

A stack of approximately ten books with various colored spines (yellow, pink, green, orange, blue, purple, green, orange, yellow, blue) is positioned in the background, slightly to the left of the center.

INTERNATIONAL STUDENT HANDBOOK

Suite 701, Level 7 and Suite 508, Level 5, 11-15 Deane Street, Burwood NSW 2134, Australia
Email: info@SIC.edu.au Website: www.SIC.edu.au
Skyline International College (SIC)

ABN: 15 614 078 232
RTO ID: 45233
CRICOS Provider Code: 03639C

Contents

Welcome to Skyline International College	4
Registered Training Organisation (RTO) & CRICOS Provider	5
Studying in Australia as an International Student	5
Course Information.....	7
College Location	7
Privacy Statement.....	8
Orientation to the College and the Course	9
Overseas Student Health Cover.....	10
Staff Contact Persons	10
SIC Website Student Portal –A “Go to Here” Place for Information	11
Address and Contact Details.....	11
Student Card.....	11
College Academic Calendar and Intakes.....	12
Course Timetable.....	12
College Facilities and Equipment.....	12
Student Breaks.....	13
Student Support Services	13
Emergency Contact.....	14
More About Studying at SIC - Teaching & Online Study Methods.....	15
Education Support and Tutorials	15
Conduct of Assessment	15
Recognition of Prior Learning (RPL).....	16
Credit Transfer (CT) Advanced Standing	17
Student Feedback is Welcome	17
Issuance of Qualifications.....	17
SIC Trainers.....	17

International students under 18 years of age	18
Student Attendance is Monitored	19
Course Progress	20
Intervention – Support for Students	21
Compassionate or Compelling Circumstances	22
Maintaining your Study Load.....	22
Withdrawals and Transfers.....	23
Fees Policy	23
Refund Policy	24
Records Maintenance.....	26
Legislative and Regulatory Requirements	26
Work Health, Safety Act and Work Cover NSW	27
Anti-Discrimination.....	27
Access and Equity	28
Student Responsibilities/Code of Behaviour.....	28
Complaints and Appeals	28
ESOS Framework	31
Skyline International College Student Declaration.....	33
Please sign and tear out this page.....	33

Welcome to Skyline International College

Congratulations you are starting your international student journey at Skyline International College (SIC)

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

Please take time to read this information. During orientation, we will take you through the handbook and you will complete the "Declaration".

You can refer to the details in this International Student Handbook during your time at Skyline International College, so remember you can read it anytime on the website and can keep your own copy.



Registered Training Organisation (RTO) & CRICOS Provider

As a registered training organisation (RTO) and a CRICOS provider, Skyline International College (SIC) is bound to comply with the Vocational Quality Framework (VQF), the ESOS Act 2000, the National Code of Practice 2018 and other requirements specified by the Australian Skills Quality Authority (ASQA).

SIC is registered by the government regulator, called the Australian Skills and Quality Authority (ASQA). www.asqa.gov.au

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

Studying in Australia as an International Student

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



Study Sydney is a good website for students (www.study.sydney), which has resources and information for international students to study in Sydney.

The Skyline International College website has a section called Student Services and Life in Sydney and Australia.

Go to our website and follow the recommended links for more information.

Living costs in Australia

Knowing the average living costs in Australia is an important part of your financial preparation. For your reference, here are some of the costs associated with living and studying in Australia. (All costs are in Australian dollars.)

Accommodation

- Hostels and Guesthouses - \$90 to \$150 per week
- Shared Rental - \$95 to \$215 per week
- On campus - \$110 to \$280 per week
- Homestay - \$235 to \$325 per week
- Rental - \$185 to \$440 per week
- Boarding schools - \$11,000 to \$22,000 a year

Other living expenses

- Groceries and eating out - \$140 to \$280 per week
- Gas, electricity - \$10 to \$20 per week
- Phone and Internet - \$15 to \$30 per week
- Public transport - \$30 to \$60 per week
- Car (after purchase) - \$150 to \$260 per week
- Entertainment - \$80 to \$150 per week

Minimum cost of living

The Department of Home Affairs (DHA) has financial requirements you must meet in order to receive a student visa. Below is a guide on the requirements you must meet to study in Australia:

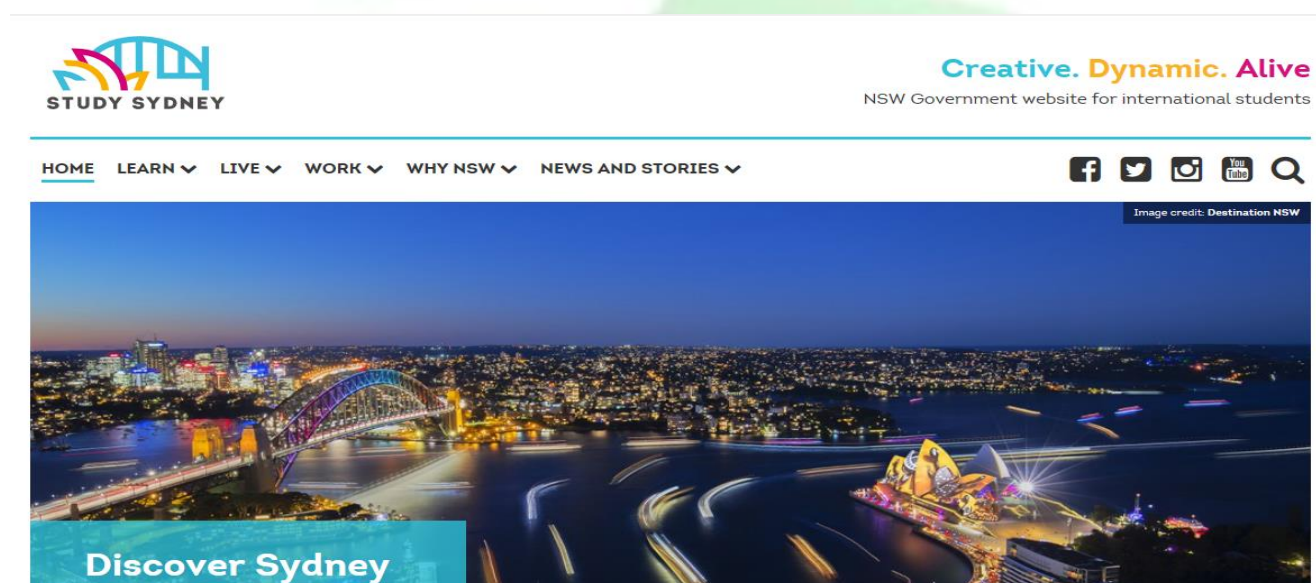
- **You** - \$21,041
- **Your partner** - \$7,362
- **Child** - \$3,152
- The cost of education for a dependent child is an additional cost to people on a student visa. You need to consider this in your expenses before you come to Australia.

