Sydney Institute of
Traditional Chinese Medicine

Explore your future.

STUDENT MANUAL

Higher Education

Version 8.6

Version Control

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Version History

Version	Authoriser	Approval Date	Details
1.0	EMG	12 Feb 2015	Document creation.
2.0	EMG	20 May 2015	Late assessment submission application form changed to special consideration form.
3.0	EMG	31 May 2015	Deleted the requirement of working with children check on Page 16. Also updated and highlighted information on International Students.
4.0	EMG	11 Feb 2016	Changed cover page with new logo. Updated section on Assessment Submission. Updated mark range of grades under Assessment Result.s
5.0	EMG	25 Feb 2016	Updated procedures on Monitoring Course Progress of international students in line with the Student Progression and Exclusion Policy and Procedure. Added requirement to attend at least 50% classes. Added section on enrolment overload.
6.0	EMG	9 Jun 2016	Added section on arrangements for flexible assessment.
7.0	EMG	11 Jul 2016	Added section on Examination Guidelines Updated section on Assignment Submission and Late Submission.
7.1	EMG	10 Oct 2017	Updated Examination Guidelines to reflect the number of final examinations per day.
7.2	EMG	2 Nov 2017	Amended Class Attendance to reflect current policy.
8.0	EMG	9 Jan 2018	Student Assessment and Special Consideration: changed Associate Dean to Course Coordinator.
8.1	EMG	3 Dec 2018	Updated Examination Guidelines on the use of linguistic dictionaries.
8.2	EMG	9 Sep 2019	Regular review, update relevant policies and information for international students.
8.3	EMG	11 Feb 2020	Regular review and general update of policy information.
8.4	PRG	10 Jul 2020	Added an "Unenrolment" section to reflect *Student Progression Policy* requirements; updated Code of Conduct to consolidate info from the *Non-Academic Misconduct Policy*; included sexual assault and sexual harassment in Code of Conduct, re-added Working with Children Check requirement.
8.5	PRG	25 Nov 2020	Updated the Attendance, Examinations and Clinic Practice sections based on recent changes to the *Attendance Policy*, *Student Assessment Policy* and *Manual for Clinical Practice*.
8.6	PRG	9 June 2021	Updated the Credit for Prior Learning, Examinations and Review of an Assessment Decision sections based on recent changes to SITCM policies.

Important Information for International Students

Information contained in this Student Manual that specifically applies to international students is highlighted in a red box like this.

You are an international student if you are

- a Temporary Resident of Australia,

- a Permanent Resident of New Zealand, or

- a Resident or citizen of any other country.

You are not an international student if you are

- an Australian citizen,

- an Australian Permanent Resident, or

- a New Zealand citizen.

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DEAN'S WELCOME

Thank you for choosing the Sydney Institute of Traditional Chinese Medicine (SITCM) for your course of study. On behalf of all staff of SITCM, I welcome new and returning students.

SITCM was established in 1984 and has a long history of providing Chinese medicine (CM) education and has made a significant contribution to the development of CM education in Australia.

In 2012 SITCM was registered as a higher education provider and commenced delivery of a four-year bachelor degree in the discipline of traditional Chinese medicine (TCM).

The Bachelor course provides a comprehensive foundation in the theory and practice of traditional Chinese medicine including acupuncture, herbal medicine, herbal dispensing, biomedical sciences, and the role and characteristics of a professional Chinese medicine practitioner in the Australian healthcare system.

The Bachelor course has an exceptionally strong focus on clinical practice to ensure that graduates are fully equipped to practice as a qualified, professional and ethical TCM practitioner in Chinese herbal medicine, acupuncture, and herbal dispensary within the framework of the National Health Care System.

This Student Manual has been prepared in accordance with SITCM policies and procedures, the *Higher Education Standards Framework (Threshold Standards) 2015*, and the Chinese Medicine Board of Australia's (CMBA) professional practice standards and guidelines. The Manual contains information about SITCM, the courses offered, the rights and responsibilities of students, and policies and requirements for learning and assessment.

This Student Manual is a resource to assist you in your studies with SITCM along with other valuable resources such as the following:

- The **Clinical Practice Program Handbook**
- The **Manual for Clinical Practice** (Teaching and Learning)
- SITCM's policies and procedures, which (together with relevant forms) can be accessed on this page of the SITCM website: www.sitcm.edu.au/he-courses/he-policiesforms/

Students are expected to access these resources to complement their studies.

For questions regarding this Manual and any other resources, please contact academic and/or student support staff through the Administration Office: administration@sitcm.edu.au.

I take this opportunity to wish you every success with your studies and I sincerely hope that your time at SITCM is both productive and enjoyable.

Jian Jiang

Dean

The Sydney Institute of Traditional Chinese Medicine (SITCM) is a progressive education Institute established to promote the growth and development of traditional Chinese medicine through the delivery of courses such as the Bachelor of Traditional Chinese Medicine (BTCM).

SITCM aims to educate and graduate primary health care practitioners who practice their profession in a safe, effective and responsible manner within the framework of Traditional Chinese Medicine. The education provided by SITCM is designed to empower graduates to serve the community through primary health care, ongoing professional development, and working collaboratively with other therapists in various clinical settings.

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

Lecturers at SITCM are highly qualified practitioners in a range of TCM and related medical and/or therapeutic specialisations. They are committed to effectiveness in teaching and learning and many are recognised as leaders in their fields nationally and internationally.

GOVERNANCE

SITCM is governed by the following Boards and Committees:

Board of Directors: The Board of Directors (BOD) oversees the control and management of the operations of SITCM and ensures that SITCM fulfils its responsibilities as detailed in its Mission and Goals and continues to meet its obligations and responsibilities as a higher education provider.

Executive Management Group: The Executive Management Group (EMG) is appointed by the Board of Directors to exercise an executive decision-making and coordination role in relation to Institute business. The EMG implements policies and procedures to enable the efficient management and coordination of Institute business, and also implements plans to ensure that SITCM is achieving its strategic goals.

Academic Board: The Academic Board is the governance body that oversees the academic and educational direction and operations of SITCM. The Academic Board ensures excellence in teaching and learning through academic quality assurance, free intellectual enquiry and integrity, and scholarship and professional development. The Academic Board monitors academic policies and procedures and appoints advisory committees to assist in the smooth and efficient operation of academic matters.

Course Advisory Committee: The Course Advisory Committee (CAC) is convened by the Academic Board for each broad discipline to provide industry and content specific advice and guidance in relation to the development and on-going revision of SITCM's courses.

Teaching and Learning Committee: The Teaching and Learning Committee (TLC) is appointed by the Academic Board to monitor and report on quality assurance processes for teaching and learning within SITCM which are in place to ensure that day-to-day academic operations meet quality educational standards.

Workplace Health and Safety Committee: The Workplace Health and Safety Committee (WHS Committee) is responsible for providing advice, guidance and monitoring in relation to the prevention and management of critical incidents and other safety issues.

Sexual Assault and Sexual Harassment Taskforce: The Sexual Assault and Sexual Harassment Taskforce (SASH Taskforce) is responsible for providing advice, guidance and monitoring in relation to the prevention and management of sexual harassment and sexual assault. This will help ensure the SITCM Campus is a safe space.

Student Staff Consultative Committee: The Student Staff Consultative Committee (SSCC) is responsible for representing the interests of SITCM's Higher Education students. Through feedback, discussion and other assistance, this body will aid SITCM in providing a high-quality education to its Higher Education students.

MISSION, VISION AND VALUES

The Mission of SITCM is to produce industry-ready practitioners of TCM through the delivery of high-quality accredited education.

The Vision of SITCM is to become the leading educator of Traditional Chinese Medicine in Australia.

The Values of SITCM are excellence, scholarship, integrity and respect.

ZHONG YI (中医)

Traditional Chinese Medicine (TCM; Zhong Yi) 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, TCM Remedial Massage (An Mo Tui Na), as well as dietary therapy, and various exercise therapies.

TCM is based on the ideologies of health and disease which were developed in China over thousands of years and codified in modem 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 scholarly physicians.

TCM is a system of thought and practice grounded in theories including Yin-Yang and Five Elements philosophy concepts; the theory of Qi, Blood and Body Fluids; the theories of Zang-Fu organs and Channels, flavours and natures of herbs. TCM recognises that the human body is an integrated entity of connected channels and organ systems and 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. Consequently, the TCM diagnostic system uses Syndrome Identification methodology to classify illness according to the nature of underlying imbalance and treats them using a holistic approach.

