Sydney Institute of
Traditional Chinese Medicine

Explore your future.

Vocational Education & Training

Student Manual

Version control

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Version History

Version	Authorised by	Approval Date	Details
1.0	EMG	12 February 2015	Document creation
2.0	EMG	2 February 2016	Updated Aims of SITCM VET. Updated section on Governance – VET. Updated Entry Requirements. Updated procedures on Monitoring Course Progress of international students in line with the Student Progression and Exclusion Policy and Procedure. Updated section on Class Attendance and Clinic Attendance: added requirement to attend at least 80% of clinic sessions. Added section on enrolment overload.
3.0	EMG	25 September 2016	Added section on Credit Transfer. Updated sections on Transfer between Education Providers and Monitoring Course Progress. Updated section on Monitoring Attendance.
4.0	EMG	13 April 2017	Error in section on Clinic Attendance: removed requirement to attend at least 80% of clinic sessions. Updated section on Deferral/Withdrawal for International Students: added requirement for record keeping. Amended sections on Monitoring Course Progress and Monitoring Attendance. Error in section on Governance – VET.
4.1	CEO	11 July 2017	Administrative update (National Code 2017 & CEO's Welcome)
5.0	PRG	16 December 2022	Updated the Student Manual to reflect current policy.

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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 warmly welcome new and returning students.

This Student Manual has been prepared in accordance with SITCM policies and procedures, the *VET Quality Framework* and the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (National Code). 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 at SITCM along with other valuable resources such as the following:

- The **SITCM Clinical Practice Handbook**
- SITCM's policies and procedures which can be accessed: https://www.sitcm.edu.au/vet-courses/vet-policies-forms/

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

Yifan Yang

CEO

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 courses such as the HLT42015 Certificate IV in Massage Therapy, HLT52015 Diploma of Remedial Massage and the 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 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 learning and many are recognised as leaders in their fields nationally and internationally.

VET GOVERNANCE

VET operations of SITCM are governed by the following Board 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 higher education and 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. The EMG implements the Strategic, Marketing, Business and Risk Management Plans to ensure that SITCM maintains a quality assured teaching and learning environment for all stakeholders.

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 the Institute 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.

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THE REMEDIAL MASSAGE AND TCM REMEDIAL MASSAGE PROFESSIONS

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.

The 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 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 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 VET Course Coordinator, Office Manager, 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.

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.

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 available on the SITCM website at https://www.sitcm.edu.au/vet-courses/vet-apply/.

GENERAL ADMISSION REQUIREMENTS

Admission criteria and application procedures are published in SITCM's VET Student Prospectus and on the SITCM website. Applicants seeking to enrol in a VET course are required to satisfy the minimum age requirement, education requirements, and English language requirements.

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

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 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 that 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 a Confirmation of Enrolment (CoE) if:

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

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

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 tuition fees in full prior to the start of a term.

2. Students on an approved fee instalment plan must meet all agreed payment timeframes. Please discuss plans with accounts@sitcm.edu.au.

3. Eligible students deferring payment of their tuition fees to VET Student Loans are responsible for completing an electronic Commonwealth Assistance Form (eCAF) before the relevant census day. The form is available on request from the Administration Office. Students must read the **VET Student Loans Information Booklet** (https://www.dewr.gov.au/vet-student-loans/resources/vet-student-loans-information-booklet) before applying for a VET Student Loan.

FEE INFORMATION FOR INTERNATIONAL STUDENTS

Enrolment fee

International applicants must pay a non-refundable enrolment fee of AUD$265.00 upon accepting offer of enrolment.

Tuition Deposit

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 enrolment 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.

Refunds

If an international student withdraws from their course or part of their course (as per the **Deferral, Suspension and Withdrawal Policy and Procedure**):

1. Before the term commencement date, they will have 90% of their tuition fees refunded.

2. Between the term commencement date and the census date, they will have 70% of the tuition fees refunded.

Refund for Visa Refusal

An international student will receive a refund if their student visa has been refused.

Refund amounts differ depending on whether an international student is already onshore and has commenced a course while awaiting the outcome of a visa application, or an international student has been refused a visa while they are still in their home country/offshore and therefore has not commenced a course.

In this scenario, SITCM will apply the *Education Services for Overseas Students (Calculation of Refund) Specification 2014* to determine the refundable amount.

