaint or want to lodge an external appeal about a decision made by their provider.

SydneyMet agrees to be bound by any recommendations from the *Commonwealth Ombudsman* and the PEO will ensure that any recommendations made are implemented within 20 working days of receipt of such recommendations.

For more information, please to the following contact details of the Commonwealth Ombudsman:

Website –
<https://www.ombudsman.gov.au/How-we-can-help/overseas-students>

Phone - 1300 362 072

Complaints or grievances related to academic merits are not dealt by Commonwealth Ombudsman.

If the internal or any external complaints handling or appeal process results in a recommendation or decision in favour of the student, SydneyMet must implement the agreement or decision immediately and/or take the preventative or corrective action required by the decision and advise the student accordingly.

38. The College's Obligation to the Australian immigration

The College is required to provide study (course) related information to a range of government departments including the Department of Home Affairs and the Department of Education, Employment and Training among others.

This means that data such as course progress, attendance and/or other data may be shared with these departments by way of reporting or other means. Should the student not make satisfactory course progress after the Intervention Strategy is implemented, the College will

send the student a written notice of its obligation to report the student to the Department of Home Affairs for failure to make course progress. The letter to the student will contain information on accessing the appeals process. If the student believes that they have been treated unfairly, they may make an appeal through the Complaints and Grievances system at the College.

If the student is suspended, deferred or their enrolment is cancelled, a notification of this will be sent to the Department of Home Affairs. This will occur on completion of twenty (20) working days of at the conclusion of the appeals process if the appeal is not upheld.

In all cases, the student will be afforded natural justice and will be provided with an opportunity to explain, clarify and defend their view to the College. The College believes in fairness and equity in all its dealings and will afford the student every chance to defend their position.

39. Responsibility to Notify the College of a Change of Address

International students must advise the College of any changes in their Australian and home country addresses and phone numbers within seven (7) days.

Changes to address and other contact details can be made by informing Student Services by completing a Change of Details form and handing furnishing it in person to Student Services or by completing the form, scanning it and emailing it to student services.

40. Student's Obligation to Maintain a Valid Visa and Health Insurance

International students must ensure that they maintain a valid visa and any health insurance (OHSC) required as a condition of their visa. Visa and health insurance renewal is the responsibility of the student.

41. Privacy Policy

Information is collected from the student before and during enrolment and during their study in order to meet the College's obligations under the Education Services for Overseas

Students (ESOS) Act (2000) and the National Code 2018 to ensure student comply with conditions of the visa and with their obligations under Australian Immigration laws generally.

The authority to collect this information is contained in the ESOS Act (2000), the Education Services for Overseas Students Regulations 2019 and the National Code of Practice for registration Authorities and Providers of Education and Training to Overseas Students 2018.

The College complies with State and National Privacy Laws and associated guidelines and treats information collected from an applicant as confidential. Information you supply will only be used for the purpose of enrolling you in a course and for your ongoing enrolment and study at the College. The College will not make this information available to a third party unless this is required or permitted by law. Disclosure may also occur if you have consented to it. The College may be required by law to provide aggregate or specific information to the Australian Government or other government entities.

Information provided by international students to the College may be made available to Australian Government of State Government agencies and the Fund Manager for ESOS Assurance funds, pursuant to the College's obligations under the ESOS Act 2000 and the National Code of Practice.

In all cases, the information we collect from students will be used for the purpose of assessing their application, enrolling them in a program of study and managing their study during enrolment, or where required to be provided by law, will be provided to the legally authorised party entitled to that information.

The College will use the information it collects from the student or intending student for providing College services to them and not for any other purpose. We will use the information the student or intending student provide to use pursuant to our Privacy Policy as published on the College web site.

The Privacy Officer at the College is the Human Resources Manager who can be contacted at the College phone number or via our web site.

Students can access the information the College holds about them by contacting the College Privacy Officer. The College will provide access to that information unless it is legally authorised not to. The College reserves the right to charge a \$150 fee for providing such information.

If the student wishes to change any personal information, which is incomplete, inaccurate or out of date, they are able to contact the College for this purpose by speaking with the Privacy Officer. On receipt of such a request, the College will take reasonable steps to correct such information.

If the student wishes to have their personal information removed from the College records, they may request this from the Privacy Officer and the College will delete those records wherever it is legally able to do so.

For details on the updated policies, procedures and forms, please contact SydneyMet reception who will guide you to the appropriate staff and resources.

The College may refuse the request to delete or modify information if this contravenes a College legal responsibility. If this is the case, the College will write to the student explaining the reasons for the decision.

The College maintains all student information and records secure and takes all reasonable steps to ensure they are accurate and up to date.

Information sent to us or sent by us via the internet may not always be secure, given the nature of cyber security. For this reason, we are unable to accept responsibility for the security of information sent or received via the internet, though the College will always take reasonable steps with regard to maintaining its information systems as secure as practical.

The College may amend or change this Privacy Policy from time to time. Changes will be published on the College web site and take effect from the date of their publication.

If the student has concerns or wishes to contact the College regarding any aspect of the Privacy Policy, the Privacy Officer may be contacted via the College phone number or through its web site.

42. Student Support and Services

The college takes the needs of students very seriously. The college provides a range of student support services including the following through Student Academic Support, the Student Counsellor and Student Services.

- Free English language classes running weekly
- Free library seminars on academic writing, referencing and reading skills
- Free class revision tutorials that run every fortnight
- Academic support with assignments, assessments and workload, including support for study techniques, Research skills, Presentation skills, Exam and test preparation, Reading and note taking, Effective study planning, Time management etc.
- Peer Student Support (PSS) weekly support classes
- Understanding Australian culture, customs and social norms
- Advice on disability support
- Career development workshops e.g. CV writing, interviewing, motivation and goal setting etc

Learning Hub provides a range of academic, learning and career support throughout the year. Students can contact Student Services or the library or Student Academic Support Officer, or Student Counsellor for these services directly to access these free services.

