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Education for Change

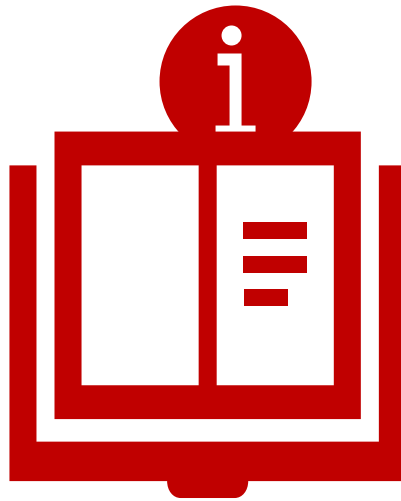
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INTERNATIONAL STUDENT HANDBOOK 2024

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1. Welcome

Welcome to the Sydney Metropolitan Institute of Technology, or ‘Sydney Met’.

We are delighted to be part of your educational journey, a journey we believe can transform your career and your life. Our goal is to guide you through the stages of awareness, knowledge, understanding, ability, commitment, determination, and conviction to enable change, for you as an individual, and for society through your impact in your chosen field of study.

We encourage you to familiarise yourself with the learning opportunities and other services we offer, as well as the critical rules and regulations which govern your Student Visa conditions as an overseas student in Australia. We are committed to support you in getting the best education possible, as well as in safeguarding your health, finding the right accommodation, and balancing your study and life over the duration of this course.

This Student Handbook provides an overview of useful information. For more detailed information we encourage you to speak with one of our friendly staff members. They will guide you through planning your study, assist you with information about employment and accommodation, and direct you to support services where required. As well, all new undergraduate and postgraduate students at Sydney Met are required to attend a one-day Orientation Program before commencing their studies. The program provides information about the course structure, design, relevant policies and procedures, and the facilities and support provided to students, as well as hands-on workshops concerning library facilities, the Learning Management System, and academic integrity. At least two Orientations are offered each trimester to facilitate student attendance, and students who cannot attend a scheduled Orientation for valid reasons are provided with materials to review and are contacted individually by Student Services staff to discuss the materials.

2. Sydney Met: an overview

Sydney Met is committed to providing you with high quality education combined with culturally engaged support and services. Our goal is to infuse the principles of knowledge, integrity, action, and diversity into the thinking of students by providing them with relevant, systematic and sound education in these areas of enterprise.

The College encourages independent, balanced, and critical thinking and is aligned with the principles of academic freedom and of enquiry for the betterment of you as an individual and of the society you are part of.

Teaching at Sydney Met encourages the exchange of ideas and the methods in different cultures and contexts to distil the best of these methods into a working model in the real world.

The disciplinary focus in our programs is enhanced by the social and ethical principles on which the programs are founded. We cultivate in our students a sense of responsibility and of the importance of critical thinking, social responsibility, cultural engagement, ethical conduct and the application of the principles of equity and fairness in understanding and solving the real-world problems. The attributes we undertake that our graduates will have at the completion of their studies with us are set out in Table 1 below.

Table 1. Sydney Met Graduate Attributes

GA 1	<i>Disciplinary Knowledge:</i> Ability to engage, integrate and apply disciplinary knowledge as well as familiarity with evolving practice of the discipline
GA 2	<i>Critical Thinking and Problem Solving:</i> Ability to think critically and solve existing and emerging problems
GA 3	<i>Creativity and Innovation:</i> Ability to develop new and creative responses to societal problems, challenges and opportunities
GA 4	<i>Engagement and Leadership:</i> Ability to engage others in lifelong learning and influence action
GA 5	<i>Communication and Information Literacy:</i> Ability to locate, evaluate and communicate information effectively at the professional level
GA 6	<i>Social Responsibility and Ethical Conduct:</i> Ability to act with social responsibility and work in culturally diverse settings, and be committed to ethical practice

More details about the college, including our location, courses, fees and charges, agents, policies related to the recognition of prior learning, college management, assessment, academic integrity and other matters essential for students can be found on our website: www.sydneymet.edu.au

3. Why Study at Sydney Met?

Sydney Met is committed to enhance your knowledge, skills, ability and thought processes to enrich your career and life, with the ultimate goal of ensuring that you have skills for critical thinking and professional behaviour, as well as providing a solid grounding in your discipline of study so that we know our graduates are socially responsible and committed to bringing about positive change in society.

Sydney Met offers degree qualifications aligned with the [Australian Qualifications Framework](#) (AQF) which is the framework that defines the levels and type of learning provided by courses of study in Australia and that underpins the quality assurance framework implemented by the [Tertiary Education Quality Standards Agency](#) (TEQSA) which is the national quality assurance and regulatory agency that reviews, oversees and accredits higher education courses in Australia. All Sydney Met courses are accredited with TEQSA, and this means that when you enrol in a higher education course at Sydney Met you can be sure that the course and the College meet the same standards that every higher education provider in Australia is required to meet.

4. Who Can Help with Information and Support

The College takes the needs of students very seriously. The college provides a range of student support services including the following through Student Academic Support, the student counsellor, and Student Services. These include:

- free English language classes running weekly;
- free library seminars on academic writing, referencing and reading skills;
- free class revision tutorials that run every fortnight;
- academic support with assignments, assessments and workload, including support for study techniques, research skills, presentation skills, exam and test preparation, reading and note taking, effective study planning, and time management;
- Peer Student Support (PSS) weekly support classes;
- understanding Australian culture, customs and social norms;
- advice on disability support; and
- career development workshops e.g. CV writing, interviewing, motivation and goal setting.

The Learning Hub provides a range of academic, learning and career support throughout the year. Students can contact Student Services, the library staff, the Academic Support Officer, or the student councilor to access these free services.

The Student Representative Council (SRC) is also able to help and to relay the perspectives of students concerning improving the student experience.

The Student Experience Committee (SEC) is a sub-committee of the Academic Board that is charged with reviewing and enhancing student facilities and resources.

Table 2 provides a summary of the roles and responsibilities of the Sydney Met staff who are here to support you to achieve your goals.

