



Strathfield College

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## STUDENT HANDBOOK

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## Welcome

Welcome to Strathfield College (SC).

At Strathfield College you will meet your trainers who are academics with current industry relevant experience to teach you applied or essential skills for the labour market, which includes the balance between theory and practice.

Whenever you need support with your studies or with living in Australia, our staff at SC will be very happy to help. You can have easy access to the Student Services Officers on campus or via email. If you struggle with your studies, you can arrange a meeting with our Student Welfare Officer or one of our Student Support Officers.

Good luck with your studies at SC.

## Our campuses

### Melbourne campus

Our Melbourne campus is situated in the heart of Melbourne, in the central business district (CBD), at Level 8, 108 Lonsdale Street and is a 10 minute walk from Parliament Railway Station and the Tram lines. The campus is close to several shopping centres, the Greek precinct and Chinatown so food options are as diverse as the student population.

### Sydney campus

Our Sydney campus is located at Level 2, 128 Chalmers Street in the eastern suburb of Surry Hills within Sydney's inner city. Central Railway Station, Sydney's largest station, is less than a 5 minute walk from the campus. The new Sydney light rail system that started operating at the end of 2019 is also less than a 5 minute walk from the campus. Surry Hills is known as a hub of fine dining, boutique shopping and community events.

## Student Responsibilities and Expectations

It is your responsibility to maintain integrity, work hard and treat others with courtesy and respect.

This includes:

- Providing fair and honest feedback on training performance and on the content and presentation of courses.
- Paying all the SC tuition fees and charges for which you are liable, by the set deadlines.
- Providing accurate and updated contact details (phone number and email address).
- Checking your email regularly throughout the course. This is the primary means by which SC corresponds with you (e.g. course progress, assessment results, outstanding fees).
- Replying in a timely manner to all SC trainer and administrative communications to you, including emails, phone calls and text messages.
- To be eligible for SC to issue you with the qualification for your course, you must successfully complete all of the assessment requirements of the course.

## Qualification Pathways

Vocational Education & Training (VET) qualifications are aligned to the Australian Qualifications Framework (AQF), which is the framework for all qualifications in Australia across the school, VET and Higher Education sectors. One of the key objectives of the AQF is to facilitate pathways to, and through, formal qualifications.

AQF qualifications link with each other in a range of learning pathways between schools, VET providers and Higher Education providers. The AQF provides for flexible, transparent and systematic learning pathways and for the removal of boundaries between educational sectors.

## Foundation Skills & LLN Test

Foundation skills are the combination of two frameworks:

- The Australian Core Skills Framework (ACSF) which includes English language, literacy and numeracy skills, learning and communication skills; and
- The Core Skills for Work Developmental Framework that includes non-technical skills, knowledge and understandings that underpin successful participation in work. These skills are often referred to as employability or generic skills. They include skills such as problem solving, collaboration, self-management, communication and information technology skills, and skills for work required for participation in work, the community and education and training.

Foundation skills are incorporated into all competency-based training programs and you need to demonstrate competency in these as well as your technical competencies.

All new students to SC are required to take the LLN (language, literacy and numeracy) test as part of the orientation program. Based on the LLN test results, student study gaps will be diagnosed and on-campus support provided if required.

## Certification

### Qualification

A qualification is issued when the student has completed all requirements as listed in the course information. The qualification certificate does not list the modules or units of competency completed (these are listed on the Academic Transcript).

### Academic Transcript

The Academic Transcript is a full record of all of the units of competence, which comprise the training program. It provides a listing of your assessment results for each unit of competency.

The following results are used to record unit outcomes on the Academic Transcript:

- **Competent:** The student has demonstrated competency in all learning outcomes for that unit, either through a learning or recognition pathway.
- **Not Yet Competent:** The student has been assessed and has not demonstrated competency in all of the learning outcomes for an individual unit.
- **Withdrawn:** The student has withdrawn after one quarter of the way through the unit and has not completed all required learning outcomes.
- **Exempt:** The student has been granted a credit transfer from studying the unit due to previous study.
- **Competent via RPL:** the student has demonstrated competency via a Recognition Process.