Traditional Chinese medicine is well-established in China, Korea, Japan and much of South East Asia. In Western societies, TCM is gaining acceptance by the general public, governments and the medical profession. In Australia, the Australian Acupuncture and Chinese Medicine Association (AACMA), the Australian Natural Therapies Association (ANTA), the Australian Traditional Medicine Association (ATMS), the Federation of Chinese Medicine & Acupuncture Societies of Australia Ltd (FCMA) guide and regulate the profession. Many Australian private health funds recognise TCM and provide rebates for a range of treatments.

STUDENT CODE OF CONDUCT

SITCM is committed to promoting an inclusive and safe culture in which no student is marginalised or discriminated against. SITCM upholds the principle that all students are entitled to engage in the educational process free from disruptive or inappropriate behaviours.

This Student Code of Conduct defines standards of behaviour and conduct for all enrolled students. By adhering to the Code of Conduct students and staff are ensured of a safe, secure, inclusive and productive environment in which to study.

Students must refrain from any behaviour on the SITCM campus, or involving any members of the SITCM community (including online), that:

- is violent, or threatens violence (including sexual violence);
- is hostile, harassing (including sexually harassing), threatening, discriminatory or bullying;
- damages, defaces or destroys property;
- constitutes theft of property of any kind;
- involves the forging or falsification of documents or other information;
- creates significant disruption to the learning environment;
- unreasonably interferes with the freedom of other students to study, or use facilities or resources, at SITCM;
- endangers or threatens to endanger the health or safety of anyone;
- breaches anyone's privacy or confidentiality;
- breaches the *Manual for Clinical Practice*'s Code of Conduct;

- breaches any NSW or Commonwealth laws;
- prejudices the good name, reputation or academic standing of SITCM;
- breaches the terms or conditions (such as suspension or exclusion) imposed for misconduct, be it academic or non-academic.

Furthermore, students must:

- attend their scheduled classes regularly and punctually;
- refrain from the use of personal devices which may disrupt classes (e.g. mobile phones, portable entertainment equipment, etc);
- refrain from consuming alcohol or any illegal substances on the SITCM campus;
- comply with all reasonable directions from SITCM staff, including any requests to leave a classroom or campus;
- conduct themselves in a safe and healthy manner;
- identify and report any possible hazards from equipment, facilities and the environment;
- comply with instructions on SITCM's on-campus signage, such as no eating or drinking in the library;
- report any discriminatory behaviour, harassment or bullying that they witness within the SITCM community to a staff member, such as the Dean, Registrar or Student Support Officer;
- follow SITCM's policies and procedures.

Consequently, students are entitled to:

- be treated fairly and with respect;
- learn in an environment free of discrimination, harassment or bullying;
- pursue their educational goals in a safe, secure and supportive environment;
- expect that their privacy is respected, and their personal information will be kept confidential.

Any student who breaches the Student Code of Conduct faces the penalties outlined in the **Non-Academic Misconduct Policy and Procedure** which, like all other relevant policies, is available on the SITCM website.

ADMISSION AND ENROLMENT

Applicants for admission to a course of study should liaise with the Administration Office. The Administration Office will guide an applicant through the admission and enrolment process and provide admission information. Enrolment application forms are also located on the SITCM website: http://www.sitcm.edu.au/he-courses/he-apply/.

GENERAL ADMISSION REQUIREMENTS

Admission criteria and application procedures are published in SITCM's HE Prospectus and on the SITCM website. Access to Commonwealth assistance will be made available to all eligible students upon enrolment. Applicants seeking to enrol in the Bachelor of Traditional Chinese Medicine are required to satisfy the minimum age requirement, education requirements or alternative admission requirements, and English language requirements.

The **Student Admissions Policy and Procedure**, like all other relevant policies, can be accessed on the SITCM website at: http://www.sitcm.edu.au/he-courses/he-policiesforms/.

STUDENTS SEEKING TO TRANSFER TO SITCM FROM ANOTHER REGISTERED PROVIDER

SITCM is restricted from enrolling transferring overseas students prior to the student completing six months of their 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 agreed to the student's release and has recorded the data on PRISMS;
c. the original registered provider has had a sanction imposed on its registration by TEQSA that prevents the student from continuing their principle course with that registered provider; 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 the change. This usually applies were the student's study in Australia is sponsored by the government of another country.

Students seeking to transfer to SITCM from another registered provider prior to completing six months of their principle course will only be issued with a Confirmation of Enrolment (CoE) only if:

a. the student completes the required application and admissions process; and
b. the student provides a Release Letter from the existing provider.

FEE INFORMATION

SITCM levies fees for services provided to students as part of their enrolment. Student fee types include:

- Tuition fees; and
- Incidental fees for goods and services.

Prior to enrolment, students will be advised of the total indicative tuition fees for the duration of their course, and any fees other than tuition fees that are payable for the course.

a. SITCM will publish this information in the **HE Prospectus**.
b. At the time of offer, the total indicative tuition fees for the duration of the course is outlined in the student's letter of offer.
c. International students are also issued with their CoE which confirms the initial pre-paid tuition fee, other pre-paid non-tuition fee and total indicative tuition fees.

SITCM also publishes the **HE Schedule of Tuition Fees** for all units of study proposed to be offered in a study period on the SITCM website. For further information, please refer to the **Fees Policy** on the SITCM website.

FEE INFORMATION FOR DOMESTIC STUDENTS

Students who enrol in a course of study with SITCM are expected to pay for the course on enrolment or enter into one of the following arrangements:

1. Self-funding students must pay their course fees in full prior to the start of a semester. Please discuss arrangements with the Administration Office.
2. Students on an approved fee instalment plan must meet all agreed payment timeframes. Please discuss plans with accounts@sitcm.edu.au.
3. Students deferring payment of their tuition fees to FEE-HELP assistance are responsible for completing the Request for FEE-HELP assistance form before the relevant census date. The form is available from the Administration Office. Please refer to the website for further information about FEE-HELP: https://www.sitcm.edu.au/he-fee-help/.

FEE INFORMATION FOR INTERNATIONAL STUDENTS

Tuition Deposits

International students accepting offers of admission to a course must pay a tuition deposit to secure their place. The required deposit is outlined in each student's letter of offer and fee invoice. The deposit includes the application fee and the tuition fees for the first study period.

Tuition deposits are used to confirm a student's intention to study and are held as a credit on their account until a tuition charge is raised against their enrolment. The deposit will then be allocated to the tuition fee charge.

Once the required deposit has been paid, SITCM will email an electronic CoE to the student.

Voluntary Upfront Tuition Payments

Prior to the commencement of their course, a student can choose to pay more than the required deposit as a voluntary upfront payment.

Under the Tuition Protection Service of the *ESOS Act*, international students who choose to pay more than 50% of the fees for their course upfront must formally notify SITCM by email at accounts@sitcm.edu.au to indicate that this is a voluntary upfront payment to be held in their student account.

Any voluntary upfront payment will remain on the student's account until it has been fully allocated to the fees associated with their enrolment. Credit balances in student accounts are not refunded until a student either formally discontinues their studies or completes their course at SITCM. SITCM cannot issue invoices for voluntary tuition payments. Any approved refunds for payments will be refunded to the original payment source.

REFUND INFORMATION FOR INTERNATIONAL STUDENTS

Partial Refund due to Student Default Owing to Visa Refusal

Students who default on their course due to visa refusal can have their total course fees partially refunded. Refunds are calculated according to:

a. the amount of tuition fees and non-tuition fees received by SITCM in respect of the student; and
b. whether the student had their visa refused before or after they commenced the course.

Refund due to Course Withdrawal

1. If a student withdraws from their course before the semester commencement date, 90% of the tuition fees paid will be refunded.

2. If a student withdraws from a course within four (4) weeks after the semester commencement date, 70% of the tuition fees paid will be refunded.

3. If a student withdraws from a course four (4) weeks after the commencement date of the semester, no refund will be made.

In all circumstances, the application fee is non-refundable.

All requests for refund must be made in writing. SITCM undertakes to make payment of all refunds within 28 days of receipt of a written application for refund.

SITCM will provide a statement that explains how any refund amount has been calculated.

Refund due to SITCM Default

Students will receive a refund if SITCM defaults on a course for the following reasons:

1. if the offered course does not start on the published or agreed starting day;

   - It is not a provider default if SITCM does not provide the course due to low enrolments.