The Student Representative Council (SRC) is also able to help and to relay your views to the college about any aspect of student life that needs improvement or betterment. The college also has a **Student Experience Committee (SEC)** as part of its Academic Board that is charged with reviewing and enhancing student facilities and resources.

Academic Support Officer is available to help students. College provides a range of academic support services including:

- English language support and classes
- Help with reading, writing and assessment preparation
- Writing essays and reports
- Presentation skills
- Assessment preparation
- Creating an effective study plan
- Reading and note taking
- Research and enquiry skills
- Study techniques
- Time management

College has a range of English resources for students. English language classes as well as academic writing classes are run weekly at the college and are free. Further information regarding these classes is available in your timetable.

- The College has a dedicated Learning Hub. It offers academic, career and settling in support to students. Please see the Learning Hub Officer for further details.

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- The best way to avoid falling behind in studies is to contact the academic staff member teaching you the subject and to speak with the Academic Support Officer early in the term if you are experiencing difficulties.
- Other external English language study options are available for students that are not associated with the college that charge for English classes that may be useful to the student's spouse, partner or others who are allowed to study while in Australia.
Study Assistance: College provides a range of ongoing study assistance (see academic support and services)

43. Legal Support Information

The legal system in Australia can be new to many students and it is important to understand student rights and obligations, both as a student, and as a resident of Australia. The college cannot provide legal advice, but is able to assist with general information about how to find legal information or where to look for legal advice.

College's **Student Counsellor** is able to assist with these matters. Student can contact various legal services available in Australia.

- **Redfern Legal Centre**
It is an independent, non-profit community centre that promotes social justice and human rights, with free legal advice, referral and casework to NSW international students.
(02) 9698 7277; www.rlc.org.au/our-services/international-students
- **Legal Aid:** You can receive free assistance on issues of legal rights, either face to face or over the phone. 1300 888 529 www.legalaid.nsw.gov.au
- **Free Legal Advice for International Students Covers:**
 - Accommodation legal issues
 - Job, money issues, car accidents and fines
 - Discrimination, domestic violence and family law
 - Complaints about the college

Students can make an appointment in person or via electronic communications with Student Counsellor to discuss how problems such as those above can affect the Student Visa and other rights and responsibilities.

44. Health and Emergency Services

- **Local medical centre** is at Medical Centre Burwood (Westfield) Suite 300, 100 Burwood Rd, Tel: 9744 3330
- **Victoria Tower Medical Centre** is about 400m away from the college, located at 3/36-38 Victoria St E, Burwood NSW 2134, Tel - [\(02\) 8322 9000](tel:0283229000) (opens 7 days, 8am to 10pm)
- **Nearest public hospital** is at Hospital Rd, Concord NSW 2139, Tel - [\(02\) 9767 5000](tel:0297675000) (opens 24 hours)
- **Healthdirect Australia** is a free helpline assisting you with non-urgent illnesses when the doctor is not open. Phone 1800 022 222
- **Lifeline** A crisis support hotline if you need mental health support from someone. Phone 13 11 14 www.lifeline.org.au

- **Emergency for Ambulance, Police and Fire:** Please call **000** for emergent situations to ask for Ambulance, Police and Fire Rescue services. Please state which service you need and your location with the street number and name.
- **Police (Non-Emergency Enquiries):** The number and websites are for non-urgent use of police assistance, as well as finding out safety information. 13 44 44;
www.police.nsw.gov.au
- **Burwood Police Station** is at 9 Belmore St, Burwood NSW 2134, Tel - [\(02\) 9745 8499](tel:0297458499)

45. International Student Visa

International Students are required to observe certain conditions pertaining to their Student Visa. It is important that students understand their obligations in this regard including what the visa allows and disallows the student to do. The college is required to report breaches of visa conditions to the Department of Home Affairs, so it is important for the student, when in doubt, to contact the Department for information, guidance and responses. See the website - <https://www.homeaffairs.gov.au>

Some important things for students to consider as they relate to the student visa are:

- The student must notify the college of their address and contact details within seven (7) days of arriving in Australia.
- The student must update the college on changes to their address and contact details within seven (7) days of the change occurring.
- Students must be enrolled in full time study with the college.
- Students are permitted to work forty (40) hours per fortnight.
- Students must maintain satisfactory course progress.
- Students must have Overseas Student Health Cover (OSHC) throughout the term of their student visa.
- Students are responsible for renewing their visa prior to its expiry.

The Department of Home Affairs web site is <https://www.homeaffairs.gov.au/>
The Department's phone number is +61 2 61960196

International students will need to refer to their visa requirements for information on working conditions and eligibility.

International student studying in Australia on a Student Visa are generally (students should check their visa conditions) able to work part time and do not need to apply for a work visa. Student visa holders are permitted to work up to forty (40) hours per fortnight (a fortnight is two weeks) during the term and unlimited hours during term breaks. This is subject to any Student Visa conditions and change to rules.

More information is available on <https://www.homeaffairs.gov.au>.

46. Help at SydneyMet

If you need assistance from the College, please contact the college as below:

Student Support Officer

Sydney Metropolitan Institute of Technology Pty Ltd
2 – 4 Marmaduke Street
Burwood, NSW 2134
AUSTRALIA
Telephone - +61 2 9744 1356
Email: admin@sydneymet.com.au

More information of the college including location, courses, fees and charges, student handbook, facilities and resources, support and services, key contact such as Academic Support Officer, Student Services Officer, Dean, and College's policies and procedures, are found at the website: <http://sydneymet.com.au/site/>

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