### Statement of Attainment

A Statement of Attainment is issued when students have partially completed the qualification. This may be done in two ways:

- The student is not competent in all units of competence required for the full qualification, or
- A package of units has been delivered from an accredited and registered program.

The code and title of all units successfully completed by the student are listed on the Statement of Attainment.

Note: If course fees have not been paid, then no qualification, Academic Transcript or Statement of Attainment will be issued until receipt of fees.

## Courses Provided by Strathfield College

CRICOS Code	Course Code and Course Name
087037A	BSB40515 - Certificate IV in Business Administration
087301A	BSB50415 - Diploma of Business Administration
087479G	BSB60215 - Advanced Diploma of Business
098731K	BSB51918 - Diploma of Leadership and Management
089396F	BSB61015 - Advanced Diploma of Leadership and Management
099799D	ICT50118 - Diploma of Information Technology
086747A	ICT60415 - Advanced Diploma of Information Technology Project Management
091021G	SIT50416 - Diploma of Hospitality Management
096073M	SIT60316 - Advanced Diploma of Hospitality Management
0101912	BSB80515 - Graduate Certificate in Management (Learning)
0101913	BSB80615 - Graduate Diploma of Management (Learning)

### Entry Requirements

#### English language requirements

- IELTS overall score of 5.5 with no band scores less than 5.0 (academic test version) or equivalent BSB40515, BSB50415, BSB60215, BSB51918, BSB61015, ICT50118, ICT60415, SIT50416 and SIT60316.
- IELTS overall score of 6.0 with no band scores less than 5.5 (academic test version) or equivalent BSB80515 and BSB80615.

#### Academic and other requirements

- Completed secondary studies in your home country equivalent to an Australian Year 12 qualification or
- Completed Senior Secondary Certificate of Education in Australia with a satisfactory pass in 'English' or completed a recognised foundation course in Australia.
- Eligible to study in Australia and having required visa status for studying in Australia.

### Pre-enrolment Information

It is compulsory for students to finalise their enrolment by registering at SC before commencing their course. Students MUST bring with them their passport and Confirmation of Enrolment (CoE) letter to the orientation program. For students who wish to have credits transferred from previous studies, they will need to bring their original documents to be sighted and photocopied for our records.

Also, please note that, if you have not enrolled in your course within 14 days of the commencement date indicated on your CoE, your CoE will be cancelled as non-commencement. New application for the course will be required.

## **Timetable**

You will receive your course timetable at the orientation session. The timetable details the commencement and completion dates for each unit and this forms the basis of your commitment to study. If completion dates are not met, your study plan will need to be reviewed and enrolment will need to be varied.

## **Policies and Procedures**

You are encouraged to make yourself familiar with the following SC policies and procedures for your rights and obligations as an Australian student visa holder. These policies and procedures are located on the Strathfield College website.

- Admissions Policy and Procedure
- Complaints and Appeals Policy and Procedure
- Course Progress Policy and Procedure
- Deferring, Suspending and Cancelling Overseas Student Enrolment Policy and Procedure
- Fees, Charges and Refund Policy and Procedure
- RPL and Credit Transfer Policy and Procedure
- Student Support Policy and Procedure
- Transfer Between Registered Providers Policy and Procedure

## **Campus Services**

### **Learning Support**

SC provides academic support for all Strathfield students. Learning support and academic consultation with the trainers are available on appointment and/or scheduled in the timetable. They will help you develop your understanding of assessments through individual help sessions and academic workshops. Please see Student Services Staff regarding your academic enquiries and academic support or to book a session.

### **Student Welfare Counsellor**

If you are experiencing any of the following, we suggest you contact our Student Welfare Counsellor. This is an on-campus free and confidential service.

