

Sydney Institute of Traditional Chinese Medicine

Student Manual 2010



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Information About The Manual

Congratulations on choosing the Sydney Institute of Health Sciences Pty Ltd (SITCM) trading as the Traditional Chinese Medicine (SITCM) for your course of study.

This Student manual has been prepared in accordance with the requirements of the Australian Quality Training Framework and The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students.

It contains information about the Institute and the programs offered, as well as information about what we expect of you as a student.

May I take this opportunity to wish you the very best with your studies. I sincerely hope that your time at the Sydney Institute of Health Sciences is both rewarding and enjoyable.



Yifan Yang
Principal

1. Institute Structure

The Institute is an organisation which is controlled by two bodies:

a) **Board of Directors**

The Board of Directors controls the business aspects of the Institute as well as the direction that the Institute takes. It consists of academic, legal, accounting and business and medical personnel. With such expertise the Board of Directors is able to make informed business decisions directed to the growth and development of the Institute and the Traditional Chinese Medicine (TCM) profession.

i) **Company Constitution**

The Company constitution expressly includes as corporate objects:

- a) the advancement of education
- b) the conduct an authorized institution of higher education that specializes in traditional Chinese medicine and other health sciences;
- c) the conferral of accredited undergraduate and post graduate qualifications in traditional Chinese medicine and other health sciences;
- d) the pursuit of scholarship and research in traditional Chinese medicine and other branches of health science;
- e) the constitution of a Board of Studies to provide advice to the Board on the development and implementation of curriculum, together with the maintenance of quality and standards;
- f) the appointment of a chief executive officer who is suitably qualified to provide academic leadership and direction necessary for the development of a degree-granting institution.

ii) **Corporate Vision:**

As a long-term vision, the Institute aspires to:

- a) evolve as an international and national centre of higher learning in traditional Chinese medicine;
- b) advance traditional Chinese medicine as a safe and effective option for primary health care;
- c) advance responsible integration and use of traditional Chinese medicine in health care;
- d) collaborate with other Australian and international centres of learning and practice in traditional Chinese medicine;
- e) collaborating with other branches of health science in clinically focused teaching and research involving traditional Chinese medicine.

iii) **Corporate Mission**

For the ensuing five years [2007-11], the Sydney Institute of Health Sciences, Sydney Institute of Traditional Chinese Medicine will seek to fulfil its vision by promoting innovative and clinically focused education in traditional Chinese medicine and related fields of health science of professional standard. In particular, the Institute is committed to:

- a) providing an intellectually stimulating, culturally diverse, academically rigorous, clinically challenging, and interactive environment in which both faculty and students are encouraged to achieve their potential;

- b) delivering courses of academic and professional quality so as to equip graduates to serve as creative and responsible leaders in the practice of traditional Chinese medicine within Australia and international communities;
- c) encouraging and equipping graduates to interact and collaborate with practitioners of other health professions;
- d) encouraging graduates' commitment to lifelong learning through the development and provision of a variety of postgraduate and short education and training programs in current and emerging areas of need;
- e) integrating cognitive and experiential learning through the development of interactive teaching and clinical resources;
- f) developing (jointly and individually) networks of specialist traditional Chinese medicine clinics in urban and regional Australia as well as abroad;
- g) and promoting traditional Chinese medicine internationally, especially in the regions of Africa, Europe and the Americas

b) Academic Committee

The Academic Committee is the body that controls the academic and educational direction of the Institute. It makes extensive use of TCM consultants from Australia and abroad.

See appendix three (SITCM Organisational Chart) illustrates the administrative structure of the Institute.

2. Information about SITCM

The Sydney Institute of Health Sciences Pty Ltd trading as the Sydney Institute of Traditional Chinese Medicine is a progressive institution, established to promote the growth and development of Traditional Chinese Medicine (TCM) within our community and the health profession.

When referring to TCM, the Institute uses the definition of the Australian Acupuncture and Chinese Medicine Association (AACMA) for traditional Chinese medicine, which is:

... a system of primary health care that includes acupuncture, Chinese herbal medicine, remedial massage (*an mo tui na*), exercise and breathing therapy (such as *qigong*), and diet and lifestyle advice. In Australia, the most popular forms of traditional Chinese medicine health care are acupuncture and Chinese herbal medicine.

The Institute aims to produce primary health care practitioners who practice their profession in a safe, effective and responsible manner within the framework of Traditional Chinese Medicine.

The training provided by the Institute is designed to empower graduates to serve the community in a variety of ways, such as, through primary health care, ongoing education programs, and working alongside other therapists in various clinical settings.

The Institute fosters open-mindedness and commitment to high ideals, providing an environment in which students may develop the habits of continuing self-education and self-fulfilment through service to others.

Lecturers at the Institute have undergone formal clinical training in China, Australia, or both countries. They have been in education and clinical practice in TCM for many years. Some of them enjoy widespread recognition as leaders in their field.

3. What is Traditional Chinese Medicine

Traditional Chinese Medicine (TCM) is a coherent health care system of clinical assessment, diagnosis and treatment based on Chinese medical theory and practice. It consists of Chinese herbal medicine, Acupuncture, Tui-na (therapeutic massage), as well as dietary therapy, and various exercise therapies etc.

TCM is based on the ideologies of health and disease which were developed in China over thousands of years and codified in modern China. It is the result of clinical observations and experiences, which have been critically appraised, formulated and re-formulated time and again, over centuries of investigation by scholar physicians.

It is a system of thought and practice entrenched in the wide cultural matrix of theories including Yin-Yang and Five phases (Wu-Xing), the theory of Qi and Blood, the theories of Zang-Fu organs and Channels, flavours and natures of herbs, etc.

Its outlook is founded on the axioms that the human body is an integrated entity of connected channels and organ systems that health stems from physical and emotional equilibrium and that illness only occurs when the body is unable to maintain its normal state of balance.

Based on this outlook, its diagnostic system uses a unique perceptual code to classify illness according to the nature of underlying imbalance and treats them using a holistic approach.

The Profession

Traditional Chinese medicine is already established in China, Korea, Japan and much of South East Asia, where the majority of the world's population accepts it. In Western countries, TCM is gaining acceptance by the general public, governments and the medical profession.

In Australia, various professional associations maintain the standards of the profession. These include the Australian Acupuncture and Chinese Medicine Association LTD (AACMA), the Australian Natural Therapies Association (ANTA), the Australian Traditional Medicine Association (ATMS), the NSW Association of Chinese Medicine (NSWACM) and the Australian Traditional Chinese Medicine Association (ATCMA).

Most private health funds recognise TCM and provide rebates for the managements.

4. Institute Code of Behaviour

For the purpose of this code of behaviour, members of the lecturing staff of the Institute, members of the Board of Directors, students currently enrolled in courses of the Institute, and employees of the Institute shall be known as 'members of the Institute'.

A member of the Institute is bound by and must observe this code of behaviour; observe and reflect the principles of the code in the study, practice and teaching of traditional Chinese medicine; and submit to the governance of the Board of Directors of the Institution in relation to the code.

Members of the Institution shall:

- a) Conduct themselves at all times with a high standard of morality and decency.
- b) Be competent in their work and keep abreast of the progress of knowledge in the field of traditional Chinese medicine.
- c) Look upon patients as human beings and not just as cases or merely an environment of a disease.
- d) Bring all resources of their profession to bear in the treatment of a patient and whenever an examination or treatment is beyond their capacity, arrange for consultation with or advice from another professional who has the ability.
- e) Monitor all treatment and therapy for any side-effect or complication and use all caution to prevent unnecessary accidents.
- f) Observe professional confidence in all dealings patients.
- g) Put interests of the patient's interests before their own.
- h) Refrain from criticising or condemning another member of the healing professions in the presence of lay people.
- i) Support and help to promote the public acceptance of traditional Chinese medicine as a holistic and comprehensive approach to diagnosis, treatment, and prevention of disease.
- j) Be prompt, punctual, and reliable in the conduct of their profession.
- k) Students are not permitted to advertise or to practice TCM professionally until they have completed their course to the satisfaction of the Institute. Non-observance of this requirement will result in expulsion.

In the event of a member behaving in such a way that will conflict with one or more elements of this code of behaviour, that person shall cease to be a member of the Institute.

When representing the Institute, and in dealing with students, lecturers should not criticise the Institute management, course content, or fellow lecturers in the presence of students and should not canvass students to advocate the employment of a particular lecturer.

If students raise concerns in any of these areas, their concerns are to be acknowledged and reported to the Principal.

Lecturers should raise their concerns with the Principal. Such concerns will be considered by the Board of Directors or Academic Committee.

5. Legislation

We will meet all legislative requirements of State and Federal Government. This includes the legislation listed below:

- Vocational Education and Training Act 2005
- NSW Anti-discrimination Act (1977)
- Commonwealth Disability Discrimination Act 1992
- Commonwealth Human Rights and Equal Opportunity Act 1986
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Sex Discrimination Act 1984

- Commonwealth Therapeutic Goods Act 1989
- Commonwealth Therapeutic Goods Amendment (Medical Devices) Act 2002
- Workplace Injury Management and Workers' Compensation Act (1998)
- Affirmative Action (Equal Employment Opportunity for Women) Act (1986)
- WorkCover Legislation Amendment Act (1997)
- Occupational Health and Safety Act 2004 (as amended 2010)
- Occupational Health and Safety Regulations 2001
- Copyright Act 1968
- Privacy Act 1988 and National Privacy Principles (2001)
- Child Protection (Prohibited Employment) Act 1998
- Child Protection (Prohibited Employment) Regulation 2004
- Child Protection Legislation Amendment Act 2003
- Australian National Training Authority Act 1992 (as amended 2003)
- Public Health Act 1991
- Public Health (Skin Penetration) Regulations 2000
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007
- Education Services for Overseas Students Act 2000
- Education Services for Overseas Students (Assurance Fund Contributions) Act 2000
- Education Services for Overseas Students Regulations 2001

Overseas students please refer to Appendix Six –Overseas Student Legislation Notification

6. Access and Equity

We are committed to enhancing your study opportunities. We endorse the national equity strategy by incorporating the principles of equity into all programs, and ensuring policies and training approaches are responsive to the diverse needs of all institute members.

Through the implementation of these policies and approaches, the benefits of participating in training are available to everyone on an equitable basis, including women where under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

If you meet the entry requirements as prescribed by the appropriate Training Package, you will be accepted into any training program, irrespective of their gender, culture, linguistic background, race, geographical location, socio-economic background or disability.

Admission procedures will therefore be free of discrimination, and if you do not meet entry requirements, all attempts are made to assist you to identify alternative courses of action.

All institute staff are responsible for ensuring that they understand and implement access and equity and behave in a courteous, sensitive and non-discriminatory manner when dealing with other institute staff, students and clients.

All institute students are responsible for behaving in a courteous, sensitive and non-discriminatory manner when dealing with other institute staff, students and clients.

At anytime should a student feel they have problems in relation to access and equity within the training program they are undertaking, they should firstly approach their subject lecturer to discuss the matter. If they feel they are unable to discuss this matter with the subject lecturer they can either approach the Student Support Officer to discuss and resolve the issue.

7. Registration, Admission and Enrolment

Enrolment Procedures

- All enrolment applications are to be completed on the form provided with the Institute information kit containing Institute Information Brochure and Enrolment Form.
- Following a review of the enrolment form and comprehension of the student manual an applicant will be asked to attend an interview or submit a written application,
- Prospective students should have a keen interest in health care and be able to adhere to the Institute timetable.
- A prospective student is required to undertake:
 - i) Completion of a Prohibited Persons Declaration;
 - ii) Criminal Record Check Clearance (Please refer NSW Health Student clearances for clinical placements <http://www.health.nsw.gov.au/audit/students>);
- Provided students have satisfied the Institute of their aptitude to undertake the required studies, they will be accepted as candidates in the Institute's courses.
- In the interests of practitioner and patient protection, the Institute's general admission requirements include health precautions, which encourage Hepatitis A and B vaccinations
- Prior to the commencement of clinical studies students are strongly encouraged to gain a current Workcover Authority approved Senior First Aid Certificate
- Accepted candidates will be notified in writing and requested to pay a deposit.

Overseas Students note:

Registered providers **are restricted** from enrolling transferring overseas students prior to the student completing **six** months of his or her principal course of study except where:

- a. the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered
- b. the original registered provider has provided a written letter of release
- c. the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course, or
- d. any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

Re-entry Requirements

To be eligible to re-entry into the course offerings after having previously left studies, the applicant must:

- a) Have been studying TCM for at least one year or above to avoid a re-entry examination

- b) Re-sit for re-entry before continuing with the course if they have not been studying TCM for at least one year.

Part-Time Study

Students are able to undertake the Institute's course on a part-time basis by taking two or three modules/units per semester instead of the usual five. This will enable them, for example, to complete the Advanced Diploma course over a period between five to six years instead of the normal four years.

Students considering this option should be aware of the following limitations that apply:

- no unit can be missed
- all first and second year module/units must be completed before entry into third year
- all pre-requisites must be met

Note: Due to the conditions of an international student's visa, international students are not permitted to study any of the Institute's course offerings by either part-time or distance education.

8. National Recognition

We recognise qualifications issued by other registered training organisations (RTO's). A student holding a valid qualification or statement of attainment including modules/units delivered as part of a nationally recognised training (NRT) package course or accredited course issued under the Australian Qualifications Framework (AQF) will be deemed competent for those modules/units.

9. Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a process, which recognises what you have learnt from:

- Life experience
- Work experience
- Non-accredited/accredited training programs

These experiences are measured against the qualification/unit you are doing or want to do. If what you have learned at work or elsewhere is relevant to your course or qualification, you may not have to do certain units of the qualification again.

How does RPL work?

If you decide to apply for RPL, you will be asked for detail records of your experience, employment, training, etc, which may be relevant. Part of the process requires you to conduct a self assessment of each performance criteria.

Most importantly, you will need to provide evidence against each of the performance criteria in a unit of competency (i.e. evidence that you have the skills and knowledge outlined in the performance criteria).

You will then have an interview with your trainer who will go through your evidence portfolio with you.

What is Evidence?

Evidence is the material that you have that is an indicator of your competence.

Evidence may be collected via:

- Documentation of practical experiences in the workplace or the community including photo's newspaper articles, reports etc
- Statements of results from both formal and informal training that you have completed
- Copies of projects that you have undertaken
- Documents you create that link your training and assessment to the units of competency

Your evidence is your proof that you have reached a level of performance that meets that outlined in the unit of competency. This evidence should be current (show that you are still competent), authentic (it is your work) and be at a level of complexity that matches the unit of competency. A variety of evidence allows for sufficient evidence to make the assessment decision. Logically the evidence should be valid-relate directly to the unit of competency.

Note that original documents such as certificates, workplace reports, etc, should be copied after being sighted by the assessor and then signed with a date, signature, printed name and a brief statement of what unit this relates to and how it relates to the required competency.

You will usually need to combine several pieces of evidence together to get adequate cover for each unit.

Remember you can use a piece of evidence as many times as you like provided it shows that you have achieved the competencies outlined in the unit in question. This means that a piece of evidence such as a set of meeting notes can show your competence for more than one unit.

Well thought out portfolios of evidence will get the most out of every piece of evidence used that way, fewer individual pieces of evidence are needed to prove competence.

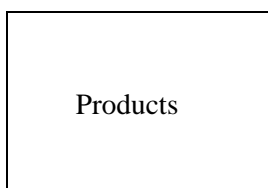
What is a portfolio of evidence?

A portfolio is a collection of items – in this case, a collection of evidence of competence. Portfolios will usually include a combination of many different types of evidence.

Evidence can take the form of:

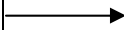
- Products or things you have made
- Reports you have written
- Statements made by you (written or verbal)
- Video or audio tapes

Evidence groups



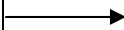
Products are things you MAKE or help make in the workplace. For example for frontline managers, products may include reports, policies or procedures that you have written. The only problem with this type of evidence is that, while it shows what you produce, it does not provide evidence of HOW you produced it. Because management is a process it is vital to show HOW you manage as well as what you produce. So, while this is an excellent source of evidence, you will generally need to support it with other types of evidence that can demonstrate more about HOW you managed.

Records



Records can be any type of work or professional document. For example; copies of qualifications, result notices or even extracts from your work diary are your professional records. Minutes of meetings, timesheets and personnel records are examples of work records. It is often useful to have work records verified by another person from your workplace. They can do this by writing a statement to this effect on the copy of the record you are submitting and then signing it.

Statements by you



These statements about your own competence may be either written or spoken. Another way is to write a special report that provides a case study relevant to the unit. You could describe how you set up a process, or how you resolved a particularly difficult situation. You could use the report to address several units of competence (especially if no other evidence is available). Once again, a statement by you will need to be verified by a third party.

What does a portfolio need to include?

A good portfolio will usually include:

A title page	<ul style="list-style-type: none"> Your name The qualification or individual units you are seeking recognition for The date of submission
A Table of Contents	A listing of the contents of your portfolio
Information about you	<p>At a minimum, you need to include the following information about yourself:</p> <ul style="list-style-type: none"> Your name (as you would like it to appear on your qualification) Your organization (if applicable) Your postal address Your home phone number Your work phone number (if applicable) Your fax number and email address
The evidence	The evidence must be clearly cross referenced against each performance criteria using the pro-forma supplied for each unit.

Sample Table of Contents

Table of Contents	
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Evidence B	
Evidence C	
Evidence D	
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Evidence G	
Evidence H	
Evidence I	
Evidence J	
Evidence K	
Evidence L	
Evidence M	
Section 4	

Students wishing to make application for an exemption from a module/unit must be able to satisfy the curriculum requirements of the Institute course. Exemptions or equivalences from Human Medical Sciences modules/units can be obtained by students who have already gained equivalent qualifications from recognised tertiary institutions.

Exemptions from other specific module/units of the course might be granted on the basis of certified previous study where the applicant has gained qualifications in the relevant module(s)/unit(s) at a Tertiary Institution acceptable to the Institute*, and can only be obtained at the discretion of the Institute's Board of Directors, based on recommendations from the Principal, Director of Studies or Academic Committee. (To be 'acceptable', the Institution must firstly be an accredited (in Australia, China, or other TCM educational institution, but must also meet the academic standards and criteria of SITCM Institute, or the equivalent – e.g., course content and nominal hours.)

Reductions in the amount of clinic practicum may be granted for work experience supervised by a qualified practitioner approved by the Institute. Applicants are not permitted more than 50% exemption of all course modules/units and clinic hours.

However, applicants, who have clinical practice experience and are otherwise seeking to have their qualifications recognized in Australia by completing the Institute's TCM course, and who apply for exemption of clinical practice, are required to supply such details as Certificate of Registration of Business Name and paid-up membership of TCM professional association(s) (non-profit organizations). The minimum requirement for exemption is at five years continuous clinical practice without any record of unsafe practices.

Procedure:

1. The applicant fills in application for recognition of prior learning (exemption), including the Title and Code of the Module(s) of the course. Equivalencies claimed should meet the content and nominal hour's criteria.
2. Attached to the application should be
 - a. Certified copies of the relevant TCM qualifications, transcripts, course outlines and other academic records including the title of the module, duration (hours) of learning, results (marks and grades).
 - b. Evidence of clinical practice, as mentioned above, if exemption is sought.

Applications failing to present the relevant TCM qualifications will not be recognized.

3. The Institute reserves the right to check and identify the original qualifications and academic records. Usually, the Institute's Principal will interview the applicant and verify the authenticity of original documents.
4. Payment of administrative application fee is \$100.

5. The module(s) exemption application is finally approved by the Principal and/or the Institute Academic Committee and a fee of \$150 per module approved will apply.
6. The Applicant will be required to “sign off” on the approval or disapproval of recognition of prior learning form. The original form will be placed in the applicant’s file and a copy given to the applicant.
7. For international students, SITCM will adjust the student’s CoE to reflect any reduction in the period of study the student is enrolled.