For further information, please refer to: <https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

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

The Australian Government provides information and guidance on managing your finances. You can read more at www.moneysmart.gov.au.

If you experience financial trouble while in Australia, talk to SIC's student support staff for assistance.



Course Information

SIC is registered by the regulator, called the Australian Skills and Quality Authority (ASQA) to offer nationally recognised qualifications. We provide training and assessment services in Accounting, Business, Management and Information Technology.

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

BSB40215 Certificate IV in Business (CRICOS Course Code 096113G)

BSB51918 Diploma of Leadership and Management (CRICOS Course Code 098912E)

BSB61015 Advanced Diploma of Leadership and Management (CRICOS Course Code 0101253)

FNS40217 Certificate IV in Accounting and Bookkeeping (CRICOS Course Code 097711M)

FNS50217 Diploma of Accounting (CRICOS Course Code 097712K)

FNS60217 Advanced Diploma of Accounting (CRICOS Course Code 097713J)

ICT50118 Diploma of Information Technology (CRICOS Course Code 099833G)

ICT60215 Advanced Diploma of Network Security (CRICOS Course Code 096636C)

SIT40516 Certificate IV in Commercial Cookery (CRICOS Course Code 0101973)

SIT50416 Diploma of Hospitality Management (CRICOS Course Code 0101974)

BSB80515 Graduate Certificate in Management (Learning) (CRICOS Course Code 102293M)

BSB80615 Graduate Diploma of Management (Learning) (CRICOS Course Code 102294K)

We have separate course information in brochures and on the website.

College Location

Skyline International College is located at:

Suite 701, Level 7, and Suite 508, Level 5, 11-15 Deane Street, Burwood, NSW 2134.

Australia: Tel: 1300 807 383. +61 2 90968944 (if calling from overseas)

Email: info@SIC.edu.au Website: www.sic.edu.au

This is a very central location close to the train and bus transport, shops and the commercial heart of Burwood in the inner west suburbs of Sydney. It is a very multicultural area where many cultures live and work together. Burwood is a major train station that is 12 minutes from the centre of Sydney via train.

See the website for more photographs of the College and map. www.SIC.edu.au

Privacy Statement

Skyline International College (SIC) will comply with the ten national privacy principles in the handling of personal information of students.

1. Collection - SIC will collect only the information necessary for one or more of its functions. The individual will be told the purposes for which the information is collected.
2. Use and disclosure - Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.
3. Data quality - SIC will take all reasonable steps to make sure that the personal information it collects uses or discloses is accurate, complete and up to date.
4. Data Security - SIC will take all reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure.
5. Openness - SIC will document how they manage personal information and when asked by an individual, will explain the information it holds, for what purpose and how it collects, holds, uses and discloses the information.
6. Access and correction - The individual will be given access to the information held except to the extent that prescribed exceptions apply. SIC will correct and update information errors described by the individual.
7. Unique Identifiers - Commonwealth Government identifiers (e.g. Medicare number or tax file number) will only be used for the purposes for which they were issued. SIC will not assign unique identifiers except where it is necessary to carry out its functions efficiently.
8. Anonymity - Wherever possible, SIC will provide the opportunity for the individual to interact with them without identifying themselves.
9. Transborder Data Flows - The individual's privacy protections apply to the transfer of personal information out of Australia.
10. Sensitive Information - SIC will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

Orientation to the College and the Course

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

The orientation program includes:

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

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

Overseas Student Health Cover

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

BUPA, Medibank Private, Australian Health Management among others are some of the organisations that provide the services to international students. The BUPA Membership Card normally takes 6 weeks to be delivered to the College. Remember to request for the receipts when you pay for the doctor consultation. BUPA will reimburse some of your expenses in the conduct of doctor's diagnoses and treatments. Australian Health Management takes less time.

You can talk to our reception if you need any help in regard to Overseas Student Health Cover. For more detailed information on OSHC refer to:

www.oshc.bupa.com.au for BUPA or by phone on (+61) 134 135 (Our preferred provider)

www.medibank.com.au or alternatively contact Medibank Private by phone 1800 188 188 or

www.ahm.com.au for Australian Health Management or by phone on (+61) 134 246

www.oshcallianzassistance.com.au for OSHCALLIANZ or by phone on (+61)136 742

Alternatively Compare all Australian Government-approved providers for overseas student health care cover in one place by visiting www.oshcaustralia.com.au to buy your policy and have it in minutes.