2. if a course that stops being provided after it starts and before it is completed; or

CREDIT OF PRIOR LEARNING

An application for credit based on prior learning must be made on the **Credit for Prior Learning Application Form** three weeks before the census date. The application form should be accompanied by evidence to support the request for credit.

The Course Coordinator will assess the application and advise the applicant in writing of the result of their application within 15 working days. A record of any credit granted (including any reasons for not giving credit) will be placed on the student's file.

For further information, please refer to the **Credit for Prior Learning Policy and Procedure** on the SITCM website: http://www.sitcm.edu.au/he-courses/he-policiesforms/.

DEFERRAL FOR DOMESTIC STUDENTS

At SITCM, a deferral includes:

a. when a student is admitted to their course of study and chooses to delay starting their course at a later date;
b. when a student takes a break or leave of absence from their course of study.

Deferral of studies may be allowed for a period of up to two years from the date of approval. Requests for deferral must be submitted on the **Request to Defer Form** stating the reasons for the deferral from the course.

SITCM will notify the student of the outcome of the request via email.

WITHDRAWAL FOR DOMESTIC STUDENTS

Students may withdraw from a course at any time before the relevant census date. Students who withdraw from a course on, or prior to, the census date will not be charged for the course, or, if they have already paid for the course will receive a full refund of any tuition fees paid towards that course, less any money owed to SITCM.

Students may withdraw from a course after the census date. Students who do so:

a. will retain the full tuition fee liability;
b. are required to have an exit interview with the Dean or other nominated SITCM representative;
c. may apply for a refund if special circumstances apply. Please consult the **Refund Policy** and **Special Circumstances Refund Policy and Procedure** for further information.

Requests for withdrawal must be submitted on the **Request for Discontinuation (Withdrawal) Form** stating the reasons for the withdrawal from the course.

SITCM will notify the student of the outcome of the request via email.

For further information, please refer to:

- **Deferral and Withdrawal Policy and Procedure**
- **Refund Policy**
- **Special Circumstances Refund Policy and Procedure**

DEFERRAL FOR INTERNATIONAL STUDENTS

International students who wish to defer from a course of study must do so in accordance with their Visa Conditions, the **Deferral and Withdrawal Policy and Procedure**, the **Refund Policy**, and relevant legislation.

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 students control e.g. bereavement. Weddings, pregnancy, festive occasions are not acceptable circumstances for deferral.

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).

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

For further information, please refer to the **Deferral and Withdrawal Policy and Procedure** on the website: http://www.sitcm.edu.au/he-courses/he-policiesforms/

WITHDRAWAL FOR INTERNATIONAL STUDENTS

International students who wish to withdraw from a course of study must do so in accordance with their Visa Conditions, the **Deferral and Withdrawal Policy and Procedure**, the **Refund Policy**, and relevant legislation.

Once SITCM has approved a student's request to withdraw, SITCM will cancel the student's CoE and notify DHA that the student has withdrawn.

Students who withdraw have 28 days to:

    a.   leave Australia;
    b.   enrol in an alternative program at another registered provider; or
    c.   apply for a different visa.

STUDENTS SEEKING TO TRANSFER FROM SITCM TO ANOTHER REGISTERED PROVIDER

Students seeking to transfer from SITCM to another registered provider before completing six months of their principal course must request approval to transfer and obtain a release from SITCM. The student will be notified in writing, within 10 working days, of the outcome of the application. If the release is granted it will be at no extra cost to the student.

The circumstances under which SITCM will or will not grant a release are outlined under section 2.3.1 of the **Deferral and Withdrawal Policy and Procedure**.

OVERSEAS STUDENT HEALTH COVER

All student visa holders are required to have Overseas Student Health Cover (OSHC) while they are in Australia. This means that OSHC must commence from the date the student arrives in Australia on their student visa and must be in effect until the student leaves Australia or moves to a non-student visa subclass. If a student visa holder is in Australia and does not hold health insurance, they are in breach of visa condition 8501, even if their course has not yet started.

The following students are considered to have adequate health insurance and do not need to purchase OSHC:

- Norwegian students covered by the National Insurance Scheme,
- Swedish students who have insurance provided by CSN International or Kammarkkllegiet, and
- Belgian students.

Students will need to arrange their own OHSC. OSHC must be purchased from an [approved Australian health insurance provider](#).

STUDENT ORIENTATION

Enrolled students are required to attend Orientation prior to the commencement of their studies. Orientation includes information about:

- Support services available to assist students in adjusting to study and life in Sydney.
- English language and study assistance programs.
- Legal services.
- Emergency and health services.
- Complaints and appeals processes.
- Course attendance and progress requirements.
- Support services available to assist students with general or personal circumstances that adversely affect their education in Sydney.
- Services students can access for information on their employment rights and conditions, and how to resolve workplace issues, including how to prevent workplace exploitation.
- A tour of SITCM identifying classrooms, student areas, student administration area, and any other relevant areas, such as toilets, fire exits, and restricted areas.
- Information on Moodle, including its functions and use.
- A hard copy of the *Student Manual* given to each student.
- A tour of SITCM facilities, classrooms, library, Teaching Clinic, student recreational areas, student administration, and other relevant campus facilities such as toilets, fire exists and restricted areas.

CAMPUS FACILITIES

SITCM is located at Level 5, 6 and 7, 25-29 Dixon Street, Sydney. The campus provides the following facilities for use by all students:

- Three Lecture rooms on Levels 5, 6 and 7.
- Teaching Clinic on Level 5. The clinic includes reception area, herbal dispensary, consultation rooms, and treatment rooms.
- An acupuncture practice room on Level 5.
- A dedicated herbal processing room on Level 5.
- Student recreation rooms on Levels 5 and 7.
- Student lounge on Level 6.
- Computer lab on Level 7.
- Reception and Administration Office on Level 5.
- Printing spaces on Levels 5 and 6.
- Library on level 6.

The SITCM Library contains over 3,000 catalogued items which may be borrowed in accordance with the **Library Loan Policy and Procedure**. Opening hours are 8:30am to 6:00pm on weekdays during the semester (access from 8:30am to 10:00am is available through the Administration Office).

ATTENDANCE

Students are required to attend 100% of the clinic contact hours in a unit in order to pass that unit.

Once every eight weeks, the Clinic Manager (non-academic) creates an eight-week *Clinic Roster* for students in the clinical practicum through consultation with each student to ensure their availability. After a Clinic Roster is finalised, students must attend their designated session unless one of the following applies:

a. The student fulfils the requirements for acceptable absence (as defined in the *Attendance Policy*) and contacts the Clinic Manager (non-academic) and Clinic Supervisor before their scheduled session begins; or
b. The student privately finds another student to replace them in the session, in which case the originally rostered student must notify the Clinic Manager (non-academic) in writing before the session begins.

The Clinic Manager (non-academic) monitors clinic attendance via the *Attendance Sheet*, which students are required to use to sign into and out of each session. The clinic supervisor confirms attendance and initials the *Attendance Sheet* at the end of the clinic session., and then provides it to the Clinic Manager (non-academic).

A student cannot complete a unit with a clinical component until the Clinic Manager has confirmed that the student has completed the required number of clinic hours and cases.

COURSE RESOURCES

At the beginning of each unit of study, students are provided with the Unit Outline which:

- outlines the aim and learning outcomes of the unit of study and the work to be covered during the semester; and
- provides the assessment tasks to be completed during the semester, the weighting of each assessment task, and the due date when the task(s) will be given or when the assessment tasks is to be submitted.

STUDENT SUPPORT AND WELLBEING

There are many issues that may affect a student's wellbeing, including social, financial, cultural, educational and health related factors. Students have access to a Student Support Officer (SSO) who is available to listen and provide advice and guidance to students where possible.

If the student requires academic support, the SSO will refer the student to either the Academic Support Officer (ASO), or to the student consultation system. Where appropriate, the SSO can also provide a referral to an external support service at no cost to the student. A SSO provides a free student support workshop for all students at least once per semester.

Students may make an appointment at any time to see the SSO or ASO for advice relating to study, including, but not limited to:

a. managing time;
b. setting and achieving goals;
c. motivation;
d. ways of learning;
e. coping with assessments;
f. self-care;
g. adjusting to study and life in Sydney.

Students can access the SSO or ASO directly or via the Administration Office.

External Support Options

Students can access an external counsellor for professional counselling sessions on referral by the SSO.