RPL & International Students

Overseas Students are able to apply for RPL with the following conditions:

- No more than 50% of the course can be claimed through RPL.
- If RPL is granted to the student prior to having their VISA granted the duration of the overall course is reduced on the Electronic Confirmation of Enrolment with DIAC.
- If RPL is granted to the student after having their VISA granted SITCM must report the variation in course length via PRISMS.
- The procedure for applying for recognition of prior learning is identical as the procedure for domestic students **except**
- Overseas-trained applicants should supply a certified copy of the awards and transcripts in the original language, together with any English translations provided by the issuing institution or the overseas government **PLUS** a certified copy of an authorised translation in English.
- Translation of documents into English is to be provided by an Australian Government authorised translator/interpreter service. It is acceptable if a copy of the English translation already provided by the issuing institution or government authority is amended and notated as required and stamped as an accurate translation (or accurate as amended) by the Australian Government authorised translation service.
- **China-trained** applicants should obtain a qualifications assessment from **Vocational Education Training and Assessment Services** (vetassess: <http://www.vetassess.com.au>) as to the authenticity of their qualifications. China-trained applicants should also submit certified copies of any notarised documents relating to their education and qualifications assessment issued by the Chinese authorities.

10. Deferment

Deferment of the enrolled course may be allowed for a period of up to one year from the date of course commencement. Requests for deferment or refund must be received in writing by the Institute, stating the reasons for the deferment or refund application and the effective date of deferment or refund will be the date on which such written notification is received. The student will be liable for any deposit and/or fee increase which may apply for the subsequent course. Deferment refers to course requirements only, not to course fees. Refund does not apply after course has commenced.

Students who defer for more than one year from the date of course commencement will be required to sit a re-entry examination. A \$100 fee will apply for this examination.

Note: Deferment is not available to overseas students except under exceptional circumstances. Please consult with the Student Support Officer in relation to this area.

11. Assessment, Examination and Grading

Assessment Schemes

The progress of the students is assessed throughout and at the end of each semester in a manner approved by the Academic Committee. Students are advised during the first lecture of each module/unit of the Academic Committee approved assessment scheme and the types of assessments to be conducted as part of the approved assessment scheme.

Due to the strong emphasis of relating theory to practice that is found in each module/unit, it is not possible to undertake the course by distance education. Nor, due to module/unit completion prerequisites, is it possible to select subjects out of sequence, unless RPL (exemption) has been granted.

However, to assist in grasping new and often complex TCM procedures, the Institute has available a range of teaching videos and a number of CDs and has available to all students some on-line facilities for theoretical components.

Further flexibility in assessment is to be found in the manner a student may request a particular assessment to be conducted. A practical demonstration may be accepted rather than a written submission. With approval, a student may even undertake a proportion of clinical practice in Australia with the TCM practitioner of their choice, provided that the chosen practitioner possesses the necessary qualifications to satisfy the Academic Committee.

Every effort is made to accommodate students who may have to travel a long distance to the Institute, and in the case of illness (supported by a medical certificate), or circumstances beyond control (supported by documentary evidence) a deferred assessment/examination may be granted without cost or penalty.

All assessment schemes approved by the Academic committee will follow the four principles of assessment as follows:

- **Valid** – All assessment schemes will be valid and they will assess what they claim to assess
- **Reliable** – All assessment schemes will be reliable and they will result in consistent interpretation of evidence from the learner and from context to context
- **Fair** – All assessment schemes will be fair, so as not disadvantage any students. Assessment schemes will:
 - be equitable, culturally and linguistically appropriate;
 - involve procedures in which criteria for judging performance are made clear to all students;
 - employ a participatory approach; and
 - provide for students to undertake assessments at appropriate times;
- **Flexible** – All assessment schemes will be flexible and they will involve a variety of methods that depend on the circumstances surrounding the assessment type

Types of Assessment Tasks

1. End-of-semester examination:

A written examination given at the end of each semester, testing work covered throughout the whole of the semester. An end-of-semester examination will not comprise more than 60% of the final results for the semester.

2. Half-semester examination:

A written examination given half way through the semester, testing the work covered in the previous half-semester.

3. Essay / assignment:

Essays / assignments will conform to the following pattern:

- **Year 1:** 1,000 - 1,500 words (appropriate for the particular module/unit, having regard to its learning outcomes) requiring a demonstration of the general understanding of basic theories and practical skills
- **Year 2:** 1,500 - 2,000 words (appropriate for the particular module/unit, having regard to its learning outcomes) requiring a demonstration of an increasing ability to analyse and evaluate information
- **Years 3 and 4:** 1,500 – 2,000 words (appropriate for the particular module/unit, having regard to its learning outcomes) requiring demonstration of the ability to integrate information from different sources

<p><i>Note: Mark penalties may be applied to essay / assignments submitted after their due date</i></p>

4. Case studies:

Based upon data collected in the clinic or from other sources, and these are set as an alternative for an essay.

5. Research projects (Years 2 & 4):

These may be set by the lecturer or chosen by the student(s) with the approval of the lecturer and can be carried out by either individuals or in teams.

All projects are to be investigative in nature, and should involve the collection of data by clinical observations or measurements, the interpretation of data, and the drawing of valid conclusions. The written project report will include the methods used, data collected, reasoned discussion of the data, and the conclusions drawn.

Lecturers who have set research projects will make themselves available to students for consultation during the hours at which the students are required to be at the Institute, or make other mutually acceptable arrangements.

6. Tutorial presentations: students are required to demonstrate the ability to present an analytical viewpoint and raise questions for discussion on topics set by the lecturer.

7. Continuous assessment

Weekly tests: at the beginning of each session, testing the work of the previous session.

Regular Tests: planned tests will be given each fortnight or month or other regular period testing the work done since the last test.

Snap tests: tests given without warning (other than a general warning given at the beginning of the course) testing a small, specific piece of recent work.

Test Types

Direct Response:

For example:

1. Name the bones of the upper arm.
2. List the functions of the kidney.
3. Draw a diagram of the longitudinal section of the human eye

Response to stimulus material: students will be given a photograph, drawing, diagram, table, graph, or piece of text and asked to label it, complete it, correct it, comment upon it or answer questions of the following types:

- **True/false:** students are asked to indicate whether a statement is true or is false
- **Multiple choice:** students are asked to choose the correct response from a list of four (or other appropriate number).
- **Open ended:** students are given the opportunity to give their own individual response to a particular question or direction.

Feedback on Continuous Assessments

All students will receive regular feedback from the lecturer throughout the course of a module/unit on the assessments conducted. This feedback will include comments on current progress and when required advice and assistance in overcoming areas of difficulty. This only applicable to the areas stated under section seven: continuous assessment.

Examinations (End of Module/unit Assessments)

End-of-semester (end of module/unit) examinations begin in the examination week as set out in the Institute Academic calendar. Requests from individual students to sit for an examination at a time other than scheduled time **must be** submitted in writing to the Principal for the consideration of the Academic Committee. The written application for variation of end-of-semester examinations must be made four weeks prior to end-of-semester.

It is a student's responsibility to check exam times and locations and to be present at examinations at the correct time and place. Failure to attend an exam without written approval will result in a 'Fail' or "Not Competent" grade being awarded for the module. SITCM will not provide special consideration in cases where a student has misread or misunderstood the examination timetable.

Students must sit the exam scheduled for their enrolled class and time slot on the scheduled day. A student may not sit an exam in another class nor attend an exam outside their enrolled class time, and will be asked to leave the exam room and report to the Principal and/or Student Support Officer . This will result in an automatic 'Fail' or "Not Competent" grade being awarded for the module.

Examination Procedures

- a) All candidates for end-of-semester examinations shall sit the examination in the room designated by the Principal.
- b) The Principal will appoint a lecturer or other responsible person to supervise each individual examination sessions.
- c) All bags, mobile phones, pagers and documents belonging to the candidates are being left at the rear of the examination room.
- d) A clock will be provided in the examination room and will be visible to all candidates for the duration of the examination.
- e) The institute will provide ruled examination paper for all candidates. Candidates are required to provide their own writing materials.
- f) Candidates will be allowed 15 minutes reading time before the commencement of the examination.
- g) Exams must be written in blue or black pen only, **NO pencil**. Exams completed in pencil will not be marked and will result in a "Fail" grade.
- h) No eating is permitted in the exam rooms.
- i) Students need to comply with any instructions given by a supervisor in relation to the procedure for exams.

- j) Writing may not commence until authorised by the Supervisor. Writing must stop when instructed by the Supervisor.
- k) A student will not be permitted to enter the examination room more than 30 minutes after the starting time.
- l) A student wishes to leave the examination once the exam has started, must hand in his or her exam paper and are not permitted to return to the exam room unless he or she has been under approved supervision during their full period of absence.
- m) A student must not take any books, dictionaries, calculators, notes, or other documents or devices into the examination room except those authorised by the examiner and listed on the exam cover page.
- n) A student shall speak to or communicate with any other student during an exam.
- o) A student shall not in any way give assistance to, or receive assistance from, any other person during an examination.
- p) No notes are to be taken out of the exam room. All paper used during the exam is to be handed in to the exam supervisor before leaving the exam room.

If a student is found to be in breach of any of the points above, they will be asked to turn in their exam paper and leave the exam room immediately. If requested to do so, the student must leave the room quietly and not cause any disruption to other students still in the exam room.

Breaches of examination procedures

Any student who is detected breaching these examination procedures shall be guilty of misconduct and will receive an automatic “Fail” grade for that subject.

A student who is guilty of misconduct in an examination will be liable to any, or all, of the following penalties:

- a) Failure, with a zero score, in the component of the course,
- b) A note in the student's permanent record
- c) Reprimand from the Principal;
- d) Failure in the course and/or suspension from the course.

Clinical Practicum Assessments

All students will sit for a Clinical Practicum Assessment at the end of semester two for each year of the Advanced Diploma course to monitor their progress.

Please refer to the Clinical Practicum Records book for the requirements each student must fulfil prior to sitting for a Clinical Practicum Assessment.

Viva Exam

All Grade 4 (4th Year Students) will sit a Viva Examination to assess their clinical skills.

Semester Results

Each student must be assessed as either being Competent (CMP) or Not Yet Competent (NYC) and also given a mark and grade recommendation for each module/unit. Where a module/unit is taught over more than one semester, a performance mark will be awarded for each semester module/unit.

Students' end-of-semester grades will be based upon the end-of-semester examination and a class mark derived from all assessment tasks completed during the semester.

The class mark will be no less than 40% and no more than 60% of the total mark for the module/unit. The awards offered by this Institute are as follows:

Marks and Grades

Grade	Mark Range	Comments
HD = High Distinction	90 – 100%	Outstanding performance on all learning outcomes
D = Distinction	80 – 89 %	Very high performance on all learning outcomes
C = Credit	70 – 79%	High level of performance on all learning outcomes
P = Pass	60 – 69%	Satisfactory level of performance on all learning outcomes
CP = Conceded Pass	57 – 60%	Unsatisfactory (but close to satisfactory) level of performance on most learning outcomes - awarded on Academic Committee/lecturer approval only
UP = Ungraded Pass	N/A	This is an ungraded pass/fail module/unit
PE = Post Examination	N/A	Satisfactory pass in post examination (no grade awarded)
F = Fail	0 – 59%	Unsatisfactory level of performance in all or most learning outcomes
EX = Exemption	N/A	Exemption granted from module/unit already passed from this Advanced Diploma
EQ = Equivalent Module/unit	N/A	Student has completed and passed an equivalent module/unit with another provider
WM = Withdrawn from Module/unit	N/A	Student has withdrawn from this Module/unit
WC = Withdrawn from Course	N/A	Student has withdrawn from the Advanced Diploma Course
DM = Deferred from Module/unit	N/A	Student has deferred from Module/unit
DC = Deferred from Course	N/A	Student has deferred from the Advanced Diploma Course

Attendance at Lectures and Clinic

Students who do not attend at least 80% of the lectures scheduled for a module/unit will not be awarded a Pass grade in that module/unit.

Notifying Students

At the beginning of each module/unit lectures will give their students:

- a written outline of the objectives/learning outcomes of the module/unit and the work to be covered during the semester
- a list of all the assessment tasks to be completed during the semester, the relative mark value of each assessment task, and the date when the task(s) will be given or when the assessment tasks is to be submitted

All examination results will be posted individually to each student.

Post Examinations

If a student scores a total mark between 40% and 59% and in the opinion of the lecturer should be given the opportunity to gain the pass mark in another examination, or in the case of illness (medical certificate will be required), or due to circumstances beyond the student's control

(documentary proof will be required), the Academic Committee may allow the student to sit for a post examination. The fee for setting and administration for that examination is \$100.00.

Failure to attend a post exam on the date scheduled will result in an automatic "FAIL" or "not Competent" grade for that module. Successfully passing a post exam will be recorded in the student's Academic Record as "PE". This is to not disadvantage students who have already met the subject's criteria and received a "Pass". It is to provide fairness to all students and their academic records.

The 'offer' of a post exam lasts for fourteen (14) days only.

Failing a post exam

A student who fails a post exam automatically fails that module and must re-enrol and repeat the module, subject to the module's availability. If it is a pre-requisite to another module, the student can only proceed to the next term's module with the permission of the Principal or Director of Studies.

If a student fails the module for a second time, but is within 5% of the pass mark, they are permitted to sit a post exam. If the student then goes on to fail the post exam, they cannot re-enrol in the module for a period of twelve (12) months.

All students should proceed with re-enrolling in all courses for the next term while awaiting results.

Post Exam Procedure

1. Notification via mail of subject failure (total mark between 40% and 59%) and the opportunity to sit a post exam. This letter will notify you of the date and time of the exam and will include a post exam application form.
2. Fill out the application form and return it to the Administration Office with a \$100 marking and administration fee at least one (1) week prior to the scheduled post examination date.
3. Post examinations will only be arranged after both the application form and fee have been received.

Deferred exams

Should there be extenuating circumstances (Refer below for definition of "extenuating circumstances" beyond a student's control, it is then necessary to complete and submit a "Deferred Exam" application form within fourteen (14) days of the scheduled exam time. Forms are available from the Administration Office. The Academic Records Coordinator will assess this form at the time of lodgement. Documentation relating to extenuating circumstances should provide detailed information about the duration of the unusual circumstances, and the extent of the impact upon the student. Students should note that SITCM will not be able to give consideration to an illness or extenuating circumstances if documentation does not provide full information.

Panic attacks will not be considered sufficient grounds for a deferred exam unless medical evidence is presented of a chronic anxiety related disorder and the steps that have been taken to handle the issue.

All applications for a deferred examination should be submitted on the form 'Application for Deferred Examination', with supporting documentation and any request for confidentiality. If medical evidence is provided, it should be in accordance with requirements set out below.

Any exam taken outside the scheduled class time will incur a \$100 fee payable at least one (1) week prior to the re-scheduled exam date.

Should you be unable to sit an exam due to illness, a Practitioner's or Doctor's Certificate will need to accompany your application for a deferred exam. Documentation relating to illness must clearly indicate:

- the date on which you first sought attention and information about further visits if appropriate;
- the degree of incapacity and its duration or probable duration;
- within the limits of confidentiality, a description of the nature and seriousness of the problem.

If you fall ill on the day of an exam, you must obtain a Practitioner's or Doctor's Certificate dated that day. Certificates dated after the day of the exam will not be considered and will result in a "FAIL" or "Not Competent" grade for that module.

Deferred exam applications need to be submitted within fourteen (14) days of the scheduled exam time. Once an application has been approved, the student will be given exam time options. **Deferred exams must be taken within six (6) weeks of the original scheduled exam time.** If the deferred exam is not taken within this period an automatic fail will be given for the subject. Special consideration will be given only in extenuating circumstances. (For definition of "extenuating circumstances" please refer below)

Applications received after 14 fourteen days of scheduled exam time, will not be considered and will result in a "FAIL" or "Not Competent" grade for that subject.

Failure to attend a deferred exam will result in automatic 'Fail' or "Not competent" grade for that subject.

The student will then be required to resit the whole module. Please note, depending upon pre-requisites this may effect program progression. Access to a deferred examination is a privilege not a right. SITCM considers a deferred examination as a significant concession to a student which may only be granted where the case is submitted in accordance with the guidelines above.

Deffered Exam Procedure

1. Fill out deferred exam application form (from Administration Office)
2. Attach relevant documentation and post or hand in to Administration Office (Attention Records Dept).
3. Receive notification (via mail) as to whether application has been approved. It will also state the date/s of the deferred exams. The student must sit the exam at the appointed time.
4. Acknowledge receipt of the notification, confirm the deferred exam time and date and pay the \$100 administration fee at least one (1) week prior to the re-scheduled examination date.
5. Post examinations will only be arranged after both the application form and fee have been received.

Failure

Failure of any module/unit will require the student (subject to re-assessment appeal) to repeat that module/unit.

Note: International Students are not permitted to repeat a module more than once

Flexible Forms of Assessment

SITCM has facilities to provide flexible forms of assessment for students with disabilities or other special needs.

For Students with Permanent Disabilities

A student with a permanent disability may apply for a flexible form of assessment as follows:

- The student completes an “Application for Alternative Assessment” form available from reception and returns the application to the Student Support Officer. The Student Support Officer may need to interview the student
- The application will be forwarded to the Director of Studies.
- The Director of Studies will conduct an interview with the individual student to assess the best possible way to accommodate the student in their examination
- The Director of Studies will advise administration specifically the Student Support Officer, regarding alterations to marking criteria
- The Director of Studies will advise the lecturer/s of their decision

Students with permanent disabilities need apply only once (at the beginning of their course) to the Student Administration Officer.

For Students with Temporary Disabilities

A student with a temporary disability may apply for a flexible form of assessment as follows:

- The student completes an “Application for Alternative Assessment” form available from reception and returns the application, together with any supporting medical documentation, to the Student Support Officer in administration. The Student Support Officer may need to interview the student
- The application will be forwarded to the Principal
- The Principal will conduct an interview with the individual student to assess the best possible way to accommodate the student in their examination
- The Principal will advise administration specifically the Student Support Officer, regarding alterations to marking criteria
- The Principal will advise the lecturer/s of the decision

For Students with English Language Difficulties

Students who have English language difficulties may apply for special examination conditions. This should be done as soon as the examination timetables are placed on the notice boards at the SITCM. The student should:

- Make an appointment to speak to the Student Support Officer

The Student Support Officer will:

- Interview the student and determine whether their request should be accommodated
- Advise the student whether he/she can be given any special consideration or alternate form of assessment

If special conditions are approved the student may receive:

Access to a language dictionary that has been submitted on the day of the examination to the Student Support Officer for approval

Usually, no other special considerations are dispensed based on language.

Extenuating circumstances

As a general guide, extenuating circumstances are any unexpected event that is outside a student's control to prevent or overcome and is sufficiently grave in nature or duration to have caused significant disruption to a student's capacity to study effectively or complete module requirements.

The student must also establish that her or she possess a prior satisfactory academic history during their period of enrolment.