For support with your studies in an individual unit, please contact the academic staff member responsible for the unit using the contact information in your unit outline or unit Moodle site.

For all other support, please contact support@sydney.edu.au.

Table 2. College team members and their functions.

Job Title	Area of Responsibility
Academic and Support Coordinator	Academic support for students; student induction; early identification and support for students who may be at risk. intervention strategy management.
Student Counsellor	Personal and academic support for students; assistance with living in Australia; early identification and support for students who may be at risk; supporting students with complaints and grievances.
IT Officer	Support for using the LMS and library systems, including computer log in, usernames and passwords; classroom technology management; student access management; ICT access rule enforcement
Librarian	Library resources management; textbook updates; lending and access management; library induction (referencing, academic writing and academic learning methods); information concerning copyright and academic integrity.
Tutors	Tutoring in discipline-specific subject matter, support for students who may be at risk.
Lecturers/ Senior Lecturers	Preparing teaching materials, lecturing, assessing, invigilating, support for students who may be at risk.
Academic Manager/ Registrar	Ensuring the accuracy of student records and reporting of student outcomes.
General Manager	Management of administrative matters of the college.
Executive Dean	Oversight of academic matters, including teaching, assessment, continuous improvement, and quality assurance.
Chief Executive Officer (CEO)	Strategic direction, risk management and continuous improvement.

5. College facilities

Sydney Met has a range of facilities and services to support your learning including:

- Campus-wide Wi-Fi. The IT Officer is responsible for ensuring that you have free access to the College's computer network. She/he can also assist in aligning your own ICT equipment to our network.
- Study and lecture rooms equipped with whiteboards and audio-visual equipment.
- Informal open plan areas for student relaxation
- College library
- Student study room
- Kitchen and food heating facilities
- Multiple charging stations for laptops and mobile devices

6. Code of Conduct

Sydney Met is committed to providing an inclusive and safe environment for students and staff where all students can achieve their potential. This includes: supporting equality of opportunity for all students and staff by:

- maintaining a culture that appreciates and values diversity; and
- taking a proactive and positive approach to inclusion.

Sydney Met is also committed to upholding the principles of academic integrity and ethical scholarship through:

- values of honesty, trust, fairness, respect; and
- responsibility in learning, teaching, scholarship, and research.

To achieve these commitments, Sydney Met expects that students will always behave according to the Code of Conduct. The Code of Conduct applies to student behaviour in relation to:

- students and staff of the College;
- academic studies.

Specifically, Sydney Met students are expected to adhere to the following Code of Conduct.

Behaviour towards students and staff of the College

- treat Sydney Met students, staff, and others affiliated with Sydney Met with respect and fairness at all times, whether in face-to-face communication or through written communication using email, social media, or any other mode of communication. This includes respecting the privacy of others and not disclosing personal information.
- maintain an inclusive and safe environment where discriminatory behaviour towards others based on characteristics such as gender, sexuality, ethnicity, ability, cultural and social background, religion, age or political conviction is not tolerated;
- refrain from any behaviour that others would consider to be bullying, harassing, vilifying or abusive;
- not engage in any behaviour that could endanger the safety or health of others;
- not engage in any activity on Sydney Met premises that is illegal in Australia, including behaviour in relation to weapons, drug use, destruction of property, theft, fraud, or any other activity that is prohibited by Australian law; and
- comply with any reasonable request from Sydney Met staff in relation to safety, or to compliance with policy and procedures, and provide identifying information, including proof of identity, if requested while on Sydney Met premises.

Behaviour in relation to academic studies

- promote an environment where all students can achieve their potential by refraining from any behaviour that would unnecessarily disrupt, delay, or otherwise interfere with teaching and learning activities at Sydney Met.
- uphold academic integrity, including by not engaging in cheating, impersonation of another person, or by using forged, false, falsified or otherwise inaccurate evidence in relation to admission to Sydney Met, or assessment at Sydney Met;
- maintain professional conduct on the Sydney Met campus or when engaged in College-related activities outside the campus;
- report breaches of academic integrity where these are identified.

Student obligations regarding the Code of Conduct are as follows:

- read and comply with admission conditions and with Sydney Met policies and procedures;
- read and comply with unit and course requirements;
- take responsibility for achieving educational goals, and for using feedback to identify areas of strength and areas for further development;
- act with professional integrity when undertaking any activities associated with the course of study;
- raise issues or concerns with College staff in a timely manner; and
- take responsibility for seeking support and/or assistance when required.

Breaches of the Code of Conduct

Breaches of the Code of Conduct will be dealt with in accordance with the relevant policy and procedures (see [Academic Integrity Policy and Procedure](#); [Complaints, Grievances, and Appeals Policy and Procedure](#)). If a breach of the Code of Conduct also constitutes a breach of Australian law Sydney Met may report the activity to the police.

7. Academic Integrity

Sydney Met is committed to the principles and practice of academic integrity as outlined in the [Academic Integrity Policy and Procedure](#). At the time that an assessment is submitted students are required to make a declaration that they acknowledge the requirements of the [Academic Integrity Policy and Procedure](#). Students also declare that the assessment item is their own work, except where acknowledged, and has not been submitted for academic credit previously in whole or in part. Students are therefore advised to consider the [Academic Integrity Policy and Procedure](#) carefully before submitting assessment tasks.

To support students to understand and adhere to academic integrity requirements the College provides a 1-hour workshop for all new students as part of Orientation. Further support is provided through monthly *Learn to Succeed* workshops, and from lecturing staff in each unit.

Copy detection software (Turnitin) is used at Sydney Met and work found to be in contravention of the copying and plagiarism rules will be investigated. Penalties apply in the case of proven instances of copying, plagiarism, or academic dishonesty.

Turnitin similarity scores are interpreted considering a range of factors, including the number of references included, the use of standardised cover sheets and tables, and the overall length of the assessment. Students and staff are provided with guidance in interpreting Turnitin similarity scores as part of an educative approach to ensuring academic integrity.

