



Sydney Institute of
Traditional Chinese Medicine

Explore your future.

Vocational Education & Training

Student Manual

PO Box K623
Haymarket, NSW 2000

502, 25-29 Dixon Street, Sydney,
NSW2000

T: +61 2 92121968
F: +61 2 9281 4268
E: administration@sitcm.edu.au

www.sitcm.edu.au

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CEO'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.

This Student Manual has been prepared in accordance with SITCM policies and procedures, the requirements of the vocational education and training (VET) Quality Framework and the National Code of Practice for Providers of Education and Training to Overseas Students (the National Code).

This Manual contains information about the VET courses of study and the rights and responsibilities of students. It is a resource to assist you in your studies at SITCM. Students are strongly encouraged to also access SITCM's policies and procedures to complement their studies through the SITCM website: www.sitcm.edu.au.

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 the very best with your studies and I sincerely hope that your time at SITCM is both rewarding and enjoyable.



Yifan Yang
CEO

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.

ABOUT SITCM

The Sydney Institute of Traditional Chinese Medicine (SITCM) is a progressive education institute established to promote the growth and development of complementary healthcare practice through the delivery of the following courses:

- HLT42015 Certificate IV in Massage Therapy,
- HLT52015 Diploma of Remedial Massage, and
- HLT52115 Diploma of Traditional Chinese Medicine (TCM) Remedial Massage.

SITCM aims to educate and graduate health care practitioners who practice their profession in a safe, effective and responsible manner within the framework of Remedial Massage. The education provided by SITCM is designed to empower graduates to serve the community through complementary 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. Trainers and assessors at SITCM are highly qualified practitioners in a range of remedial massage and related medical and/or therapeutic specialisations. They are committed to effectiveness in training and assessment.

GOVERNANCE

VET operations at SITCM are governed by the following Boards and Committees:

Board of Directors: The Board of Directors 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 VET 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 plans to ensure that SITCM is achieving its strategic goals.

Quality Assurance Committee: The Quality Assurance Committee (QAC) is delegated responsibility by the Executive Management Group for the VET academic governance of the Institute. This includes academic policy making, academic administration and oversight of the educational process. The QAC is also responsible for monitoring and reporting on quality assurance processes for teaching and learning within SITCM in order to ensure that day-to-day academic operations meet quality educational standards.

Course Review Committee: The Course Review Committee (CRC) is convened by the Executive Management Group to provide industry and content specific advice and guidance in relation to the development and on-going revision of Institute courses. This includes providing advice on the development of new courses, reviewing course documentation to ensure that it meets standards and for assessment validation to ensure that assessment is valid, reliable, fair and flexible. Where necessary the CRC will recommend modifications to existing assessment practice.

Industry Advisory Committee: The Industry Advisory Committee (IAC) is appointed by the Executive Management Group for advice on the latest industry trends, current academic research and potential areas of interest that are relevant to the structure, content and delivery of current VET courses. The IAC makes recommendations to the Quality Assurance Committee on changes to existing courses, including matters pertaining to delivery. External membership in the IAC provides an additional measure of assuring the industry relevance of SITCM's VET courses.

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 Representative Group: The Student Representative Group (SRG) is responsible for representing the interests of SITCM's VET students. Through feedback, discussion and other assistance, this body will aid SITCM in providing a high-quality education to its VET students.

THE PROFESSIONS OF REMEDIAL MASSAGE AND TCM REMEDIAL MASSAGE

Remedial Massage is a treatment application with adequate and appropriate pressure and movement to the body soft tissues for relieving the pain, general health, relaxation, fitness and remedial purposes. The application of remedial massage therapy will be based on a range of diagnostic techniques to identify clients' condition to find out suitable techniques for the individual clients. In Australia, Remedial Massage includes two levels of therapy: 1) basic level (Certificate IV) for relaxation massage; 2) advanced level (Diploma) for investigating and treating musculoskeletal and other disorders.