- Stress / Anxiety / depression
- Feeling sad and unable to function properly
- Lack of concentration in study or completing normal day-to-day activities
- Victim of harassment – either at the college, workplace or in your home
- Grief and loss
- Victim of abuse – psychological, physical, sexual
- Cultural issues – difficulty in ‘fitting in’ to the Australian way of life

### **Student Services**

All SC staff have the responsibility to support you and understand the process of referring you to the designated staff for different aspects of the services. Student Services Officers are the first point of contact for students. Student Services Officers will guide you through the whole process of your study with the College from the orientation to graduation. The Student Services Officers will be responsible for:

- Providing students with up-to-date details of SC’s support services.
- Handling student enquiries about course timetables, classroom arrangements, facilities and hospitality of SC.
- Organising student orientation.
- Receiving student complaints and referring complaints to the Director of Studies.
- Providing students with information about SC attendance and course progress requirements.
- Assisting students regarding WHS matters (advising the availability of sick bay and first aid kit).
- Providing information to students related to requests for leave, changes to courses and cancellations, and forwarding the request to the Admissions Manager for processing where relevant.

## **Critical Incidents**

A critical incident is defined as a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury. Any student that experiences a critical incident should immediately inform their trainer, Student Services Officer or any staff member of the College.

Critical Incidents include but are not limited to:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster
- Issues such as domestic violence, sexual assault, drug or alcohol abuse

## **Emergencies**

For all emergencies that are life threatening, phone 000 to be attended to by the emergency services departments. This includes Fire, Police and Ambulance services, operating 24 hours a day. Dialing 000 is a free call. Please follow the instructions below for calling the emergency services:

- Dial 000.
- Ask the operator for the service needed (fire, ambulance or police).
- Wait to be connected.
- Describe the problem (be prepared to give the location/address).

If an emergency occurs at the College, notify a staff member and follow their instructions.

## **The Legal**

### **Privacy**

Information concerning students, including information submitted at enrolment, will be used by SC, or other authorised organisations for the purposes of general participant administration, communication, research, statistical analysis, state and national reporting, program monitoring and evaluation. Information provided will be held securely and disposed of securely.

SC is committed to upholding the Australian Privacy Principles:

- We will only collect information that is necessary to providing you the service we offer
- We will collect information in a fair and lawful way
- You will be told of why we are collecting it and who will have access to it
- We will take reasonable steps to ensure that the information we keep regarding you is accurate
- We will take reasonable steps to ensure that your personal information is protected from misuse, loss or unauthorised access or disclosure
- You can make a request in writing to access any information we hold about you and we shall provide access, unless access will impact unreasonably on someone else's privacy
- If there are mistakes in the information we hold about you, we will correct them
- We will not request sensitive information about you. Sensitive information includes information about your health, political beliefs, religious beliefs and sexual preference
- Some Government Funded Courses require a Medicare or passport number for eligibility purposes. In this case you will be asked to provide this information prior to course commencement

- Where an employer has paid the course fee on behalf of the participant and all parties have signed the training plan, then we will report the participant progress to the employer on a regular basis.

For more information, please visit:

<http://www.comlaw.gov.au/Series/C2004A03712>

### **Harassment**

SC is committed to providing a safe, healthy and family and community focused working environment for all employees, contractors and visitors. SC will not tolerate any form of harassment within the organisation under any circumstance. SC will investigate any allegation in a fair, confidential and timely manner and take necessary disciplinary action against any employee found to be breaching this policy. Harassment is offensive, belittling or threatening behaviour directed at an individual or group. Harassment is behaviour that is unwelcome, unsolicited, usually unreciprocated and usually (but not always) repeated. Harassment is often focused on sex, cultural or racial background or disability of the individual or group.

For harassment to occur there does not have to be an intention to offend or harass. Individual incidents may seem too trivial to warrant attention, or the person subjected to harassment may seem unaffected. Where the behaviour continues over a period and it is not addressed, however, such behaviour can undermine the standard of conduct.