Staff Contact Persons

The Student Support Officer is the designated official point of contact for overseas students. The Student Support email address is sso@sic.edu.au. Additionally, staff undertake the following roles and responsibilities in relation to overseas students.

Staff Member in this Role	Area of Responsibility for Overseas Students	How to contact staff Detailed added here
Shaira Zapanta	Orientation on arrival	At reception or phone 1300 807 383
Aira Dumas	Student first point of contact General student service enquiries OSHC/ Visa / Passport issues	or by Email sso@sic.edu.au ; aira.dumas@sic.edu.au
Kazi Rezwan	Academic tutorial support	Book in by email first then appointment Email kazi.rezwan@sic.edu.au
Kazi Rezwan	Academic Counselling	Book in by email first then appointment Email kazi.rezwan@sic.edu.au
April Villegas	Academic and Trainer Support	Email april.villegas@sic.edu.au
Kritika Budhathoki	Student Under 18 main point of contact Student Support, General Counselling, and student welfare	Book in by email first then appointment Email kritika.budhathoki@sic.edu.au

Shaira Zapanta	Intervention	Book in by email first then appointment Email shaira.zapanta@sic.edu.au
Editha Delfin	Emergencies, Student welfare, Complaints and appeals	Office phone number 1300 807 383 Book in by email first then appointment Email editha.delfin@sic.edu.au

SIC Website Student Portal –A “Go to Here” Place for Information

Our website (www.sic.edu.au) has a student information area. There is a lot of information for you on the website. But when you are an official student with our College, you will get a student log in to a student portal of our student management system. You can login to your Student Portal from the website under the Login section. This is where you will be able to keep up to date with your course, personal details and much more.

You can also access your course in the “online learning platform” from the “Login dropdown” where you will use this platform to complete your 25% or 5 hours of online learning every week as part of the course. You will be shown how to navigate during orientation.

We will show you around the website and student portal as part of your orientation to the College.

Address and Contact Details

Students must provide your current residential address and keep this up to date. Failure to do so may result in a cancellation of your Student Visa by the DHA.

There are two ways of doing this if your address changes:

- Fill in the Change notice form that is available in reception. It is important to notify Reception in person within 7 days if you have a change of address and contact details.
- Go onto the website and in the student portal. Log in with your student number and update your details.

Student Card

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

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

College Academic Calendar and Intakes

The academic year of Skyline International College is

- for Hospitality students, 40 teaching weeks divided into 4 terms of 10 weeks each
- for all other courses, 36 teaching weeks divided into 4 terms of 9 weeks each

Students must study a minimum 20 hours per week according to the timetable we supply. Students are only allowed to take breaks during the public holidays and nominated College holidays.

Hospitality

Term 1		Term 2		Term 3		Term 4	
10 weeks	Break 2 weeks	10 weeks	Break 3 weeks	10 weeks	Break 2 weeks	10 weeks	Break 5 weeks

Accounting, Information Technology and Business

Term 1		Term 2		Term 3		Term 4	
9 weeks	Break 3 weeks	9 weeks	Break 4 weeks	9 weeks	Break 3 weeks	9 weeks	Break 6 weeks

Course Timetable

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

- New students receive the timetable at orientation.
- You can see your personal timetable in the Student Portal Login
- Copy of the timetable is available at Reception

College Facilities and Equipment

Skyline International College is a purpose- built facility in a new commercial building. It has a welcoming reception and student space and a suite of offices, meeting and counselling space. There are lecture rooms and a computer room. The College is wi-fi enabled.

Training facilities include:

- A modern office style building
- Fully resourced classrooms
- Fully resourced computer rooms
- Student open space
- Counselling rooms for meetings with the student and staff
- Adequate acoustics, ventilation and lighting
- Toilet facilities including disabled accessible facility
- Computers with access to the Internet
- IT Computer Lab

- Online learning platform
- A printer and photocopier for student use

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

Student Breaks

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

Student Support Services

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

Orientation is the first and important part of student support. We talk about and give more information on:

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

Communication and student intervention is the second and important part of student support. If you are falling behind in your study and results each term, we communicate with you and make individual case by case arrangements. These are called student academic intervention and this is an obligation of SIC as an RTO and CRICOS provider. You will read more about this in this Handbook and can see our policies and forms on the website.

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

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

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

External Counselling Services and Assistance

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

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

Emergency Contact

EMERGENCY NUMBERS AND CONTACT DETAILS

SIC EMERGENCY PHONE NUMBER 1300 807 383

You will talk to a member of the management team when you ring this number out of hours.

POLICE or AMBULANCE or FIRE: **000**

1. DIAL 000 AND REQUEST THE SERVICE YOU NEED
2. REMEMBER TO REMAIN AS CALM AS YOU CAN
3. SPEAK CLEARLY AND GIVE THE DETAILS AS REQUESTED

We recommend if the matters is urgent, that you ring the emergency numbers here FIRST - 000.

Report the matter and get help from the experts.

Then ring the College emergency number.