Extenuating circumstances include:

- Compassionate - eg: death or serious illness of a close family member or close friend. Supporting evidence may include a medical certificate or letter from a counsellor, or doctor, or a funeral notice
- Hardship/Trauma - eg: sudden loss of employment, family breakdown, severe disruption to domestic arrangements, victim of crime, accident. Supporting evidence may include a medical certificate or a letter from a counsellor or doctor, a police officer or fire officer, depending on the nature of the issue
- Medical reasons
- Non-elective, emergency surgery
- A severe accident whilst on the way to the exam venue
- Childbirth - Under normal circumstances it is also reasonable for the father to miss one day of exams for childbirth
- Sporting commitments, where a student has been selected to participate in a state, national or international sporting event (or is participating in the official selection processes leading to the formation of a team in a state, national or international sporting event)
- Military commitments, where a student is a member of the armed forces involved in a compulsory exercise
- Legal commitments, where a student is called for jury duty or is subpoenaed to attend a court, tribunal etc
- Cultural or religious commitments

The following circumstances would NOT normally be considered extenuating:

- Work commitments/financial constraints
- Difficulties adjusting to college life, to the self discipline needed to study effectively, and to the demands of academic work
- Stress or anxiety normally associated with examinations, required assessment tasks or any aspect of course work
- Lack of knowledge of requirements of academic work
- Demands of sport, clubs, and social or extra-curricular activity (other than selection for state, national, or international sporting or cultural events)
- Social extra-curricular activities e.g. holiday etc
- Difficulties with the English language

Special Consideration

Sickness, misadventure, or other extenuating circumstances beyond a student's control may prevent the completion of a course requirement or attending or submitting assessable work for a module.

Assessable requirements may be examinations, class tests or quizzes, class presentation, etc. It is also possible that such situations may significantly affect a student's performance in an assessable task. SITCM has procedures in place to allow a student to apply for consideration for the affected assessments. Depending on the circumstances, SITCM may take action to allow you to overcome the disadvantage (e.g. give you additional assessment or extend a deadline)

Please note that submitting a request for Special Consideration does not automatically entitle a student to be granted additional assessment, nor be awarded an amended result. For example, if a student has a poor history of attendance or performance in a module he or she may be failed regardless of illness or other reason affecting their assessments in that program.

Circumstances have to be unexpected and beyond a student's control and students are expected to give priority to their SITCM study commitments. Any absence must clearly be for circumstances beyond a student's control.

Work commitments are not considered a justification. Extended medical conditions such as chronic fatigue, asthma or hepatitis are reasonable grounds for special consideration. However, these need to be approved by Board of Studies and Principal. The appropriate documentary evidence must accompany applications for special consideration. A form for special consideration is available from the Administration Office.

To allow SITCM sufficient and appropriate information on which to base its decision, a student must support his or her application with certified official documentation that normally contains at least the following key information:

- i. The assessment task/s for which you are seeking consideration;
- ii. The dates/deadlines associated with these tasks;
- iii. The basis of your request i.e. the nature of your misadventure, illness, etc;
- iv. The date/s on which you were seen by the professional/authority providing
- v. your official documentation;
- vi. The date of the illness or misadventure or the dates of the period of time of the illness or misadventure;
- vii. The professional's/authority's assessment of the severity of your illness or misadventure and opinion of the likely effect on your capacity to undertake
- viii. the assessment task/s concerned.

Items iv to vii need to be certified by the provider. For example, a medical practitioner or other health professional (for illness or injury) or counsellor (for personal or family problems). As such, a student will need to make the provider aware of SITCM requirements.

Applications for special consideration must be received by Administration Office (Att. Student Support Officer) within 5 (five) working days of the due date. Applications after this time will not be considered.

Deferred Exam and Special Consideration Evaluation Process

Applications for deferred exams and special consideration will be evaluated by the Principal and Board of Studies. SITCM reserves the right to take into consideration a student's academic history in combination with any of the following criteria when granting/declining a deferred exam:

- The student's history of special consideration applications. Unless special circumstances apply, deferred exams and special consideration will not be granted more than three times and rarely in two or more consecutive terms.
- The student's recent record relating to any discipline breaches for cheating and plagiarism in the course concerned.
- Any documented evidence and agreed study plans to deal with chronic problems.
- Any comments or assessment made by the lecturer, Director of Studies or Principal. SITCM reserves the right to confirm details of the student's medical condition with the medical practitioner concerned.

Viewing Exams

Students have the opportunity to view their marked exams. This is achieved by filling in an "Application to View Exam" Form available from the Administration Office. Please allow one (1) week to process this request. When viewing exams the student is not to leave the office area and not to take notes. If after viewing the exam, there are any queries, fill in the details in the space provided on the application form. If a student wishes to view an exam, it must be done within six (6) weeks from the term in which it was originally sat.

Assessment Re-marking

A student may request ONE re-mark of an assessment, be it an exam, assignment, etc only if they fall within at least 5% (five percent) of the pass mark. Students must fill in a "Student Request for Assessment to be Re-marked Form" available from the Administration Office or online. Reasons why the assessment should be re-marked must be clearly stated and the process will take a minimum of twenty one (21) days to fulfil. SITCM will appoint a suitably qualified person to re-mark the assessment. A student is not to approach individual lecturers for re-marks. The result of the remark will override the original mark in the student's Academic Record, even if the remark result is lower. A fee of \$100 applies for all assessment re-marks.

Handing in assignments

Please ensure that a copy of an assignment has been made in the unlikely event that it is misplaced.

An assignment completed on or before the due date should be given directly to the relevant Lecturer in class, with the assignment cover sheet completed and the student declaration signed. Alternatively, it may also be handed in at the Administration Office and registered into the Assignment Folder on the reception counter. The Administration Office will pass it on to the Lecturer. SITCM assumes no responsibility for assignments that have not been signed into the Administration Office or handed directly to the lecturer.

Assignments will be either handed back in class by the lecturer or left for collection from the Administration Office where they will be held for **one (1) term only**. If a student does not wish to have their assignment available for collection from the Administration Office he or she should include a stamped, self-addressed envelope with the assignment when it is submitted. SITCM assumes no responsibility for an assignment left for collection from the Administration Office or returned by mail.

2.3 Late assignments

It is SITCM's academic policy to deduct 5% for each day an assignment is late. A weekend is counted as two (2) days and hence will incur a 10% penalty.

Any assignment received more than seven (7) days after the due date will not be marked.

In the eventuality of extenuating circumstances, a student may apply for an extension up to the due date of an assignment. Applications must be made in writing to the lecturer on the "Request for Assignment Extension" form available from the Administration Office or website. Requests for extensions made after the assignment due date will not be considered.

Misreading the Module Outline, travel bookings for holidays, or poor time management will not be accepted as grounds for an extension of time for submission of an assignment / assessment item. If this extension form has not been approved by your lecturer, or is not attached to your assignment when you hand it in, penalties for late submission of your assignment will apply.

Except in exceptional circumstances, a student will be offered only one extension for any particular assessment item. Generally, a maximum of two (2) weeks extension only will be granted. Applications for assignment extensions may be rejected if Principal or the Director of Studies has reason to believe that the student is seeking to gain an unfair advantage through deferred assessment. This judgement may be based on the following factors:

- The particular circumstances of the application
- The student's academic record
- History of assessment extension applications

Whilst SITCM takes all due care, the Administration Office cannot take responsibility for the loss of assignments. Accordingly, students are to keep a photocopy of all work, and if using post as a medium of communication, students are recommended to send by Certified Mail or Express Post.

12. Assessment Appeals

Students may appeal against the final assessments results of a module/unit within fourteen (14) days of the results being issued.

The appeal must be submitted in writing to the Principal use the Assessment Appeals Form. The appeal will then be submitted to the Academic Committee who acts as an independent panel for the purposes of reviewing the appeal and deciding the outcome of the appeal.

If the student feels they would rather have an independent person from within the Traditional Chinese Medicine community to hear their appeal they may elect to do so by notifying the Academic Committee in writing of their decision to do so. The Institute will then refer the student to a number of independent TCM persons.

The student may also elect to and request to have the opportunity to present their own appeal in person to either the selected independent TCM person or to the Academic Committee. This request will be required to be made in writing at the same time as the written appeal is submitted to the Principal.

Grounds for an Appeal

An application for appeal will be considered where:

- A student claims a disadvantage because the lecturer did not provide a unit outline and assessment scheme
- A student claims disadvantage because the lecturer varied without consultation or in an unreasonable way the assessment requirements as specified in the unit outline and assessment scheme
- A student claims disadvantage because assessment requirements specified by the assessment scheme were unreasonably or prejudicially applied to him or her
- A student is of the view that a clerical error has occurred in the documenting of the assessment outcome
- A student claims that there is a discrepancy between the practical observation and the formal assessment.

If the appeal for re-assessment is proven we will make all necessary arrangements to conduct the re-assessment. This will be arranged at a time that is mutually convenient for all parties concerned and at no cost to the student.

All appeals are recorded within the complaints register. Results of all appeals are communicated in writing to the student and a copy of this communication is also kept on file, both in the complaints register and in the student's personal file. This communication will state how the decision was made and the reason(s) for the decision.

13. Fees and Refunds

Course fees

Fees are levied on all courses offered. The fee structure for the overall course and per module/unit is determined by the Board of Directors.

Current Fee Structure for Domestic Students:

- An enrolment fee of \$170.00 is applicable and is non-refundable
- All modules/units are priced at \$700.00 each for students who enrol in the current academic year
 - Advanced Diploma of Traditional Chinese Medicine (91133NSW) contains 42 modules
 - Diploma of Traditional Chinese Medicine Remedial Massage (An Mo Tui Na) HLT50107 contains 21 modules
- A clinical tuition fee of \$265.00 is payable commencing semester two and for each remaining semester till the end of the course
- Tuition fee for China Clinical Practicum. For details, please contact the Institute Office.

Other fees that may apply include:

- For RPL (exemption/equivalent) application and assessment refer to the RPL section of this manual.
- For post examination or re-submitted assignments (except in the case of illness supported by a medical certificate, or, circumstances beyond the student's control supported by bona fide evidence) at the end of any module there will a non-refundable administration and marking fee of \$100.00
- Students who need to sit a re-entry examination in order to resume studies after deferment are required to pay a fee of \$100.00

Note: International Student fees are stated in appendix four in the back of this manual

Payment of Fees

All fees are required to be paid before the commencement of semester or course.

Course fees may be currently paid by the following methods:

Bank Transfer

Bank transfer is the preferred method of payment. Please refer to your invoice for the Institute's bank details.

In order for us to ensure that we credit your own account, when making a payment by bank transfer you must quote your student ID number and full name. Please also retain the receipt for presentation to the Administration Office as proof of payment

Cheque

Please make your cheque payable to Sydney Institute of Health Sciences P/L and write your Student ID number on the back of the check. Cheques should be sent to the Administration Office by post or in person.

Credit card or EFTPOS

Payments must be made in person at the Administration Office.

Fees are subject to yearly increases, usually in line with the CPI.

Cancellation & Refunds

If an application for a student visa is rejected for an international student applying for enrolment from **offshore**, then all course fees will be refunded in full provided that documentary evidence is supplied within fourteen (14) days of visa rejection. The course enrolment fee will not be refunded.

If a student defaults withdraws from a course and supplies SITCM written notification before the course commencement date, 90% of the total course fees paid will be refunded. The course enrolment fee and clinic practicum fee will not be refunded.

If a student defaults or withdraws from a course within four (4) weeks after the course commencement date, 70% of the total course fees paid will be refunded. The course enrolment fee and the clinic practicum fee will not be refunded.

If a student defaults or withdraws from a course after four (4) weeks after the commencement date of the course No Refund will be made.

As a member of the ACPET OSTAS/ASTAS if we are unable to fulfil our obligations to complete a course, the international/domestic student will be offered a no cost enrolment into another ACPET OSTAS/ASTAS member college.

We undertake to make payment of all refunds within 14 days of receipt of a written application for refund.

Refunds Paid If SITCM defaults:

- If the offered course does not start on the published or agreed starting day.
- If the course stops being provided after it starts and before it is completed or if a course is not provided fully to the student because we have had a sanction imposed by either VETAB or DEEWR under either and or the AQTF and the ESOS Act 2000.

We will pay a full refund to all students within two weeks after the default day. We will provide all students with a statement that explains how the refund amount has been calculated.

This agreement does not remove the right to take further action under Australia's consumer protection laws nor circumscribe the student's right to pursue other legal remedies.

Students are not permitted transfer course fees to another student.

Students cannot transfer to another course at another institution within the first six months of commencement of a course.

SITCM is relieved of its obligation to offer a student a refund if the student accepts an alternative course offered by SITCM at their own expense, or through its Tuition Assurance Scheme (TAS).

Note: We will give special consideration to refund of fees in extenuating circumstances, following a written application to the Board of Directors.

All fees paid by personal cheque, bank cheque or money order are required to be made payable to: "Sydney Institute of Traditional Chinese Medicine."

14. Student Support & Counselling

We make every effort possible to provide as much support as possible within its policies and resources for all students to achieve the required level of competency.

1. Policy

This policy and procedure supports 'Standard 6 – Student Support Services' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007' which states:

“Registered providers support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.”

This policy ensures that all students are given support while studying in Australia. This support includes both academic support and personal support and the following procedures ensure that students are made aware of the support available. The SITCM will also conduct an orientation program for all new students and the details of this orientation program is included in the procedures outlined below.

2. Procedure

2.1 Nominated Student Services Officer

Whilst all staff employed by the SITCM have the responsibility to provide support to all students, the SITCM shall nominate a Student Services Officer who shall be available to all students, on an appointment basis, during SITCM hours of business.

Students can access the student support officer directly or via Administration and an appointment will be organised as soon as practical.

Currently the role and responsibility of Student Services Officer is filled by Priscilla Guo. Her contact details are: Ph: 02 9281 1173 email: priscilla@sitcm.edu.au

As part of their responsibility the Student Support Officer is to ensure up-to-date information is available for the following services and the contacts listed are current. This information is given to students through their orientation program outlined below.

2.2 Student Support Services

The following support services are available and accessible for all students studying with the SITCM. The SITCM will provide students with contact details to refer any matters that require further follow up with relevant professionals. Any referrals are conducted by the SITCM at no cost to the student but fees and charges may apply where an external service is used by the student and this should be clarified by the student prior to using such services outside of the SITCM.

Academic issues

Students may have concerns with their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students are able to gain advice and support in ensuring they maintain appropriate academic levels, attendance levels, and general support to ensure they achieve satisfactory results in their studies.

All students' progress and attendance is monitored and guidance and support provided where non satisfactory results are identified.

A student is able to access the student support officer to discuss any academic, attendance, or other related issues to studying at the SITCM at any time. The student support officer will be able to provide advice and guidance, or referral, where required.

Personal / Social issues

There are many issues that may affect a student's social or personal life and students have access to the Services officer during normal Institute hours to gain advice and guidance on personal, accommodation, or family / friend issues. Where the Student Services Officer feels further support should be gained, a referral to an appropriate support service will be organised.

Counselling Service

A free professional counselling service is available for the benefit of all SITCM students. A qualified psychologist is available by appointment, to provide confidential help to all students for personal problems, conflict or crises.

Further SITCM staff is available to assist in times of stress or pressure during the course. Students may make an appointment at any time to see a member of Institute Staff for free advice relating to study on:

- managing your time
- setting and achieving your goals
- motivation
- ways of learning
- coping with assessments
- looking after yourself

Accommodation

While the SITCM does not offer accommodation services or take any responsibility for accommodation arrangements the SITCM is able to refer students to appropriate accommodation services and are always available to discuss any issues or concerns a student may have with their accommodation arrangements. All students are encouraged to have accommodation organised prior to arrival in Australia but the Student Services Officer can refer students to appropriate accommodation services.

Special Needs

A student is requested to advise his/her lecturer of any individual learning disabilities, e.g. difficulty in hearing. A qualified Student Support Officer are available to provide advice to students and to consult with the SITCM Board of Directors, Boards of Studies and Principal, if necessary

Hardship – China Clinic Practicum

The requirement to undertake the China Clinic Practicum may present some SITCM students with hardship through economic, social or other disadvantage.

Where genuine hardship exists a student may make application seeking permission to undertake alternative Clinic practicum in Australia.

To make application a student is required to send a covering letter to the Student Support Officer for forwarding to the Board of Studies describing the reason you are applying for permission to undertake the practicum in Australia.

It is essential to include evidence supporting a claim of hardship, for example:

- Financial hardship: Austudy, Youth Allowance, other Centrelink or government benefit, pay slips or bank statements which indicate financial status

- Medical grounds: medical certificates stating nature of condition, duration
- Single parent – evidence by way of statutory declaration and supporting government documentation

Applicants must be Australian Citizens, permanent residents, holders of Australian permanent resident humanitarian visas, or holders of temporary protection visas. International students are not eligible.

Where an application to undertake the Clinic Practicum within Australia is approved it is conditional upon the practicum being undertaken at the SITCM clinic.

Additional Counselling Services

If the need arises to seek additional counselling services the following centres may be contacted:

- Lifeline 13 1114
- Centrelink 13 2850
- The Smith Family 1800 422 916
- The Salvation Army 02 9266 9866
- Anglicare 02 9261 9500
- St. Vincent de Paul 02 9256 8666

For further information on Learning Disability Centres refer Appendix Eight

Student Orientation Program

All students are required to attend an orientation day at the beginning of their studies with SITCM. This orientation program is managed by the Student Services Officer and must include the following:

- A tour of SITCM identifying classrooms, student areas, student administration area, and any other relevant areas within the SITCM such as toilets, fire exits, and restricted areas.
- All students are to receive a copy of the 'Student Manual' (this document) which contains information of VISA conditions and complaints and appeals procedure and how to access the services of the Student Support Officer.

15. Institute Regulations

Attendance and Punctuality

All students are required to maintain a level of attendance of 80% or above at all times. Lecturers will mark the class and clinic rolls for each class and clinic session that students attend. If any student leaves a class early or arrives late, this will be recorded onto the roll books.

Any student with attendance issues may contact us at any time to arrange an interview in relation to attendance, the purpose of this interview is to ensure that the student is fully aware of their responsibilities regarding attendance while also providing the student with the opportunity to discuss and determine a solution to any issues or circumstances that are affecting their attendance.

Any student who cannot attend any class is requested to submit an explanatory note as soon as is practicable.

Any student who does not attend two classes in a row without a reasonable explanation or a medical certificate will be contacted and the matter of attendance will be discussed and a reasonable solution will be agreed to through counselling either on the phone or face to face.

Participation in Class

Students are expected to participate actively in class discussions and activities.

Dress Code

Students should come to the Institute and attend class/clinic wearing suitable attire, this includes covered leather footwear. Pursuant to health regulations and guidelines, when undertaking the clinic practicum students must wear an approved protective garment (e.g. laboratory coat) and covered footwear at all times. Long hair must be pulled back off the face and tied; nail polish is not to be worn. All visible jewellery such as rings, earrings, face and body piercing rings or studs, bracelets and anklets must not be worn in the clinic. If a student is unsure of what is acceptable they should discuss the matter with their clinic supervisor.

Failure to comply with the dress code may result in the student being turned away from class/clinic.

Behaviour on Campus

Students are expected to reflect the ideals and code of behaviour of the Institute in their dealings with fellow students, members of staff and the general public. All students are expected to adhere to the rules and to co-operate in the effective running of the Institute.

We strive to achieve the following "basic principles" of interpersonal behaviour:

- To be focused on the situation, issue or behaviour, not on the person.
- To assist in maintaining the self-confidence and self-esteem of others.
- To maintain constructive relationships with all staff and fellow students.
- To take the initiative to assist in making things better.
- To always lead by example.
- To always respect the property of the Institute, staff and fellow students.
- To never use inappropriate language with the understanding that to do so will not be tolerated.
- To always turn off mobile phones during classes
- To never consume food or drinks in non-designated areas at the Institute

Every staff member and student should hold every other staff member and fellow student responsible for living up to these principles at all times.

Plagiarism and Cheating

Collusion, plagiarism or cheating in assignments, class assessments or examinations will not be tolerated. Lecturer will advise all students of the many different ways to avoid plagiarism.

Penalties may include:

- No marks for that assessment item;
- Repetition of the assessment item;
- Oral examination;
- Failure of the unit of study; and/or
- Exclusion from the course.

Please refer to Appendix Nine for further information.

Theft

As the premises of the Institute are open to the public, students are advised not to leave their valuables unsupervised. The Institute cannot be held responsible for anything which may be stolen from its premises.

