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## STUDENT SERVICES AND SUPPORT AT SYDNEY MET: SUPPORT & CONTACT STAFF

### 1. PREAMBLE

SydneyMet gives emphasis on student-centric education and aims to support students in different ways so that they gain positive learning experience in the College. Its services enable international students transition quickly to Australian educational system.

### 2. PURPOSE

The purpose of this List is to inform students the availability of various services and whom to contact for these services.

### 3. SCOPE

The scope of this document re both students and staff of the College.

### 4. LIST OF SERVICES AND SUPPORT TO STUDENTS

The following Table list the services that the College provides and who in the College for providing those services.

Area of Student Services	Specific Functional Area	Responsibilities
Fees	Liaison with college marketing to ensure accuracy of fee listings, update of fees and clarity and fairness of fee description	Dean Account Officer
Refunds	Ensuring the college refund policy is compliant for both domestic and international students, is updated and is published in a clear and fair fashion.	Account Officer Admission Officer
Admissions, Enrolment and Re-enrolment	Entry requirements	Academic Board Governing Council Dean Student Services Admission Officer
	Language, Literacy and Numeracy requirement for entry if any	Academic Board Governing Council Dean Student Services

	Recognition of Prior Learning (RPL) process	Academic Board Governing Council Dean Student Services
	Credit transfer or RPL process	Academic Board Governing Council Dean Student Services
	Letters of offer and Conformation of Enrolment issuance is to the correct standard	Academic Board Governing Council Dean Student Services
	Enrolment documentation and completion	Dean Student Services
	Student administration data capture for domestic and international students and PRISMS records	Quality Systems Manager
	Re-enrolment policies and procedures are clear, consistent, published and function correctly	Dean Quality Systems Manager Academic Board Governing Council
Compliance and immigration matter; Quality in Admissions	Admission statistics efficacy Check	Quality Systems Manager
	Visa and immigration matters	Risk and Compliance Officer
	Training plan development for Student Administration Plan	General Manager (Admin)
Student Procedures	Leave of absence	Dean Student Services
Student Administration Matters	Change of course Exiting current enrolment Issuance of academic transcripts, testamurs, certificates and completion letters Letter of unsatisfactory course progress issuance Withdrawal policy and procedure Reduce or overload student study load	Dean Student Services
		Dean Student Services
		Dean Student Services Academic Board Governing Council
		Principal Executive Officer
		Dean Student Services
		Dean Student Services
		Dean Student Services
		Dean Student Services
English language support	Running English language classes Helping students improve their English	Academic Support Officer Student Services and Learning Hub Officer
Academic writing and assessment support	Giving orientation on academic writing styles Advising on assignment essays Advising on academic integrity	Academic Support Officer Librarian
Academic resources support	Information on academic resources Availability and access to resources	Librarian
Parking, Meeting Room and Building related support	Access to and use of building (during and after hours)	Infrastructure and WHS Officer
First aid, fire and health and safety support	Health, safety and security	Infrastructure and WHS officer

Emergency support	Helping students facing critical events	Student Services and Learning Hub Officer
Information about accommodation, travel and services in Sydney	Information about accommodation Information on facilities from the government, community organizations Information on health services	Student Services and Learning Hub Officer
Cultural activities	Organising social and cultural activities	Cultural Engagement and External Relations Officer
Extra-curricular activities	Organising extra-curricular activities	Cultural Engagement and External Relations Officer
Support in WIL placement	Supporting students to integrate in the workplace and get experience	WIL Officer
Support in dealing with grievances	Helping students when they have grievances in the College matters	Complaints and Grievances Officer Internal Ombudsman
Email, Moodle, Wi-fi, and Digital learning	Internet and digital materials in Moodle	IT Officer
IT related support	Commuter and Internet related support	IT Officer
Career and professional development	Career workshops	Student Services and Learning Hub Officer
Counselling, privacy and confidential matters	Student counselling	Student counselling
Disability and bullying/ discrimination/ harassment support	Disability and anti-bullying support	Student Services and Cultural Engagement Officer
General support	General enquiries	Receptionist; Student Services and Learning Hub Officer

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