<p>LOCAL MEDICAL SERVICES</p> <p>THE BURWOOD MEDICAL PRACTICE Phone: 02 9747 6327</p> <p>THE BURWOOD WESTFIELD MEDICAL CENTRE Phone: 02 9744 3330</p> <p>SYDNEY SMILE CARE Phone: 02 9747 1988</p> <p>BURWOOD EYE CLINIC Phone: 02 9747 2555</p>	<p>BURWOOD POLICE STATION 02 9745 8499</p> <p>AIDSLINE 1800 133 392</p> <p>ABORTION & GRIEF COUNSELLING Telephone 1300 363 550</p> <p>CENTRE AGAINST SEXUAL ASSAULT 1800 806 292</p> <p>CHILDREN'S HELP LINE Telephone 1800 55 1800 Web site www.kidshelpline.com.au</p> <p>CRISIS CARE Telephone 1800 177 135</p> <p>CRISIS PREGNANCY Telephone 1800 650 840</p> <p>DOMESTIC VIOLENCE 24X7 Telephone 1800 811</p>
---	---



More About Studying at SIC - Teaching & Online Study Methods

Our teaching methods include face-to-face instruction to students plus access to online learning.

Cookery and Hospitality courses

100% of the course for each qualification is delivered in the classroom face to face. SIC has a fully equipped training kitchen for practical classes. Students are required to complete the timetabled classroom study for 20 hours every week to complete the mandatory weekly structured training for an overseas student. The trainer leads the classroom sessions. You will get access to your course materials in class and also in the online platform.

Accounting, Information Technology and Business courses

Classroom learning:

75% of the course for each qualification is delivered in classroom face to face. Students are required to complete the timetabled classroom study for 15 hours every week to complete the mandatory weekly structured training for an overseas student. The trainer leads the classroom sessions. You will get access to your course materials in class and also in the online platform.

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

You are introduced to eSpace during orientation and can follow up with Student Services staff for extra online navigation to get started. If extra support is required you need to contact IT support through the platform following the getting to know the site guides and using the help menus. You can also discuss any technical issues with the trainers face to face when you come to class.

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

Education Support and Tutorials

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

- Interesting lectures
- Individual in class support and advice to students.
- Encouraging students to work at their own pace using the textbooks and online learning platform.
- Book in to a free tutorial by email – ask Student Services about tutorial bookings.

Conduct of Assessment

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

It includes:

- Assessment throughout training to monitor & assist your progression

- Assessment is to embed and reinforce skills or knowledge
- Assessment of performance at end of the units of training
- Recognition of prior learning or recognition of current competency

Assessment methods may involve you in:

- Written questions
- Oral questions
- Case studies
- Projects
- Practical demonstrations
- Final knowledge tests

At the start of every unit there is a unit outline. You will be given information on the topics and a delivery schedule including the units of competency and the student assessment plan which is the activities to be completed. The outcomes of assessment are C for *Competent* or NYC for *Not Yet Competent*. Those assessed as NYC (*Not Yet Competent*) can request a re-assessment. During the course, your trainer will maintain your individual assessment records in hard and soft copy.

Recognition of Prior Learning (RPL)

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

To request RPL you will need to:

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

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

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

Where RPL is granted after the student visa is granted, the resulting change of course duration will be notified via a database called the PRISMS and may impact your visa due to shorter course duration.

Skyline International College does not charge for the processing of the RPL application. A fee does apply to complete the RPL assessment.

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

Credit Transfer (CT) Advanced Standing

Skyline International College recognizes relevant AQF qualifications and / or Statements of Attainment issued by any other RTO. We must verify the authenticity of such documents as required and to determine the currency of the units of competency/modules indicated on the transcript.

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

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

Student Feedback is Welcome

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

Issuance of Qualifications

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

SIC Trainers

Trainer Qualifications

Skyline International College trainers come from business, IT and accounting backgrounds. Our trainers and assessors maintain industry currency and have the relevant qualifications required to teach the courses as set down by the regulators.

These include:

- Qualifications in business and management
- Qualifications in information technology and finance
- Qualifications in training and assessment
- Maintain professional development and currency in the relevant sector

Your trainers will:

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

International students under 18 years of age

Welfare Arrangements

SIC will offer welfare support to students studying at our College who are under 18 years of age. The student will meet very regularly with his/her support contact person and can rely on the support person for guidance, advice and support on a range of issues, including academic progress, coaching, personal welfare, social and emotional issues, financial guidance, general safety and security.

There is a regular meeting and communication until the student turns 18. This may include:

Accommodation:

- We visit and independently inspect the student's accommodation, giving parents, and accommodation companies a totally independent opinion.
- We will liaise with the student and homestay if required concerning any grievances of the student in relation to the student's accommodation facility.

Living in Sydney and entertainment, health and wellbeing

- We offer orientation that includes a full security and safety orientation of the city and suburbs, including topics such as transport, entertainment venues, how to call for emergency assistance, police, ambulance, and medical emergencies.
- We provide twenty-four (24) hour, seven days a week telephone advice and emergency assistance if required.
- Referral and assistance on personal problems.
- We assist the student open bank accounts and organise their finances if requested.
- We explain local laws and visa regulations to the students to ensure compliance.
- Assist students purchase a mobile phone or sim cards if required. Show the students where to buy phone cards, where the good student shops and restaurants are.
- Assist students make appointments and use medical services if required.
- Provide regular social events arranged with other students.
- Notify students of sport and recreational events that may be of interest to them.

Study commitment

- We guide the student on academic progress and attendance matters and support the student in liaising with the academic manager or trainers around their study load and study expectation. Tutorial support is offered.

Contact with legal custodian or guardian

- We will provide reports on study progress and student welfare to the guardian upon request.
- We ensure the details of parents and guardians are kept up to date in our records.