Smoking

The Institute premises (including classrooms, clinic rooms, toilets, and general office and library areas) are smoke free zones. If students wish to smoke, they should do so outside the building.

Change of address

Students are required to promptly notify the Principal of changes to their addresses and telephone numbers. ***International students are required notify us within seven days of their change of address. Failure to do so may lead to the cancellation of their student visa.***

E-mail

Students who provided the Institute with their e-mail address are expected to regularly check their account to ensure they remain fully up to date with all the latest news and notifications.

Use of Mobile Phones in Lectures

A student is not permitted to use a mobile phone during any lecture. Mobile phones must be switched off before a lecture begins. A student may not send or receive electronic messages during lectures.

In the case of a family emergency, a student may advise their lecturer of the emergency and seek permission to have their phone on vibrate. If a call comes through, the student is to take the call outside of the classroom. It is at the discretion of the lecturer to approve this situation

Medical Certificates

All medical certificates substantiating reasons for failure to sit an examination must be presented to Administration within seven (7) days of the examination date.

Any other medical certificates must be handed to the individual lecturer for the recording of attendance.

Student Clinic Training

The qualifications awarded by SITCM require the completion of clinical training under the supervision of experienced practitioners. Clinic Training is a valuable form of experiential learning to help students gain confidence and expertise.

Prior to the commencement of clinical studies students are strongly encouraged to gain a current Workcover Authority approved Senior First Aid Certificate and are required to sign a statement indicating that they have read and agree to comply with SITCM's infectious diseases policy prior to the commencement of clinical practicum.

Student Clinic Placement

490 Clinic training is conducted at the SITCM Clinic of which a proportion may be conducted at an approved external clinic. Please refer to the Clinic Assessment Guidelines available from the Administration Office or from the SITCM website.

410 hours of intensive, supervised clinical practice experience is to be undertaken with an affiliated TCM teaching hospital in the China. . This will involve students paying their own travel fares, as well as, training and accommodation fees to the Chinese institution.

Enrolment into Student Clinic Practicum

The Student Clinic Training normally commences in Semester 2 of first year of fulltime study.

Prior to commencement it is strongly recommended that a student is vaccinated against Hepatitis A and B and completes a First Aid Certificate.

The Clinic Coordinator will contact the student to organise placement into the Clinic Practicum. Upon placement the student will be required to pay for Student Clinic Training Tuition. A Schedule of Clinic Training Tuition fees is obtainable from the Administration Office the SITCM website.

Clinic session attendance

Clinic attendance is compulsory. If a student is unable to attend a scheduled session due to illness or other circumstances the Administration Office must be immediately advised. Supporting documentation i.e. Medical Certificate must be given to the Administration Office for any missed sessions.

Transfer to another clinic session

Provided there is availability, and with the prior approval from the Administration Office, it is possible to transfer to an alternative clinic session.

Clinic competency

Where a student is deemed Not Competent, he or she will be given the opportunity to successfully achieve a “Competent” grade by completing extra clinic hours, or redoing certain relevant clinic assessment. Additional clinic hours and/or assessment may incur additional clinic fees.

Completion of clinic hours and coursework

Once the required amount of hours and coursework is completed, a student will be eligible to sit for a clinical practicum assessment. Completed clinical practicum assessments should be immediately submitted with the clinical practicum record book to the Administration Office for verification and recording.

To prevent loss of records it is recommended that the student regularly present their record book to the Administration Office for photocopying. The copies to be placed on the student’s administration file.

Clinic Practicum Assessment

Clinic practicum assessment is conducted periodically throughout the entire clinic training practicum.

Please refer to the Clinical Practicum Records book a student will be issued with upon commencing his or her first clinic session.

External Clinic Supervision.

A student may not undertake external clinic hours in a clinic in which the student has a financial interest or would be under the supervision of a family member.

16. Privacy

We will adhere to the ten national privacy principles in the handling of all personal information of its students and employees. These principles are listed below:

1. Collection

We 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

We 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

We 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

We 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. We will correct and up date information errors described by the individual.

7. Unique Identifiers

Commonwealth Government identifiers (Medicare number or tax file number) will only be used for the purposes for which they were issued. We will not assign unique identifiers except where it is necessary to carry out its functions efficiently.

8. Anonymity

Wherever possible, we 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

We 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.

17. Institute Accommodation and Facilities

Plan of the Institute

The Institute is currently located at Level 5 Harbour Plaza, 25 Dixon Street, Sydney. The administration offices and library are located at Suite 506, the student clinic and herb dispensary are located at Suite 502, and the education facilities are located at Suite 503 and 505.

Lecture/Training Rooms

There are two lecture/training rooms numbered rooms 1 and 2. These rooms will be locked at all times when not in use. Allocation of these rooms is displayed outside these rooms at the commencement of each semester.

Lecturers' room is located within Suite 502, next to the student clinic. The students' common room and kitchen facilities, and the student study area are located within Suite 506, next to the administration office.

Herb Room

The herb dispensing room is situated within the clinic area in Suite 502 which is locked when not in use.

Clinic Rooms

Clinic, consultation and treatment rooms and the herb dispensary are all located in Suite 502. These rooms will remain locked when not in use or supervised.

Institute Library

- Opening hours:
Library opening hours are listed on the Institute notice boards. Students who, for special reasons, seek access to the library or the catalogues outside the listed hours must make arrangements with the Administration Office.
- Journals and Reference books:
Journals and reference books may not be borrowed or removed from the general office area, but may be inspected during the library opening hours.
- Damaged or lost books:
Books damaged or lost must be replaced by the student

For more information, please refer to the SISH Library Loan Policy located in the Institute Library and Website

Photocopying

The photocopier is housed within the lecturers' room. The cost of each photocopy is 20c or at a rate set by the Institute from time to time. Students are required to seek assistance from the Administration Office if they need to use the photocopier.

18. Copyright

All staff and students must observe the following copyright regulations, a copy of which is on display near the photocopier.

A copyright owner is entitled to take legal action against a person who infringes his/her copyright. Unless otherwise permitted by the Copyright Act 1968, unauthorised copying of a work in which copyright subsides may infringe the copyright in that work.

Where making a copy of a work is classed as fair dealing under section 40 of the Copyright Act 1968, making that copy is not an infringement of the copyright in that work.

It is classed as fair dealing to make a copy, for the purpose of research or study, of one or more articles on the same subject matter in a periodical publication or, in the case of any other work, of a reasonable portion of a work.

In the case of a published work that is of not less than 10 pages and is not an artistic work, 10% of the total number of pages, or one chapter, is a reasonable portion.

More extensive copying may constitute fair dealing for the purpose of research or study. To determine whether it does, it is necessary to have regard to the criteria set out in sub-section 40 (2) of the Copyright Act 1968.

A copy of the Copyright Act 1968 is available for viewing in the Institute Library.

Please refer to Appendix Nine for further information.

19. Student Services

Student Representation

There is a Student Association (Student Representative Council) whereby the Student Representative is guided by the association and makes representations and submissions to the Board of Directors through the administrator. All students elect a representative council each year.

Meal Facilities

There is a kitchen which includes complimentary water, tea and coffee, a refrigerator and a microwave oven available to students. Students are required to clean up their own cups/dishes and to assist in the keeping of this area clean and tidy at all times.

20. Complaints and Appeals

The purpose of this policy is to confirm that any complaint and/or appeal are dealt with in an effective and timely manner. We have processes in place for all course participants to lodge complaints and/or appeals in relation to any matter other than academic decisions in relation to a course or service offered by our organisation.

The complaint/appeal procedure allows for:

- An informal approach to the person with whom the student has the complaint/appeal.
- An opportunity for the person to formally present his or her case.
- A staff member or the student support officer who has not been involved in the complaint/appeal to review the complaint/appeal.
- An independent review by an external complaints resolution consultant or appropriate body.

All complaints and/or appeals are recorded in writing on the complaints register and reviewed at executive committee meetings. Results of all complaints/appeals are communicated in writing to the student and a copy of this communication is also kept on file, both on the complaints register and in the student's individual file clearly stating the reasons for the decision and its outcomes.

Students who wish to access the Institute's Complaints and Appeals procedure are assured that their enrolment is maintained while the process is ongoing.

Complaint and Appeals Procedure

If the matter does not constitute a serious matter, an informal approach to the issue directly with the person or persons responsible for the relevant procedure, action or behaviour that generated the problems would be most appropriate:

1. Speak to the person with whom you have the complaint/appeal with and try to resolve the issue or problem

If Unresolved

2. Speak to your Lecturer

If Unresolved

3. Speak to the Director of Studies

If Unresolved

4. Make an appointment with the Training Manager

If required at any stage during the complaint/appeals procedure the student support officer or another member of staff is also available for confidential appointments or review the compliant/appeals. This person may act as a mediator if necessary between students or students and staff. If this is not suitable the appellant will be supplied with the details of ACPET to assist and act as the independent body during the complaint/appeal process.

If the issue is a serious matter or has failed to be resolved using the informal procedure detailed above, a formal complaint may be lodged with, and investigated by the Institute. Formal complaints/appeals must be lodged in writing. The process commences within 10 working days of the formal lodgement of the complaint or appeal, and supporting information and all reasonable measures are taken to finalise the process as soon as practicable. Once the matter is resolved, the complainant or appellant will be given a written statement of the outcome, including details of the reasons for the outcome.

If the student is still not satisfied with the resolution of the complaint/appeal, they are able to seek advise and further assistance from the authorities listed below.

<u>Anti-Discrimination Board</u>	<u>Department of Fair Trading</u>	<u>ACPET</u>
Level 17, 201 Elizabeth St SYDNEY NSW 2000 Ph: (02) 9268 5544	Level 21, 227 Elizabeth St SYDNEY NSW 2000 Ph: 13 32 20	Suite 12, Level 1 123 Clarence Street SYDNEY NSW 2000 Ph: (02) 9299 4555

If the internal or any external complaint handling or appeal process results in a decision that supports the student, the Institute will immediately implement any decision and/or corrective and preventative action required, and advise the student of the outcome.

Note: The acknowledgement of this Manual, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws

21. Overload Policy

An overload occurs when a student is permitted to register for more than 6 modules during a single semester. Registration for a course overload requires special permission, as even the best students will have a difficult time doing their best academic work when attempting to complete 6 or more modules in a single semester.

Before requesting an overload students should fully understand the time commitment required to successfully complete the modules in which they wish to enrol, taking into account external commitments, such as paid employment, family responsibilities, sport and the time spent commuting to the SITCM.

Students should note that managing overload is their own responsibility and is not grounds for Special Consideration or assignment extensions. Nor is it an acceptable excuse for poor results.

This policy is not meant to encourage students to take extra subjects; it is meant for the rare student who believes he/she can do more.

Students requesting permission to take an overload, typically, must meet the following criteria:

- The student has no fail grades in his or her most recent academic semester
- The student has requested an overload that appears manageable based on the students' academic record at the time the request is made

Procedure:

- 1) Students wishing to enrol in more than 6 modules per semester must submit a completed Application for Overload to the Administration Office. As the outcome of requests to overload depends upon the results achieved in the previous semester, applications will not be accepted or considered until results of these subjects are available.
- 2) Once the application has been submitted to the Administration Office, it will be forwarded to the Academic Committee for consideration.
- 3) Students will be informed within ten working days of the outcome of their application

22. Language, Literacy and Numeracy

We aim at all times to provide a positive and rewarding learning experience for all of its students. Our enrolment form asks you to provide information regarding your LL&N requirements or any other special learning needs. In the event of LL&N becoming an issue, the Administration Staff will contact the student to discuss their requirements.

You must ensure that they have discussed with the Administration Staff any concerns they may have about you capacity to participate because of any Language, Literacy or Numeracy difficulties.

Where language, literacy and numeracy competency is essential for course students, we will make every effort to ensure that you are adequately supported to enable them to complete their training. Some examples of the type of support that we can offer include:

Literacy

- Providing students only essential writing tasks
- Provide handouts in an audio format via either cassette tape or on CD
- Consider the use of group exercises so that the responsibility for writing rests with more than one person
- Provide examples and models of completed tasks
- Ensure that documents and forms are written and formatted in plain English
- Use clear headings, highlight certain key words or phrases and provide explanations of all technical terms used
- Assessments can be conducted using the interview technique where required

Language

- Present information in small chunks
- Speak clearly, concisely and not too quickly
- Give clear instructions in a logical sequence
- Give lots of practical examples
- Encourage students to ask questions
- Ask all questions to ensure students understand

Numeracy

- Ask students to identify in words, what the exact problem is and how they might solve it
- Show students how to do the calculations through step by step instructions and through examples of completed calculations

- Help students to work out what math's/calculations/measurements are required to complete the task
- Encourage the use of calculators and demonstrate how to use them.

23. Health and Safety

Infection Control

Students are required to sign a statement indicating that they have read and agree to comply with SITCM's infectious diseases policy prior to commencement of Clinical Practicum.

Student General Illness

It is in the interest of all staff and students that self-responsibility for health is seen as a serious concern. Anyone suffering from a temporary sickness, which could affect others such as colds, flu or viral infections should not attend until fully recovered.

Students unable to attend due to illness must advise the Administration Office immediately. A medical certificate will be required if students are absent for more than two days.

Students who become ill whilst attending can rest in either the Institute clinic or consultation room, and attended to by one of the Clinic supervisors or lecturers available at that time.

The Institute does not mandate vaccination against Hepatitis A and B for students admitted to its programs, but it expressly encourages them to have vaccinations. If a student has not already been vaccinated at the point of initial enrolment, it is desirable to be vaccinated before commencement of clinical practice. In the interests of practitioner and patient protection, the Institute encourages completion of a first aid qualification.

Accident Procedure

Accidents and mishaps that occur must be reported to their lecturer immediately. All accidents and mishaps are recorded onto an Accident Report Form and are also recorded within the accident register.

General Occupational Health & Safety

The NSW Occupational Health and Safety Act 2000 prescribes the employers duty of care to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others in the work place. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use;
- adequate staff training including topics such as safe work procedures, infection control procedures and appropriate hygiene;
- properly maintained facilities and equipment, including the provision of personal protective equipment such as gloves, eye protection and sharps containers; and
- a clean and suitably designed work place with the safe storage of goods such as chemicals

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment
- Implement procedures and practices, in a variety of situation, in accordance with State and Local Government Health regulations.
- Store and dispose of waste according to health regulations

- Clean walls, floor and working surfaces to meet health and safety standards without causing damage
- Check all equipment for maintenance requirements
- Refer equipment for repair as required
- Store equipment safely
- Identify fire hazards and take precautions to prevent fire
- Safe lifting and carrying techniques maintained
- Ensure student safety at all times
- Ensure procedures for operator safety are followed at all times
- All unsafe situations recognised and reported
- Implement regular fire drills and provide first aid courses to all staff and students
- Display first aid and safety procedures for all staff and students to see
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required
- Report any identified Occupational Health and Safety hazard on safety@sitcm.edu.au

OH&S Fact sheets may be obtained at http://www.workcover.nsw.gov.au/Publications/LawAndPolicy/Acts/ohs_act_review_fact_sheets.htm

24. Student Training Records Policy

The purpose of this policy and its attached procedure that is used by us for the collection, storage and protection all the training records of individual students to meet training and assessment activity requirements.

Definitions:

Training Records covers all types' documentation and information relating to training and assessment activities. It includes but is not limited to:

- student enrolment data including contact details and changes;
- commencement and completion dates for individuals of all competency units;
- individual student assessment information for each unit of competency;
- information on awards issued (award, date, certificate number);
- individual student participation data (assignments / assessments where practicable, attendance)
- documentation / records of appeals, complaints
- recognition (RPL/RCC) process documents (application and results)
- the circumstance of any suspected breach by the student of a student visa condition.

We are committed to maintaining and safeguarding the confidentiality and privacy of all of its individual student's information. We will document and implement procedures to assure the integrity, accuracy and currency of all student records.

Individual student records will be stored (including the weekly backup of all electronic records) in a secure area and with safeguards in place to minimise loss, unauthorised access and use, modification or misuse.

Student results will be archived for a period of not less than 30 years. Training records will be collected and stored to meet the requirements of external reporting requirements.

Access to individual student training records must meet Commonwealth and State Privacy legislation and will be limited to:

- Individuals wishing to access their own personal records upon request
- Individuals authorising releases of specific information to third parties in writing
- Staff that require the information as part of their job role
- Officers listed in the agencies listed in the National Code 2007, from the Department of Education and Training, the Vocational Education and Training Accreditation Board or their representatives for activities required under the Standards for Registered Training Organisations
- Officers from the Tuition Assurance Scheme (TAS) in the event of the activation of a placement process. to facilitate suitable placement for students in alternative courses.
- Legal requirements (e.g. subpoena / search warrants / social service benefits / evidence act)

Note: As per the requirements of the ESOS Act 2000 Section 21 Sub Section 3 all records related to international student will be retained and will remain active for a period of two year after the completion of studies. Whereas at that time these records will be subject to the same archival process as all other student records are as per our administration and recordkeeping policy.

Student Training Records Procedure

Each individual student will have a personal file for storage of training records. Student training documentation will be stored in a secure manner (individual files in locked cabinets; electronic files with access by password).

All lecturers / assessors involved in the training program will be informed of their responsibilities under this policy. Requests for access to information must be in writing and the release of information the decision of the Administrator. Records of student results for each unit of competency will be as per VETAB requirements so as to limit the amount of rework.

25. Harassment and Discrimination Policy

SITCM strictly adheres to the Anti-Discrimination Act, 1977 and Equal Employment Opportunity, as set out in the Legislation. Copies of the Legislation are available on the Internet and from the Administration Office.

SITCM has a legal obligation to ensure that no member of its staff or student is discriminated upon on the grounds of race (colour, ethnic origin or nationality), gender, age, disability, marital status or sexual orientation. Harassment on the grounds of race or sex will not be tolerated and may lead to disciplinary action.

At SITCM, everyone, regardless of whether they are a student, lecturer, administration or support staff, is entitled to expect the same rights. These rights are listed below:

- The right to learn, teach or carry out their duties
- The right to be treated with respect and treated fairly
- The right to be safe in the workplace emotionally and physically
- The right to have all reports of harassment and discrimination to be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated.
- The right to inform management of any harassment or discrimination and management has the responsibility to take immediate and appropriate action to address it.

- The right to when dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained.
- The right to whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation.
- Both the person making the complaint, and the person against whom the complaint has been made, has the right to receive information, support and assistance in resolving the issue.

Students have the responsibility to:

- Allows other to learn
- Make SITCM safe by not threatening, bullying or hurting others in any way
- Make the classroom safe by obeying instructions
- Make SITCM safe by not bringing illegal substances or weapons into SITCM
- Not steal, damage or DEEWRroy the belongs of others

SITCM's Definitions of Harassment Include:

'Bullying' - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insults, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

'Discrimination' - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

'Racial Harassment' - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

'Sexual Harassment' - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

'Victimisation' - includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.

Any employee or student who believes they have been subjected to any form of harassment, victimisation or bullying should lodge a formal complaint by making a report to the Principal, either verbally or in writing, of the alleged act.

A confidential investigation of all such complaints will be commenced immediately. The key factors in the investigation would be to establish that act of harassment was either unwanted and/or persistent.

Any employee or student, who is considered, after appropriate investigation by SITCM, to have harassed another employee or student, will be subject to appropriate disciplinary action. Depending on the circumstances, this will range from a warning being placed in the offender's personnel file up to and including summary dismissal in the case of a staff member.

Given the nature of this type of complaint, SITCM also recognizes that false accusations of any type of harassment can have serious effects on innocent people. Accordingly, disciplinary action against the complainant may follow a false accusation.

26. Institute Annual Events

The Institute usually holds two open days a year for potential students, November and February. These dates are advertised in advance and students are requested to help distribute pamphlets or notify their friends/relatives or interested people to promote these events.