SITCM will cover the costs of a referred student's first 3 counselling sessions. If the student wishes to continue with the external counselling after the first 3 sessions, each additional session will be paid for by the student.

If the need arises for additional support services, the SSO may refer students to agencies within the following table at no additional cost to students:

Support Type	Organisation Name	Contact Details
General Crisis Support	Lifeline	13 11 14
	St. Vincent de Paul	02 9560 8666
	Suicide Call Back Service	1300 659 467
Mental Health Support	Community Mental Health Services	1800 011 511
	Beyond Blue	1300 22 4636
Health Advice	Health Direct	1800 022 222

Legal Advice	LawAccess NSW	1300 888 529
	Community Legal Centres NSW	
International Student Support	Council of International Students Australia	0410 990 191
	International Student Legal Service NSW	02 9698 7645
Advice and Support for Workplace Rights	Fair Work Ombudsman	13 13 94
Support for People of Non-Australian Cultural or Linguistic Backgrounds	Sydney Multicultural Community Services	02 9663 3922
	Translating and Interpreting Service	13 14 50
Youth Support (up to 25 years)	Kids Helpline	1800 55 1800
	Headspace	02 9114 4100
Disability Advocacy Support	People with Disability Australia	1800 422 015
Indigenous Employment Support	Aboriginal Employment Strategy	02 8571 0999
Indigenous Health Support	Aboriginal Health and Medical Research Council	02 9212 4777
Relationship Support	Relationships Australia	1300 364 277
Men's Counselling Support	MensLine Australia	1300 78 99 78
LGBTI Support	QLife	1800 184 527
Jobseeker Support	Centrelink	13 28 50
Welfare Information	Centrelink	
Accommodation Information	Study in Australia	
Private Rentals	realestate.com.au	
	domain.com.au	
	property.com.au	
Share Rentals	flatmates.com.au	
	flatmatefinders.com.au	

HEALTH AND SAFETY

SITCM maintains compliance with Workplace Health and Safety (WHS) requirements and ensures that facilities and the clinic are in full compliance with legislation. For detailed information on health and safety information that applies to the SITCM Campus, refer to the **Safety and Security Policy and Procedure** and the **Critical Incidents Policy and Procedure**, which are both available on the SITCM website: http://www.sitcm.edu.au/he-courses/he-policiesforms/.

Information on health and safety information that applies specifically to students undertaking clinical practicum is included in the **SITCM Manual for Clinical Practice**.

SEXUAL ASSAULT AND SEXUAL HARASSMENT

Students have the right to feel safe and secure at all times and to be able to fully participate in all aspects of life on campus. Unwanted sexual attention including harassment, stalking and assault can prevent a student from taking part in activities and involvement in life on campus.

SITCM will support students who report sexual harassment or sexual assault. There are internal (i.e. within SITCM) and external options available.

SITCM has a **Sexual Assault and Sexual Harassment Policy** which sets out the principles for preventing and responding to incidents of sexual misconduct occurring at or connected with SITCM.

ACADEMIC STUDENT SUPPORT SERVICES

SITCM provides a range of academic support services to assist students in advancing in their course.

The ASO may support students:

- themselves, through one-on-one academic literacy or English language support sessions;
- through referral to a consultation with academic staff;
- through the arrangement of additional tutoring by the student's lecturer or tutor; and/or
- through referral to an SITCM workshop;
- through directing the student to review relevant online information; and/or
- through referral to external support if SITCM is unable to provide the support needed.

Support for Medical or Disability Reasons

Students with a medical condition or disability that may affect their studies should notify SITCM so that SITCM can make educational adjustments to support their studies. Students should contact the ASO and provide a complete set of professional documents showing evidence of their disability or circumstances, stating the following:

- the nature and duration of the condition;
- any treatment that the student is receiving; and
- the impact the disability or circumstances are having on their studies and exams.

The student will be contacted by the ASO to arrange an appointment to be assessed by the Dean and the ASO.

Student Consultation

SITCM is committed to ensuring that teaching staff are available for face-to-face or via email on academic matters during each semester of study (including mid-semester break, study week and the examination period). Teaching staff will make themselves available for one hour per week face-to-face for each unit of study they teach in order to allow students to consult on issues related specifically to those units of study. Students are encouraged to utilise email to contact teaching staff outside of scheduled consultation times, where appropriate. The contact email address for teaching staff will be published in the Unit Outlines for the units of study that they are teaching.

The **Student Consultation Policy and Procedure** provides additional information on academic support: http://www.sitcm.edu.au/he-courses/he-policiesforms/

Additional Tutoring

Additional tutoring by the lecturer and tutor may be arranged on a case-by-case basis. This is not guaranteed and will depend on lecturer and tutor availability.

Academic Support Workshops

Each semester, SITCM provides at least two free academic skills workshops, a library tour and a workshop on using Moodle and Turnitin.

Information about workshops is provided to students by email, on Moodle, in the student newsletter and on the Events page on the website.

Online Information

As a way of providing readily accessible academic support to all students, the following pages are maintained on the website:

- an Effective Study Tips page;
- an APA Referencing Essentials page; and
- a Writing Guide: the Basics page.

In addition, Moodle contains an "Academic Writing Resources" page for assistance with referencing, writing different types of assignments, searching databases and external guides.

For further information about student support, please refer to the:

- **Student Support Policy and Procedure**;
- **Student Academic Support Policy and Procedure**; and
- **Mental Health and Wellbeing Policy**.

ACADEMIC LITERACY AND ENGLISH LANGUAGE PROFICIENCY

SITCM aims to provide a positive and rewarding learning experience for students. The enrolment process requires information regarding English language proficiency and other special learning needs. In the event that a student requires support with English language proficiency, Student Support Services will initiate contact with the student to discuss their requirements. Students may also request English language support from Student Support Services through the Administration Office. Where assistance is required, staff will make every effort to ensure that students are adequately supported to complete their course.

Academic literacy and English language proficiency are important factors in a student being able to satisfactorily progress through their course. 'Academic Literacy' refers to the capacity of a student to undertake formal study and to understand and communicate discipline-specific knowledge. 'English language proficiency' refers to the student's ability to understand and communicate knowledge effectively in both written and spoken English.

To assist in the identification of students requiring further development of their academic literacy and English language proficiency skills, Year 1 units contain assessment criteria that allows the lecturer to make an academic literacy and English language proficiency assessment. Following the assessment, and for students who fail to meet the criteria, the Dean and Academic Support Officer will determine the most appropriate intervention strategy to assist the student to enhance their academic literacy and English language proficiency skills. This may include attending academic skills workshops; and/or attending language support tutorial or study groups; and/or receiving one-on-one support and coaching services.

Information about support services to assist students to enhance their academic literacy and English language proficiency skills is provided at Orientation, via the website and in Unit Outlines. Students may self-refer to student support for assistance with academic literacy and English language proficiency at any time.

REQUISITE WAIVER

Students who have not completed a required prerequisite or corequisite can apply for a requisite waiver in order to enroll in the relevant unit of study.

The Dean will consider approval of a waiver of a prerequisite or corequisite on the following grounds:

- The likelihood of the student's ability to successfully undertake and complete the proposed unit of study based on the student's academic performance; and/or
- The student's ability to demonstrate genuine hardship or inconvenience if approval is not granted.

Procedure

1) Students wishing to enrol in a unit without completing the prerequisite or corequisite must submit an **Application for Requisite Waiver** to the Administration Office. Students will need to indicate why they are applying for a waiver and attach any relevant supporting documents, e.g. evidence that the student has previously completed a unit of study with similar content to a requisite.

2) Once the application has been submitted to the Administration Office, it will be forwarded to the Dean for consideration.

3) Students will be informed within 10 working days of the outcome of their application. Students should note that a waiver does not reduce the duration of the course. A waiver simply allows enrolment in a unit of study without prior completion of, or alongside, requisite units of study.

ENROLMENT OVERLOAD

An enrolment overload occurs when a student is permitted to enrol in more than the full-time load (that is, 4 units of study in the BTCM course) during a single semester. Applying for an enrolment overload requires special permission, as even the best students will have a difficult time doing their best academic work when attempting to complete more than the full-time load in a single semester. Please note that in no cases may a student enrol in more than 5 units during a single semester.

Before requesting an overload, students should fully understand the time commitment required to successfully complete the units 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 an extension and/or special consideration. 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; and

- 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 the full-time load in a semester must submit a completed **Application for Course Overload** to the Administration Office. As the outcome of requests to overload depends upon results achieved in the previous semester, applications will not be accepted or considered until results of these units are available.