Examples of harassing behaviour include:

- Offensive physical contact, derogatory language or intimidating actions,
- Insulting or threatening gestures or language (overt or implied) or continual or unwarranted shouting,
- Openly displaying pictures, posters, graffiti or written materials which might be offensive to some,
- Phone calls or messages on electronic mail or computer networks which are threatening, abusive or offensive to students/staff, or
- Sexual harassment, which can consist of any or all the following:
  - Unwelcome comments about a person's sex life or physical appearance,
  - Suggestive behaviour such as leering or ogling,
  - Unnecessary familiarity such as deliberately brushing up against a person,
  - Sexual jokes, offensive telephone calls, photographs, reading matter or objects,
  - Sexual propositions or continual requests for dates,
  - Physical contact such as touching or fondling, or
  - Indecent assault or rape (which is a criminal offence).

It is the responsibility of each person to recognise and respect the boundaries set by others. It is important to talk to a trainer or other appropriate person if you feel you are being harassed.

### **Access and Equity**

SC is committed to ensuring its training and courses are responsive to the diverse needs of all clients. SC will comply with the principles of access and equity and aims to ensure that no course participant or potential participant should be disadvantaged or discriminated against based on race, sex, age, pregnancy, religion, marital status, sexuality, or physical or intellectual impairment.

### **Work Health and Safety**

Under the Work Health and Safety Act 2011 Strathfield exercises its duty of care towards students, to achieve a healthy, low risk and quality working environment. To meet this responsibility Strathfield will:

- Comply with all relevant legislation and statutory requirements, codes of practice and industry standards and make adequate provision of resources to meet these requirements.
- Promote health, safety, and environmental and quality awareness in the development of standard work practices.

For more information, please visit:

<https://www.legislation.gov.au/Details/C2018C00293>

### **Plagiarism**

Plagiarism is considered one of the most serious breaches of academic honesty and will result in serious penalties. Plagiarism is the use of another person's thoughts and/or intellectual property without appropriate acknowledgment or reference. Plagiarism includes:

- Submitting, as one's own, an assessment that another person has completed
- Using information, text, artwork, graphics or other material from any source including the Internet and presenting it as one's own without acknowledgment
- Quoting or paraphrasing material from a source without acknowledgment
- Contributing less, little or nothing to a group assessment and then claiming an equal contribution and share of the outcome

Please discuss any concerns with your trainer/assessor or manager.

## Living in Melbourne

Knowing the average living costs in Australia is an important part of your financial preparation. The choices you make about accommodation, transport, food and entertainment will greatly vary.

For more information, please visit:

<https://www.numbeo.com/cost-of-living/in/Melbourne>

### Public transport

Melbourne's public transport network is efficient, convenient and easy to use. You can choose from trains, trams, buses and taxis.

Buy a MYKI card for flexible travel on trains, trams and buses. You'll be able to use public transport in and around the city for just a few hours or all day. Plan your trip, buy tickets online and download maps and timetables from Public Transport Victoria, the one stop shop for information about travelling on public transport (phone 1800 800 007).

For more information, please visit:

<https://www.ptv.vic.gov.au/>

### Weather

Melbourne is an excellent place to see the seasons change. In summer, most people head out to visit our golden beaches. In autumn, experience the glorious foliage of the many European-style parks that fringe the CBD. In winter, Melbournians enjoy the warmth of cozy cafes and bars. Spring is a time for renewal, a great time to head back into our parks and revel in our beautiful gardens.

### Medical services near the campus

- Melbourne City Medical Centre, 68 Lonsdale Street, Melbourne VIC 3000, (03) 9639 9600
- Swanston Street Medical Centre, Level 3/255 Bourke Street, Melbourne VIC 3000, (03) 9205 7500
- Emporium Medical Centre, Level 2/287 Lonsdale Street, Melbourne VIC 3000, (03) 9654 5544

### Dental services near City campus

- QV Dental, 3/292 Swanston Street, Melbourne VIC 3000, (03) 9654 2755
- Metro Dental , 393 Swanston Street, Melbourne VIC 3000, (03) 9671 4746

***For free health advice from a Registered Nurse 24 hours, seven-days-a-week, phone Nurse-on-call on 1300 60 60 24.***

### Accommodation

Students can rent an apartment or house, or share an apartment or house with other people (an arrangement called "share accommodation"). When making a decision about where to live, students need to balance the cost of higher rents and lower transport costs in the city areas with the lower rents and higher transport costs of living in the suburbs.