Traditional Chinese Medicine (TCM) Remedial Massage practice is based on TCM theories and clinic skills. TCM is a coherent health care system of diagnosis and treatment based on Chinese medical theory and practice. It consists of Chinese herbal medicine, Acupuncture, TCM Remedial Massage, as well as dietary therapy and various exercise therapies.

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

Most private health funds recognise Remedial/TCM Remedial Massage and provide rebates for the patients.

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 are expected to refrain from behaviour that:

- creates significant disruption to the learning environment;
- creates an atmosphere of hostility, intimidation, ridicule, anxiety or disrespect for others;
- contradicts published rules, regulations, procedures or common standards of safety and security;
- endangers or threatens to endanger the health or safety of others;
- contradicts standards of conduct for clinical practice and/or rules and regulations of the clinic;
- damages, defaces or destroys property.

Furthermore, students are expected to:

- 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.);
- comply with reasonable direction from SITCM's authorised representatives;
- conduct themselves in a safe and healthy manner;
- identify and report any possible hazards from equipment, facilities and the environment;
- refrain from drinking and/or eating in any study area so designated by signage, including the library
- ensure that no students, staff or visitors to SITCM experience discriminatory, harassing or bullying behaviour;
- report any discriminatory behaviour, harassment or bullying to the Dean;
- 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 Grievance Policy and Procedure**.

ADMISSION AND ENROLMENT

Applicants for admission to a course of study should liaise with a Course Advisor and/or the Administration Office. Applicants will be guided through the admission and enrolment process and provided with admission information. Enrolment application forms are included in the VET Prospectus and on the website <https://www.sitcm.edu.au/vet-courses/>

ENTRY REQUIREMENTS

Entry criteria and application procedures are published in SITCM's VET Prospectus and on the website. Access to Commonwealth assistance will be made available to all eligible students upon enrolment. Applicants seeking to enrol in a VET course are required to satisfy the minimum age requirement, entry requirements and English language requirements.

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 ASQA that prevents the student from continuing their principal course; or
- d. any government sponsor of the student considers the change to be in the student's best interest and has provided written support for the change. This usually applies where 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 CoE 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 **VET 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 **VET Schedule of Tuition Fees** for all units of study proposed to be offered in a study period on the website.

For further information, please refer to the **Fees Policy** on the 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 term. 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 VET Student Loans are responsible for completing the Request for a VET Student Loan eCAF form before the relevant census date. Please refer to the website for further information about VET Student Loans: <https://www.sitcm.edu.au/vet-fee-policy/>

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 Confirmation of Enrolment 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
3. if a course is not provided fully to the student because SITCM has had a sanction imposed by ASQA under the *National Vocational Education and Training Regulator Act 2011* and/or the *ESOS Act 2000*.

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

For further information, please refer to the Refund Policy on the website.

CREDIT TRANSFER

An application for credit transfer must be made on the appropriate form and accompanied by a certified copy of the qualification or statement of attainment.

The Associate Dean will assess the application and advise the applicant in writing of the outcome of their application within 21 working days. A record of the results of the application will be signed by the Associate Dean and placed on the student's file.

For further information, please refer to the policy on the website: <http://www.sitcm.edu.au/vet-courses/vet-policies-forms/>

RECOGNITION OF PRIOR LEARNING (RPL)

An application for recognition of prior learning (RPL) must be made on the appropriate form two weeks before the commencement of the term in which the modules are delivered. The application form should be accompanied by evidence to support the request for RPL.

The Associate Dean will assess the application and advise the applicant in writing of the result of their application within 21 working days. A record of results of the application will be signed by the Associate Dean and placed on the student's file.

For further information, please refer to the policy on the website: <http://www.sitcm.edu.au/vet-courses/vet-policies-forms/>

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 one year from the date of approval. Requests for deferral must be submitted on the **Deferral 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 staff;
- 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 **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 **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 DHA if the deferral is for more than one term. SITCM will enter a Student Course Variation to DHA via the PRISMS System.