2) Once the application has been submitted to the Administration Office, it will be forwarded to the Dean for consideration.

3) Students will be informed within 10 working days of the outcome of their application.

UNENROLMENT

Students may be unenrolled for one of more of the following reasons (as per the **Student Progression Poilcy and Procedure**):

- Failing to complete course requirements within the maximum time limit.
- Failing to successfully complete the same unit twice.
- Failing 50% or more of the units attempted in a study period.
- Academic misconduct (refer to the **Academic Misconduct Policy and Procedure**).
- Non-academic misconduct (refer to the **Non-Academic Misconduct Policy and Procedure**).

MONITORING COURSE PROGRESS

To ensure course completion within the expected duration as specified on their CoE, international students are required to study full-time and their course progress will be individually monitored, recorded and assessed each semester. SITCM's Academic Support Plan will be implemented to assist students who have been identified as at risk of not making satisfactory course progress.

Students are identified as at risk of not making satisfactory course progress where they:

- have failed the same unit of study twice;
- have failed 50% or more of the unit(s) of study attempted in a study period;
- have failed to maintain a 80% attendance rate in all units of study; and/or
- do not meet minimum standards of academic literacy and English language proficiency.

STUDENT REPRESENTATION

Each class group in each year of the course nominates a Student Representative to provide feedback on any matters related to teaching and learning. Student Representatives are members of the Student Staff Consultative Committee, which meets every semester to discuss and address issues and/or concerns of the student body with academic staff.

COMPLAINTS AND APPEALS

The **Academic Grievance Policy and Procedure** and the **Non-Academic Grievance Policy and Procedure** provide a procedure for complaints and/or appeals related to either academic or administrative matters. These policies are available on the website: http://www.sitcm.edu.au/he-courses/he-policiesforms/.

CONTACT DETAILS

Students are required to promptly notify the Administration Office if there are any changes to their current residential address and contact details. SITCM also requires students to include their emergency contact details.

International students are legally required to notify the Administration Office of changes to their current residential address or contact details within seven days. Failure to do so may lead to the cancellation of their student visa.

EMAIL, STUDENT PORTAL AND SMART TCM

Enrolled students are required to update their email address and contact details (as required) with the Administration Office and to regularly check their account to ensure they remain fully up to date with all the latest news and notifications.

Enrolled students are provided with a secure login to the SITCM Student Portal, which provides access to the full range of online learning and support resources, in accordance with the **IT Management Policy and Procedure**.

Students undertaking Clinical Practice are provided with a secure login to the SITCM SmartTCM database at the commencement of TCM106 TCM Diagnosis and Clinical Theory. SmartTCM provides students with access to patient records and the ability to update data.

PRIVACY AND COPYRIGHT

SITCM manages student personal information in accordance with the **Privacy Policy** and **Records Management Policy**. SITCM is also required by law to certain provide personal information to government bodies, including information requested by the Chinese Medicine Board of Australia about students and the mandatory notification requirements under the Health Practitioner Regulation National Law.

All SITCM' lecturers and tutorials may be recorded for valid teaching and learning purposes. There is therefore a possibility of students being heard in lecture and tutorial recordings. CCTV cameras are also in operation on campus for security reasons.

A copyright owner is entitled to take legal action against a person who infringes their 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 SITCM Library or through this link: www.comlaw.gov.au/series/C1968A00063.

GRADUATION CEREMONY

SITCM's Graduation Ceremony is held in December each year. Eligibility to graduate and other important information can be found in the **Graduation and Awards Policy and Procedure**.

END OF YEAR CELEBRATION

SITCM hosts an annual end of year celebration for all staff and students (including families and friends) to celebrate their achievements throughout the year. This event includes the recognition of excellence in teaching and learning through awards and entertainment. Information on the date and location will be provided on Moodle and by email to students.

SITCM SEMINARS

SITCM hosts a range of seminars throughout the academic year and invites distinguished national and international TCM academics and practitioners to conduct the seminars. Students are encouraged to attend these seminars, which are advertised on the campus notice board, in the student newsletter, on the SITCM website's Upcoming Events page and via email.

CHINESE MEDICINE BOARD OF AUSTRALIA

The Chinese Medicine Board of Australia (CMBA) is the government body that sets the standards for the Chinese Medicine profession in order to protect the public in Australia. CMBA holds registers of Chinese Medicine students and practitioners and mandates SITCM to provide personal information of its students for the register.

Graduates who wish to practice as a Chinese medicine practitioner in Australia are required to register with the Chinese Medicine Board of Australia. Registration also allows practitioners to use professional titles of Acupuncturist, Chinese herbal practitioner and Chinese herbal dispenser in Australia.

Information on registration requirements and procedures is available here: http://www.chinesemedicineboard.gov.au/Registration.aspx

STUDENT COST OF LIVING AND ACCOMODATION

International students will need at least A$23,000 a year. In addition, SITCM recommends that students have at least A$3,000 when they arrive to cover the initial costs of books, rental bond and furniture. These estimates do not include large household items such as a refrigerator or car.

Cost Estimates

Living costs are indicative only and will vary based on the location, number of people the student lives with, the condition of the housing and the student's lifestyle.

Expense	Estimated Weekly cost (AUD)
Rent (sharehouse)	$200
Food (groceries and eating out)	$210
Gas and electricity	$15
Phone and internet	$25
Public transport	$40
Entertainment	$80
Average weekly cost	A$570
Total annual cost	A$29,640

For more information about weekly, visit the Australian government site detailing living costs: https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs.

STUDENT VISA WORK RIGHTS AND FAIR WORK

Students cannot work until they have commenced their course in Australia. A student visa allows students to work up to 40 hours per fortnight once their course has commenced and is in session, and unrestricted hours when their course is not in session.

If students are doing voluntary, unpaid work, it is not included in the limit of 40 hours per fortnight if it:

- is of benefit to the community;
- is for a non-profit organisation;
- would not otherwise be undertaken in return for wages by an Australan resident (that is, it is a designated volunteer position); and
- is genuinely voluntary (that is, no remuneration, either in cash or kind is received-board and lodging acceptable).

When is the course 'In Session'?

The BTCM course is 'In Session' during Semester 1 and Semester 2; and if students enrol in Winter/Summer School, or have completed their studies while their CoE is still valid. The 40 hours work restriction per fortnight applies under these instances.

For more information, visit:

- Visa conditions for student visa holders: https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions?product=500#
- Know your workplace rights: https://www.fairwork.gov.au/find-help-for/visa-holders-and-migrants
  - Work rights in Australia: https://www.fairwork.gov.au/employee-entitlements
  - Australian pay calculator: https://calculate.fairwork.gov.au/findyouraward
- Work while you study: https://www.studyinaustralia.gov.au/English/Live-in-Australia/work
- Australian Tax Office: https://www.ato.gov.au/

Important fair work information

Prior to finding work, students should find out about their rights. Information can also be easily found online at the Fair Work Ombudsman's website: https://www.fairwork.gov.au/. This website includes everything students need to know about working in Australia. Students can also contact the Student Support Officer about their work rights.

Students who feel that they have been a victim of exploitation by an employer should contact the Fair Work Ombudsman immediately.

The Fair Work Ombudsman has also recently established an Overseas Workers' Team. A free interpreter service for those from non-English speaking backgrounds is available by calling 13 14 50 and information about workplace laws is translated into 27 different languages at https://www.fairwork.gov.au/language-help.

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 DHA that international students must comply 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 (OSHC)
- Inform DHA of any change in their student status
- Inform DHA if they withdraw from the course they are enrolled in
- Students must extend their student visa before it expires

Students will be informed of SITCM'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 **Academic Grievance Policy and Procedure** and **Non-Academic Grievance Policy and Procedure** to appeal 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.

STUDENT ASSESSMENT

Student progress in a course of study is assessed throughout and at the end of each semester in accordance with the assessment schedule for each unit of study. Students are advised during the first lecture of each unit about the type and number of assessment tasks for a unit of study.

Assessments aim to integrate theory and practice and to demonstrate the achievement of unit learning outcomes.