Students are referred to the Charles Sturt University document '*Interpreting your similarity report: Guide for students*' https://cdn.csu.edu.au/_data/assets/pdf_file/0006/3912117/Interpreting-Similarity-Reports.pdf for further information to interpret Turnitin similarity scores

8. Learning Management System (LMS): Moodle

The College Learning Management System (LMS) is Moodle. Through Moodle students access learning materials and interact with other students and teaching staff in activities related to their studies from any location with internet access. When students enrol in a unit, they are added to the LMS site.

The LMS is accessed via the College web site. Students log into the LMS using a username and password provided by the College.

The LMS is an essential part of enrolment at Sydney Met. It is where learning materials are accessed and where assignments are submitted. It is therefore essential that you have access to the LMS, so if you do not have access to the LMS it is important that you resolve this issue as soon as practical with the College directly. At Orientation a 1-hour workshop on the LMS is provided for all students. In addition, a user guide is provided on the LMS to demonstrate how to :

- register and use the LMS;
- access the course materials, discussion forums, and group discussions;
- access the assessment area and upload assessments;
- receive assessment feedback;
- links to Microsoft Teams for online teaching (if available);
- contact the lecturer or other students.

9. TEAMS and MySydneyMet

Sydney Met uses Microsoft Teams application to enable online teaching and support where this is used.

The College student management system is *mySydneyMet*. This system enables students to manage their enrolment, access the college email, and undertake other course-related matters online such as:

- complete enrolment online where applicable;
- use the College email account;
- change passwords;
- create and update personal profiles and contact details;
- find fee and payment information where applicable;
- view course and unit details;
- view unit/course results;
- link to the LMS, Microsoft Teams, library, facilities and resources, find staff contact information;
- access academic learning support;
- apply for a student ID card; and
- complete required student declarations.

10. Your Study Programme

Our educational philosophy is based on guiding students to transition into the Australian educational culture. In many cases this means transitioning from a focus on knowledge of ‘things’ assessed by examinations, to a focus on understanding the relationships between ‘things’ assessed by a range of tasks and to applying knowledge to practical work issues important for employability, which is essential for gaining experience, and developing wisdom.

11. Early Completion of Course

Students who wish to undertake an accelerated program need to be aware that such a program requires a more intensive study pattern, and students wishing to undertake intensive study may be required to demonstrate the aptitude to manage the additional workload. International students must study full time and an accelerated completion time will affect the duration of the Student Visa.

If a student completes the course earlier than the expected course completion date on their Confirmation of Enrolment (CoE), the College will report this early completion to the Department of Home Affairs, as required by law.

Early completion is defined as at least one (1) trimester earlier than the expected completion date (end date) of the course.

When an international student has completed their course, and before the student visa expires, the student must:

- Enroll in another CRICOS registered course, or
- Enroll with another education provider, or
- Depart Australia immediately, unless they have been granted permission to stay by the Department of Home Affairs.

If a student wishes to attend their Graduation Ceremony after their visa has expired the student must (a) request a Course Completion Letter from the College; and (b) contact the Department of Home Affairs for further advice regarding permission to attend the Graduation Ceremony.

12. Recommended Student Time Commitment

Generally, one unit requires an overall time commitment of at least 10 to 12 hours of study per week, or around 120 to 150 hours of study for each unit for a 12 week teaching trimester and assessments.

13. Textbooks and Computers

Most units have one or more prescribed texts which will be used throughout the unit. It is expected that students have their own copy of the texts and students should allow an average of \$122 per unit for text books. Limited copies of textbooks are also available on reserve in the college library.

The College also has computers available for loan while on campus, however all students are expected to have access to a personal computer with the standard Microsoft programs at their own cost.

14. Lectures, seminars, and class activities

Lectures will be presented in face-to-face or in a blended, mode and students are expected to attend all lectures. Students will be contacted for support if attendance is less than 80%.

Lectures are delivered in English and may be supported by a textbook or internet accessible texts and videos.

The lecture time for units is 1-2 hours and the tutorial time is 1 hour. It is important that students attend all scheduled teaching.

Lectures generally cover the theoretical component of the unit, while tutorials apply that theory in a range of practical case studies, exercises, and discussions.

15. Professional behaviour in classes

The expectations concerning professional behaviour in classes at Sydney Met are:

- Students arrive at the scheduled time. Attendance is taken at the beginning of the class. Students who arrive late will be recorded as partial attendance or no attendance.
- Students have appropriate study materials with them when they attend classes. This includes, but is not limited to, pens, notepads, textbooks, and computers.

- All communications in class will be in English. This means students are expected to use English when in class when speaking to the teaching staff or other students.
- As noted in the Code of Conduct, students are expected to treat other students and staff with respect by not speaking during a lecture and by not disrupting classes.
- Mobile phones must be switched off or positioned in silent, non-vibrate mode when in class. Except for emergencies students should not use mobile phones in class.
- When attending the campus students are expected to maintain a professional standard of dress and grooming.

Students who do not behave professionally or who breach the Code of Conduct in classes may be asked to leave the class and be marked as absent.

16. **Work Integrated Learning (WIL)**

[TEQSA](#) defines Work Integrated Learning (WIL) as any arrangements where students undertake learning in a work context as part of their course requirements. These are purposeful, organised, supervised, and assessed educational activities that integrate theoretical learning with its application in the workplace and build towards the learning outcomes of the course. At Sydney Met, WIL is incorporated in the later trimesters of the courses and may be offered through:

- Core or elective units where students may undertake one or more of the following:
 - student placements in an industry, professional, or community organisation workplace;
 - project-based activities where students work individually or in a team and consult an industry partner to achieve an outcome relevant for the workplace;
 - simulated workplace activities on or off College premises that include industry input, consultation or assessment.
- Core units with Field Placement as part of the course requirements in social work degree programs.

17. **Monitoring Student Performance and Listening to Student Feedback**

Sydney Met is committed to continuous improvement and monitors student performance closely across each Trimester so that we can:

- provide early intervention to provide support for students who may be having difficulties;
- amend our policies and assessments if required.

We do this through monitoring student completion of assessments, performance on assessments, and student attendance at classes.