Emergency Contact Guide for Under 18 Students

SERVICE	ADDRESS	CONTACT NUMBER	OPERATING HOURS
Homestay Network Pty Ltd	Suite 2, 7 Sefton Rd, Thornleigh, NSW 2120	(+61) 2 9412 3100	9 am- 5 pm
Homestay Network Pty Ltd Emergency	Suite 2, 7 Sefton Rd, Thornleigh, NSW 2120	0404 077 457	Attended after business hours
Skyline International College: Emergency Student Support	Suite 701 Level 7, 11- 15 Deane Street Burwood NSW 2134	Kritika: 0426 964 448 Gobinda: 0425 293 489	Attended after business hours

Student Attendance is Monitored

Skyline International College will record and monitor student attendance throughout the course.

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

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

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

The minimum requirement set by SIC is 60% average attendance across the study period (term). At each session, your trainer will record the attendance so it is up to date and visible for administration and students.

- Your attendance is recorded in the Student Management System
- We check this regularly and monitor on weeks 3,5,7 and 10
- You can log into the student portal and see your attendance statistics

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

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

If your attendance falls below 60%, we will send you a low attendance email notification and ask you to come and see Student Services. We will offer support and intervention in case low attendance suggests problems for your study and life.

We do this to make sure you are progressing with your studies and complete your course successfully on time. If you do not attend you will not be able to keep up with the work and assessments.

SUMMARY OF ATTENDANCE NOTIFICATIONS

Notification to DHA – Non-commencement of a course within 2 weeks of the start date.	Where there is no attendance for 2 weeks and no response to communication at the start of a new course, the College will investigate and this may be considered a visa breach by non-commencement of the course by the student. The agent will be contacted and warned and asked to locate the student. Where the student does not contact the College within 7 days, this will be reported through PRISMS. The Admin and Accounts Manager will make the final decision.
Low attendance notification email Below 60% attendance – weeks 3,5,7 and 10	Students who fall below the minimum set by the College are sent email notification warning via RTOM of their low attendance status across the term. Must communicate with Student Services to discuss the situation (will be put on intervention).
Notification to DHA – Abandonment of course	Where there is no attendance at all and no response to communication in the term, the College will investigate and this may be considered abandonment of the course by the student. Reporting through PRISMS is considered. The Academic Manager will make the final decision.

Course Progress

SIC follows the National Code Standard 8 Overseas student visa requirements regarding Course Progress. This means students will be made aware of our policy and procedures for recording and monitoring course progress then proactively notifying and counselling students who are at risk of failing to meet course progress requirements. As a registered CRICOS provider we are obliged to report students, under section 19 of the ESOS Act, who have breached the course progress requirements.

Study period The study period for course progress is 1 term of 9 weeks.

Two consecutive study periods for reporting purposes Reporting a student for unsatisfactory course progress occurs only when the student has been identified as not making satisfactory course progress in 2 (two) consecutive study periods. Where the course is a short course (less than 6 months) then the study period is the length of the course.

Trainer reporting of course progress

Trainers will mark assessments and complete the end of unit results for every student.

SIC Unsatisfactory course progress is failure in 50% or more of units in the study period.

Students will receive information that indicates the timetable for the unit, the assessment tasks and the due dates for assessment tasks to be submitted. Academic progress is monitored for every unit of study and students who are having difficulty will be offered a range of support options.

When a student does not meet the course requirements for two consecutive study periods, they may be reported to DHA via PRISMS as required under section 19 of the ESOS Act 2000 and this may result in their visa being cancelled.

Here are the steps we follow for course progress.

Regular monitoring then notification of attendance data where it falls below expected minimums

Students can access their results through the Student portal. Students can be provided their results by the admin staff as well.

Notification to the student of failed unit(s) and the intervention strategy which may include any or all of the following

- Offer to re-submit written work
- Offer to re-do an assessment
- Advice to repeat the unit (costs involved)

Where a student falls below the minimum satisfactory requirements at the end of a study period, an email outlining SIC's intervention strategy will be sent. Any or all of the support strategies may be discussed at a meeting with the student. (See Intervention – Support for Students Page 21)

Where a student's course progress has not improved across two consecutive study periods, the student will be informed of SIC's intention to report for unsatisfactory course progress and the fact that the student has 20 working days in which to appeal the College's decision.

Please refer to the website for the complete Course Progress and Intervention Policy. http://sic.edu.au/wp-content/uploads/2017/06/POL_Course-Progress-Intervention-v2.3.pdf

SUMMARY OF COURSE PROGRESS NOTIFICATIONS

Intervention Letter Course progress email notification At risk of not meeting satisfactory course progress	Students who fall below the minimum set by the College are sent a notification warning of their attendance status and course progress for units. The Intervention letter is sent at the end of each block.
Unsatisfactory Course Progress for the term warning letter #1 by email First warning - If they do not meet satisfactory course progress for the study period (1 term)	Students fall below the minimum set by the College at the end of term are sent email /letter notification of their course progress in that term. The student is required to attend an intervention meeting at the College. Students are on intervention from this point.
Letter of Intention to Report to DHA for Unsatisfactory Course Progress Final Warning	Letter informs student of College's intention to report. States status of student's course progress then allows for appeals process. The student is allowed time for the internal and external appeals process (20 working days)
	Report to DHA via PRISMS

Intervention – Support for Students

When warning letters are sent out to students, the intervention meeting is offered and the student must attend this meeting. The intervention meeting is a chance to find out what is happening for the student and offer support. The support may include any or all of the support strategies:

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

Compassionate or Compelling Circumstances

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

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

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

Maintaining your Study Load

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

Approved Reduced Study Load

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

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

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

Course Variations, Suspension, Deferment and Cancellation

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

Students must complete the relevant form and submit documents to support their course variation request. Forms may be requested from the Student Services Officer, at Reception or downloaded from RTOM.