A range of resources are available through the Library and online to support learning and assessment tasks. These resources are important to help students understand and integrate into their learning the major disciplines of TCM such as traditional Chinee medicine theory, acupuncture, Chinese herbal medicine, clinical Chinese medicine, human medical sciences, and research and professional issues. For more information on student progression refer to the **Student Progression Policy and Procedure** via the website: http://www.sitcm.edu.au/he-courses/he-policiesforms/

SUPPORT FOR MEDICAL OR DISABILITY REASONS

SITCM has processes to provide educational adjustments for students with permanent disabilities, temporary disabilities or other medical needs. This may include:

- extra time
- special venue
- specialised technical equipment or facility
- alternative form of assessment

Granting of flexible assessment arrangements does not exclude the student from seeking special consideration for assessments due to extenuating circumstances beyond a student's control. See section below on *Special Consideration* and *Deferred Assessments* for further information.

Procedure

Steps to apply for support for medical or disability reasons are as follows:

1. The student completes the student section in the **Support Plan for Medical or Disability Reasons** and submits the form, together with supporting documentation, to the Academic Support Officer (ASO) as soon as possible after successful enrolment.
2. The ASO will verify the supporting documents and forward the application to the Dean for assessment.
3. The Dean and the ASO will conduct an interview with the individual student to assess their needs.
4. If educational adjustments are granted, the Dean and the ASO will discuss with the student the best possible way to accommodate the student in assessments according to the medical practitioner's recommendations.
5. The Dean and the ASO will confirm the specific services to be implemented with the student. All parties must sign the Plan. The student will be provided with a copy of the Plan. The original Plan will be kept in the student's file.

ACADEMIC INTEGRITY

SITCM upholds the principle that academic integrity relies on the application of honesty in all scholarly endeavour. Students of SITCM will conduct themselves in their academic studies honestly and ethically and are expected to carefully acknowledge the work of others in all their academic activities. Any student who engages in academic misconduct will face harsh penalties under the **Academic Misconduct Policy and Procedure**.

New students are required to complete the **Academic Misconduct Quiz** on Moodle by the census date.

SITCM uses the automatic plagiarism detection software Turnitin. Turnitin is an online web-based text-matching software that electronically compares submitted assessment papers to content located on the internet. This software will provide a valuable addition to existing methods for supporting SITCM's policy on academic integrity and honesty.

For further information, please refer to the:

- Academic Integrity: https://www.sitcm.edu.au/academic-integrity/
- **Academic Misconduct Policy and Procedure** on the website: http://www.sitcm.edu.au/he-courses/he-policiesforms/

ASSIGNMENT SUBMISSION

Students are required to submit assessment items at the time and date specified in the Unit Outline. Assessment items submitted after the due date will be subject to a penalty unless the student has been given prior approval in writing for an extension of time to submit that item.

Submission of written paper (such as essay) will be through Turnitin unless otherwise indicated.

Correct formatting and referencing procedures as indicated in the *Assignment Checklist* should be strictly adhered to. You should submit a proper reference list, following the APA referencing style, for all written papers. A reference list contains only those works *cited* or quoted from in your essay. A bibliography is acceptable for practical-type assessments (such as posters).

The Administration Office cannot take responsibility for the loss of assessments. Students must make a copy of all assessments submitted.

LATE SUBMISSION AND EXTENSION OF ASSESSMENTS (EXTENSIONS AND SPECIAL CONSIDERATION)

An assessment item submitted after the assessment due date, without an approved extension or without approved mitigating circumstance, will be penalised. The standard penalty is the reduction of the mark allocated to the assessment item by 10% of the maximum mark applicable for the assessment item, for each day or part day that the item is late. Assessment items submitted more than ten days after the assessment due date are awarded zero marks.

In the eventuality of minor extenuating circumstances, a student may apply for an extension before the due date for submitting an assessment. Applications must be made in writing to the Course Coordinator on an **Extension Form** available from the Administration Office or the website. Requests for extensions made after the assessment due date will not be considered.

Misreading the Unit Outline, organising conflicting travel arrangements or poor time management will not be accepted as grounds for an extension of time for submission of an assessment. If the extension form has not been approved by the Course Coordinator or is not attached to the assessment when it is submitted, penalties for late submission of an assessment will apply. Except in exceptional circumstances, a student will be offered only one extension for any particular assessment task. A maximum of two (2) weeks extension only will be granted.

Applications for assessment extensions may be rejected if the Course Coordinator have justifiable reasons to believe that the student is seeking to gain an unfair advantage through deferred assessment. This judgement will be made with consideration of the particular circumstances of the student, the student's academic record and the student's history of assessment extension applications.

For more information about extensions, please refer to the **Student Assessment Policy and Procedure** on the SITCM website: http://www.sitcm.edu.au/he-courses/he-policiesforms/.

Students who have a significant impairment which adversely affects their ability to complete assessment tasks on normal due dates may apply for Special Consideration. For information about special consideration please refer to the **Special Consideration Policy and Procedure** on the SITCM website: http://www.sitcm.edu.au/he-courses/he-policiesforms/.

EXAMINATIONS

Exam rules

All exams have the following requirements:

    a.   The exam must be taken by the student independently and alone.
        i.   If a student wishes for special assistance to take an exam, they must send a written request to the Course Coordinator for approval at least seven (7) days before the exam date, explaining why they need special assistance.
    b.   For the duration of an exam, a student must not communicate with anyone other than an exam supervisor (including any kind of electronic communication).
    c.   Mobile phones must be turned off or switched to silent mode (not vibrate mode).

Online exams have the following further requirements:

    a.   All online exams are open book and a student may use any material during the exam (except as outlined in Section 2.5.2(2)(a)).
    b.   Each student must be clearly visible through webcam for the duration of the exam.
    c.   If a student wishes to sit an online exam on campus, they must send a written request to the Administration Office at least one (1) week before the exam date and provide a valid reason for the request.
        i.   Valid reasons may include, but are not limited to, internet connectivity issues at home or poor typing skills.
        ii.   The request must specify whether the student wishes to complete a paper or online version of the exam on campus.
        iii.   The Administration Office must reply to all such requests within two business days of receiving them.

Open book paper exams have the following further requirements:

    a.   The exam must be taken on campus in the presence of at least one (1) exam supervisor. If an exam room contains more than ten students, at least two (2) exam supervisors must be present throughout the exam.
    b.   Every student desk must be separated from every other student desk, with enough space for supervisors to comfortable walk between each desk.
    c.   Each student must place their SITCM Student ID Card on the top-right corner of the desk.
    d.   A student may use any material except for electronic devices.
    e.   All electronic devices (including but not limited to computers, laptops, tablets and phones) must be kept in a closed bag at the front or back of the classroom.
    f.   Bilingual dictionaries are available upon request; if a student wishes to bring their own bilingual dictionary then it must be checked by the exam supervisor before it may be used.

Closed book paper exams have the following further requirements:

    a.   The exam must be taken on campus in the presence of at least one exam supervisor. If an exam room contains more than ten students, at least two exam supervisors must be present throughout the exam.
    b.   Every student desk must be separated from every other student desk, with enough space for supervisors to comfortable walk between each desk.
    c.   Each student must place their SITCM Student IT Card on the top-right corner of the desk.
    d.   A student may only have stationery, a cup of water, an analogue watch and/or a transparent water bottle on their desk.
    e.   All other items (including but not limited to pencil cases, books, paper and phones) must be kept in a closed bag at the front or back of the classroom.
    f.   Bilingual dictionaries are available upon request; if a student wishes to bring their own bilingual dictionary then it must be checked by the exam supervisor before it may be used.

Lecturers may place other conditions on what items can be used during open book exams, which will be specified in the **Unit Guide** or discussed in a class before the exam.

Failure to meet any exam rule will result in a grade of zero for the exam.

Before the exam

Check your exam timetable

- Class examinations are usually held during scheduled class time, and in general, cannot be held in the last teaching week of semester.

- Examination timetables for a semester are published on **Moodle** no later than Week 13 of that semester**.** To view your exam timetable, log on to **Moodle**, then open the **Timetables, Calendars and Schedules** folder on the homepage. The dates of each exam period are published in the **Academic Calendar**.

- If you notice a clash in your exams, please email administration@sitcm.edu.au ASAP. You will usually sit both exams on the same day in one room under supervision. You will have a one hour lunch break where you will be allowed to study during the break between exams. You won't be allowed to use any electronic devices (including mobile phone) until you have finished both exams.

- If an examination cannot be held due to unforeseen circumstances (e.g. a bomb threat or fire/storm damage to an exam venue), the exam may be rescheduled within that designated examination period. It is recommended that students be available for the duration of the exam period.

- Deferred or supplementary exams must be held in the deferred and supplementary exam period as indicated on the **Academic Calendar**. This period is a one-week period that occurs several weeks after the end of the exam period.