For further information, please refer to the **Deferral and Withdrawal Policy and Procedure** on the website.

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 **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**.

LANGUAGE, LITERACY AND NUMERACY SUPPORT

SITCM aims to provide a positive and rewarding learning experience for students. The enrolment process requires information regarding Language, Literacy and Numeracy (LL&N) proficiency and other special learning needs. Students must ensure that they have discussed with the Academic Support Officer and/or Student Support Officer any concerns they may have about their capacity to participate because of any language, literacy or numeracy difficulties.

Where assistance is required, staff will make every effort to ensure that students are adequately supported to complete their course.

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

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 the following:

- English language and 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;
- 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 facilities, classrooms, library, Teaching Clinic, student recreational areas, student administration, and other relevant campus facilities such as toilets, fire exits 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.
- Student recreation rooms on Levels 5 and 7.
- Student lounge on Level 7.
- Computer lab on Level 7.
- Reception and Administration Office on Level 5.
- Academic staff rooms on Level 6.
- Teaching Clinic 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 term (access from 8:30am to 10:00am is available through the Administration Office).

CLASS ATTENDANCE

Students are required to attend 85% of the contact hours per module. Students with acceptable absences must attend a minimum of 50% of the contact hours per module.

Students must attend 100% of the clinic contact hours.

Trainers and Clinic Supervisors record class attendance and clinic rolls for each class and clinic session that students attend. If any student leaves a class early or arrives late, this will be recorded on the roll books.

Any student who cannot attend any class should submit a **Student Absenteeism Form** (accompanied by supporting documentation) as soon as practicable to the Administration Office. Students who have an acceptable absence may have their attendance adjusted to reflect this.

Any student who has missed two classes or the equivalent of two classes will be deemed at risk. Students will be notified via email that they are in danger of not meeting the 85% attendance requirement for the unit. Students deemed at risk may be required to attend a meeting with the Student Support Officer or the Academic Support Officer. The purpose of this meeting is to ensure that the student is fully aware of their responsibilities regarding attendance while also providing the student with the opportunity to discuss and determine a solution to any issues or circumstances that are affecting their attendance.

Students who do not attend at least 85% of the scheduled attendance requirements for a module will not be awarded a Competency in that module. Students who do not attend the compulsory clinic practice hours and do not complete the number of practical cases will not be awarded a Competency in that module.

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

The following table outlines the actions attached to different attendance levels of a student.

Minimum Attendance	Action
≥ 85%	No action is required by the student.
50 – 84%	The student is required to provide an explanation for their absence(s) from class. Students should submit their explanations with appropriate supporting documents. If no supporting documentation for an accepted absence is provided students will receive a result of 'Not Competent' for the module.
0 – 49%	A result of 'Not Competent' will be awarded for the module.

MONITORING ATTENDANCE

The monitoring of attendance forms part of monitoring a student's course progress.

Refer to *Appendix Two: Additional Information for International Students*.

For more information, refer to the **VET Attendance Policy**.

COURSE RESOURCES

At the beginning of each module, trainers provide students with the Module Guide which outlines:

- the objectives/learning outcomes of the units of competency in the module and the work to be covered during the term; and
- a list of all the assessment tasks to be completed during the term, the related competency information of each assessment task, and the date when the assessment task(s) will be given, or when the assessment task(s) is to be submitted.

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.

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 website.

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 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 SSO 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 SSO to arrange an appointment to be assessed by the Associate Dean and the SSO.

SITCM Workshops

Each semester, SITCM provides at least:

- one academic literacy workshop; and
- one English proficiency workshop.

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: Basic Sentences page.

In addition, the following resources are available on Moodle:

- a Guide to Writing a Case Study Analysis;
- a Guide to Writing a Literature Review; and
- an APA Referencing Style Guide.