In line with Institute tradition, an end-of-year dinner is held in early December for a get-together with members of the Institute (including the Executive, office staff, lecturers and students). Members of prominent associations of Chinese medicine are also invited. Students only pay a subsidised rate towards the dinner.

Institute Seminars

The Institute usually holds four seminars a year, inviting prominent professors from China to deliver seminars whenever feasible. Students are encouraged to attend these seminars at a very reasonable discounted price.

27. Discipline

We make all attempts to provide its training and assessment in a spirit of co-operation and mutual respect. There are times however when a disciplinary action must be taken to ensure the safety and well being of students and staff. Lecturers should make themselves aware of the procedures, should they become necessary to implement.

Examples of when disciplinary action may be required to be taken include when a participant:

- fails to attend the required minimum number of classes for any course without reasonable explanation
- brings onto, or consumes on our premises, any drug of addiction or dependence (except drugs prescribed by a qualified medical practitioner)
- brings onto or consumes on our premises any alcohol
- exhibits any form of behaviour that is adversely affected by the influence of drugs or alcohol
- damage or remove any property or resource of or any training venue hired by our organisation
- assault (physically or verbally) any person or persons on the premises of or any training venue hired by our organisation

- fail to comply with any instructions given by a member of staff relating to the safety of any person or persons on the premises
- exhibits any form of conduct within our premises that is considered to be aggressive, disorderly, disruptive, harassing or interferes with the comfort, safety or convenience of any person who is acting lawfully and entitled to be present
- enters any part of our premises or any other place to which students have access for the purpose of tuition, when not entitled to do so, or having entered, refuses to leave said premises

When disciplinary action is taken, the Director of Studies will notify the participant of the reason for the action.

1. A verbal warning will be given to the student and documented on the student's individual file.
2. Where the behaviour continues after the verbal warning, the Director of Studies will counsel the student and a written warning will be provided to the student. A copy of this warning will be noted and kept on the student's individual file.
3. In the event that the behaviour continues beyond the written warning, the student will be removed from the training program. Notification of their removal will be made in writing and a noted copy will be placed on the student's individual file.

If a participant wishes to express an appeal in relation to the disciplinary action taken, they have the opportunity to follow our appeal procedure.

We expect that our staff will maintain a professional and ethical working relationship with all other staff, management and students. Any breach of this standard will be discussed with the lecturer and the Director of Studies and the appropriate action will be taken.

28. Institute Ethics

Students are not permitted to advertise or to practice TCM professionally until they have completed their course to the satisfaction of the Institute and been awarded the relevant AQF qualification. Non-observance of this requirement will result in expulsion.

External Clinic Supervision.

A student may not undertake external clinic hours in a clinic in which the student has a financial interest or would be under the supervision of a family member.

29. Disclaimer

The Institute reserves the right to change any aspect of the administrative or academic programs in any way it deems suitable without prior notice. This student manual is subject to annual review and is current as of time of printing.

Appendix One: Academic Calendar

Advanced Diploma of Traditional Chinese Medicine (91133NSW)

	YEAR 1	YEAR 2	YEAR 3	YEAR 4
Semester One	<p><i>TCM-1</i>: Theoretical Frameworks of TCM</p> <p><i>TCM-2</i>: Diagnosis Methods</p> <p><i>CPI</i>: Client Practitioner Communication, Professional Practice and Ethical & Legal Issues</p> <p><i>HMS-1</i>: Anatomy & Histology (A)</p> <p><i>HMS-2</i>: Anatomy & Histology (B)</p>	<p><i>CHM-2</i>: Chinese Herbs (B)</p> <p><i>ACU-2</i>: Acupoints (A)</p> <p><i>HMS-4</i>: Physiology & Biochemistry (B)</p> <p><i>CTS-5</i>: Yellow Emperor (TCM Theoretic Classic)</p> <p><i>HMS-5</i>: Pathology</p> <p><i>Clinic Practicum</i> [Grade 2]</p>	<p><i>CHM-4</i>: Chinese Herbal Formulas (B)</p> <p><i>ACU-5</i>: Acupuncture Treatment (A)</p> <p><i>CTS-1</i>: Shang Han Lun & <i>CTS-2</i>: Jin Kui Yao Lue</p> <p><i>HMS-6</i>: Microbiology & <i>HMS-9</i>: Pharmacology</p> <p><i>HMS-7</i>: Clinical Diagnosis (A)</p> <p><i>Clinic Practicum</i> [Grade 3]</p>	<p><i>CLS-2</i>: Internal Medicine (B)</p> <p><i>CLS-3</i>: External Medicine</p> <p><i>CLS-4</i>: Traumatology</p> <p><i>CLS-5</i>: Gynaecology</p> <p><i>CHM-5</i>: Pharmacology of Chinese Herbs , <i>CLS-8</i>: TCM Health Maintenance & <i>CLS-9</i>: TCM Dietary</p> <p><i>Clinic Practicum</i> [Grade 4]</p>
Semester Two	<p><i>TCM-3</i>: Diagnosis Patterns and Principles of Treatment</p> <p><i>CHM-1</i>: Chinese Herbs (A)</p> <p><i>ACU-1</i>: The Channel System</p> <p><i>HMS-3</i>: Physiology & Biochemistry (A)</p> <p><i>Clinic Practicum</i> [Grade 1]</p>	<p><i>CHM-3</i>: Chinese Herbal Formulas (A)</p> <p><i>ACU-3</i>: Acupoints (B)</p> <p><i>HMS-10</i>: Research Methods</p> <p><i>ACU-4</i>: Acupuncture Techniques</p> <p><i>Clinic Practicum</i> [Grade 2 (cont.)]</p>	<p><i>CTS-3</i>: Wen Bing Xue & <i>CTS-4</i>: Schools of TCM</p> <p><i>CLS-1</i>: Internal Medicine (A)</p> <p><i>ACU-6</i>: Acupuncture Treatment (B)</p> <p><i>HMS-8</i>: Clinical Diagnosis (B)</p> <p><i>HMS-11</i> Research Project</p> <p><i>Clinic Practicum</i> [Grade 3 (cont.)]</p>	<p><i>CLS-6</i>: E N T and Ophthalmology</p> <p><i>CLS-7</i>: Paediatrics</p> <p><i>Block Practicum Internship China Hospital Practicum*</i></p>

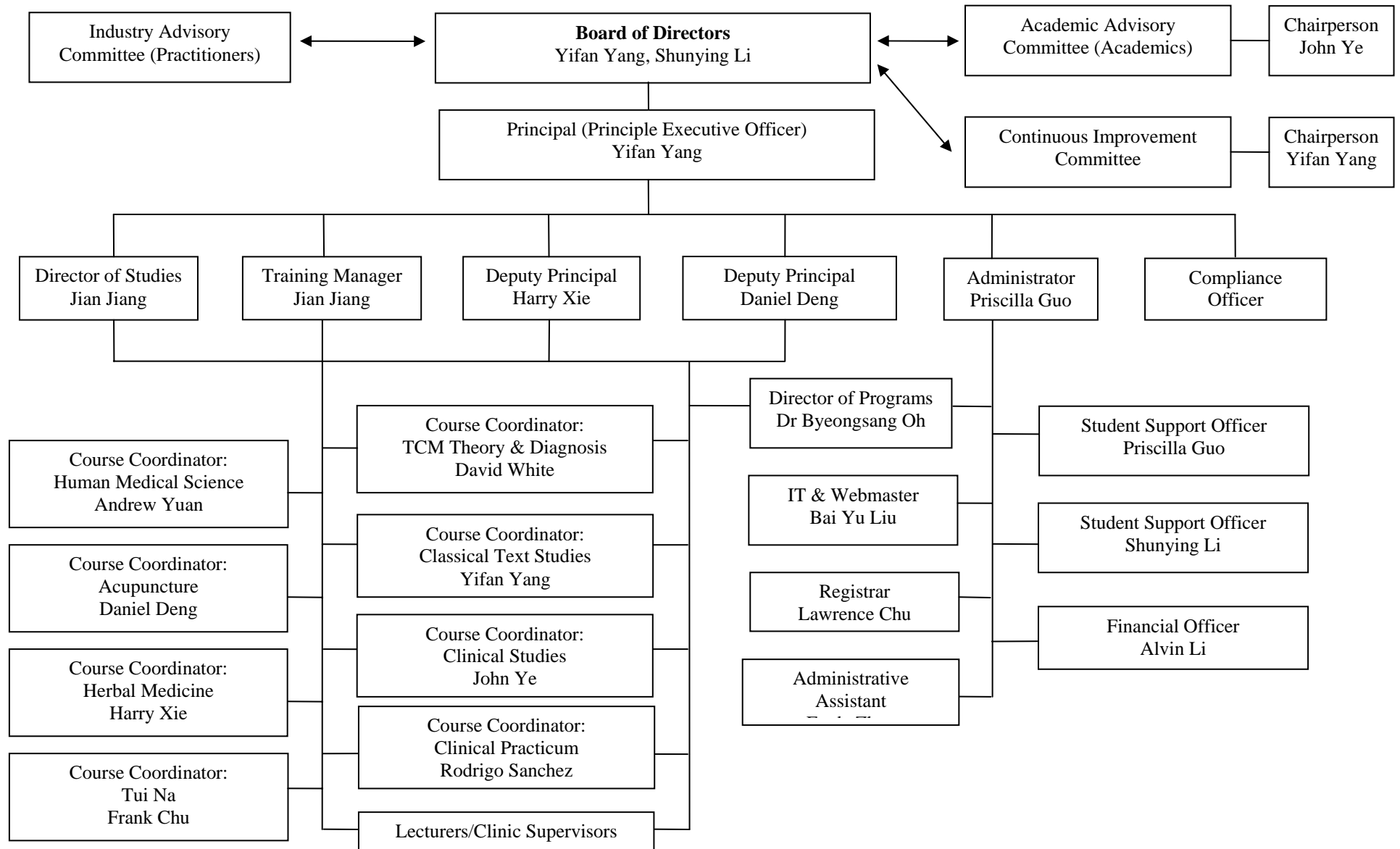
The duration of the program is four academic years (eight semesters), in which 41 learning modules, 490 hours of clinic practicum and **410 hours of China Hospital Practicum*** are undertaken.

Appendix Two: Academic Calendar

Diploma of Traditional Chinese Medicine Remedial Massage (An Mo Tui Na) HLT50107

	Year 1	Hrs	Year 2	Hrs
Semester 1 (15 weeks)	<u>Common Units (1) - Professional Development:</u> HLTCOM502B Develop professional expertise HLTCOM404B Communicate effectively with clients HLTCOM503B Manage a practice HLTCOM406B Make referrals to other health care professionals when appropriate	80	<u>Common Units(3) - Client Services and Legal & Ethical Requirement:</u> HLTOHS300A Contribute to OHS processes HLTIN301A Comply with infection control policies and procedures in health work HLTAP401A Confirm physical health status	60
	TCM-1: Theoretical Frameworks of TCM	45	TCM-3: Diagnosis Patterns and Principles of Treatment	45
	ACU-1: The Channel System & Acupoints (1)	45	HLTTCM503B Provide TCM remedial massage (AN MO TUI NA) treatment	45
	HLTTCM501B: Apply TCM remedial massage (AN MO TUI NA) assessment framework	45	HMS-4: Pathology	45
	HMS-1: Anatomy	45	HLTTCM504B Provide traumatology treatment within a TCM remedial massage (AN MO TUI NA) framework	45
	HMS-2: Anatomy for Tui Na	20	CPM-3: Clinical Practicum (3)	60
	Total	20w	Total	20w
Semester 2 (15 weeks)	<u>Common Units (2) - Practice and Health Service Management:</u> HLTCOM408B Use specific health terminology to communicate effectively HLTFA301B Apply First Aid HLTHIR501A Maintain an effective health work environment	100	<u>Common Units(4) - OH&S Processes and Infection Control:</u> HLTAP501A Analyze health information CHCORG28A Reflect and improve upon professional practice HLTHIR506B Implement and monitor compliance with legal and ethical requirements	40
	TCM-2: Diagnosis Methods	45	HMS-5: Clinical Diagnosis	45
	ACU-2: The Channel System & Acupoints (2)	45	HLTTCM505B Provide TCM remedial massage (AN MO TUI NA) treatment for women and children	40
	HLTTCM502B: Perform TCM remedial massage health assessment	45	HLTTCM506B Work within TCM remedial massage (AN MO TUI NA) framework	45
	HMS-3: Physiology	45	HLTTCM507B Plan TCM remedial massage (AN MO TUI NA) treatment strategy	30
	CPM-1 & -2: Clinical Practicum (1) & (2)	40	CPM-4: Clinical Practicum (4)	100
	Total	20w	Total	20w

Appendix Three: Organisation Chart



Appendix Four: Additional Information for International Students

The following information is provided for international students only and does not apply to domestic students.

Fees and Charges

Course fees for international students include:

- a) Full year tuition fees (theory lectures) amount to \$13,500.00 (AUD) for the Advanced Diploma of TCM and \$10,350.00 for the Diploma of TCM Remedial Massage (Tui-Na)
- b) Full year clinical training amounts to \$760.00 (AUD) for all programs offered.
- c) A non-refundable administration charge of \$265.00 (AUD) is charged on all programs offered.

For information in relation to the Tuition fee for China Clinical Practicum. Please contact the Institute Office for further information.

Refunds

The following information is designed to provide an overview of Section 27 and 28, *Education Services for Overseas Students Act 2000* (the ESOS Act)

Section 27 and 28:

- clarify the definition of student default for refund purposes to include the circumstances in which a provider may refuse to provide a course to a student.
- stipulate that provider may not use a written agreement to limit a refund to a student who is refused a student visa, regardless of the reason for the refusal.

Key requirements

- Where a written agreement managing refunds exists between a provider and a student, the agreement must include details of the amounts of money to be refunded in the case of student default and circumstances which constitute student default.
- Providers can not use a written agreement to limit the refund of course fees to students who, as a result of being refused a student visa, are unable to undertake the course for which they have been accepted.

What do these provisions involve?

Student default

Refund provisions specified for student default will apply where the provider refuses to provide or continue providing the course in one or more of the following circumstances:

- the student failed to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course;
- the student breached a condition of his or her student visa; and
- misbehaviour by the student.

Section 18: Written agreements

Written agreements can not be used by a provider to limit a refund for student default:

- where that default is a result of the student being refused a student visa.
- where a prospective student is refused a student visa and as a consequence fails to start on the agreed starting date;
- withdraws from the course; or
- fails to pay the provider an amount owing to undertake the course, the refund agreement will not apply.

The refund will be calculated in accordance with the ESOS Regulations which allow providers to keep an amount for administrative expenses and a proportion of fees if the student has commenced the course.

Note

From 1 July 2007, with the implementation of the National Code 2007, written agreements between providers and their students will be compulsory and will need to include the specified information on refunds of course money.

Any agreement, and the availability of SITCM complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws

For more information about this provision, your questions may be sent to esosmailbox@DEEWR.gov.au.

English Language Requirements

For international students whose first language is not English, the minimum level of English language proficiency requires IELTS of 5.5.

The Institute accepts verified scores not less than twelve (12) months old on IELTS.

Information on these proficiency levels may be obtained from:

IELTS: www.ielts.org

DIAC: www.immi.gov.au

Assessing Student's qualifications, experience and English proficiency

Policy

This policy/procedure supports 'Standard 2.2 – Student engagement before enrolment' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007' which states:

“The registered provider must have documented procedures in place, and implement these procedures to assess whether the student's qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought”

The SITCM will assess all students' enrolment application to ensure they meet the enrolment requirements of the course to ensure their ability to complete the qualification.

Procedure

- All enrolment applications are received and assessed by the Administration Office.
- Enrolment applications are not accepted without appropriate supporting documentation. All International students are required to submit the following with their application form:
 - an authorised copy of their visa
 - evidence of English proficiency
 - any other supporting information such as previously attained qualifications.
- An International student's English proficiency is required to be evidenced by a recognised English Language testing score (IELTS = 5.5) or equivalent.
- A copy of the above English Proficiency Test score and other supporting documents are to be kept on student files.

Student's Address

All international students are required to inform their education provider of their Australian residential address within seven (7) days of arrival in Australia and any subsequent change of residential address within seven days.

Monitoring Course Progress

The course progress of international students will be individually monitored, recorded and assessed each semester. The Institute's Intervention Strategy will be implemented to assist students who have been identified as at risk of not making satisfactory course progress where the student has failed or has been deemed not yet competent in 50% or more of the modules attempted in a semester. A record of the intervention and the outcome will be kept in the student's file.

Procedure

At the commencement of each module of every semester, students will be provided with a comprehensive module outline which will detail the material to be covered, the workload, the delivery and assessment methods, the class and examination schedule and the deadlines for the submission of assignments. Lecturers will assess students as outlined in the module outlines and according to guidelines outlined in the *Assessment, Examination and Grading Policy*. Students who fail to achieve competency in individual modules will be identified by lecturing staff and notified and recorded by the Student Support Officer to form the basis for the development of a list of students at risk. Overall progress will be monitored at least once every semester.

Counselling and additional support will be offered to all students identified as at risk, and the Institute's formal *Intervention Strategy* will commence once a student fails to achieve competency in 3 or more modules in a semester or fail 50% or more of the subjects in which they are enrolled.

Intervention Strategy

The Intervention Strategy will be implemented if a student fails to achieve competency in 50% or more of the subjects in which they are enrolled.

The Intervention Strategy will commence within the first four (4) weeks of the following semester or as early as practicable once a student is identified as at risk. The particular intervention measure that has been implemented will be documented and kept in the student's file.

If a student is identified as not making satisfactory progress in a second consecutive semester of study, the student will be notified in writing of the Institute's intention to report the student to the Department of Immigration and Citizenship (DIAC) for unsatisfactory course progress. The letter will inform the student that he/she has 20 working days to access the Institute's *Complaints and Appeal Policy* to challenge that decision. A student may appeal by explaining substandard course progress on compassionate or compelling grounds or provide evidence indicating that the Institute's has failed to record or calculate the student's marks/attendance accurately. Students are assured that their enrolment is maintained while the appeal process is ongoing, and that any complainant or respondent will not be victimised or discriminated against.

Outcomes of successful appeals may vary according to the findings of the appeals process. Continuing support through the Institute's intervention strategy will be provided if there are compassionate or compelling reasons for the student's lack of progress, and the student will not be reported to the DIAC. If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress, the student will also not be reported.

If the student has chosen not to access the *Complaints and Appeals Policy* within the 20 working day period, withdraws from the process, or the outcome of the appeal is unsuccessful, the student will be reported to DIAC that the student is not achieving satisfactory course progress.

Visa Suspension and Cancellation

Mandatory cancellation of student visas will occur when a student visa holder is assessed as not complying with the requirements of their visa conditions relating to meeting course requirements. Visa cancellation can mean detention, removal from Australia and a bar on applying for other visas, other than a Protection Visa.

Current Visa conditions set down by DIAC that international students must be complied with include:

- Maintain satisfactory attendance and course progress for each semester as required by SITCM
- Satisfy course requirements
- Maintain a valid enrolment with SITCM
- Notify SITCM of any change of address within seven days
- Have sufficient funds to cover tuition fees and living expenses whilst in Australia
- Do not work more than 20 hours per week during semester
- Maintain a valid Overseas Student Health Cover
- Inform DIAC of any change in their student status
- Inform DIAC if they withdraw from the course they are enrolled in
- Students must extend their student visa before it expires

Students will be informed of the Institute's intention to suspend or cancel their enrolment where the suspension or cancellation is not initiated by the student, and will be notified that they have 20 working days to access the Institute's *Complaints and appeals Policy* to challenge that decision. During the appeals process, the suspension or cancellation of the student's enrolment cannot take effect until the process is completed, unless extenuating circumstances relating to the welfare of the student apply.