On the day of the exam

Paper-based final exams

15 minutes before exam starting time	☑ Supervisor ensures that every student desk is separated from every other student desk, with enough space between any two desks to comfortable walk between them. ☑ Supervisor puts up a seating allocation sheet in the exam room. ☑ Students arrive at the exam venue.
5 minutes before exam starting time	☑ Students enter the exam room and follow supervisor instructions: 　∗ Place all unauthorised items in bags in the front or back of the exam room. 　∗ Go directly to their pre-allocated seat with authorised items. 　∗ Place Student ID Card on the top right-hand corner of the desk. 　∗ Place other authorised items on the desk.
Exam starting time	☑ Supervisor reads out exam rules and hands out exam paper. ☑ Late students may enter the exam within the first hour but will not be given extra time. **Warning**: Supervisors will regard any material or item on a student's desk, chair or person to be in their possession. Possession of unauthorised materials including mobile phones in an exam is academic misconduct. **Warning:** If a student feels unwell before starting the exam, they must notify the supervisors and leave the exam room before starting the exam. Once reading time starts and the student opens the exam paper, the student is NOT allowed to complete a supplementary exam unless an emergency event occurs.
Reading time starts	☑ Students must read exam instructions carefully. ☑ No writing or highlighting during reading time.
Writing time starts	☑ Students may NOT leave the exam venue until one (1) hour after writing time starts. ☑ If students have any questions or requests, they must raise their hand and wait for the supervisor to come to them. ☑ If students need to go to the bathroom, they must raise their hand and stay in their seat until they get permission to go from a supervisor. Please note that students may be accompanied by a supervisor. **Warning**: No communication is allowed in any way with other students.

1 hour after writing time	☑ Late students may NOT enter the exam venue one (1) hour or more after writing time starts.
	☑ Students may leave the exam venue on (1) hour or more after writing time starts.
	☑ Students must not remove any exam paper or scrap paper from the exam venue.
10 minutes before the end of the exam	☑ Supervisor warns students that there are ten (10) minutes to the end of the exam.
	☑ Students may NOT leave the exam venue during the last ten (10) minutes of the exam.
Exam ends	☑ Supervisor instructs students to stop writing and collects all exam and scrap papers.
	☑ Students must not remove any exam paper or scrap paper from the exam venue.
	☑ Students remain in seats until they are permitted to leave the exam venue.

Online final exams

Two weeks before exam period	☑ IT Officer makes a mock exam available to all students on the Students Online page on Moodle.
	☑ Students attempt this mock exam anytime between two weeks before the exam period and the end of the exam period, to test their equipment in preparation for online exams.
	☑ Students ensure that they have a working webcam for the online exam.
At least one week before exam	☑ Students must notify the Administration Office if they wish to sit the exam on campus, and provide a valid reason for this request.
	☑ The Administration Office will respond to each request within two business days of receiving it.
30 minutes before exam starting time	☑ Students log onto the Moodle page for their unit.
	☑ Students open the Zoom meeting link on the unit Moodle page.
	☑ Students ensure that their name in the Zoom meeting is their full name and student ID number (to change your name: click the "Participants" button, then click your name in the participants list, then click the "More" button and then click "Rename").
	☑ Students click the "Start Video" button in the Zoom meeting and keep Zoom open until the end of their exam period.
	☑ Students click the exam link on the unit Moodle page and wait for the exam to start.
	☑ If a student feels unwell before starting the exam, they must **immediately** call the Administration Office on (02) 9212 1968 and leave the exam page. Once a student starts an exam, the student is NOT allowed to complete a supplementary exam unless an emergency event occurs.
Ten minutes before exam starting time	☑ The exam supervisor provides exam instructions to all students via Zoom.
	☑ All students hold their SITCM Student ID Card up to their webcam until it can be verified by the exam supervisor.
Exam starting time	☑ The exam automatically starts and students can then immediately begin answering questions.
	☑ Students may enter the exam late but will not be given extra time.
	☑ If students encounter any unexpected issues before or during the exam, they must **immediately** call the Administration Office on (02) 9212 1968 to receive any possible assistance.
	☑ If a student emails exam answers to administration@sitcm.edu.au during (not after) the exam time, as a result unexpected technology issues, the emailed answers will be accepted and marked.
	Warning: No communication is allowed in any way with other students during any exam.

During exam	☑ Students must remain visible on their webcam (which is monitored by the Administration Office via the Zoom portal) throughout the exam. ☑ When a student has answered all questions, they can finish by clicking "submit". ☑ If a student finishes the exam before the exam ending time, then after clicking "submit" they must send a message in the Zoom meeting chat to notify the Administration Office. The student must then wait for the Administration Office to confirm the submission so the student can turn off their webcam and leave the Zoom meeting.
Exam ending time	☑ The exam ends automatically. All students can then turn off their webcam and leave the Zoom meeting. ☑ All questions that have been saved by the end of the exam are recorded and marked. Any questions that were not saved will not be recorded and cannot be marked.

ASSESSMENT FEEDBACK

Students will receive regular feedback on their assessment tasks within two (2) weeks from the unit lecturer. Feedback will include comments on current progress and (where necessary) advice and assistance in overcoming areas of difficulty. Refer to the **Student Assessment Policy and Procedure** on the website: http://www.sitcm.edu.au/he-courses/he-policiesforms/

REVIEW OF AN ASSESSMENT DECISION

A student may request a review of an assessment decision. In the first instance, students should approach the lecturer to discuss their concerns about the assessment decision. Students may only apply for a review of an assessment decision after they have discussed their assessment with the lecturer. Where the issue regarding the assessment decision is unable to be resolved at this level, a request for a review may be made in writing and lodged with the Course Coordinator within five (5) working days of formal notification of the assessment result.

The grounds upon which the student may request a review of an assessment decision are:

- that the student believes that an error has occurred in the calculation of the grade; and/or
- a demonstration that the assessment decision is inconsistent with the published assessment requirements or assessment criteria.

Students should note that each review against an assessment decision is determined on its own merits without reference to other applications. The Course Coordinator will usually respond to the request for a review of an assessment decision in writing within ten (10) working days and may confirm or vary the original decision. The reviewed mark will be taken as the final mark for the assessment item. All decisions relating to reviews of assessment decisions are sent to the Dean who compiles an annual report for review by the Teaching and Learning Committee.

If a student remains dissatisfied with the outcome of the review of an assessment decision, they may utilise SITCM's grievance handling procedures, starting at Stage 3 (Appeal Panel). Information can be found in the **Academic Grievance Policy and Procedure** on the website: http://www.sitcm.edu.au/he-courses/he-policiesforms/.

ASSESSMENT RESULTS

During each unit of study, students will be provided with an evaluation of their individual performance with reference to the criteria for each assessment task. Student performance in individual units of study shall be graded in accordance with the following guidelines:

Grade	Definition
High Distinction (outstanding performance) Code: HD Mark range: 85% and above	Complete and comprehensive understanding of the unit content; development of relevant skills to an outstanding level; demonstration of an extremely high level of interpretive and analytical ability and intellectual initiative; and excellent achievement of all major and minor objectives of the unit.
Distinction (very high level of performance) Code: D Mark range: 75-84.99%	Very high level of understanding of the unit content; development of relevant skills to a very high level; demonstration of a very high level of interpretive and analytical ability and intellectual initiative; and comprehensive achievement of all major and minor objectives of the unit.
Credit (high level of performance) Code: C Mark range: 65-74.99%	High level of understanding of the unit content; development of relevant skills to a high level; demonstration of a high level of interpretive and analytical ability and achievement of all major objectives of the unit; some minor objectives not fully achieved.
Pass (competent level of performance) Code: P Mark range: 50-64.99%	An adequate understanding of most of the basic unit content; development of relevant skills to a satisfactory level; adequate interpretive and analytical ability and achievement of all major objectives of the unit; some minor objectives not achieved.
Non-graded Pass Code: NGP	Successful completion of a unit assessed on a pass/fail basis, indicating a satisfactory understanding of unit content; satisfactory development of relevant skills; satisfactory interpretive and analytical ability and achievement in all major objectives of the unit.
Fail (unsatisfactory performance) Code: F Mark range: below 50%	Inadequate understanding of the basic unit content; failure to develop relevant skills; insufficient evidence of interpretive and analytical ability; and failure to achieve some or all major and minor objectives of the unit.
Withdraw Without Failure Code: WW	Cancelled enrolment in the unit after the census date without failure.