Refund if SITCM Defaults

An international student will receive a refund if SITCM defaults for the following reasons:

1. If the offered course does not start on the published or agreed starting day;
2. If the course that stops being provided after it starts and before it is completed; or
3. If the course stops being provided due to a sanction on SITCM from a regulatory body.

In this scenario, SITCM will apply the *Education Services for Overseas Students (Calculation of Refund) Specification 2014* to determine the refundable amount.

For further information, please refer to the **Refund Policy and Procedure** on the SITCM website.

CREDIT TRANSFER

An application for credit transfer must be made on the **Credit Transfer Application Form** and accompanied by a certified copy of the qualification and record of results, or statement of attainment.

The VET Course Coordinator 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 VET Course Coordinator and the student and placed on the student's file.

RECOGNITION OF PRIOR LEARNING (RPL)

An application for recognition of prior learning (RPL) must be made on the **Recognition of Prior Learning Application Form**. The application form should be accompanied by evidence to support the request for RPL.

The VET Course Coordinator 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 VET Course Coordinator and the student and placed on the student's file.

DEFERRAL AND SUSPENSION FOR DOMESTIC STUDENTS

Students who wish to defer or suspend their studies must do so in accordance with the **Deferral, Suspension and Withdrawal Policy and Procedure**.

Deferral and suspension of studies may be allowed for a period of up to four terms. Requests for deferral or suspension must be submitted on the **Request to Defer Form** stating the reasons for the deferral or suspension.

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

WITHDRAWAL AND RE-ENROLMENT 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. may apply for a refund if special circumstances apply. Please consult the **Refund Policy and Procedure** and **Special Circumstances Refund Policy and Procedure** for further information.

Requests for withdrawal must be submitted on the **Request to Withdraw Form** stating the reasons for the withdrawal from the course.

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

Students who have withdrawn from a course and wish to re-enrol in that course may submit a written re-enrolment request to the Registrar at registration@sitcm.edu.au. For further information about re-enrolment, please refer to the **Deferral, Suspension and Withdrawal Policy and Procedure**.

DEFERRAL, SUSPENSION AND WITHDRAWAL FOR INTERNATIONAL STUDENTS

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

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

Students must specify in writing the duration and reason for a deferral, suspension or withdrawal. SITCM will enter a Student Course Variation to Department of Home Affairs via PRISMS. Students should seek advice from the Department of Home Affairs on the potential impact of a deferral, suspension or withdrawal on their visa.

For further information, please refer to the **Deferral, Suspension 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.

Further information is available at:

https://www.privatehealth.gov.au/health_insurance/overseas/overseas_student_health_cover.htm

STUDYING AT SITCM

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.
- 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.
- Information about 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 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.
- Teaching Clinic 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.
- Library on Level 6.
- Printing spaces on Levels 5 and 6.

CLASS ATTENDANCE

Students are required to maintain a level of attendance of 80% or above at all times. Trainers 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 with attendance issues may contact the Administration Office to discuss any attendance issues.

Any student who cannot attend any class is requested to submit a *Student Absenteeism Form* as soon as practicable. Any student who does not attend two classes in a row without a reasonable explanation (e.g. sudden loss of employment, family breakdown) or a medical certificate will be contacted. The matter of attendance will be discussed and a reasonable solution will be agreed to through counselling either by phone or in person.

Students who do not attend at least 80% 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.

MONITORING ATTENDANCE

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

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

COURSE RESOURCES

At the beginning of each module, students are provided 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
- Provides a list of all the assessment tasks to be completed during the term, the related competency information of each assessment task, the date when the assessment task(s) will be given, and when the assessment task(s) 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 the Academic Support Officer (ASO). 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 twice per year.

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.

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

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 Academic Support Officer (ASO) may support students:

- Themselves, through one-on-one academic literacy or English language support sessions;
- Through referral to a consultation with a trainer;
- 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 of a **Health Practitioner Report** that explains their medical condition and the impact of the medical condition.

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

Academic Support Workshops

Each semester, SITCM provides at least three 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 Upcoming Webinars 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**.

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 Academic Calendar.

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

COMPLAINTS AND APPEALS

The **Academic Grievance Policy and Procedure** and the **Non-Academic Grievance Policy and Procedure** provides a procedure for complaints and/or appeals related to either academic or administrative matters.