Overseas Student Health Cover

All international students are required to pay Overseas Student Health Cover (OHSC). It is the student's responsibility to check the conditions of this health cover. AHM brochure is available from the Institute's office.

This fee is not payable to the Institute but to Australian Health Management Group directly. We can arrange the cover for you on production of a completed application form and a bank draft or bank cheque payable to Australian Health Management Group for the appropriate premium.

The student will then be issued with a membership card upon processing of the application by Australian Health Management Group Pty Limited. OSHC for a single is \$374 *, and for a family \$748 *. These fees are payable annually in advance.

*These prices are determined by AHM and may be subject to change. For further information visit AHM on the web at: <http://www.ahm.com.au/>

Deferment

Students on student visa are not permitted to defer the commencement date of their course unless on grounds of medical reasons (illness), or other exceptional circumstances beyond the student's control e.g. bereavement. Weddings, pregnancy, festive occasions are not acceptable.

A student's enrolment may be deferred or temporarily suspended on the grounds of compassionate or compelling circumstances (e.g. illness where a medical certificate states that a student is unable to attend class), or misbehaviour by the student.

Students must specify in writing the duration and reason for the deferral and visa cancellation may be initiated by DIAC if the deferral is for more than one semester. SITCM will enter a Student Course Variation to DIAC via the PRISMS System.

Transfer

Restrictions apply to international students who wish to change their education provider prior to completing six (6) months of their course of study with the Institute. Students are required to make application for letter of release to transfer to another registered provider and specify in writing their reasons for transfer and include with their application a letter from the receiving provider

confirming that a valid enrolment offer has been made. No restrictions apply after the first six months of the course.

Requests for letter of release will be assessed on the basis that as consumers, overseas students may require support to exercise choice and to transition to study in Australia. Circumstances which may be in the best interest of the student for a transfer to be granted may include:

- If the course the student wishes to transfer to:
 - Better meets the study capabilities of the student; or
 - Better meets the long term goals of the student, whether these relate to future work, education or personal aspirations.
- If the student wishes to change course in order to get access to greater support (may be through the services offered by another provider, commercial or non-for-profit services or through access to family, friends or a cultural support network); and
- If the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.

Transfer applications may be declined under circumstances that may be considered to the student's detriment in light of the student's individual circumstances and a broader range of factors, such as those outlined above. These include:

- If the transfer may jeopardise the student's progression through a package of courses
- If the student has recently started studying the course and the full range of support services are yet to be provided or offered to the student; and
- If the student is trying to avoid being reported to DIAC for failure to meet the provider's attendance or academic progress requirements.

A letter of release will be provided for a student where:

- A student can provide evidence that he or she was misled by the provider or an education or migration agent regarding the provider or its course, which constitute a breach of the ESOS Act, or
- An appeal (internal or external) on a matter that may reasonably result in the student wishing to seek a transfer supports the student.

Procedure:

1. The applicant fills in an application for a letter of release from the Institute to transfer to another registered training organisation, detailing reasons for the transfer.
2. Attached to the application should be:
 - a. Adequate support for reasons of transfer; and
 - b. A letter from another registered training provider confirming that a valid enrolment offer has been made.

Applications failing to present a valid letter of offer of enrolment from another provider will be refused.

3. When the application is lodged, a receipt will be issued to the applicant acknowledging that the request has been received.
4. The institute reserves the right to check and verify the letter of offer of enrolment and the supporting documents.
5. The application is reviewed by the Principal and the student will be notified of the outcome of their application in writing within 10 working days of the result of their application.
 - a. If approved, a letter of release will be issued at no cost to the student. The letter will inform the student of the need to contact DIAC to seek advice on whether a new student visa is required.
 - b. If a letter of release is not granted, the student will be provided with written reasons for refusing the request and will be informed of his/her right to appeal the decision in accordance with the Institute's Complaints and Appeal Procedures.

Living off Campus Information

Off-campus housing options include:

- Shared accommodation:
 - your own bedroom in a shared flat or house which generally involves sharing rental,
 - Electricity/gas and phone bills. Approximately \$150 to \$190+ per week.
- Private board:
 - Your own bedroom, usually in family home, meals included. Approximately \$130 to \$170+per week.
- Renting a flatette:
 - Single bed/living room with its own basic kitchen, and often a shared bathroom. Approximately \$100 to \$200+ per week. .
- Renting a house or flat:
 - One or more bedrooms, a kitchen, bathroom, living area, and usually laundry. Approximately \$150 to \$250+ per week for one bedroom plus \$60 to \$150+ per week for each additional bedroom.

A number of Real Estate agencies service the campus area and are easily contactable either in person or by telephone, e- mail etc.

Appendix Five: Course Overviews



Diploma of Traditional Chinese Medicine Remedial Massage (An Mo Tui Na) HLT50107

CRICOS Provider No: 01768K CRICOS Course Code: 053673J

Course Overview

This course is aimed at those people who want to work in or who are currently working in the area of An Mo Tui Na or Traditional Chinese Medicine and want to increase their skills and knowledge level including the specialist skills for the treatment of women and children and in traumatology treatment.

Participants will learn the following:

- Working effectively with others and communicating with clients/patients
- Following occupational health and safety policies
- Using specific medical terminology in communication
- Advanced first aid
- Developing of professional expertise
- Administering a health practice
- Making referrals to other health care professionals
- Complying with infection control procedures
- Applying the TCM Remedial Massage assessment framework
- Performing TCM Remedial Massage health assessment
- Providing TCM Remedial Massage Treatment and providing treatment for women and children
- Providing traumatology treatment within the TCM Remedial Massage Framework.
- Working within TCM Remedial Massage framework
- Planning the TCM Remedial Massage treatment strategy

Course Duration

Nominally, this course takes 1200 hours, structured in either full-time or part-time modes¹. This course is undertaken in an institution based situation with a component of 200 hours of clinic practice included.

Career Opportunities

Attainment of this qualification may lead to opportunities working with Traditional Chinese Medical Practitioners. Positions may be obtained such as a Remedial Massage Therapist.

Entry Requirements

Domestic Students:

Pre-requisites for entry into this course are:

- Students must be over 18 years of age,
- Students must have a NSW Higher School Certificate or interstate equivalent

Potential students are expected to have a keen interest in health care, especially in Traditional Chinese Medicine, and are required to pass an interview to satisfy the Institute of their aptitude to undertake the required studies. There is also a provision for mature age students 21 years or over with a history of work experience or study which shows an aptitude to apply themselves to regimented study patterns.

International Students:

Pre-requisites for entry into this course are:

- Students must be over 18 years of age,
- Students must have an overseas equivalent of the NSW Higher School Certificate
- Students must have an IELTS score of 5.5 or above and must provide documentation to that effect.

Each individual application will be based upon information supplied to the Sydney Institute of Traditional Chinese Medicine on their application form.

Assessment

Students are assessed by:

- A half-semester examination and regular tests, written assignments, research projects, and case studies based upon data collected by the student in clinical practice.
- An end-of-semester (end-of-unit) written and practical examination testing work covered in the whole of the semester, which will comprise of not more than 60% of the student's semester results.

Articulation

On completion of this qualification you will be able to gain advanced standing in the Advanced Diploma of Traditional Chinese Medicine.

How to Apply

Please contact Sydney Institute of Traditional Chinese Medicine by phone, fax or email with the subject line Tui Na - Diploma

Telephone: (02) 9281 1137
Facsimile: (02) 9212 0712
Email: administration@sitcm.edu.au

¹ Note: International students are not permitted to study part-time



Advanced Diploma of Traditional Chinese Medicine (91133NSW)

CRICOS Provider No: 01768K CRICOS Course Code: 053672K

Course Overview

This course is aimed to provide participants with the necessary knowledge, attitudes, and skills to practice Traditional Chinese Medicine with the therapeutic delivery methods of Chinese herbs and acupuncture (including needling, moxibustion and cupping techniques)

Participants will learn the following:

- Traditional Chinese Medicine Theory and Diagnosis
- Acupuncture and Moxibustion
- Human Medical Sciences in such areas as Anatomy and Pathology
- Chinese Herbal Medicine
- TCM Classical Text Studies
- Clinical Studies in such areas as Traumatology and Ophthalmology
- Communication and Professional Issues

Course Duration

Nominally, this course takes 2592 hours, structured in either full-time or part-time modes². This course is undertaken in an institution based situation with a large component of clinic practice included. All course participants will also attend a practical internship in a Chinese TCM hospital for a period of eight to ten weeks.

Career Opportunities

Attainment of this qualification may lead to opportunities to become health care practitioners who are capable of operating safely and effectively as unsupervised, primary-contact, health-care practitioners of Traditional Chinese Medicine in general practice who specialise in either acupuncture or Chinese herbal medicine or both.

Entry Requirements

Domestic Students:

Pre-requisites for entry into this course are:

- Students must be over 18 years of age,
- Students must have a NSW Higher School Certificate or interstate equivalent

Potential students are expected to have a keen interest in health care, especially in Traditional Chinese Medicine, and are required to pass an interview to satisfy the Institute of their aptitude to undertake the required studies. There is also a provision for mature age students 21 years or over with a history of work experience or study which shows an aptitude to apply themselves to regimented study patterns.

International Students:

Pre-requisites for entry into this course are:

- Students must be over 18 years of age,
- Students must have an overseas equivalent of the NSW Higher School Certificate
- Students must have an IELTS score of 5.5 or above and must provide documentation to that effect.

Each individual application will be based upon information supplied to the Sydney Institute of Traditional Chinese Medicine on their application form.

Assessment

Students are assessed by:

- A half-semester examination and regular tests, written assignments, research projects, and case studies based upon data collected by the student in clinical practice.
- An end-of-semester (end-of-unit) written and practical examination testing work covered in the whole of the semester, which will comprise of not more than 60% of the student's semester results.

Articulation

On completion of this qualification you may be able to gain advanced standing in various bachelor degrees being offered at such universities as University of Western Sydney, University of Sydney, University of Technology Sydney and RMIT University Melbourne.

How to Apply

Please contact Sydney Institute of Traditional Chinese Medicine by phone, fax or email with the subject line ADTCM

Telephone: (02) 9281 1137
Facsimile: (02) 9212 0712
Email: administration@sitcm.edu.au

² Note: International students are not permitted to study part-time

Appendix Six: Overseas Student Legislation Notification

National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007

SITCM has a commitment to Compliance with the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (The National Code 2007), and acknowledges that it complements existing national quality assurance frameworks for sectors of the education and training industry where appropriate.

In particular:

Standard 1 – Marketing information and practices

SITCM will ensure that marketing of its education and training services is professional, accurate and maintains the integrity and reputation of the industry.

- 1.1 SITCM will ensure the marketing of its education and training services is undertaken in a professional manner and maintains the integrity and reputation of the industry and registered providers.
- 1.2 SITCM will:
 - a. clearly identify its name and CRICOS number in written marketing and other material for students, including electronic form, and
 - b. not give false or misleading information or advice in relation to:
 - i. claims of association between providers
 - ii. the employment outcomes associated with a course
 - iii. automatic acceptance into another course
 - iv. possible migration outcomes, or
 - v. any other claims relating to the registered provider, its course or outcomes associated with the course.
- 1.3 SITCM will not actively recruit a student where this clearly conflicts with its obligations under Standard 7 (Transfer between registered providers).

Standard 2 – Student engagement before enrolment

SITCM will recruit overseas students in an ethical and responsible manner and provide information that enables students to make informed decisions about studying with SITCM in Australia. SITCM will ensure the students' qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought.

- 2.1 Prior to accepting a student, or an intending student, for enrolment in a course, SITCM will provide, in print or through referral to an electronic copy, current and accurate information regarding the following:*
- a. the requirements for acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required and whether course credit may be applicable
 - b. the course content and duration, qualification offered if applicable, modes of study and assessment methods
 - c. campus locations and a general description of facilities, equipment, and learning and library resources available to students
 - d. details of any arrangements with another registered provider, person or business to provide the course or part of the course
 - e. indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies

- f. information about the grounds on which the student's enrolment may be deferred, suspended or cancelled
- g. a description of the ESOS framework made available electronically by DEEWR, and
- h. relevant information on living in Australia, including:
- i. indicative costs of living
 - ii. accommodation options, and
 - iii. where relevant, schooling obligations and options for school-aged dependants of intending students, including that school fees may be incurred.

2.2 *SITCM will have documented procedures in place, and implement these procedures to assess whether the student's qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought.*

Standard 3 – Formalisation of enrolment

Written agreements between SITCM and overseas students to set out the services to be provided, fees payable and information in relation to refunds of course money.

3.1 *SITCM will enter into a written agreement with the overseas student, signed or otherwise accepted by that student, concurrently with or prior to accepting course money from the student.*

The agreement must:

- a. identify the course or courses in which the student is to be enrolled and any conditions on his or her enrolment
- b. provide an itemised list of course money payable by the student
- c. provide information in relation to refunds of course money
- d. set out the circumstances in which personal information about the student may be shared between the registered provider and the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager.
This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition, and
- e. advise the student of his or her obligation to notify SITCM of a change of address while enrolled in the course.

3.2 *SITCM will include in the written agreement the following information, which is to be consistent with the requirements of the ESOS Act, in relation to refunds of course money in the case of student and provider default:*

- a. amounts that may or may not be repaid to the overseas student (including any course money collected by education agents on behalf of the registered provider)
- b. processes for claiming a refund
- c. a plain English explanation of what happens in the event of a course not being delivered, and
- d. a statement that "This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws".

Explanations to meet the requirements of Standard 3.2 (c) For providers covered by a Tuition Assurance Scheme

In the unlikely event that SITCM is unable to deliver a student's course in full, a refund will be offered a refund of all the course money paid to date. The refund will be paid to the student within 2 weeks of the day on which the course ceased being provided. Alternatively, the student may be offered enrolment in a suitable alternative course by [insert provider name here] at no extra cost. The student has the right to choose whether he/she would prefer a full refund of course fees, or to accept a place in another course. If the student chooses placement in another course, the student will be asked to sign a document to indicate that the student acceptst the placement.

If SITCM is unable to provide a refund or place the student in an alternative course our Tuition Assurance Scheme (TAS) [ASTAS] will place the student in a suitable alternative course at no extra cost to you.

Finally, if ASTAS can not place the student in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place the student in a suitable alternative course or, if this is not possible, the student will be eligible for a refund as calculated by the Fund Manager.

Standard 4 – Education agents

SITCM will take all reasonable measures to use education agents that have an appropriate knowledge and understanding of the Australian international education industry and do not use education agents who are dishonest or lack integrity.

- 4.1 SITCM will enter into a written agreement with each education agent it engages to formally represent it. The agreement will specify the responsibilities of the education agent and the registered provider and the need to comply with the requirements in the National Code. The agreement will also include:
 - a. processes for monitoring the activities of the education agent, including where corrective action may be required, and
 - b. termination conditions, including providing for termination in the circumstances outlined in Standard 4.4.
- 4.2 The registered provider must ensure that its education agents have access to up-to-date and accurate marketing information as set out in Standard 1 (Marketing information and practices).
- 4.3 The registered provider must not accept students from an education agent or enter into an agreement with an education agent if it knows or reasonably suspects the education agent to be:
 - a. engaged in, or to have previously been engaged in, dishonest practices, including the deliberate attempt to recruit a student where this clearly conflicts with the obligations of registered providers under Standard 7 (Transfer between registered providers).
 - b. facilitating the enrolment of a student who the education agent believes will not comply with the conditions of his or her student visa
 - c. using Provider Registration and International Students Management System (PRISMS) to create Confirmations of Enrolment for other than bona fide a student, or
 - d. providing immigration advice where not authorised under the *Migration Act 1958* to do so.
- 4.4 Where SITCM has entered into an agreement with an education agent and subsequently becomes aware of, or reasonably suspects, the engagement by that education agent, or an employee or sub-contractor of that agent, of the conduct set out in Standard 4.3, SITCM will terminate the agreement with the education agent. This paragraph does not apply where an individual employee or sub-contractor of the education agent was responsible for the conduct set out in Standard 4.3 and the education agent has terminated the relationship with that individual employee or sub-contractor.
- 4.5 SITCM will take immediate corrective and preventative action upon becoming aware of an education agent being negligent, careless or incompetent or being engaged in false, misleading or unethical advertising and recruitment practices, including practices that could harm the integrity of Australian education and training.

Standard 5 – Younger students

SITCM does not accept students under the age of 18 years

Standard 6 – Student support services

SITCM will provide support to overseas students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.

6.1 *SITCM will assist students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation program that includes information about:*

- a. student support services available to students in the transition to life and study in a new environment
- b. legal services
- c. emergency and health services
- d. facilities and resources
- e. complaints and appeals processes, and
- f. any student visa condition relating to course progress and/or attendance as appropriate.

6.2 *SITCM will provide the opportunity for overseas students to participate in services or provide access to services designed to assist students in meeting course requirements and maintaining their attendance.*

6.3 SITCM will provide the opportunity for overseas students to access welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues. These services will be provided at no additional cost to the student. If SITCM refers the student to external support services, SITCM will not charge for the referral.

6.4 *SITCM has a documented critical incident policy together with procedures that covers the action to be taken in the event of a critical incident, required follow up to the incident, and records of the incident and action taken.*

6.5 SITCM has a designated a member of staff or members of staff to be the official point of contact for students. The student contact officer or officers has access to up-to-date details of the registered provider's support services.

6.6 SITCM has sufficient student support personnel to meet the needs of the overseas students enrolled with SITCM.

6.77 SITCM ensures that its staff members who interact directly with overseas students are aware of SITCM's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations.

Standard 7 – Transfer between registered providers

SITCM will assess requests from overseas students for a transfer between registered providers prior to the student completing six months of the principal course of study in accordance with their documented procedures.

7.1 SITCM will not knowingly enrol an overseas student wishing to transfer from another registered provider's course prior to that student completing six months of his or her principal course of study except where:

- a. the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered
- b. the original registered provider has provided a written letter of release
- c. the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course, or
- d. any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

7.2 SITCM has an implemented documented student transfer request assessment policy and procedure, which is available to staff and students. The policy specifies:

- a. the circumstances in which a transfer will be granted
- b. the circumstances SITCM considers as providing reasonable grounds for refusing the student's request, including when a transfer can be considered detrimental to the student, and

- c. a reasonable timeframe for assessing and replying to the student's transfer request having regard to the restricted period.
- 7.3 SITCM will grant a letter of release only where the overseas student has provided a letter from another registered provider confirming that a valid enrolment offer has been made, and
- 7.4 A letter of release, if granted will be issued at no cost to the student and advises the student of the need to contact DIAC to seek advice on whether a new student visa is required.
- 7.5 Where SITCM does not grant a letter of release, the overseas student will not be provided with written reasons for refusing the request and must be informed of his or her right to appeal the registered provider's decision in accordance with Standard 8 (Complaints and appeals).
- 7.6 SITCM will maintain records of all requests from overseas students for a letter of release and the assessment of, and decision regarding, the request on the student's file.

Standard 8 – Complaints and appeals

SITCM's complaints and appeals processes are independent, easily and immediately accessible and inexpensive for the parties involved.

- 8.1 SITCM has an appropriate internal complaints handling and appeals process that satisfies the following requirements, or can use its existing internal complaints and appeals processes as long as it meets these requirements:
 - a. a process is in place for lodging a formal complaint or appeal if the matter cannot be resolved informally, which requires a written record of the complaint or appeal to be kept
 - b. each complainant or appellant has an opportunity to formally present his or her case at minimal or no cost to him or herself
 - c. each party may be accompanied and assisted by a support person at any relevant meetings
 - d. the complainant or appellant is given a written statement of the outcome, including details of the reasons for the outcome, and
 - e. the process commences within 10 working days of the formal lodgement of the complaint or appeal and supporting information and all reasonable measures are taken to finalise the process as soon as practicable.
- 8.2 SITCM has arrangements in place for a person or body independent of and external to SITCM to hear complaints or appeals arising from SITCM's internal complaints and appeals process or refer overseas students to an existing body where that body is appropriate for the complaint or appeal.
- 8.3 If the overseas student is not satisfied with the result or conduct of the internal complaint handling and appeals process, SITCM must advise the student of his or her right to access the external appeals process at minimal or no cost.
- 8.4 If the overseas student chooses to access SITCM's complaints and appeals processes as per this standard, SITCM must maintain the student's enrolment while the complaints and appeals process is ongoing.
- 8.5 If the internal or any external complaint handling or appeal process results in a decision that supports the overseas student, SITCM will immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.