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

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

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 term. The monitoring of attendance forms part of monitoring individual students' course progress.

SITCM's Intervention Strategy will be implemented to assist students who have been identified as at risk of not making satisfactory course progress. A record of the intervention and the outcome will be kept in the student's file.

Satisfactory course progress is achieved when a student successfully completes the assessment requirements for each module within the timeframes specified in the Course Calendar.

For further information, please refer to *Appendix Two: Additional Information for International Students*.

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 meet with key academic and support staff each term to discuss and address issues and/or concerns of the student body.

COMPLAINTS AND APPEALS

The **Academic Grievance Policy and Procedure** and the **Non-Academic Grievance Handling Policy and Procedure** provides a procedure for complaints and/or appeals related to either academic or administrative matters. These policies are available on the website.

CONTACT DETAILS

Students are required to promptly notify Administration 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 Administration 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 Administration 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 also provided with a secure login to the SITCM Smart TCM database. Smart TCM provides students with access to patient records and the ability to update data.

PRIVACY

SITCM manages student personal information in accordance with the **Privacy Policy** and the **Records Management Policy**.

The voices and images (including photographs and video recordings) of students may incidentally be taken and used for valid teaching and learning purposes. This includes the possibility of students being seen or heard in class recordings (although SITCM's recording equipment is directed to the front of classrooms only). CCTV cameras are also in operation on campus for safety reasons.

COPYRIGHT

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 Act, 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 section 40(2) of the Act. A copy of the Act is available for viewing in the SITCM Library or at: www.comlaw.gov.au/series/C1968A00063.

GRADUATION CEREMONY

SITCM's Graduation Ceremony is held in late November/early December each year. Eligibility to graduate and approval to be issued with an award is in accordance with 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 through the website.

SITCM SEMINARS

SITCM hosts a range of seminars throughout the academic year and invites distinguished national and international 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 Events page of the website and via email.

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.

Weekly cost (AUD)	Shared house or flat	One-bedroom unit
Rent	A\$200 – A\$300	A\$400 – A\$550
Internet and phone	A\$20 – A\$55	A\$20 – A\$55
Food (groceries and eating out)	A\$80 – A\$200	A\$80 – A\$200
Gas and electricity	A\$35 – A\$140	A\$35 – A\$140
Transport to class	\$40	\$40
Average weekly cost	A\$476.50	A\$701.50
Total annual cost	A\$24,778	A\$36,478

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 Australian 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 course is 'In Session' during Term 1, Term 2, Term 3 and Term 4, 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 term 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 term
- Maintain a valid Overseas Student Health Cover
- 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** or the **Non-Academic Grievance Policy and Procedure** to challenge that decision. During the appeals process, the suspension or cancellation of the student's enrolment cannot take effect until the process is completed, unless extenuating circumstances relating to the welfare of the student apply.

ASSESSMENT SCHEMES

Student progress in a course of study is assessed throughout and at the end of each term in a manner approved by the Course Review Committee (CRC). Students are advised during the first class of each module of the CRC approved assessment scheme and the types of assessments to be conducted as part of the approved assessment scheme.

Due to the strong emphasis of relating theory to practice that is found in each module/unit, it is not possible to undertake the course online or by distance education.

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 new and often complex Remedial/TCM Remedial Massage procedures.

All assessment schemes will follow the four principles of assessment as follows:

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

TYPES OF ASSESSMENT TASKS

1. Written Component

Written Component includes group work assignment and short answer questions. Students are required to complete all relevant tasks and/or questions requiring short answers. A mark of 100% is required to be deemed competent in the written test.

2. Role Play

Students are required to participate in a role-play, providing consultation/treatment to another student who is role-playing the client. Students must demonstrate to the assessor how he or she would make a referral to another health care professional for a client when appropriate.

3. Knowledge Test

Students are required to respond to the questions in a knowledge examination conducted by the assessor.