CONTACT DETAILS

Students are required to promptly notify the Administration Office of 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 AND STUDENT PORTAL

Enrolled students are required to regularly check their email address 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 (Moodle), which provides access to the full range of online learning and support resources, in accordance with the **IT Management Policy and Procedure**.

PRIVACY

SITCM manages student personal information in accordance with the **Privacy Policy** and **Records Management Policy**. SITCM is also required by law to provide certain personal information to government bodies.

All SITCM classes may be recorded for valid teaching and learning purposes. There is therefore a possibility of students being heard in class recordings. CCTV cameras are also in operation on campus for security 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* (Cth), 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* (Cth), 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 *Copyright Act 1968* (Cth). A copy of the *Copyright Act 1968* (Cth) is available for viewing in the SITCM Library or at: www.comlaw.gov.au/series/C1968A00063.

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

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 trainers 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's Upcoming Webinars page 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.

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.

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 DIBP that international students must be complied 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 DIBP of any change in their student status
- Inform DIBP 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 SITCM's Academic and Non-Academic Grievance Handling 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 the 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 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 CRC approved 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.

Procedure

Steps to apply for flexible assessment arrangements are as follows:

1. The student provides a copy of the **Health Practitioner Report** that explains their medical condition and the impact of the medical condition to the Administration Office or the Academic Support Officer (ASO).
2. The VET Course Coordinator and the ASO will conduct an interview with the individual student to assess their needs.
3. If flexible assessment arrangements are granted, the VET Course Coordinator 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
4. The VET Course Coordinator and the ASO will confirm the specific services to be implemented with the student and record this in the **Support Plan for Medical or Disability Reasons**. 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 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 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 required 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.

  o E.g. Assessment 1: Written Task
    Question 1: List ten major body systems.
    Answer: (Record answer)
  o 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 on their assessments from the trainer/assessor. 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's clinical component for each term of the course to monitor their course progress.

The **Clinical Placement Handbook** outlines the 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 VET Course Coordinator 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 VET Course Coordinator within 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:

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 VET Course Coordinator 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**.

CLINIC PRACTICE

The qualifications awarded by SITCM require the completion of clinical placement under the supervision of experienced remedial massage therapists. Clinical practice is a valuable form of experiential learning to help students gain confidence and expertise as a remedial massage therapist.

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 Senior First Aid Certificate;
- A National Police Clearance Certificate (NPC);
- A signed acknowledgement form of having read the **SITCM Clinical Practice 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).
- 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.

CLINIC PLACEMENT

All clinical training is provided through the SITCM Teaching Clinic.

For comprehensive information on clinical practice, refer to the **SITCM Clinical Practice Handbook** on Moodle.

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.

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 gathers 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 VET Course Coordinator.

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:

- Resubmission of the assessment item;
- Oral examination;
- Failure of the module; and/or
- Exclusion from the course.

TRANSFER BETWEEN EDUCATION PROVIDERS

Restrictions apply to international students who wish to change their education provider prior to completing six months of their course of study with SITCM. Students are required to make application for letter of release to transfer to another registered provider, specify in writing their reasons for transfer, and include with their application a letter from the receiving provider confirming that a valid enrolment offer has been made. No restrictions apply after the first six months of the course.

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

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

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

- If the transfer may jeopardise the student's progression through a package of courses
- If the student has recently started studying the course and the full range of support services are yet to be provided or offered to the student; and
- If the student is trying to avoid being reported to DIBP for failure to meet the provider's attendance or academic progress requirements
- If the student has not paid all tuition fees.

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

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

Procedure

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

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

3. When the application is lodged, a receipt will be issued to the applicant acknowledging that the request has been received.

4. 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 CEO and the student will be notified of the outcome of their application in writing within 10 working days of the result of their application.

   a. If approved, a letter of release will be issued at no cost to the student. The letter will inform the student of the need to contact DIBP to seek advice on whether a new student visa is required.

If a letter of release is not granted, the student will be provided with written reasons for refusing the request and will be informed of his or her right to appeal the decision in accordance with SITCM's Academic and Non-Academic Grievance Handling Policy and Procedure (see http://www.sitcm.edu.au/vet-courses/vet-policies-forms/).

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. Therefore, the following policy and procedure is to be read in conjunction with *Monitoring Attendance* (see next section).