The situations include:

- Defer commencement date
- Suspension of enrolment
- Cancellation of enrolment (by the student or the College)
- Withdrawal from the course
- Change of course
- Change of session

Withdrawals and Transfers

- In the event the students intend to transfer their study to another provider the Course Withdrawal form is completed. The student may be asked to meet with the Academic Manager.
- Skyline International College is responsible for assessing the student's request to transfer within the first 6 months where SIC is the principal CoE course of study. Such a request will be assessed and the decision explained to the student in a personal interview and in writing.
- SIC will consider a student's request to transfer out of the College prior to the first 6 months and this may be granted where the transfer will not be to the detriment of the student and where exceptional circumstances exist.
- After the first six months of the principal CoE course, no restrictions apply. So, the student is entitled to transfer out of SIC after 6 months and we will advise and process this request.

Fees Policy

Fees

\$200 application fee applies before enrolment for all courses. This fee is non-refundable.

All students at SIC make fee payments in advance every 3 months. This lines up with the terms. Students also have the option to pay more than 50% of their tuition fees before they start their course.

At the time of enrolment students are required to pay the following fees:

Application fee, Materials fee and the first term of tuition fee. From this point students will receive written notice of their next fee due two weeks before the due date.

Fees are expected to be paid on or before the due date.

If the tuition fee is not paid on time then a late payment fee may apply.

Should fees remain overdue after the payment date as specified in the final payment reminder letter, SIC will inform the student of their intention to report them for non-payment of fees to DHA via PRISMS.

The payment of all fees and charges is receipted and dated at the time of payment through the Student Management System and secured for two years after the student ceases to be a student and is kept for up to five years as required by taxation legislation.

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

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

Application Fee (Enrolment Fee)	\$200	Interim academic transcript	\$20
Overdue tuition fee	\$200	Interim attendance letter	\$10
Re-enrolment fee	\$500	Re-issue of final documents	\$50
Credit transfer fee per unit	\$50	Materials fee per term (Accounting, IT and Business)	\$50
RPL fee per unit	\$250	SIT40516 Certificate IV in Commercial Cookery Material Fees	\$1200
Course variation fee	\$150	SIT50416 Diploma of Hospitality Management Material Fees	\$400
Refund processing fee	\$250	BSB80515 Graduate Certificate in Management (Learning) Material Fees	\$200
Reassessment fee (per assessment)	\$50	BSB80615 Graduate Diploma of Management (Learning) Material Fees	\$400
Reference Letter	\$10		

Refund Policy

Important Information

- The initial application fee is not refundable
- The initial administration fee for students under 18 years of age is not refundable
- SIC's refund policy applies to both commencing and re-enrolling students
- All requests for a refund must be submitted on the appropriate refund request form and must be accompanied by official documentary evidence of the grounds for the request
- Any homestay fees paid will be subject to the refund policy of the Homestay provider
- Refunds will be paid in Australian dollars to the student or nominated bank account as specified in the Refund Request Form
- For overseas refund payment, an international money transfer fee will be deducted from the refund amount
- Approved refunds will be paid in full within 28 days of receipt of the refund request, provided that
 - all supporting documents have been submitted as necessary
 - all relevant information to enable payment has been provided (complete bank details including swift code and correspondent bank for overseas payments)

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

1.	SIC is unable to run the course on the advertised start date	100% refund of tuition, materials and OSHC fees within 14 days of the default date or offer an alternative course at no extra cost. <i>Application fee will be refunded under this circumstance</i>
2.	SIC cancels a course after the start date and before the completion date	Refund of unused tuition fees will be calculated on a pro-rata basis (weekly as per the SIC term calendar) minus any applicable deductions
3.	An offer of a place is withdrawn by SIC (The exception is when the offer was made on the basis of intentional incorrect information).	100% refund of tuition, materials and OSHC fees

4.	Student's visa application is refused (The student must provide a certified copy of the official letter of visa application rejection by the Department of Home Affairs)	100% refund of tuition, materials and OSHC fees.
5.	Refund request is received more than 10 weeks before the commencement of the term	100 % refund of tuition fees for that term
6.	Refund request is received less than 10 weeks but more than 6 weeks before the commencement of the term	Refund is 70% of tuition fees for that term
7.	Refund request is received less than 6 weeks but more than 2 weeks before the commencement of the term	Refund is 50% of tuition fees for that term
8.	Refund request is received less than 2 weeks before the commencement of the term	Refund is 30% of tuition fees for that term
9.	If a student withdraws from the course on or after the course commencement date.	The student will not be eligible for a refund of the fees for that term. In the event of subsequent packaged courses, items 5,6,7&8 will apply.
10.	Withdrawal from a course on illness and compassionate grounds	Refund will be decided on a case by case basis.
11.	If a student holds a valid student visa at the time of enrolment with SIC, but after commencing their course, their current visa expires and a subsequent visa application is applied for and rejected.	Refund for any tuition fees paid to SIC will be calculated on a pro-rata basis (weekly as per the SIC term calendar) minus any applicable deductions.
12.	Student transfers to a second course within SIC without completing the first course.	The tuition fee paid for the current six-month period of the 1 st course will be credited on a pro-rata basis towards the tuition fee of the 2 nd course. All other tuition fees paid toward the 1 st course will be credited in full towards the tuition fee of the 2 nd course. If the credited amount is greater than the total cost of the second course, the difference will be refunded within 28 days of commencement of the second course.
13.	Student provides false or misleading information in application forms or during study	Automatically disqualifies you from any refunds
14.	Student is terminated due to serious breach of the College rules or a breach of visa conditions including non-attendance or unsatisfactory progress	No refund
15.	Student defers enrolment and commencement date	Refund will be assessed based on the original course start date
16.	Student is seeking a refund for enrolment in the principal (main) course of study, as applied for on their current Student Visa	No refund for any tuition fees paid for the first six (6) months of the principal course. Any additional tuition fees, paid beyond the first six (6) months, that are deemed refundable, will be payable back to the student minus any applicable deductions.