4. Assignment

Students are required to undertake and complete all the tasks based on the tasks' instructions as listed including expected word length of responses e.g. develop a business plan, create a policy and procedures manual, or research legal obligations.

Note: Penalties may be applied to assessment items submitted after the assessment due date.

5. Case Studies

Students are required to read 2 or 3 scenarios and respond to questions, or create a case study report demonstrating their research skills.

6. Research & Presentation

Students are required to complete relevant tasks including writing an induction, completing a group presentation, and writing a review.

7. Demonstration

Students are required to show their knowledge and skills in human medical science and massage practice e.g. how to use passive joint articulation for one of eight joints or how to limit contamination, dispose clinic and other waste and clean environmental surfaces.

8. Clinical Practice

Students will be observed in a clinical environment providing consultation to clients. The assessor will assess the student while observing the interactions with the case studies. Students must demonstrate knowledge and skills within a clinical setting including the ability to follow workplace practices and guidelines.

9. Other assessments

- A. Financial Plan: Students will need to plan the business type, strategies and marketing potential.
- B. Checklist of Health Terminology: Students must create a checklist of health-related terminology.
- C. Spelling and Comprehension Test: Spell 20 health related words correctly, and interpret the meaning of a doctor's referral letters
- D. Self-Analysis: Review of individual social and cultural perspectives.
- E. Evaluation: Review and evaluate an existing remedial massage practice.
- F. Symptomology and reference information guides: Students are required to create a booklet that provides an analysis of common presenting symptoms and their causes, or create a guide for a range of critical remedial massage topics, identify key information resources.

FLEXIBLE ASSESSMENT ARRANGEMENTS

SITCM has processes to provide flexible assessment arrangements for students with permanent disabilities, temporary disabilities or other medical needs. Flexible assessment arrangements may include:

- Extra time
- Special venue
- Specialised technical equipment or facility
- Alternative form of assessment (e.g. a practical demonstration may be accepted rather than a written submission)

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.

Procedures

Steps to apply for flexible assessment arrangements are as follows:

1. The student completes an Application for Flexible Assessment Arrangement form available from the Administration Office and submits the application, together with any supporting documentation, to the Student Support Officer as soon as possible after successful enrolment.
2. The Student Support Officer will verify the supporting documents and forward the application to the Associate Dean for assessment.
3. The Associate Dean will conduct an interview with the individual student to assess the application.
4. If flexible assessment arrangement is granted, the Associate Dean will discuss with the student the best possible way to accommodate the student in assessments according to the medical practitioner's recommendations
5. The Associate Dean will advise the Student Support Officer of his decision and, if approved, details and conditions of flexible assessment arrangements.

6. The Student Support Officer will inform the student the outcome of his or her application and, if the application is granted, the specific arrangements for assessments and conditions of approval.

ACADEMIC INTEGRITY

SITCM upholds the principle that academic integrity relies on the application of honesty in all scholarly endeavours. 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.

For information on Copyright, Cheating and Plagiarism please refer to *Appendix One: Copyright, Cheating and Plagiarism*.

ASSESSMENT SUBMISSION

1. Due dates

Trainers/assessors will advise students when to commence the various assessments and the date by which students must have them completed.

2. Format of submission

Students are required to complete written assessments on a separate document. Assessments can be submitted in a typed or handwritten format that is clear and legible.

Students are to include the following on their written assessments:

- Name and Student ID
- Date of submission
- Assessment Item
- Each question must be typed/re-written with answers supplied below each question.
 - E.g. Assessment 1: Written Task
Question 1: List ten major body systems.
Answer: (Record answer)
 - If the assessment item refers to an additional document, such as a form or table, the document must be included within the student's submission.