All courses at Sydney Met are subject to both continuous (each time a unit is offered) and periodic (at least annually) review and improvement to ensure currency and maintain industry relevance. At Sydney Met one of the key processes for obtaining feedback and identifying areas for improvement is through regular evaluation and feedback regarding units using the anonymous online *Student Satisfaction Survey*. You will have the opportunity to complete a *Student Satisfaction Survey* for each of your units and we encourage you to provide your feedback. Your feedback is valued, and the findings of these surveys provide the basis for a consolidated report that includes proposed improvements prepared each trimester for the Teaching and Learning Committee and presented to the Academic Board.

You can also provide feedback about the College library and again, we encourage you to contribute your feedback which will assist the College to improve its offerings for students.

18. Assessment Tasks

Whilst knowledge and information can be found on the internet, understanding is the goal of education. Assessments give students the opportunity to demonstrate their understanding of a unit's content and their ability to apply that understanding to address questions. Understanding and application are fundamental to employability. They also allow the College to be sure that students have achieved the Unit Learning Outcomes for each unit.

The basis of the College's assessment strategy is to provide students with a means to demonstrate necessary knowledge, understanding and skills to undertake real-world activities to a relevant, current industry standard.

Formative Assessment means an assessment used primarily to monitor student learning and to provide ongoing feedback that can be used by lecturers to improve their teaching and by students to identify areas of strengths and weaknesses and target areas to improve their learning. Formative assessments are generally scheduled earlier in the trimester and are generally 'lower stakes' or zero-weighted meaning the assessment mark/grade value has a lower (or no impact) on the overall result. Regardless of the marks awarded for the assessment, formative assessments are essential to student learning and should be taken seriously.

Summative Assessment means an assessment primarily designed to evaluate learning against Unit Learning Outcomes. Summative assessments are often 'high stakes', meaning the assessment mark/grade value has a higher impact on the overall result.

At Sydney Met you will experience a range of assessment types, including, but not limited to:

- Written assignments
- Essays
- Case Studies

- Reports
- Individual and group presentations
- Role plays
- Journals
- Portfolios
- Quizzes
- Written exams

When preparing for an assessment task you should read the task outline carefully and make sure you understand what is being asked and consider the task in the light of the Unit Learning Outcomes. Also, review the marking rubric so that you are very clear on what is being asked. If you have any questions, you should contact your lecturer to make sure that you use your time as effectively as possible to prepare your assessment

Some assessment tasks require you to provide an individual response, and others require group work. Make sure that you are very clear about the expectations concerning collaboration for each assessment task. Unless the assessment task is specified as a group assessment task the assessment task must be completed individually. For group submissions it is also important to document your personal contribution to the group effort.

Further information about the distinction between collaboration, where an assessment task is carried out by a group of students with the knowledge and consent of the lecturer, and collusion, which is a form of academic misconduct where two or more people work together to complete an assessment task specified as individual work see the Sydney Met [Academic Integrity Policy and Procedure](#).

Submission of Assessments

- Assessments are to be submitted electronically through the Learning Management System (LMS) unless otherwise advised.
- At the time that an assessment is submitted students are required to make a declaration that they acknowledge the requirements of the [Academic Integrity Policy and Procedure](#). Students also declare that the assessment item is their own work, except where acknowledged, and has not been submitted for academic credit previously in whole or in part.
- Students understand and agree that assessments submitted to Sydney Met will be retained in the Turnitin database and may be used in evaluations of originality.
- It is the responsibility of the student to keep a copy of their work in case of loss of an assignment, and for checking that their submission is complete and accurate.
- Submissions via the LMS will be returned via the LMS with feedback within two weeks of submission.
- Students should note that email submissions of assessment tasks are not accepted.

Timing of Assessment Submissions via the LMS

The due date for each assessment will include the time of submission which is ordinarily 11.59pm Australian Eastern Time on the due date.

Students are advised to prepare and submit assessments as early as possible to avoid lateness, as late submission attracts penalties as described below. Please note that assessment tasks can be submitted ahead of the due date.

Late Submission of Assessments

In the interests of fairness and equity all students are required to submit assessment tasks on specified due dates and penalties are applied for late submission of assessment tasks except where special consideration has been granted. Academic staff cannot grant extensions to the due date without an approved special consideration application.

An assessment task is deemed late if it is submitted after the specified due date as set out in the Unit Outline. A late penalty of 5% of the total possible marks for the task is imposed for each day or part thereof the work is late. Weekends and public holidays are included in calculations determining lateness.

Work submitted fourteen (14) days after the due date will be marked and feedback provided but no mark or grade will be recorded. Work submitted twenty-one (21) days after the due date will not be accepted for marking or feedback and will receive no mark or grade.

Failure to submit a compulsory assessment task will result in a Fail grade being awarded for the unit.

Special Consideration for Assessments

Students who experience circumstances beyond their control and are unable to submit assessments by the due date are advised to apply for special consideration.

Special consideration concerning assessments may be requested for serious/significant medical or health-related, personal, family, cultural, or employment- or work-related circumstances that significantly impact the student's ability to carry out an assessment.

To be considered for the purpose of special consideration, the circumstances must be:

- unforeseen and unavoidable, where the student cannot have reasonably been expected to have controlled, anticipated, avoided, or otherwise guarded against the circumstance; and
- supported by evidence, such as a medical certificate, letter from a health professional, police report, or statement from an employer.

In most cases, extensions through Special Consideration will be granted for a maximum of two weeks from the original submission date.

For further information about special consideration, including how to apply for special consideration, see section 20 below, and the Sydney Met [Assessment Policy and Procedure](#).

19. Marking of Assessments

All within-trimester assessments will be marked and returned to students with feedback within two (2) weeks of the date the assessment is due, except for online quizzes where feedback is provided in one (1) week. Late assessments will be accepted for marking up to fourteen days from the original due date and will be subject to late submission penalties as noted above. Final exams will not be returned to students, and the feedback provided will be general rather than individual.

Students will be provided with a grade and, where appropriate, a mark, for each assessment task and for their final result. Within trimester, results are made available for students through the LMS.

For further information about the design, delivery and marking of assessments at Sydney Met, see the Sydney Met [Assessment Policy and Procedure](#).