Procedure for claiming a refund:

1. To claim any refund, the student must complete a Refund Request Form. This can be downloaded from the SIC website or RTOM (Student Management System). It is also available at Reception or you can request the Student Support Officer to send you a copy by emailing sso@sic.edu.au.
2. The student must submit evidence to support the request - such as your receipt of course fees paid to date and certified copies of any supporting documents (such as Visa rejection letter, etc.) to the College.
3. The student must be up to date with course fees at the time of the request.
4. The request will be assessed based on the information provided.
5. If the refund request is approved, a refund calculation advice is provided that explains the decision.
6. If the refund request is not approved, the student will be notified of the decision.
7. The refund will be paid in Australian dollars.
8. SIC Accounts will send a copy of the payment receipt to the student.
9. Statements of Attainment for units completed and paid to date will be issued upon request.

Records Maintenance

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

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

Information provided by the students to Skyline International College may be made available to the Commonwealth and State Agencies and the Fund Manager of the ESOS Assurance Fund.

Skyline International College is required under section 19 of the ESOS Act to inform DHA about certain changes to a student enrolment and any breach of a student's Visa condition relating to attendance and academic performance.

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

Legislative and Regulatory Requirements

Skyline International College is bound by and operates within the following legislative and regulatory requirements:

- Education Services for Overseas Students (ESOS) Act 2000
- ESOS Regulations (2001)
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (National Code 2018)
- VET Quality Framework (VQF)
- National Vocational Education and Training Regulator Act (2011)
- Human rights and Equal Opportunity Commission (HREOC) Act 1996
- Commonwealth Affirmative Action (Equal Employment for Women) Act (1986)
- Commonwealth Racial Discrimination Act (1975)
- Commonwealth Industrial Relations Act (1998)
- Commonwealth Sex Discrimination Act (1984)
- Commonwealth Industrial Relations Reform Act (1993)
- Commonwealth Racial Hatred Act (1995)

- Commonwealth Disability Discrimination Act (1993)
- NSW Anti-Discrimination Act 1977
- Copyright Act 1968
- Equal Opportunity Act
- Work Health and Safety Act (2011)
- Work Health and Safety Regulations 2011
- Workers Compensation Act
- NSW Anti-discrimination Act 1977
- Workers Rehabilitation and Compensation Act (1986)
- Migration Act 1958

These legislations are available at website www.austlii.edu.au and www.legislation.nsw.gov.au

You can also go to the regulator website for more information - ASQA www.asqa.gov.au

You can also go to the website and links through Study in Australia called Future Unlimited www.studyinaustralia.gov.au and www.study.sydney

Work Health, Safety Act and Work Cover NSW

Skyline International College guarantees to meet its duty of care to staff, students and visitors by providing a healthy and safe environment in which to study.

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

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

A First Aid Kit is located in the reception area.

You are responsible for:

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

Anti-Discrimination

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

You are responsible for:

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

Access and Equity

Skyline International College provides equal access to training and delivery services for local and international students. Where possible, we conduct flexible training to meet specific needs of individual students.

Recruitment to Skyline International College is carried out in an ethical manner in accordance with Access and Equity principles

Your trainers will:

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

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

Student Responsibilities/Code of Behaviour

While you remain a student at Skyline International College it is your responsibility to:

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

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

Complaints and Appeals

SIC provides a process for complaints and appeals policy and procedure.

Despite all efforts by SIC to provide satisfactory services to its students, complaints may occasionally arise that require formal action and resolution. The following procedure provide students with the opportunity to have any issues relating to a substantiated complaint or appeal resolved and resolutions reached that are designed to satisfy all parties involved. We

will vigorously follow through complaints following our internal procedures making sure each step follows the principles of natural justice and procedural fairness. The College complaints and appeals processes are independent, easily and immediately accessible and no cost or inexpensive for the parties involved.

Complaints and appeals come in two different types – Academic and Non-Academic as defined below.

Academic Complaint and Appeals: Refers to an appeal about an academic matter:

- Your course
- trainers and training delivery
- Course progress and or attendance
- your assessment result or assessment outcomes

Non-Academic Complaint and Appeals:

- SIC and administration staff
- A Trainer or an Assessor
- Another course participant or person at the College

Procedure for a grievance, complaint and appeal

1. Discuss the issue with the concerned member of staff, trainer or student
 - You might have a grievance or complaint about
 - o The College, its policies, decisions or information provided to you
 - o The College administration staff
 - o Your course or your assessment result
 - o A trainer or an assessor
 - o Another student or person at the College
 - We encourage the complainant to talk directly with the person involved and see if the issues of concern can be sorted out
2. Discuss the issue with a Manager
 - Where talking with the person involved is not appropriate, the complaint can be discussed with the Academic Manager or Admin and Accounts Manager
 - We will seek an immediate resolution of the matter if possible, within our roles
 - We will communicate with you, discuss the matter with other parties and seek a resolution
 - We must refer to our policies and procedures and point this out to you as the complainant and the process will be fair and transparent
 - We allow 10 days
3. Lodge a formal complaint
 - If the complainant is not satisfied with the suggested resolution, we will advise you to put the complaint in writing
 - The Complaints form can be downloaded from the SIC website or RTOM (Student Management System). It is also available at Reception or you can request the Student Services Officer to send you a copy by emailing sso@sic.edu.au
 - The College will acknowledge receipt of the complaint and date received
 - The complaint goes to the appropriate department manager
4. The complaint will be assessed within 10 working days and a written notification of the decision will be provided
 - A meeting may be offered to the complainant where a support person can be present to assist if necessary.
 - Details of any meetings will be recorded in writing
 - We must refer to our policies and procedures and point this out to you as the complainant so the process will be fair and transparent
 - The written statement of the decision, including details of the reasons for the outcome will be provided to the complainant
 - The resolution between you and the College will be finalized as soon as practicable