SPECIAL CONSIDERATION AND DEFERRED ASSESSMENTS

Illness, misadventure, or other extenuating circumstances beyond a student's control (see Extenuating Circumstances) may prevent the completion of a course requirement or attending or submitting assessable work (e.g. class test/quiz, class presentation) for a module. It is also possible that such situations may significantly affect a student's performance in an assessable task. SITCM has procedures in place to allow a student to apply for Special Consideration for the affected assessments. Depending on the circumstances, SITCM may take action to allow the student to overcome the disadvantage (e.g. provide additional assessment or an extension).

Submission of an application for Special Consideration does not automatically entitle a student to be granted additional assessment, nor be awarded an amended result.

In the eventuality of illness, misadventure, or other extenuating circumstances, a student may apply for Special Consideration within 5 days of the due date for submitting an assessment. Applications must be made in writing to the Associate Dean through an Application for Special Consideration form available from the Administration Office or the website. Requests for extensions made after the assessment due date will not be considered.

EXTENUATING CIRCUMSTANCES

As a general guide, extenuating circumstances are any unexpected event that is outside a student's control to prevent or overcome and is sufficiently grave in nature or duration to have caused significant disruption to a student's capacity to study effectively or complete unit/module requirements. The student must also establish that he or she possesses a prior satisfactory academic history during their period of enrolment.

Extenuating circumstances include:

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

The following circumstances would NOT normally be considered extenuating:

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

ASSESSMENT FEEDBACK

Students will receive regular feedback from the trainers/assessors throughout the course of a module/unit on the assessments conducted. Feedback will include comments on current progress and (where necessary) advice and assistance in overcoming areas of difficulty.

CLINICAL PLACEMENT ASSESSMENTS

Students will be assessed on their clinical placement performance as required by the relevant module/unit's clinical component for each term of the course to monitor their course progress.

Refer to the Clinical Placement Handbook for requirements each student must satisfy.

ASSESSMENT OUTCOMES

There are two possible outcomes for the assessments:

1. S = Satisfactory
2. NS = Not Satisfactory (requires more training and experience).

Students will be awarded Competent (C) on completion of the whole unit when the assessor is satisfied that all assessments have been completed and appropriate evidence required to meet all criteria have been provided. Failing to meet this requirement leads to the result of Not Competent (NC) and an opportunity for re-assessment will be provided.

Students deemed Not Competent by their assessor and requiring re-assessment will be informed of the process. Students who are unsatisfied with the decision made by their assessor are advised to access the assessment appeals process (see Review of an Assessment Decision).

MARKING ASSESSMENTS

To ensure a reliable and consistent marking of all assessments, trainers/assessors will use a marking guide detailing the assessment items students will be required to complete for each unit of the course.

However, there may be other information in the student's assessment tasks that demonstrates competency. Should this happen assessors may discuss with two members of the Quality Assurance Committee before returning the assessment to the student. The Training Manager will arrange for the assessment to be reviewed.

COMPETENCY ASSESSMENT

To be assessed as Competent, students must, under the guidance of qualified trainers and assessors, provide evidence, which demonstrates that they can perform to the necessary standard. An assessment of competence requires students to consistently and over time demonstrate the skills, attitude and knowledge that enable confident completion of workplace tasks in a variety of situations.

In judging evidence, the assessor must ensure that the evidence is:

- Authentic (the student's own work);
- Valid (directly related to the unit of competency);
- Reliable (shows that the student consistently meets the unit of competency);
- Current (reflects the student's current capacity); and
- Appropriate (ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly).

The evidence must also address the four dimensions of competency, namely: task skills, task management skills, contingency management skills, and job/role environment skills.

REVIEW OF AN ASSESSMENT DECISION

A student may request a review of an assessment decision. In the first instance, students should approach the trainer/assessor to discuss their concerns about the assessment decision. Students can also request for a re-assessment by the same or a different assessor. 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 Associate Dean within 5 working days of formal notification of the assessment result. The ground upon which the student may request a review of an assessment decision is 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 Associate Dean will normally respond to the request for a review of an assessment decision in writing within 10 working days and may confirm or vary the original decision. All decisions relating to reviews of assessment decisions are reviewed by the Quality Assurance Committee annually. If a student remains dissatisfied with the outcome of the review of an assessment decision they may utilise SITCM's grievance handling procedures. Information can be found in the **Academic Grievance Policy and Procedure**.