20. Applying for Special Consideration

To apply for special consideration, the student must:

- complete the *Special Consideration Form* available through the LMS. The form can also be obtained from the Student Support Officer by contacting support@sydney.edu.au.
- Submit a complete application to support@sydney.edu.au at least three days prior to the due date of the assessment. To be assessed as complete, an application must (a) include a description of the circumstances that explains how they were unforeseen and unavoidable, and the impact they had on preparation for the assessment; (b) be accompanied by evidence. In cases where the special circumstances mean that it is not possible for the student to submit the application three days prior to the assessment due date the application must be submitted within seven after the due date of the assessment.
- Each application will be assessed, and a response will be provided to the applicant via email, within three working days. This response will indicate: (a) whether the application was successful; and (b) if successful, the nature of the special consideration to be awarded (e.g., extension to the due date; alternative assessment).

Decisions about award of Special Consideration will ordinarily be made by the Unit Co-ordinator. Appeals concerning award of Special Consideration are to be

made in writing using the process outlined in the [Complaints, Grievances and Appeals Policy and Procedure](#).

21. Examinations

Most units at Sydney Met have an end of Trimester examination. Students are responsible for reviewing the examination timetable and attending the examination at the scheduled time. Failure to consult the exam timetable is not grounds for special consideration.

22. Guide to Results

The grading system used at Sydney Met is as follows (see also the [Assessment Policy and Procedure](#)):

Grade	Description	Aggregate result/ marks (%)
HD (High Distinction)	Awarded when (a) all compulsory assessment components of a unit were completed; and (b) achievement measured against the assessment criteria for the ULOs is exceptionally high compared to the expected standard	85-100
DN (Distinction)	Awarded when (a) all compulsory assessment components of a unit were completed; and (b) achievement measured against the assessment criteria for the ULOs is very high compared to the expected standard	75-84
CR (Credit)	Awarded when (a) all compulsory assessment components of a unit were completed; and (b) achievement measured against the assessment criteria for the unit learning outcomes is high compared to the expected standard.	65-74
PS (Pass)	Awarded when (a) all compulsory assessment components of a unit were completed; and (b) achievement measured against the assessment criteria for the unit learning outcomes meets the expected standard.	50-64
FL (Fail)	Awarded when (a) all compulsory assessment components of a unit were completed; and (b) achievement measured against the assessment criteria for the unit learning outcomes does not meet the expected standard.	0-49

Grade	Description	Aggregate result/ marks (%)
UP (Ungraded Pass)	Awarded for units assessing key professional skills where marks are not used and students must demonstrate proficiency to be allowed to progress and the only possible outcomes are pass or fail.	No mark
UF (Ungraded Fail)	Awarded for units assessing key professional skills where marks are not used and students must demonstrate proficiency to be allowed to progress and the only possible outcomes are pass or fail.	No mark
AS (Advanced Standing)	Awarded in cases where a student has been awarded credit for the unit based on credit transfer or recognition of prior learning	No mark
RP (Result Pending)	Interim grade awarded when a student's grade and mark in a unit have not been finalised at the time of the release of grades for the study period.	No mark
FI (Fail Incomplete)	Awarded when at least one, but fewer than all, of the compulsory requirements or assessment components of the unit were not completed/submitted.	No mark
FN (Fail No Submission)	Administrative grade awarded in cases where a student is enrolled in a unit but does not submit any assessments.	No mark
WF (Withdrawn Fail)	Administrative grade awarded in cases where a student has withdrawn from a unit after the census date with academic penalty.	No mark
WN (Withdrawn)	Administrative grade awarded in cases where a student's unit enrolment has been withdrawn after the census date without academic penalty.	No mark

23. Moderation of Assessments and Exams

Moderation of assessment is a form of quality assurance that is used to assure consistency/comparability, appropriateness, and fairness of assessment judgments and/or the validity and reliability of assessment tasks, criteria, and standards. Moderation of assessment is important to ensure that assessment criteria are applied consistently by markers.

Marking of all assessments that require human judgement are moderated.

24. Publication of Results

Students will be provided with a grade and, where appropriate, a mark, for each assessment task and for their final result. Within trimester, results are made available for students through the LMS .

25. Grade Point Average (GPA) System

The College adopts a Grade Point Average (GPA) system, which is calculated by allocating values to grades as follows, and then calculating the average of the units completed, noting that UF/UP and AS grades are not included in GPA calculations.

Fail	Pass	Credit	Distinction	High Distinction
0.0	1.0	2.0	3.0	4.0

The maximum possible GPA is 4.00.

26. Student Leave of Absence

If a student is unable to attend classes for an extended period (i.e., longer than one week), they must complete a *Student Leave of Absence Form* with supporting documentation pertaining to the reason for your absence. The College will assess the application and provide a written response regarding the outcome within two (2) weeks of the form being received by the College.

Leave of absence is generally approved for compelling or compassionate reasons, or for reasons outside the control of the student. In all cases documented evidence is required and the College may request an interview with the student.

27. Support for Students

Student Welfare

The College has a full-time student counsellor who is available on campus every weekday to assist students with personal matters that may affect their studies or general well-being. The student counsellor can help with issues including, but not limited to, relationships, family issues, financial concerns, health concerns, sexual harassment, or simply feeling home sick. It is a good idea to speak with the counsellor early if you are facing personal challenges. The service is confidential, and the counsellor can liaise with academic staff and with the Student Academic Support Officer on your behalf, should this be required.

Peer Student Support (PSS)

The College has a peer support system that encourages and rewards academically competent students to assist other students by providing support with unit content

and how to approach the preparation of assessments, within the framework of academic integrity. PSS is not a replacement for the Academic Support Officer, lecturer or tutor but is an additional support for students. PSS sessions are advertised through the notice board and LMS.

Applications to become a PSS leader are available from the College. PSS leaders are paid an honorarium to acknowledge their contribution. .

28. Course Progression and Intervention

Informal Course Progression

Students are required to attend eighty percent (80%) of their classes, unless there are circumstances, such as documented health conditions, that justify lower attendance. Student Services staff collect attendance data at week 3 and week 5 to identify students for early intervention. Students experiencing challenging personal circumstances that may have led to the absenteeism are encouraged to contact the Student Counsellor as soon as practical to discuss their specific case.

