



NON-AQF QUALIFICATION POLICY

Non-AQF Qualification Policy		
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VERSION HISTORY

Version	Updated by	Approval Date	Details
1.0	EMG	25 Oct 2023	Document creation

PURPOSE AND SCOPE

The purpose of this policy is to:

- Articulate the terms and conditions associated with certain courses at the Sydney Institute of Traditional Chinese Medicine (SITCM).
- Provide transparency and equity to students.

This policy applies to all students and staff involved in a course that SITCM delivers for a fee which does not lead to a qualification under the Australian Qualifications Framework (AQF).

1 OVERVIEW

SITCM delivers a range of courses that do not lead to a formal AQF qualification, including a nationally recognised statement of attainment, and professional development seminars and workshops. Information about these courses, including costs and delivery dates, is available on the SITCM website.

2 POLICY

2.1 COMPLETION

- 1) To complete a statement of attainment qualification, a student must pass all assessment items that make up that qualification (as identified on the SITCM website).
 - a. If a student is unable to pass an assessment item during their chosen delivery of the course, they are entitled to reattempt it once for free when the course is next delivered.
- 2) To complete a professional development seminar, a student must attend it from start to finish (with a 15 minute leeway for late arrivals and early departures).
- 3) To complete a professional development workshop, a student must attend it from start to finish (with a 15 minute leeway for late arrivals and early departures) and actively participate.

2.2 RECORDS

- 1) The Administration Office maintains a record of each student who enrolls in a course at SITCM.

- 2) A student can request information about their record by emailing administration@sitcm.edu.au.
- 3) The Administration Office issues a Statement of Attainment to each student who completes a course associated with that qualification.
- 4) The Administration Office issues a certificate of completion to each student who completes a paid professional development seminar or workshop.

2.2 FEES

- 1) A student must pay SITCM the required fee in full before they can begin the course.
- 2) SITCM issues a receipt upon receiving fee payment for a course at Statement of Attainment level.
- 3) SITCM issues a receipt for fee payment of a professional development seminar or workshop, if requested by the payer.

2.3 REFUNDS

- 1) A student is entitled to a full refund of any course fees they paid if:
 - a. The student emails the Administration Office (administration@sitcm.edu.au) to cancel their enrolment at least 10 business days before the course delivery date; or
 - b. SITCM is unable to deliver the course on the date that was offered to the student, and the student does not accept any alternative dates proposed by SITCM.
- 2) A student is entitled to a 50% refund of any course fees they paid if:
 - a. The student emails the administration office (administration@sitcm.edu.au) to cancel their enrolment less than 10 business days before the course delivery date.
- 3) A student is not entitled to any refund if:
 - a. The course delivery has already commenced.
- 4) Refunds are processed using the original payment method, within 10 business days of the student's refund request.
 - a. A refund can only be paid to a bank account if the student first provides their bank details to SITCM.

2.4 SAFETY

- 1) SITCM is required to provide a safe environment for its employees, customers and visitors.
- 2) All students are required to:
 - a. Act in a safe manner and comply with any reasonable safety instructions from SITCM representatives;
 - b. Not put themselves or others at risk of harm;
 - c. Report any safety incidents or near misses to the trainer; and
 - d. Treat other students and staff with respect and courtesy.
- 3) A student who does not comply with any of the four requirements listed above may be asked to leave the course.

2.5 COMPLAINTS

- 1) A student is entitled to make a complaint if they are unhappy about any aspect of their learning experience at SITCM.
- 2) The complaint process is:
 - a. The student discusses the issue directly with the relevant member of the SITCM community (if the student feels comfortable doing so).

- b. If the issue remains unresolved:
 - i. The student emails a completed *Complaints and Grievances Declaration Form* (which is available on the SITCM website) to the Registrar at registrar@sitcm.edu.au, within 20 business days of the issue first arising; and
 - ii. The Registrar reviews the grievance and provides a written decision to the student within 10 business days.