STUDENT TRAINING RECORDS POLICY

SITCM keeps all the training records of individual students to meet training and assessment activity requirements.

Definitions:

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

- student enrolment data including contact details and changes;
- commencement and completion dates for individuals of all competency units;

- individual student assessment information for each unit of competency;
- information on awards issued (award, date, certificate number);
- individual student participation data (assignments/assessments where practicable, attendance)
- documentation/records of appeals, complaints
- credit transfer and/or recognition (RPL) process documents (application and results)
- the circumstance of any suspected breach by the student of a student visa condition.

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

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

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

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

- Individuals wishing to access their own personal records upon request
- Individuals authorising releases of specific information to third parties in writing
- Staff that require the information as part of their job role
- Officers listed in the agencies listed in the National Code 2018
- Officers from the Tuition Assurance Scheme (TAS) in the event of the activation of a placement process to facilitate suitable placement for students in alternative courses.
- Legal requirements (e.g. subpoena/search warrants/social service benefits/evidence act)

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

Student Training Records Procedure

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

All trainers/assessors involved in the training program will be informed of their responsibilities under this policy. Requests for access to information must be in writing and the release of information the decision of the Administrator.

SITCM IS RESPONSIBLE FOR THE QUALITY OF THE TRAINING AND ASSESSMENT IN COMPLIANCE WITH THE STANDARDS FOR REGISTERED TRAINING ORGANISATIONS 2015 AND FOR THE ISSUANCE OF THE AQF CERTIFICATION DOCUMENTATION.

CLINIC PRACTICE AND HEALTH AND SAFETY

CLINIC PRACTICE

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

To ensure that a student is ready to safely engage in clinical placement, the student must provide the following documentation to the Clinic Manager:

- A valid Senior First Aid Certificate;
- A National Police Clearance Certificate (NPC); and
- A signed acknowledgement form of having read the SITCM Manual for Clinical Placement Handbook and a signed acknowledgement form of having read the SITCM Clinical Placement Handbook.

Students are also required to:

- Notify the Clinic Manager about any impairment to practice in accordance with the Code of Conduct for Unregistered Health Practitioners (*Public Health Regulation 2012* (NSW) Schedule 3 Code of Conduct); 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.

The **SITCM Clinical Practice Handbook** is available through the Student Portal.

CLINIC PLACEMENT

All clinical training is provided through the SITCM Teaching Clinic.

For comprehensive information on Clinical Placement, refer to the SITCM Clinical Placement Handbook, available through the Student Portal.

CLINIC ATTENDANCE

Attendance at clinic is compulsory. If a student is unable to attend a scheduled session due to illness or other circumstances, the Clinic Manager must be advised immediately. Students must present supporting documentation (i.e. medical certificate) to the Clinic Manager for any missed sessions. Transfer to an alternative clinic session is possible with the prior approval of the Clinic Manager.

In accordance with health regulations and guidelines, when undertaking clinic practicum students must wear an approved protective garment (e.g. laboratory coat) and covered footwear at all times. Long hair must be pulled back off the face and tied; nail polish is not to be worn. All visible jewellery such as rings, earrings, face and body piercing rings or studs, bracelets and anklets must not be worn in the clinic. If a student is unsure of what is acceptable, they should discuss the matter with their Clinic Supervisor.

HEALTH AND SAFETY

SITCM maintains compliance with Workplace Health and Safety requirements and ensures that facilities and the clinic are in full compliance with legislation. For detailed information on Workplace Health and Safety Information, refer to the website at: <http://www.sitcm.edu.au/vet-courses/vet-policies-forms/>.