Students with less than eighty (80%) percent attendance at week 3 are contacted by the Unit Co-ordinator to discuss reasons for absence and resolve the issue if possible. If the attendance data at week 5 shows that attendance has not improved, or if, by week 5, students are identified as having failed to submit an assessment, or have failed an assessment, Student Services staff contact the student to offer support based on the individual case.

Some of the early intervention strategies to support students are:

- Counselling
- Attending extra tutorials
- Attending one on one sessions with a lecturer or tutor
- Attending additional group classes
- Attending a PSS session
- Appointing a student mentor
- Attending language support sessions
- Completing a declaration of attendance reform
- Agreeing to a specific Study Plan
- Agreeing to specific study achievement milestones
- Other academic measures as deemed necessary.

The steps the college takes when undertaking early intervention include, but are not limited to:

- contacting the student to ascertain the reasons for the lack of course progress;
- discussing the course requirements, the Course Learning Outcomes, and the student's personal goals;
- preparing a study plan agreed with the student and signed by the student and a

College officer. The study plan outlines specific steps to be taken by the student and the College to improve and/or support student performance. The plan may include undertaking weekly English language classes and/or academic writing classes provided free of charge for College students. The study plan is monitored regularly, including through weekly meetings with a College officer.

Early intervention is implemented for a maximum of 10 (ten) weeks in total. Information about early intervention strategies is maintained on the student's record.

Formal Course Progression

To remain enrolled at Sydney Met students must maintain satisfactory course progression or participate in a formal intervention strategy. For international students studying on a student visa satisfactory progression also means maintaining a pass rate that enables the completion of the course within the terms of their COE. International students studying on a student visa who participate in an intervention strategy may have their COE extended if necessary. However, there may be limits to the extension of the COE.

Student performance is monitored by the Board of Examiners and the Registrar's Office when results are approved for each study period. Students whose progress has not been satisfactory are identified. The procedures involved for students who have been identified as at-risk, or as not making satisfactory progress, are as follows:

- Students identified as at-risk following the Board of Examiners are informed by the College that they must participate in an intervention strategy as prescribed by the Head of Department.
- Students who do not abide by the terms of an intervention strategy, study plan and/or other interventions to support course progression are informed in writing by the Registrar's Office that if they become eligible for formal unsatisfactory progression as defined above the College will report the lack of course progress to the Department of Home Affairs, and that this may have consequences for the student's visa.

Students identified as meeting criteria for unsatisfactory course progression as defined above are informed by the Registrar's Office that they have been identified as making unsatisfactory course progression. Students will then be issued with an Intent to Report Notice. The enrolment of students who have received an Intent to Report Notice due to formal unsatisfactory course progression will be discontinued unless they successfully appeal this identification. Students whose enrolment is discontinued will be excluded from studying at the College for two years. International students studying on a student visa who make unsatisfactory course progression will be reported to the Department of Home Affairs.

For further information please see Sydney Met's [Course Progression and Intervention Policy and Procedure](#).

29. Deferment, Suspension or Cancellation of Enrolment (Student Requested)

Students wishing to defer, suspend or cancel their enrolment must meet one of the following conditions:

- the student has been delayed in arriving in Australia due to a visa not being issued; or
- there are compassionate or compelling circumstances affecting the student that is beyond their control such as serious illness, death of a close or direct family member, major political upheaval, natural disaster or a traumatic experience; or
- the student has completed the first six months of study successfully and has a valid reason and evidence to request deferment, suspension or cancellation.

In all cases, the student must provide documented evidence and the College will assess their application and a written decision will be provided to the student within fourteen (14) days from the date of receiving an application for deferment, suspension or cancellation of a course.

The period of suspension or deferment shall not exceed six (6) months and approval will only be given in the limited circumstances described above.

If the student wishes to cancel their enrolment, they must complete a *Notice of Withdrawal Form* with supporting documentation. The Registrar, or their nominee, will assess the application and will write to the student providing a decision within two (2) weeks from the date of receiving the completed form and attached evidence.

If the student has not completed the first six (6) months of their study at the College, they must provide a letter of offer from an alternative provider to comply with the National Code 2018.

30. College-Initiated Deferment, Suspension or Cancellation of Enrolment

The College may suspend a student's enrolment for reasons that, in the College's view, are serious. These include, but are not limited to:

- serious academic misconduct (see the [Academic Integrity Policy and Procedure](#));
- theft, assault, bullying, harassment, or vilification;
- behaviour that places the safety of College students, staff, or the broader community at risk, including failure to comply with reasonable requests from a College employee or contractor;
- threatening behaviour where a reasonable person would be concerned for their personal safety;
- breach of enrolment conditions;
- failing to meet the formal progression requirements described in the [Course Progression and Intervention Policy and Procedure](#);
- non-payment of tuition fees when they are due; or

- being convicted of a serious offence under Australian law punishable by imprisonment.

If the college instigates a deferment, suspension, or cancellation of enrolment action, it will write to the student indicating its intentions. The letter will direct students to the [Complaints, Grievances and Appeals Policy and Procedure](#) for information about how to appeal the decision. If the appeals process is initiated, the College will maintain the student's enrolment until the process is concluded.

If the suspension of enrolment is upheld, the College will:

- inform the student to seek advice concerning the impact on their student visa; and
- notify the Department of Home Affairs.

In the event that the College suspends a student's enrolment there will be no refund of fees paid to the College.

31. Transfer Between Providers

Students may transfer to another education provider if they have completed at least six months of study at the College. To transfer after this period, the student needs to complete a *Transfer to Other Provider Request Form*.

Sydney Met will not enrol a student wishing to transfer from another registered provider prior to the student completing six months of their principal course of study, except in the following circumstances:

- the student provides a written letter of release from the original registered provider;
- the original registered provider has ceased to be registered, or the course in which the student is enrolled has ceased to be registered; or
- a government sponsor of the student has provided a written support for change to be in the student's best interest.

International student seeking to transfer to Sydney Met must meet Sydney Met's course entry requirements (see [Admissions Policy and Procedure](#)).