Standard 9 – Completion within the expected duration of study

SITCM will monitor the enrolment load of students to ensure they complete the course within the duration specified in their CoE and do not exceed the allowable portion of any online or distance learning. SITCM will only enable students to extend the expected duration of study for the course through the issuing of a new CoE in limited circumstances.

- 9.1 SITCM has implemented and documented policies and procedures for monitoring the progress of each overseas student to ensure that at all times the overseas student is in a position

to complete the course within the expected duration as specified on the student's CoE. In monitoring this enrolment load, SITCM will ensure that in each compulsory study period for a course, the student is studying at least one unit that is not by distance or online learning.

9.2 SITCM will only extend the duration of the overseas student's study where it is clear that the student will not complete the course within the expected duration, as specified on the student's CoE, as the result of:

a. compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student was unable to attend classes or where SITCM was unable to offer a pre-requisite unit)

b. SITCM implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress, or

c. an approved deferment or suspension of study has been granted under Standard 13.

9.3 Where there is a variation in the overseas student's enrolment load which may affect the student's expected duration of study in accordance with 9.2, SITCM will record this variation and the reasons for it on the student file. SITCM will correctly report the overseas student via PRISMS and/or issue a new CoE when that student can only account for the variation/s by extending his or her expected duration of study.

9.4 SITCM will allow the overseas student to undertake no more than 25 per cent of the student's total course by distance and/or online learning. However, SITCM will not enrol the overseas student exclusively in distance or online learning units in any compulsory study period.

9.5 Except in the circumstances specified in 9.2, the expected duration of study specified in the overseas student's CoE must not exceed the CRICOS registered course duration.

Standard 10 – Monitoring course progress

SITCM systematically monitors students' course progress. SITCM is proactive in notifying and counseling overseas students who are at risk of failing to meet course progress requirements. SITCM will report students, under section 19 of the ESOS Act, who have breached the course progress requirements.

10.1 SITCM monitors, records and assesses the course progress of each overseas student for each unit of the course for which the overseas student is enrolled in accordance with SITCM's documented course progress policies and procedures.

10.2 SITCM has and implements appropriate documented course progress policies and procedures for each course, which are provided to staff and students, that specify the:

- a. requirements for achieving satisfactory course progress
- b. process for assessing satisfactory course progress
- c. procedure for intervention for students at risk of failing to achieve satisfactory course progress
- d. process for determining the point at which the student has failed to meet satisfactory course progress, and
- e. procedure for notifying overseas students that they have failed to meet satisfactory course progress requirements.

10.3 SITCM assesses the course progress of the overseas student in accordance with its course progress policies and procedures at the end point of every study period.

10.4 SITCM has a documented intervention strategy, which is available to staff and students, that specifies the procedures for identifying and assisting overseas students at risk of not meeting the course progress requirements. The strategy specifies:

- a. procedures for contacting and counselling identified students
- b. strategies to assist identified students to achieve satisfactory course progress, and
- c. the process by which the intervention strategy is activated.

10.5 SITCM implements the intervention strategy for any overseas student who is at risk of not meeting satisfactory course progress requirements. At a minimum, the intervention strategy must

be activated where the student has failed or is deemed not yet competent in 50% or more of the units attempted in any study period.

10.6 Where SITCM has assessed the overseas student as not achieving satisfactory course progress, it notifies the student in writing of its intention to report the student for not achieving satisfactory course progress. The written notice inform the student that he or she is able to access SITCM' complaints and appeals process as per Standard 8 (Complaints and appeals) and that the student has 20 working days in which to do so.

10.7 Where the overseas student has chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting SITCM, SITCM will notify the Secretary of DEEWR through PRISMS of the student not achieving satisfactory course progress as soon as practicable.

Standard 11 – Monitoring attendance

SITCM systematically monitor students' compliance with student visa conditions relating to attendance. SITCM is proactive in notifying and counseling students who are at risk of failing to meet attendance requirements. SITCM will report students, under section 19 of the ESOS Act, who have breached the attendance requirements.

11.1 SITCM records the attendance of each student for the scheduled course contact hours for each CRICOS registered course in which the student is enrolled which is:

- a. an accredited vocational education and training course (unless Standard 11.2 applies)
- b. an accredited school course
- c. an accredited or non-award ELICOS course, or
- d. another non-award course³.

11.2 Where SITCM implements the DEEWR and DIAC approved course progress policy and procedures for its vocational education and training courses, Standard 11 does not apply.

11.3 For the courses identified in 11.1, SITCM has implemented appropriate documented attendance policies and procedures for each course which are provided to staff and overseas students that specify the:

- a. requirements for achieving satisfactory attendance, which at a minimum, requires overseas students to attend at least 80 per cent of the scheduled course contact hours
- b. manner in which attendance and absences are recorded and calculated
- c. process for assessing satisfactory attendance
- d. process for determining the point at which the student has failed to meet satisfactory attendance, and
- e. procedure for notifying overseas students that they have failed to meet satisfactory attendance requirements.

11.4 For the courses identified in 11.1, SITCM' attendance policies and procedures identify the process for contacting and counselling overseas students who have been absent for more than five consecutive days without approval or where the overseas student is at risk of not attending for at least 80 per cent of the scheduled course contact hours for the course in which he or she is enrolled (i.e. before the student's attendance drops below 80 per cent).

11.5 For the courses identified in 11.1, SITCM regularly assesses the attendance of the overseas student in accordance with SITCM' attendance policies and procedures.

11.6 Where SITCM has assessed the overseas student as not achieving satisfactory attendance for the courses identified in 11.1, SITCM will notify the student in writing of its intention to report the student for not achieving satisfactory attendance. The written notice informs the student that he or she is able to access SITCM' complaints and appeals process as per Standard 8 (Complaints and appeals) and that the overseas student has 20 working days in which to do so. For the purposes of the National Code, non-award courses do not include higher education courses or units, including Study Abroad courses.

11.7 Where the overseas student has chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting SITCM, SITCM will notify the Secretary of DEEWR through PRISMS that the overseas student is not achieving satisfactory attendance as soon as practicable.

11.8 For the vocational education and training and non-award courses identified in

11.1.a and 11.1.d, SITCM will only decide not to report the student for breaching the 80 per cent attendance requirement where:

- a. that decision is consistent with its documented attendance policies and procedures, and
- b. the student records clearly indicate that the student is maintaining satisfactory course progress, and
- c. SITCM confirms that the student is attending at least 70 per cent of the scheduled course contact hours for the course in which he or she is enrolled.

Standard 12 – Course credit

SITCM appropriately recognises course credit within the ESOS framework.

12.1 Where SITCM grants course credit, it:

- a. has documented procedures for the granting and recording of course credit, and
- b. provides a record of the course credit to the overseas student, which must be signed or otherwise accepted by the student, and placed on the student's file.

12.2 If SITCM grants the overseas student course credit which leads to a shortening of the student's course, the SITCM will:

- a. if the course credit is granted before the student visa grant, indicate the actual net course duration (as reduced by course credit) in the confirmation of enrolment issued for that student for that course, or
- b. if the course credit is granted after the student visa grant, report the change of course duration via PRISMS under section 19 of the ESOS Act.

Standard 13 – Deferring, suspending or cancelling the student's enrolment

SITCM will only enable overseas students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances.

13.1 SITCM has in place documented procedures for assessing, approving and recording a deferment of the commencement of study or suspension of study for the overseas student, including keeping documentary evidence on the student's file of the assessment of the application.

13.2 SITCM can only defer or temporarily suspend the enrolment of the student on the grounds of: a. compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes), or b. misbehaviour by the student.

13.3 The registered provider must:

- a. inform the overseas student that deferring, suspending or cancelling his or her enrolment may affect his or her student visa, and
- b. notify the Secretary of DEEWR via PRISMS as required under section 19 of the ESOS Act where the student's enrolment is deferred, temporarily suspended or cancelled.

13.4 SITCM will inform the overseas student of its intention to suspend or cancel the student's enrolment where the suspension or cancellation is not initiated by the student and will notify the student that he or she has 20 working days to access SITCM's internal complaints and appeals process as per Standard 8.1. If the overseas student accesses SITCM's internal complaints and appeals process, the suspension or cancellation of the student's enrolment under this standard

will not take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.

Standard 14 – Staff capability, educational resources and premises

The staff of SITCM are suitably qualified or experienced in relation to the functions they perform for overseas students. The educational resources of SITCM support the delivery of courses to overseas students. The premises of SITCM, including the floor space available for each overseas student, support overseas students to achieve their course outcomes.

14.1 SITCM has and implements policies and procedures to ensure its staffing resources are adequate and have the capabilities as required by the quality assurance framework applying to the course. Where the course provided by SITCM is not subject to an appropriate quality assurance framework, SITCM will have and implement appropriate documented policies and processes for the recruitment, induction, performance assessment and ongoing development of members of staff involved with the recruitment or delivery of education or client services to students.

14.2 SITCM has and maintains adequate education resources, including facilities, equipment, learning and library resources and premises as required by the quality assurance framework applying to the course. Where the course provided by SITCM is not subject to an appropriate quality assurance framework, SITCM will ensure it has adequate education resources, including facilities, equipment, learning and library resources, and premises, including ownership or tenancy arrangements for the premises, as are needed to deliver the registered course to the overseas students enrolled with SITCM.

14.3 SITCM will notify the designated authority and the overseas students enrolled with the registered provider of any intention to relocate premises (including the head office and campus locations) at least 20 working days before the relocation.

Standard 15 – Changes to SITCM’ ownership or management

SITCM proactively will inform the designated authority of prospective ownership and/or management changes.

15.1 SITCM will advise the designated authority in writing of:

- a any prospective changes to the ownership of SITCM as soon as practicable prior to the change taking effect, and
- b any prospective or actual change to the high managerial agents (as defined in section 5 of the ESOS Act) of SITCM as soon as practicable prior to the change taking effect or within 10 working days of the change taking effect where the change cannot be determined until it takes effect.

15.2 SITCM will provide the designated authority with information on the new owner or high managerial agent for the purpose of making an assessment under section 9(6) of the ESOS Act.

Education Services for Overseas Students Act 2000

Section 19 Giving information about accepted students

- (1) A registered provider must give the Secretary the following information within 14 days after the event specified below occurs:
 - (a) the name and any other prescribed details of each person who becomes an accepted student of that provider;
 - (b) for each person who becomes an accepted student—the name, starting day and expected duration of the course for which the student is accepted;
 - (c) the prescribed information about an accepted student who does not begin his or her course when expected;
 - (d) any termination of studies by an accepted student before the student’s course is completed;

- (e) any change in the identity or duration of an accepted student's course;
 - (f) any other prescribed matter relating to accepted students.
- (2) A registered provider must give the Secretary particulars of any breach by an accepted student of a student visa condition relating to attendance or satisfactory academic performance as soon as practicable after the breach occurs.
- (3) Information required under this section must be given in a form approved by the Secretary. The approved form may be electronic.

Education Services for Overseas Students Act 2000

19 Giving information about accepted students

- (1) A registered provider must give the Secretary the following information within 14 days after the event specified below occurs:
- (a) the name and any other prescribed details of each person who becomes an accepted student of that provider;
 - (b) for each person who becomes an accepted student—the name, starting day and expected duration of the course for which the student is accepted;
 - (c) the prescribed information about an accepted student who does not begin his or her course when expected;
 - (d) any termination of studies by an accepted student before the student's course is completed;
 - (e) any change in the identity or duration of an accepted student's course;
 - (f) any other prescribed matter relating to accepted students.
- (2) A registered provider must give the Secretary particulars of any breach by an accepted student of a student visa condition relating to attendance or satisfactory academic performance as soon as practicable after the breach occurs.
- (3) Information required under this section must be given in a form approved by the Secretary. The approved form may be electronic.

20 Sending students notice of visa breaches Act

- (1) A registered provider must send an accepted student of the provider a written notice if the student has breached a student visa condition relating to attendance or satisfactory academic performance.
- (2) The registered provider must send the notice as soon as practicable after the breach.
- (3) The notice must be in a form approved by the Secretary of the Immigration Minister's Department.
- (4) The notice must:
- (a) contain particulars of the breach; and
 - (b) state that the student is required to attend in person before an officer (within the meaning of the *Migration Act 1958*) at a specified place within 28 days after the day specified in the notice as the date of the notice, for the purpose of explaining the breach; and
 - (c) state that the student must present photographic identification when so attending; and
 - (d) set out the effect of sections 137J and 137K of that Act.

Education Services for Overseas Students Regulations 2001

3.01 Prescribed details about accepted students

For paragraph 19 (1) (a) of the Act, the following details are prescribed for a person who becomes an accepted student of a provider:

- (a) the student's full name;
- (b) the student's gender;
- (c) the student's date of birth;
- (d) the student's country of birth;
- (e) the student's nationality;
- (f) the alphanumeric code used to identify the course for which the student is accepted;
- (g) the agreed starting day of the course;
- (h) the day when the student is expected to complete the course;
- (i) the amount of course money that the provider received for the student for the course before confirming the student's enrolment using PRISMS;
- (j) an estimate of the total amount that the student is required to pay to the provider, directly or indirectly, to undertake the full course;
- (k) whether premiums have been paid for health insurance for the student (for example, overseas student health cover) before the course starts;
- (l) if the student has undertaken a test to determine the student's level of comprehension of English, the name of the test and the score the student received for the test;
- (m) the office of the Immigration Minister's Department where the student's application for a student visa was made or is expected to be made;
- (n) if the student was in Australia when he or she became an accepted student, the number of the student's passport;
- (o) if the student holds an Australian visa, the number of the visa.

Examples of English tests for paragraph (l)

- 1 The International English Language Testing System test.
- 2 An Occupational English Test conducted by the National Language and Literacy Institute of Australia.
- 3 Teaching of English as a Foreign Language test.

3.02 Prescribed information about accepted students who do not begin courses when expected

- (1) For paragraph 19 (1) (c) of the Act, the following information is prescribed for an accepted student who does not begin his or her course when expected:
 - (a) the information mentioned in paragraphs 3.01 (a) to (h) for the student (if the provider has not already given that information to the Secretary using PRISMS);
 - (b) the student's current residential address (if the student has given that information to the provider);
 - (c) the office of the Immigration Minister's Department where the student's application for a student visa was made.
- (2) However, the information need not be given about an accepted student if, before the student's expected starting day:
 - (a) the student asks the provider for a later starting day; and
 - (b) the request is made on health or compassionate grounds; and
 - (c) the provider agrees to a later starting day for the student.

3.03 Other prescribed matters relating to accepted students

- (1) For paragraph 19 (1) (f) of the Act, the following are prescribed matters relating to an accepted student who terminates his or her studies before the course is completed:
 - (a) the information mentioned in paragraphs 3.01 (a) to (h) for the student (if the provider has not already given that information to the Secretary using PRISMS);

- (b) the student's current residential address (if the student has given that information to the provider);
 - (c) the office of the Immigration Minister's Department in Australia to which the Secretary is to give the information received under this regulation.
- (2) For paragraph 19 (1) (f) of the Act, the following are prescribed matters relating to an accepted student who changes his or her course, or whose course changes in duration:
- (a) the information mentioned in paragraphs 3.01 (a) to (h) for the student (if the provider has not already given that information to the Secretary using PRISMS);
 - (b) the student's current residential address (if the student has given that information to the provider);
 - (c) the office of the Immigration Minister's Department in Australia to which the Secretary is to give the information received under this regulation

MIGRATION ACT 1958

SECT 137J Non-complying students may have their visas automatically cancelled

(1) This section applies if a notice is sent to a non-citizen under section 20 of the *Education Services for Overseas Students Act 2000* in relation to a visa held by the non-citizen (even if the non-citizen never receives the notice).

Note: Under that section, a registered education provider must send a notice to a non-citizen who breaches a condition of the non-citizen's visa relating to attendance or satisfactory academic performance. The notice must give particulars of the breach and must require the non-citizen to attend before an officer for the purpose of explaining the breach.

- (2) The non-citizen's visa is cancelled by force of this section at the end of the 28th day after the day that the notice specifies as the date of the notice unless, before the end of that 28th day:
- the non-citizen complies with the notice; or
 - the non-citizen, while attending in person at an office of Immigration (within the meaning of the regulations) that is either:
 - in Australia; or
 - approved for the purposes of this paragraph by the Minister by notice in the *Gazette* ;
 - makes himself or herself available to an officer for the stated purpose of explaining the breach alleged in the notice.

137K Applying for revocation of cancellation

- (1) A non-citizen whose visa has been cancelled under section 137J may apply in writing to the Minister for revocation of the cancellation.
- (2) A non-citizen who is in the migration zone cannot apply for revocation at a time when, because of section 82, the visa would no longer have been in effect anyway had the visa not been cancelled under section 137J.
- (3) In addition to the restriction in subsection (2), a non-citizen who is in the migration zone and who has been detained under section 189 cannot apply for revocation later than:
- 2 working days after the day on which section 194 was complied with in relation to his or her detention; or
 - if he or she informs an officer in writing within those 2 days of his or her intention to so apply—within the next 5 working days after those 2 working days.
- (4) A non-citizen who is outside the migration zone cannot apply for revocation later than 28 days after the day of the cancellation.
- (5) In any case, a non-citizen cannot apply for revocation if he or she has previously made such an application in respect of the same cancellation.

Contact details code

41 The registered provider must advise overseas students in writing at the beginning of their course of the students' duty to advise the provider of any change in their contact details (i.e. Australian residential address and telephone number). The registered provider should advise students of the importance of providing an accurate address, and updating this as necessary. This will enable the registered provider to comply with s21 of the ESOS Act 2000 to maintain a record of an overseas student's current residential address

- The registered provider must take all reasonable steps (by including, for example, an appropriate note in the application forms) to ensure that the student providing personal information to the provider is aware that:
 - 51.1 The information provided by the student to the provider may be made available to Commonwealth and State agencies and the Fund Manager of the ESOS Assurance Fund, pursuant to obligations under the ESOS Act 2000 and the National Code; and
 - 51.2 The provider is required, under s19 of the ESOS Act 2000, to tell the Department about:
 - i) certain changes to the student's enrolment; and
 - ii) any breach by the student of a student visa condition relating to attendance or satisfactory academic performance.

Appendix Seven Definitions

Standards for Registered Training Organisations – 2005

Australian Qualifications Framework (AQF) means the policy framework that defines all qualifications recognised nationally in post-compulsory education and training within Australia. The AQF comprises titles and guidelines which define each qualification, together with principles and protocols covering cross-sectoral qualification linkages and issuance of qualifications and statements of attainment.

Australian Quality Training Framework (AQTF) means the nationally agreed quality arrangements for the VET system agreed to by the ANTA ministerial council.

Chief executive means the most senior executive of the SITCM.

Client means learner, enterprise or organisation which uses or purchases the services provided by an SITCM.

Credit transfer means the assessment of the initial course or subject that the individual is using to claim access to, or the award of credit in, the DEEWRination course to determine the extent to which it is equivalent to the required learning outcomes, competency outcomes, or standards in a qualification. This may include credit transfer based on formal learning that is outside the AQF framework.