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 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 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 Dean may extend the duration of an international student's study where it is clear that the student will not complete the course within the expected duration, as specified on the student's CoE, as the result of:

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

b) an intervention strategy being implemented for students who are at risk of not meeting minimum academic standards

c) an approved deferment or suspension of study has been granted.

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 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 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 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 his or her right to appeal the decision within 20 working days in accordance with SITCM's Academic and Non-Academic Grievance Handling Policy and Procedure (see http://www.sitcm.edu.au/vet-courses/vet-policies-forms/).

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.

MONITORING ATTENDANCE

The monitoring of attendance forms part of monitoring individual students' course progress. Therefore, this policy and procedure is to be read in conjunction with *Monitoring Course Progress* (see above).

Attendance is calculated as the percentage of the course scheduled contact hours for which a student is present and recorded as present in the attendance roll. The face-to-face contact hours for attendance for each week at SITCM are 20 hours.

International students are required to achieve satisfactory attendance, which at a minimum, is attending at least 80 per cent of the scheduled course contact hours.

A student who has been absent without reason for more than 5 consecutive days or who misses 10%* of the scheduled contact hours in one term is deemed to be at risk of not achieving satisfactory attendance.

For example, the scheduled course contact hours for Term 1 is 140 hours. If a student has been marked absent for a total of at least 14 hours, this student is deemed to be at risk of not achieving satisfactory attendance.

The student will receive a formal letter asking them to submit a Student Absenteeism Explanation Form as soon as practicable (available via the Student Portal and located under Forms). If no reasonable explanation has been provided (e.g. sudden loss of employment, family breakdown) or a medical certificate, the student will be contacted. The matter of attendance will be discussed and a reasonable solution will be

agreed to through counselling either by phone or in person.

Students with attendance issues are encouraged to contact Administration at any time to arrange an interview with the Student Support Officer. The purpose of this interview is to ensure that the student is fully aware of their responsibilities regarding attendance while also providing the student with the opportunity to discuss and determine a solution to any issues or circumstances that are affecting their attendance. The interview will also determine what support may be required to assist the student to improve their attendance pattern.

A student who has missed more than 20% of the scheduled contact hours in one term will be sent an Intention to Report Letter advising them that they have missed more than 20% of the scheduled course contact hours and notifying them of SITCM's intention to report them to the Department of Education for unsatisfactory attendance. This letter will also inform them they have 20 working days in which to access SITCM's appeals process should they wish to appeal any decision to be made (see SITCM's Academic and Non-Academic Grievance Handling Policy and Procedure available at http://www.sitcm.edu.au/vet-courses/vet-policies-forms/).

A student will not be reported until the outcome of any appeal has been finalised and the appeal judged unsuccessful. The student will maintain their enrolment throughout the appeals process.

SITCM will report the student to the Department of Education via PRISMS within 5 days of the 20-day period for appeals being lodged or lapsing.

Under the National Code 2017, SITCM may decide not to report the student in the following circumstances:

1. Evidence of compassionate and compelling circumstances;
2. The student is maintaining satisfactory course progress;
3. The student has in total not missed more than 30% of the scheduled contact hours. Circumstance 1 and 2 would be part of this reasoning.

Monitoring attendance procedures

The trainer of each class will record the attendance of each student on the attendance rolls within 15 minutes of class commencing. Students will sign in and the trainer will counter sign. Attendance data is updated to electronic roll books at the end of each class by an administrative officer.

At the end of each fortnight, attendance reports are generated by the Registrar to identify any student who has missed 5 consecutive days or who has missed 10% of the scheduled course contact hours in one term without approval.

The purpose of this monitoring is to identify students at risk of falling below the 80% attendance requirements for each term so that the support/intervention process can be started.

Term breaks

Students are expected to take breaks only during the designated term breaks. These dates are provided on the Academic Calendar (published on campus notice boards) and on SITCM's website (http://www.sitcm.edu.au/calendar/).

ACKNOWLEDGEMENT DECLARATION

I acknowledge that I, ... have read and fully understand the contents of this Student Manual, which outlines the conditions my rights and responsibilities as a student of SITCM and that I have also received induction into my course 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.

....

Name   Signature

....

Date

....

Name of Witness   Signature of Witness

....

Date