Sydney Met will not provide a release to international students wishing to transfer to another registered provider prior to completing six months of their principal course with Sydney Met except in the following circumstances:

- there is evidence of compassionate or compelling circumstances;
- there is evidence that the student has been misled by Sydney Met or its Agents regarding the College or the Course, which constitutes a breach of the ESOS Act 2000;
- there is evidence that the student's reasonable expectation regarding the Course or College are not being met;

- there is an appeal on a matter that may reasonably result in a decision or recommendation to release the student; or
- there is evidence that not transferring could be considered detrimental to the student.

If a release is granted there will be no cost to the student.

Sydney Met may refuse the student's request for release if:

- the student has not demonstrated any of the grounds for release stated above;
- the student is attempting to avoid being reported to DESE for failure to meet academic progress requirements;
- the student has not genuinely engaged with an intervention strategy with the intention of failing and being released; or
- the student intends to study at a lower Australian Qualifications Framework (AQF) level, and will need to apply for a new student visa.

If the College intends to refuse a transfer Sydney Met will inform the student in writing of the reasons for the refusal and will direct the student to the [Complaints, Grievances and Appeals Policy and Procedure](#) for information about how to appeal the decision. For further information on transfer procedures, please see the College's *Course Duration, Study Load and Transfer Policy and Procedure*.

32. Student Representative Council (SRC)

The College includes student members in its governance committees. To facilitate this, every year the student body elects a student representative as Chairperson and convener of the Student Representative Council (SRC). The SRC meets at least once every Trimester, or whenever required to allow students to raise issues that affect them. Proposals from the SRC are put to the student body and voted on, with a simple majority required to validate the proposal.

The Chairperson of the SRC is an ex-officio member of the Academic Board able to table properly constituted student proposals for the Board's Consideration.

33. Australia's System of Education and Student Rights

The Australian education systems places significant emphasis on the quality of education and seeks to protect domestic and international students and assure the quality of educational delivery. Before accepting an offer to study with the College, international students should familiarise themselves with the Educational Services for Overseas Students (ESOS) framework, a guide as to how education providers, such as this College, need to provide services to international students.

The ESOS framework is explained on the [TEQSA website](#).

The [Commonwealth Department of Education](https://www.education.gov.au/) regulates the education and training sector in Australia with regard to the provision of services to international students. The focus of this regulation is to ensure a quality education service is provided to the international student and sets minimum standards for that quality. This is to ensure providers adhere to high levels of professional and academic conduct.

The Australian government has legislated a national approach to registering higher education providers so that the quality of education and the care for students is both consistent and maintained at the highest levels possible.

34. The College's Obligation to the Australian immigration and International Student Visas

International Students are required to observe certain conditions pertaining to their Student Visa. It is important that students understand their obligations in this regard including what the visa allows and disallows the student to do. The College is required to report breaches of visa conditions to the Department of Home Affairs, so it is important for the student, when in doubt, to contact the Department for information, guidance and responses. See the website - <https://www.homeaffairs.gov.au>

Some important things for students to consider as they relate to the international student visa are:

- Students must notify the College of their address and contact details within seven (7) days of arriving in Australia.
- Students must update the College on changes to their address and contact details within seven (7) days of the change occurring.
- Students must be enrolled in full-time study with the college.
- Students are permitted to work no more than forty (40) hours per fortnight.
- Students must maintain satisfactory course progress.
- Students must have Overseas Student Health Cover (OSHC) throughout the term of their student visa.
- Students are responsible for renewing their visa prior to its expiry.

The Department of Home Affairs web site is <https://www.homeaffairs.gov.au/>

International students are responsible for ensuring that they meet their visa requirements for information on working conditions and eligibility. International student studying in Australia on a Student Visa are generally able to work part time and do not need to apply for a work visa. Student visa holders are permitted to work up to forty (40) hours across a two week period (a fortnight) during the term and unlimited hours during term breaks. This is subject to any Student Visa conditions and change to rules.

More information is available at <https://www.homeaffairs.gov.au>.

The College is required to provide study (course) related information to a range of government departments including the Department of Home Affairs and the Department of Education, Employment and Training.

This means that data such as course progression, attendance and/or other data may be shared with these departments through standard reporting and on request. For example, as noted above, international students studying on a student visa who make unsatisfactory course progression will be reported to the Department of Home Affairs. Similarly, if a student is suspended, deferred or their enrolment is cancelled, a notification of this will be sent to the Department of Home Affairs.

In all cases, the student will be afforded natural justice and will be provided with an opportunity to explain, clarify, and defend their actions to the College. The College believes in fairness and equity in all its dealings and will afford the student every chance to justify their position.

35. Responsibility to Notify the College of a Change of Address

International students must advise the College of any changes in their Australian and home country addresses and phone numbers within seven (7) days.

Changes to address and other contact details can be made by informing Student Services by completing a *Change of Details Form* and submitting this to Student Services in person or by email.

36. Student's Obligation to Maintain a Valid Visa and Health Insurance

International students must ensure that they maintain a valid visa and any health insurance (OHSC) required as a condition of their visa. Visa and health insurance renewal is the responsibility of the student.

37. Privacy Policy

Information is collected from students before and during enrolment and during the course of their study to meet the College's obligations under the *Education Services for Overseas Students (ESOS) Act (2000)* and the *National Code 2018* to ensure student comply with conditions of the visa and with their obligations under Australian Immigration laws generally.

The authority to collect this information is contained in the *ESOS Act (2000)*, the *Education Services for Overseas Students Regulations 2019* and the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018*.

The College complies with State and National Privacy Laws and associated guidelines and treats information collected from an applicant as confidential. Information students supply will only be used for the purpose of enrolling the

student in a course and for maintaining ongoing enrolment and study at the College. The College will not make this information available to a third party unless this is required or permitted by law. Disclosure may also occur with the consent of the student. The College may be required by law to provide aggregate or specific information to the Australian Government or other government entities.

Information provided by international students to the College may be made available to Australian Government of State Government agencies and the Fund Manager for ESOS Assurance funds, pursuant to the College's obligations under the *ESOS Act 2000* and the *National Code of Practice 2018*.