A. Introduction

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

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

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

B. Fair Dealing: The 10% Rule

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

C. Quoting and Attribution of Sources

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

D. Plagiarism, Cheating and Breach of Copyright

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

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

All of the above, if properly attributed to the original author, are permissible, within the varying contexts and purposes of particular assessment items and the use of appropriate quoting and referencing procedures.

Students are expected to exhibit honesty and ethical behaviour in undertaking unit assessment requirements.

Academic penalties will apply where cheating or plagiarism is/are identified.

E. Procedures for Dealing with Cheating/Plagiarism

Allegations regarding cheating and plagiarism should be referred to the Student Support Officer who will investigate the matter and advise the Associate Dean and the Academic Board.

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

F. Penalties

Penalties may include:

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

STUDENTS SEEKING 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 (may be through the services offered by another provider, commercial or non-for-profit services or through access to family, friends or a cultural support network); and
- 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 Intervention Strategy.
- 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 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.

Procedure

1. The student fills in a 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.

All requests from students for a letter of release and the assessment of, and decision regarding, the request will be kept in the student's file.

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 term. The monitoring of attendance forms part of monitoring individual students' course progress.

SITCM's Intervention Strategy will be implemented to assist students who have been identified as at risk of not making satisfactory course progress.

Satisfactory course progress is achieved when a student successfully completes the assessment requirements for each module within the timeframes specified in the Course Calendar.

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 recognition of prior learning garnered 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 term to determine if the student has met the minimum academic standards and will be able to complete their studies within the registered course duration.

1. At the middle of each term, a module summary is provided to the Registrar.

2. The outcome for each module is entered into the student management system.
3. A term progress report is generated from the system, which identifies any student who is failing to successfully complete 50% of the assessment requirements in each module. This student is deemed to be at risk of not making satisfactory course progress.
4. The Registrar will contact each student who is deemed to be 'at risk' and arrange an appointment for an academic counselling session with the Dean. The student will be advised of the possibility that conditions may be placed on their enrolment.
5. During the academic counselling session, the Dean will determine what additional support will be provided to the student and an intervention strategy will be put in place. This may include, but is not limited to, the student:
 - attending academic skills workshops;
 - attending tutorial or study groups;
 - receiving individual case management;
 - attending counselling;
 - receiving assistance with personal issues which are influencing progress;
 - receiving mentoring; or
 - a combination of the above and a reduction in course load.
6. A record of the academic counselling session will be signed by the Dean and the student, and placed on the student's file.

The Associate 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, as specified on the student's CoE, as the result of:

- a) compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student was unable to attend classes);
- b) an intervention strategy has been implemented, or is in the process of being implemented for the student who is at risk of not meeting minimum academic standards; or
- c) an approved deferment or suspension of the student's enrolment has occurred.

Where an international student's duration of study is extended, the Registrar will report the change via PRISMS and issue a new CoE. The variation, and the reasons for it, will be recorded in the student's file.

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

Following an intervention strategy being put in place, if an international student fails to meet the minimum academic standards in a second consecutive study period, the Associate Dean will advise the student in writing of the intention to report the student for not achieving satisfactory academic progress. The student will also be advised of their right to appeal the decision within 20 working days in accordance with the **Academic Grievance Policy and Procedure**.

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 20 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 the conditions of my rights and responsibilities as a student of the Sydney Institute of Traditional Chinese Medicine (SITCM) and that I have also received induction into my training program at SITCM as outlined within this manual. I also understand that SITCM does not guarantee that I will successfully complete a training product, can complete a training product in a manner not compliant with Clauses 1.1 or 1.2 of the Standards for Registered Training Organisations (RTOs) (2015), or will obtain a particular employment outcome unless this is in the control of SITCM.

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Name

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Signature

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Date

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Name of Witness

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Signature of Witness

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Date