



Non-AQF Qualification Policy		
Code: E2.03	Area: Non-Academic E	
Policy Owner: EMG	Version #: 1.1	Date: 21 Mar 2025
Policy Developer/Reviewer: CEO	Review date: 21 Mar 2028	

VERSION HISTORY

Version	Updated by	Approval Date	Details
1.0	EMG	25 Oct 2023	Document creation
1.1	EMG	21 Mar 2025	Refund rules updated to account for external transaction fees.

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) If a student wishes to cancel their course after paying some or all of the course fee, they must notify the Administration Office (administration@sitcm.edu.au) of their decision by email.
 - a. The student will receive a 100% refund on the fee they paid (excluding any transaction fee charged by third parties) if they send the email at least 10 business days before the course delivery date.
 - b. The student will receive a 50% refund on the fee they paid (excluding any transaction fee charged by third parties) if they send the email less than 10 business days before the course delivery date.
 - c. The student will receive no refund if they send the email after the course delivery has already commenced.
- 2) If SITCM is unable to deliver the course on the date(s) offered to the student, the Administration Office will notify the student by email as soon as possible and the student can choose one of the following two options:
 - a. To take the course on alternative dates proposed by SITCM.
 - b. To receive a full refund on all money paid for the course (including transaction fees).
- 3) 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.