RESUMMISSION

Where a student marginally fails a unit of study (i.e. has achieved a score of 46-49.99%) the Course Coordinator may recommend that the student be offered the option of completing additional assessable work which, if completed at the prescribed standard, will result in the student passing the unit.

To be eligible to resubmit or complete a supplementary assessment the student must have:

1. Achieved a marginal fail overall mark (46-49.9) in the unit.
2. Met all the attendance requirements for the unit.
3. Completed all the required coursework, including all other assessment items, in the unit.
4. Achieved a mark of at least 40% in the Final Examination (if applicable).

If a student receives a mark between 35-39.9 in the final exam, they may be given the opportunity to re-sit the final exam. To be eligible to re-sit the final exam the student must have received a final overall mark of 50 or above.

The grade awarded after the additional assessment is finalised is limited to Non-graded Pass (NGP) or Fail (F). If the student does not take up the opportunity to complete additional assessable work the grade remains as a Fail (F). No fees are required for resubmission. Detailed assessment information can be found in the **Student Assessment Policy and Procedure** on the website: http://www.sitcm.edu.au/he-courses/he-policiesforms/.

CLINIC PRACTICE

The qualifications awarded by SITCM require the completion of clinical practice under the supervision of experienced practitioners. Clinical practice is a valuable form of experiential learning to help students gain confidence and expertise as a TCM practitioner.

Clinical Practice commences (for full-time students) in Year 1, Semester 2 while undertaking the unit TCM106 TCM Diagnosis & Clinical Theory.

To ensure that a student is ready to safely engage in Level 2 Observer clinical practice (ACU207 TCM Practice 1) the student must provide the following documentation to the Clinic Manager:

- a Senior First Aid Certificate;
- a National Police Clearance Certificate (NPC);
- a Working with Children Check; and
- a signed acknowledgement form of having read the **SITCM Manual for Clinical Practice** and a signed acknowledgement form of having read the **SITCM Clinical Practice Program Handbook**.

Students are also required to:

- notify the Clinic Manager about any impairments to practice in accordance with the Health Practitioner Regulation National Law; and
- comply with the guidelines (current and revised) of the Communicable Diseases Network Australia (CDNA) should a student practitioner be infected with a blood-borne virus.

For comprehensive information on requirements for clinical practice, including crucial safety requirements, refer to the **Manual for Clinical Practice** on **Moodle**.

CLINIC PLACEMENT

A total of 900 hours of clinical training is provided through the SITCM Teaching Clinic. A percentage of these total hours may be undertaken at an approved external clinic.

For comprehensive information on Clinical Practice, refer to the **Clinical Practice Program Handbook** on Moodle.

ATTENDANCE AND PUNCTUALITY

For comprehensive information on attendance and punctuality requirements in clinic, refer to the **Attendance Policy** on Moodle.

ADDITIONAL INFORMATION FOR INTERNATIONAL STUDENTS

STUDENTS SEEKNG TO TRANSFER FROM SITCM TO ANOTHER REGISTERED PROVIDER

International students seeking to transfer from SITCM to another registered provider before completing six months of their principal course must request approval to transfer and obtain a release from SITCM. Students must complete and submit the **Release Request Form** and provide supporting documents.

The following genuine information (where applicable) must accompany the Release Request Form to assist in the assessment of the request to transfer:

- A copy of the offer letter from the other provider confirming that a valid unconditional enrolment offer had been made by the provider.
- Where the student's request is based on compassionate and compelling reasons, the student must provide documentary evidence e.g. a letter from a qualified medical practitioner, psychologist or counsellor etc. Failure to present evidence may adversely affect the outcome of the application.

SITCM will grant a release if the student can demonstrate any of the following:

- 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 (this 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).
- The student provides evidence that their reasonable expectations about the current course are not being met.
- The student provides evidence that they were misled by SITCM or an appointed representative regarding their course and the course is unsuitable to their needs and/or study objectives.
- An appeal (internal or external) on a matter that may reasonably result in the student wishing to seek a transfer supports the student.
- Compassionate or compelling reasons for the transfer exist. These would normally be unexpected and out of the control of the student and which have an impact on the student's course progress or wellbeing.

SITCM will not grant a release if:

- The student has not attached a copy of a valid letter of offer of unconditional enrolment with the receiving provider.
- The student has any outstanding debt to SITCM. Debts include all fees, loans and library fines.
- The reason for the request is based on financial reasons.
- The transfer would result in a breach of the student's mandatory or discretionary visa conditions.
- The transfer is considered detrimental to the student.

Factors that may be to the student's detriment include:

- The student has not, or only recently, started studying the principal course and the full range of SITCM's support services are yet to be provided or offered to the student.
- The student is not genuinely engaging with an Academic Support Plan.
- The transfer may jeopardise the student's progression through a package of courses.
- SITCM forms the view that the student is trying to avoid being reported to DHA for failure to meet SITCM's academic progress requirements.
- The student is changing their principal course of study to a lower AQF or a non-AQF level.
- The student's student visa was processed under the Streamlined Visa Processing (SVP) arrangement and the student applies to transfer to a course at a registered provider that is not eligible for SVP.

1. The student fills in Release Request Form 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 provider confirming that a valid letter of offer of enrolment 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 student acknowledging that the request has been received.

4. SITCM reserves the right to check and verify the letter of offer of enrolment and the supporting documents.

5. The application is reviewed by the Registrar 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 the request to transfer is approved, the student is advised to withdraw from their course and, if appropriate, advised to complete a Refund Form and submit it to accounts@sitcm.edu.au. SITCM will notify DHA via PRISMS that the student is no longer enrolled at SITCM and has transferred to another institution.

   b. If the request to transfer is not approved, SITCM will notify the student of the decision in writing providing the reasons for the decision not to grant a release, advising the student that they may freely transfer after completion of six calendar months of their principal course at SITCM and providing information on the student's right to appeal the decision.

MONITORING COURSE PROGRESS

To ensure course completion within the expected duration as specified on their CoE, international students are required to study full-time and their course progress will be individually monitored, recorded and assessed each semester. SITCM's Academic Support Plan will be implemented to assist students who have been identified as at risk of not making satisfactory course progress.

Students are identified as at risk of not making satisfactory course progress where they:

- have failed the same unit of study twice;
- have failed 50% or more of the unit(s) of study attempted in a study period;
- have failed to maintain a 80% attendance rate in all units of study; and/or
- do not meet minimum standards of academic literacy and English language proficiency.

Procedure

International students are expected to complete their course in the standard number of years for a student undertaking a full-time load (the registered CRICOS course duration) less any time compensating for credit garneted by SITCM. This time period is noted on the student's CoE.

The Registrar will monitor international students' enrolment load and academic progress at the end of each compulsory study period to determine if the student has met the minimum academic standards and will be able to complete their studies within the registered course duration. Where necessary an Academic Support Plan will be implemented (as described in 3.1 of the **Student Progression Policy and Procedure**.

The Dean may extend the duration of an international student's enrolment where it is clear that the student will not complete the course within the expected duration if:

a. compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student was unable to attend classes);

b. an Academic Support Plan has been implemented, or is in the process of being implemented for the student who is at risk of not meeting minimum academic standards; and/or

c. an approved deferral or suspension of the student's enrolment has occurred.

Where an international student has failed to meet minimum academic standards, the Dean may consider a reduction in their study load as part of the Academic Support Plan. All considerations for a reduction in study load due to failure to meet academic standards will be at the sole discretion of the Dean.

Following an Academic Support Plan being put in place, if an international student fails to meet the minimum academic standards in the subsequent semester, the Dean will advise the student in writing of the intention to report the student for unsatisfactory course progress. The student will also be advised that they have a right to appeal the decision within twenty working days. During the period for lodging an appeal and, if the student lodges an appeal, during the period the appeal is being considered, the student has a right to continue their studies in the course.

After all grievance and appeals processes are finalised, or if the student has chosen not to access the appeals process within twenty working days, the student's enrolment will be formally terminated and SITCM will report the student through PRISMS.

ACKNOWLEDGEMENT DECLARATION

I acknowledge that I, ... have read and fully understand the contents of this Student Manual, which outlines my rights and responsibilities as a student of SITCM and that I have also received induction into my BTCM program at SITCM as outlined within this manual.

....
Name

....
Signature

....
Date

....
Name of Witness

....
Signature of Witness

....
Date