Flexible learning and assessment means an approach to VET which allows for the adoption of a range of learning and assessment strategies (including online) in a variety of learning environments to cater for differences in learning styles, learning interests and needs, and variations in learning opportunities.

Internal audit means audits conducted by, or on behalf of, the organisation itself for internal purposes.

Learning and assessment strategy means a documented framework to guide and structure the learning requirements and the teaching/delivery and assessment arrangements of a vocational education and training qualification. It is the umbrella document that outlines the macro-level requirements for designing the learning and assessment process at the qualification level.

National recognition means:

- the recognition and acceptance by an SITCM of AQF qualifications and statements of attainments issued by other SITCMs, enabling individuals to receive national recognition of qualifications and statements of attainment
- recognition for national operation of training organisations registered under the AQTF standards.

National training framework (NTF) means the system of VET that:

- applies nationally
- is endorsed by the ministerial council
- is made up of the AQTF and nationally endorsed Training Packages.

National Training Information Service (NTIS) (www.ntis.gov.au) means the national register for recording information about SITCMs, Training Packages and accredited courses.

National Training Quality Council (NTQC) means the body established by the ANTA ministerial council as a committee of the ANTA board. In relation to quality assurance in the VET system, the NTQC has a role in:

- providing advice on the operation of, and any necessary change to, the AQTF
- providing information and advice to state and territory registering/course accrediting bodies on the implementation of the AQTF
- providing to the ANTA board, for incorporation in the board's reports to the ANTA ministerial council (including the annual national report), information and advice on the operation of the AQTF in each state and territory, including providing such independent advice on state/territory registration, audit and related processes and related Commonwealth processes as deemed necessary by the NTQC.

Nationally recognised training (NRT) logo means the logo used to signify that training and assessment products and services meet the requirements agreed under the NTF.

Qualification means formal certification in the VET sector by an SITCM and that a person has achieved all the units of competency or modules comprising learning outcomes stated for the qualification in:

- a nationally endorsed Training Package for which details of the qualification have been registered by ANTA or

- an accredited course that provides training for the qualification.

Quality means the ability of a set of inherent characteristics of a product, system or process to fulfil requirements of customers and other interested parties.

Recognition of prior learning (RPL) means recognition of competencies currently held, regardless of how, when or where the learning occurred. RPL assesses the individual's prior learning to determine the extent to which that individual is currently competent against the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a qualification.

Registered training organisation (SITCM) means a training organisation registered by a registering body in accordance with the AQTF, within a defined scope of registration (see scope of registration).

Registering body – see state or territory registering body.

Registration means the formal approval and recognition of a training organisation by a state or territory registering body, in accordance with the *Standards for Registered Training Organisations* and the *Standards for State and Territory Registering/Course Accrediting Bodies*.

Sanction means any action imposed for non-compliance with the *Standards for Registered Training Organisations*, including:

- the imposition of specific conditions on registration (which can cover any aspect of registration, including the SITCM's scope of registration, location or type of delivery and assessment activities)
- amendment of registration (including a reduction in the scope of registration)
- suspension of registration
- cancellation of registration.

Scope of registration means the defined scope for which a training organisation is registered that identifies the particular services and products that can be provided. An SITCM may be registered to provide either:

- training delivery and assessment services and products and issue AQF qualifications and statements of attainment or
- assessment services and products and issue AQF qualifications and statements of attainment.

The scope of registration is further defined by AQF qualifications and/or endorsed units of competency.

Standards means, when used in this document, the 12 standards for SITCMs.

State or territory course accrediting body means the body responsible under the state or territory VET legislation and decision-making framework for administration of the accreditation of courses.

State or territory registering body means the body responsible under the state or territory VET legislation and decision-making framework, for all the processes related to the registration of training organisations, including the imposition of sanctions.

Statement of attainment means formal certification in the VET sector by an SITCM under the AQF that a person has achieved:

- part of a qualification or
- one or more units of competency from a nationally endorsed Training Package or
- all the units of competency or modules comprising learning outcomes for an accredited course that does not meet the requirements for a qualification.

Training Package means an integrated set of nationally endorsed competency standards, assessment guidelines and AQF qualifications for a specific industry, industry sector or enterprise.

Training plan means a program of training and assessment which is required under an apprenticeship/traineeship training contract. The apprenticeship/traineeship training contract is registered with the appropriate state/territory government department or agency as may be required by state/territory legislation.

Unit of competency means the specification of knowledge and skill and the application of that knowledge and skill to the standard of performance expected in the workplace.

Appendix Eight: Learning Disability Associations

SPELD - Specific Learning Difficulties Association of NSW

SPELD is a non-profit organisation aimed to increase public awareness and understanding of the nature and extent of learning difficulties and to support and inform parents, professionals and people with learning disabilities. SPELD focuses on the provision of education and training in the areas of learning disabilities for professionals, particularly teachers and encourages research into the cause and remediation of specific learning difficulties. SPELD supports children, adolescents and adults with a Learning Disability.

Contact Details

Address: Suite 101 Lindfield Arcade, 33 - 41 Lindfield Avenue, Lindfield, NSW, 2070

Telephone: (02) 9416 9100

Fax: (02) 9416 9277

Office Hours: 10.00am to 3.00pm Monday, Tuesday and Thursday; 10.00am to 5.00pm Friday.

School holidays - Tuesdays 10.00am to 3.00pm & Friday 10.00am to 5.00pm

Email: speldnsw@bigpond.com

Website: <http://www.users.bigpond.com/speldnsw/>

Other Peak Bodies

Australian Association Of Special Education Inc (AASE)

AASE is a broad based non-categorical association that advocates on a National, State and Regional basis for the provision of quality educational services for students with special education needs. AASE as the peak body in Special Education, actively supports the development of inclusive curriculum, assessment and reporting practices for students with disabilities.

Contact Details

Postal Address: PO Box 211, Glen Iris, Victoria, 3146

Membership Office: PO Box 226, Bomaderry, NSW, 2541

Phone/fax: (02) 4422 9688 (24 hour answering service)

Email: office@aase.edu.au

Website: <http://www.aase.edu.au>

New South Wales Learning Disability Support Groups

Support groups are generally run by volunteers and attended by those seeking support in the difficulties they, or someone close to them, are experiencing in the area of learning. The use of the term 'learning difficulties' employed by Support Groups is non-categorical and therefore it encompasses both remediable and non-remediable learning difficulties. Support groups can be very helpful for an individual in developing a network of support for themselves and an understanding of relevant resources, research and literature.

This section contains the names and initial contact details for some of the regionally based support groups operating within New South Wales. There are numerous other volunteer run support groups, both urban and rural based, but for reasons of privacy, we are unable to disclose personal contact details. Specific contact details of listed and unlisted support groups in NSW are available through contacting the NSW peak bodies.

A small listing of suburb based Support Groups are identified below. It is recommended that contact be made with the NSW Peak Bodies to investigate suitable support groups for **adults** with learning disability, learning difficulty, or Attention Deficit Hyperactivity Disorder.

Adults With ADHD (NSW) Incorporated

Adults with ADHD (NSW) is a social and political network that provides information, lobbies issues within the community and government sectors and advocates on behalf of adults with ADHD.

Contact details

Address: 63 Willison Road, Carlton, NSW, 2218
Postal Address: PO Box 190, Bexley South, NSW, 2207
Telephone: (02) 9588 4272
Email: amgill@fastlink.com.au

Irlen Syndrome-Dyslexia Support Group: Hunter Division

Contact details

7 Margaret Street, Cessnock, NSW, 2325
Telephone: (02) 4990 1820
Email: dyslexiasupport@optusnet.com.au

New South Wales Associated Services
New South Wales Regional Disability Liaison Officers

Newcastle Hunter Region

Ms Kay Dean
RDLO
University of Newcastle
The Chancellery
Newcastle NSW 2308
Phone: (02) 4921 8844
Email: Kay.Dean@newcastle.edu.au

New South Wales Education Providers: Websites
University

Disability Liaison Officers at NSW Universities:
<http://www.newcastle.edu.au/oldsite/services/ousr/disabil/regional/dlo/index.html>

Disability Liaison Officers at ACT Universities:
<http://www.newcastle.edu.au/oldsite/services/ousr/disabil/regional/dlo/act.html>

NSW Department of Education and Training, TAFE Education

TAFE Website:
<http://www.tafensw.edu.au/>

TAFE Institutes:

<http://www.tafensw.edu.au/campuses/welcome.htm>

Disability Teacher Consultants:

<http://www.tafensw.edu.au/flexible/disability/services.htm>

NSW Department of Education and Training, School Education

DET Website:

<http://www.det.nsw.edu.au/>

Department of Education and Training Services for Students with Disabilities and Learning Difficulties, Disability Access Website:

<http://www.det.nsw.edu.au/disabilityaccess/services/>

Department of Education and Training, Supporting Students with learning Difficulties:

<http://www.schools.nsw.edu.au/studentssupport/programs/learningdifficulties.php>

NSW Board of Studies

Main Website:

<http://www.boardofstudies.nsw.edu.au/>

New South Wales - Assessment Services

This section provides a listing of Assessment Centres in NSW. It is intended to assist Disability Liaison Officers within NSW universities to refer students with suspected learning difficulties for an appropriate assessment to identify a Learning Disability. This section does not focus on individuals who provide services as NSW Peak Bodies maintain and update extensive databases of appropriate contacts. The Assessment Centres and Services identified were included on the basis of;

- Assessment services for adults with a Learning Disability
- Services that offered a range of adult specific services and interventions
- Not individual based services unless it provided a range of services and specific interventions for adults with Learning Disabilities
- Currently used by NSW Disability Liaison Officers.

University Assessment Centres:

Communication Disorders Treatment And Research Clinic, University of Sydney, Cumberland Campus

The Communication Disorders Treatment and Research Clinic, University of Sydney, Cumberland Campus offers assessment for any person experiencing difficulty in the production, reception or expression of speech and language. The assessors are graduate students in Speech Pathology who are supervised closely by experienced clinicians. This clinic specialises in people with Speech / Language difficulties.

Contact Details

Address: S Block, Faculty of Health Sciences, Cumberland College Campus,

The University of Sydney, East Street, Lidcombe, NSW, 2141
Postal Address: PO Box 170, Lidcombe, NSW, 2141
General Enquiries Phone: (02) 9351 9539
Office Hours: 8.00am to 6.00pm Monday to Friday
Referral: (02) 9351 9764 Monday only 8.30am to 1.00pm
Fax: (02) 9351 9163
Email: cdtrc@cchs.usyd.edu.au
Website: <http://www2.fhs.usyd.edu.au/csd/clinic/index.html>

Macarthur Assessment Clinic for Children And Adolescents (M.A.C.C.A.)

The Macarthur Assessment Clinic for Children and Adolescents (MACCA) works with children, adolescents and adults at tertiary level study. The Centre is administered by Conditionally Registered and Registered Psychologists, at the University of Western Sydney. As policy, the Centre will identify and report on cognitive strengths and weaknesses identified in an individual but will not provide a formal diagnosis, nor a statement of recommendations for academic adjustments. MACCA believes that formal diagnosis of a Learning Disability should be a multi-disciplinary process, including, but not restricted to the identification of significant ability-achievement discrepancies via standardised measures.

Contact Details

Address: University of Western Sydney, Building 26, Campbelltown Campus,
Narellan Road, Campbelltown, NSW, 2560
Postal Address: MACCA, School of Psychology Bankstown Building 24,
University of Western Sydney, Locked Bag 1797, Penrith South DC, 1797
Telephone: (02) 9772 6491
Fax: (02) 9772 6736
Office Hours: 9.00am to 3.30pm, Monday to Friday

Northfields Clinic, Department of Psychology, The University of Wollongong

Northfields Clinic is run by the Department of Psychology at the University of Wollongong. The Clinic is a specialist psychology service that caters for children and adults. It is a teaching unit in which postgraduate students in Clinical Psychology carry out psychometric assessments and treatments under the supervision of University clinical teaching staff and the Clinical Director of the Unit. This clinic accepts adults, adolescents, and children as clients. The clinic provides a wide range of assessments and therapy services including learning disorders and learning development.

Contact Details

Address: Northfields Clinic - Building 22, Department of Psychology,
The University of Wollongong, Wollongong, NSW, 2522
Telephone: (02) 4221 3747
Fax: (02) 4221 3986
Website: <http://www.psyc.uow.edu.au/resources/northfields.html>

University of New England, Armidale, Psychology Centre

The Psychology Centre at the School of Psychology, University of New England offers psychological, neuropsychological, and learning disability assessment and intervention services. Clients are seen by graduate students who have met academic criteria for registration as a

psychologist in training. They are closely supervised by UNE clinical staff with specialised training and experience.

Contact Details

Address: School of Psychology, (beside the main Psychology School premises adjacent to the National Australia Bank), University of New England, Armidale, NSW, 2351

Telephone: (02) 6773 3012 or (02) 6773 2527

Fax: (02) 6773 3820

Email: psychology@pobox.une.edu.au

Website: http://www.une.edu.au/psychology/psych_centre/index.html

University Of New South Wales Psychology Clinic

The University of New South Wales Psychology Clinic is staffed by psychologists enrolled in the Master of Psychology (Clinical) post-graduate programme at the University of New South Wales. Qualified academic staff and clinical psychologists supervise the clinical work of the psychologists in the Clinic. The Clinic is equipped to diagnose a range of disorders and disabilities related to psychological and neuropsychological influences.

Contact Details

Address: The University of New South Wales, 8th Floor, Mathews Building, Sydney, NSW, 2000

Telephone: (02) 9385 3042

Fax: (02) 9385 3641

Office Hours: 9.00am to 5.00pm Monday to Friday|

Website: <http://www.psy.unsw.edu.au/facilities/clinic.html>

University of Sydney Psychology Clinic

The Psychology Clinic offers specialised psychological treatment programmes to the general community. The Clinic is staffed by Interns who have completed their training in undergraduate psychology and are enrolled in the Master of (Clinical) Psychology postgraduate program at the University of Sydney. All Intern Psychologists in the Clinic are supervised by fully qualified Clinical Psychologists. The Psychology Clinic provides individual and group psychological treatment for adults in a number of specialised areas. The clinic provides a range of services including cognitive and psychological assessments for Learning Disability, ADD / ADHD.

Contact Details

Address: University of Sydney, Transient Building on Fisher Road (adjacent to Physics Road), Sydney University, NSW, 2006

Telephone: (02) 9351 2629

Website: <http://www.psych.usyd.edu.au/facilities/clinicalpsychology/clinic1.html>

Other Assessment Centres

Nexus Consulting Services Pty Ltd

Nexus Consulting Services Pty Ltd offers specialised assessment services (intellectual, clinical and vocational), therapy and counselling services.

Contact Details

1. 26 Nordsvan Drive, Wodonga, VIC, 3690

2. 452 Swift Street, Albury, NSW, 2640

3. 221 Tarcutta Street, Wagga Wagga, NSW, 2650
4. 134 Templeton Street, Wangaratta, VIC, 3676
Telephone: (02) 6021 0012 (Central number for all centres)
Fax: (02) 6021 0011
Office Hours: Monday to Friday 8.00am to 5.00pm
Email: info@nexusconsulting.com.au

Paramedical Centre

The Paramedical Centre focuses on psychological assessment and remediation for Adults and Children. Paramedical also provides a number of follow up support services and individual programs for tertiary students with Learning Disabilities. The Centre offers a flexible approach in the delivery of services and programs for individual students and tertiary institutions. Counselling and vocational assistance is also available.

Contact Details

1. Suite 5 - Level 5, 84 Pitt Street, Sydney, NSW, 2000
2. Ground Floor, 41 Paris Avenue, Earlwood, NSW, 2206
3. Offices within the main Medical Centre in Blacktown
4. Campbelltown Medical Centre, Queen Street (Opposite the old Post Office),
Campbelltown, NSW, 2560
Telephone: (02) 9558 8800 (Central number for all centres)
Fax: (02) 9558 1473
Office Hours: 9.00am to 5.00pm Monday to Friday
Email: nicolelavidis@mckenziecarrick.com.au

READ Clinic

The READ clinic offers a full range of educational and neurological assessments. They also provide counselling and rehabilitation services.

Contact Details

Address: 54 Hills Street, Gosford, NSW, 2250
Telephone: (02) 4324 6633
Fax: (02) 4324 6804
Email: support@thereadclinic.com
Website: <http://www.thereadclinic.com>

APPENDIX NINE: COPYRIGHT, CHEATING AND PLAGIARISM

A. INTRODUCTION

Anyone who creates intellectual property (see section on Intellectual Property for description) owns the copyright in the work they have created. Copyright does not have to be registered in Australia, it exists automatically. It is protected by Australian and other national laws, and by international law. The idea is to protect original creators' financial rewards and thus encourage continued creativity.

The law protects the copyright of academic and other works on paper, in electronic form such as audio or video tapes, CD-Roms etc, and on-line (including anything found via the World Wide Web or any other mechanism which is part of the Internet). Protection generally lasts for the life of the author or creator plus 50 years. The rule in relation to all electronically mediated information is to abide by the stipulations of the copyright statement.

The law provides for the genuine needs of students and researchers to take copies of written or electronic material for the purpose of private study. Cheating is defined as any behaviour whatsoever by students in relation to any item of assessment which may defeat the purposes of the assessment. A student shall not cheat, attempt to cheat, or incite or assist another student to cheat in any assessment item.

B FAIR DEALING: THE 10% RULE

While the Commonwealth Copyright Act 1968 (as amended) protects copyright owners, it also confers some rights on students and researchers. Under sections 40 and 103(c), they may make copies of reasonable portions of works for the purposes of research or study. A reasonable portion of printed material is not more than 10% of the total number of pages or one chapter of a book or one article from a compilation. The rule for periodicals is one article per periodical.

C QUOTING AND ATTRIBUTION OF SOURCES

Quoting someone else's work in an essay, assignment or project is acceptable as long as the quoted words, ideas, figures, charts etc are properly acknowledged. In addition to actual 'quoting', the work of others may be attributed by referencing. For normal study use, written permission to quote is not necessary. However if the material is to be published, and contains the work of others, then permission of the copyright owner must be obtained and a fee paid, if necessary.

D PLAGIARISM, CHEATING AND BREACH OF COPYRIGHT

Using the work of others without acknowledgment infringes ACNM rules, breaks criminal law and incurs liabilities at civil law. Using another's work in an assessment item will be treated as cheating. The following actions, without proper attribution (quoting and/or referencing), will attract stringent penalties:

- copy the work of another student;
- directly copy any part of another person's work;
- summarise another person's work;
- use or develop an idea or thesis derived from another person's work; or
- use experimental results or data obtained or gathered by another person.

All of the above, if properly attributed to the original author, are permissible, within the varying contexts and purposes of particular assessment items and the use of appropriate quoting and referencing procedures. Students are expected to exhibit honesty and ethical behaviour in undertaking unit assessment requirements. Academic penalties will apply where cheating or plagiarism is/are identified.

E PROCEDURES FOR DEALING WITH CHEATING/PLAGIARISM

Allegations regarding cheating and plagiarism should be referred to Student Services who will investigate the matter and advise the Deputy Director of Education and Learning and Academic Board.

In all cases the student will be advised in writing and given the opportunity to show cause within fourteen (14) days why a penalty should not be applied.

F. PENALTIES

Penalties may include:

- No marks for that assessment item;
- Repetition of the assessment item;
- Oral examination;
- Failure of the unit of study; and/or
- Exclusion from the course.

APPENDIX TEN: Acknowledgement Declaration

I acknowledge that I, have read and fully understand the contents of this Student Manual, which outlines the conditions my rights and responsibilities as a student of the Sydney Institute of Health Sciences Pty Ltd trading as Sydney Institute of Traditional Chinese Medicine and that I have also received induction into my training program at the Sydney Institute of Health Sciences Pty Ltd trading as Sydney Institute of Traditional Chinese Medicine as outlined within this manual.

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Name

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