5. Lodge an internal appeal
 - If the complainant is not satisfied with the outcome, the complainant can seek an internal appeal of SIC's decision
 - The Student Appeals form can be downloaded from RTOM (Student Management System). It is also available at Reception or you can request the Student Services Officer to send you a copy by emailing sso@sic.edu.au
 - The College will acknowledge receipt of the appeal and date received
 - The appeal goes to the Director of the relevant department or the CEO
6. The appeal will be assessed within 10 working days and a written notification of the decision will be provided
 - The Director will review and investigate the complaint and may request for additional information if needed
 - The complainant may be called for an interview if necessary
 - Details of any meetings will be recorded in writing
 - The written statement of the decision of the internal appeal including reasons for the outcome will be provided to the complainant
 - The resolution between you and the College will be finalized as soon as practicable
 - If the internal appeal was unsuccessful, the student will be provided with information about the external review process
7. Lodge an external appeal with the Overseas Student Ombudsman
 - To apply for external review, you must complete an application form (available on <http://www.ombudsman.gov.au/making-a-complaint>).
 - If a complainant decides to proceed with external appeal, they should notify SIC by providing the evidence of the external appeal within 5 working days.
 - SIC maintains the student's enrolment (i.e. not report the student for unsatisfactory course progress or fees) until the external complaints process is complete and has supported SIC's decision to report.
8. Complaints are recorded in the College's registers
 - Complaints and appeals are logged in the Complaints and Appeals Register and reported to management
 - We treat complaints as feedback that can improve our client services and quality assurance in the College

Appeals against assessment decisions are handled differently

The process is explained here.

Records of assessment appeals that escalate to a written appeal will be recorded on our Assessment Appeals Register. The appeal, assessment tasks and history of marking and feedback are kept on file and reviewed to ensure that they are fairly dealt with according to legislation, policy and procedure.

Procedure for an assessment appeal

1. Discuss your results with the Assessor who marked your work
 - For all assessment tasks but in particular for final assessment tasks, if the student has a grievance about the results, the Assessor will immediately discuss the feedback provided and the assessment outcome to clarify the decision of Not Satisfactory or Not Yet Competent.
 - This must be done within 14 days from the result date. There are opportunities for re-submission and re-sits as explained in the Handbook and during the course so most assessment matters can be resolved at this stage.
2. Request a re-marking by the same Assessor or another Assessor
 - If agreement cannot be reached, the student has the right to request a re-marking where the work is assessed again by the same Assessor or that another Assessor undertakes the marking of the submitted work for assessment.
 - This must be done within 14 days from the result date. The College will acknowledge receipt of the request and date received.
3. Fill in and send an appeal form that will be considered by the Academic Manager
 - If the assessment decision remains Not Satisfactory or Not Yet Competent after the re-marking and the student is still not satisfied, then the Academic Manager shall discuss the assessment decision with the student and the Assessor.

- The request must be submitted in an appeal form within 28 days of the date of the remarked results. The College will acknowledge receipt of appeal and date received.
- 4. Appeal resolution by meeting or phone then the Manager will send written notification of the decision
 - A meeting or phone conference may be offered to the complainant. A support person can be there with the complainant. Details of any meetings with the complainant will be recorded in writing.
 - The written statement of RTO'S decision, including details of the reasons for the outcome will be provided to the complainant. We must refer to our policies and procedures and point this out to you as the complainant so the process will be fair and transparent.
 - Internal decision making and resolution between you and the College will be finalised as soon as practicable.
- 5. Appeals improve our quality of training and assessment system
 - Complaints and appeals are logged in the complaints and assessment appeals register, reported to management meetings and retained in our compliance records.
- 6. Take the appeal to an external body
 - Once mediation and the external assessment services has been provided, we will advise the student that all internal processes have been exhausted. He/she can take the matter to the National Training Complaints Hotline. www.education.gov.au/NTCH Phone: 13 38 73 Mon- Friday 8am – 6pm. Written complaints can be emailed to skilling@education.gov.au.

ESOS Framework

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2018.

Protection for overseas students

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

Your rights

The ESOS framework protects your rights, including:

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

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

- Orientation and access to support services to help you study and adjust to life in Australia
- Who the contact officer or officers is for overseas students

- If you can apply for course credit
- When your enrolment can be deferred, suspended or cancelled
- What your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- If attendance will be monitored for your course, and
- A complaints and appeals process.

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

Your responsibilities

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

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

End of International Student Handbook

Skyline International College Student Declaration

I understood that the information provided by MG Australia Pty Ltd trading as Skyline International College may be made available to the Commonwealth and State Agencies and the Fund Manager of the ESOS Assurance Fund.

Skyline International College is required under section 19 of the ESOS Act to inform the Department of Home Affairs about certain changes to student enrolment and any breach of a student's Visa condition relating to attendance and academic performance.

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

Student's Name:

Student's Signature:

Date:

Please sign and tear out this page.