In all cases, the information collected from students will be used for the purpose of assessing their application, enrolling them in a program of study and managing their study during enrolment, or where required to be provided by law, will be provided to the legally authorised party entitled to that information.

The College uses the information it collects from the student or intending student to provide College services to them and not for any other purpose.

The College has a Privacy Officer who can be contacted through the College phone number or the web site. Students can access the information the College holds about them by contacting the College Privacy Officer. The College will provide access to that information unless it is legally authorised not to. The College reserves the right to charge a \$150 fee for providing such information.

If a student wishes to change any personal information, which is incomplete, inaccurate, or out of date, they can do so by making a request to the Privacy Officer. On receipt of such a request, the College will take reasonable steps to correct such information.

If a student wishes to have their personal information removed from the College records, they may request this from the Privacy Officer and the College will delete those records wherever it is legally able to do so.

The College may refuse the request to delete or modify information if this contravenes a legal requirement. If this is the case, the College will write to the student explaining the reasons for the decision.

The College maintains all student information and records securely and takes all reasonable steps to ensure they are accurate and current. Information sent via the internet may not always be secure. For this reason, we do not accept responsibility for the security of information sent to the College via the internet, although the College takes reasonable steps to maintain the security of its information systems.

The College may amend or change its privacy policy from time to time. Changes will be published on the College web site and take effect from the date of their publication. Students wishing to contact the College regarding any aspect of the privacy policy should contact the Privacy Officer.

38. **Complaints, Grievances and Appeals**

Sydney Met is committed to providing a fair, equitable, and transparent learning environment for students and prospective students. This includes providing effective mechanisms for receiving and responding to complaints, grievance and appeals that ensure accountability, support continuous improvement, and, most importantly, the timely resolution of complaints, grievances and appeals. The policies and procedures that Sydney Met follows to resolve complaints, grievances and appeals are set out in the [Complaints, Grievances and Appeals Policy and Procedure](#).

The key principles that underpin Sydney Met's approach to resolution of complaints, grievances and appeals are:

- **Timeliness:** Sydney Met undertakes to deal with complaints, grievances and appeals as quickly as possible and within the timeframes outlined in the [Complaints, Grievances and Appeals Policy and Procedure](#).
- **Confidentiality:** matters raised under the [Complaints, Grievances and Appeals Policy and Procedure](#) will be treated as confidential to safeguard the privacy of complainants.
- **Cost:** Sydney Met will bear the costs of making internal or external complaints so that there is no cost to complainants.
- **Advocacy and Support:** The Sydney Met complaints process provides for complainants to receive independent advice, advocacy, and personal support during the process of raising a complaint or appeal.
- **Without Prejudice or Disadvantage:** matters raised under the [Complaints, Grievances and Appeals Policy and Procedure](#) are considered fairly, without prejudice, and solely on merit and on evidence provided. The complainant will not be disadvantaged while the grievance or appeal is in progress, for example, an enrolled student will be allowed to continue their enrolment or attend classes where enrolment in a course or unit is the subject of an appeal.

The [Complaints, Grievances and Appeals Policy and Procedure](#) sets out the informal and formal internal mechanisms for resolving complaints, grievances and appeals. It also provides direction for students to seek external resolution of academic and non-academic matters, noting that the costs of these processes, if any, will be borne by the College.

39. **Legal Support Information**

It is important to understand student rights and obligations, both as a student, and as a resident of Australia. The College does not provide legal advice but is able to assist with general information about how to find legal information or where to look for legal advice. Students can contact the student counsellor for assistance.

- **Redfern Legal Centre**
It is an independent, non-profit community center that promotes social justice and human rights, with free legal advice, referral, and casework to NSW international

students. For more information, see www.rlc.org.au/our-services/international-students

- **Legal Aid:** Students can receive free assistance on issues of legal rights, either face to face or over the phone. 1300 888 529 www.legalaid.nsw.gov.au

40. Health and Emergency Services

- **Sydney Premier Medical & Health Centre**, 309 Pitt St, Sydney, NSW, 2000, Tel: (02) 8964 8677 (open 8:00am to 6:00pm)
- **MediCentral**, Level 11/501 George St, Regent Place Shopping Centre, Sydney, NSW, 2000, Tel: (02) 8378 6666 (open 9:00am to 6:00pm)
- **St. Vincent's Private Hospital**, 406 Victoria St., Darlinghurst, NSW, 2010, Tel: (02) 8382 7111 (open 24 hours)
- **Royal Prince Alfred Hospital**, 50 Missenden Rd, Camperdown, NSW, 2050, Tel: (02) 9515 6111 (open 24 hours)
- **Healthdirect Australia** is a free helpline assisting you with non-urgent illnesses when your doctor is not available. Tel: 1800 022 222
- **Lifeline** is a crisis support hotline that provides 24 hour crisis support. Tel: 13 11 14, or go to www.lifeline.org.au
- **Emergency for Ambulance, Police and Fire: In an emergency call 000** and ask for Ambulance, Police, or Fire Rescue services. You will be asked for the service you need and the address of where you are.
- **Police (Non-Emergency Enquiries):** For non-urgent police assistance, as well as finding out safety information, Tel: 13 44 44 or go to www.police.nsw.gov.au.
- **Local Police services (Sydney City):**
 - Day Street Police Station, 192 Day Street, Sydney, NSW, 2000, Tel: (02) 9265 6499 (open 24 hours)
 - The Rocks Police Station, 132 George St, The Rocks, 2000, Tel: (02) 8220 6399 (open 24 hours)
 - or go to https://www.police.nsw.gov.au/about_us/regions_commands_districts/central_metro_region/sydney_city

41. To Contact the College, or for More Information

As noted above, for general assistance from the College please contact support@sydneymet.edu.au. For more information about the College please see the website www.sydneymet.edu.au.

Disclaimer: It is not the intention of this Student Handbook to limit the scope or accountabilities of the student rights and responsibilities but to highlight some of the most important aspects of policies and procedures at Sydney Met relating to the student. The aspects mentioned above may be altered in accordance with the changing requirements of the College.