### Emergencies

Any student that experiences critical incidents should immediately inform their trainer or student services staff where possible. For life-threatening or serious injury **call an ambulance on 000**.

If an ambulance has been called notify the nearest staff member of the situation.

## Living in Sydney

Knowing the average living costs in Australia is an important part of your financial preparation. The choices you make about accommodation, transport, food and entertainment will greatly vary.

For more information, please visit:

<https://www.numbeo.com/cost-of-living/in/Sydney>

### Public transport

Opal is the smartcard ticketing system used to pay for travel on public transport in Sydney, the Blue Mountains, Central Coast, the Hunter and the Illawarra. It covers trains, ferries, light rail and buses. Add value before you travel and tap on and off to pay your fare. Get your Opal card from selected retailers or Sydney Trains stations and top up your card balance like a prepaid mobile phone whenever it suits you.

For more information, please visit:

<https://transportnsw.info/tickets-opal/opal#/login>

### Weather

Sydney enjoys a sunny climate with mild winters and warm summers, perfect for making the most of the outdoors. Plan ahead with this information on temperature and rainfall. During summer, average temperatures range from 18.6 - 25.8°C, and average humidity spikes to 65%.

### Medical services near campus

- Surry Hills Medical Centre, 569-573 Crown Street, Surry Hills NSW 2010, Tel.: (02) 9699 3311
- Crown St Medical Centre, 351 Crown Street, Surry Hills NSW 2010, Tel.: (02) 9360 3338
- Bourke Street Clinic, 1/421 Bourke Street, Surry Hills NSW 2010, Tel.: (02) 9332 0400

### Dental services near City campus

- Surry Hills Dental Centre, 616 Crown Street, Surry Hills NSW 2010, Tel.: (02) 9319 7244
- Sydney Dental Hospital, 2 Chalmers Street, Surry Hills NSW 2010, Tel.: (02) 9293 3333

### Accommodation

Students can rent an apartment, flat or house or share a flat or house with other people (an arrangement called "share accommodation"). When making a decision about where to live, students need to balance the cost of higher rents and lower transport costs in the city areas with the lower rents and higher transport costs of living in the suburbs.

### Emergencies

Any student that experiences critical incidents should immediately inform their trainer or student services staff where possible. For life-threatening or serious injury **call an ambulance on 000**.

If an ambulance has been called notify the nearest staff member of the situation.

## Other Useful Information

### ESOS

The Education Services for Overseas Students Act 2000, or ESOS Act, establishes legislative requirements and standards for the regulation of education and training institutions offering courses to international students in Australia on a student visa. In particular, ESOS provides tuition protection for international students.

For more information, please visit:

<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

### Tuition Protection Service

The Tuition Protection Service (TPS) is a government initiative protecting international students in the event that an education provider is unable to fulfil their obligation to deliver the agreed course of study. The TPS ensures that international students are able to complete their study in another course or with another education provider or that they get a refund of their unspent tuition fees.

For more information, please visit:

<https://tps.gov.au/StaticContent/Get/StudentInformation>

### Unique Student Identifier

The Unique Student Identifier (USI) is a reference number made up of ten numbers and letters that is free and easy to create and stays with you for life. The Unique Student Identifier (USI) will give you access to an online record of your nationally recognised training in the form of a USI Transcript. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training. If you are a continuing student in VET, SC needs your USI number before issuing a qualification to you. If you are a new student, you can create your USI or SC can apply for your USI on your behalf.

For more information, please visit:

<https://www.usi.gov.au/students>

## Contact Details

### Melbourne

Level 8, 108 Lonsdale Street, Melbourne, VIC 3000

Tel.: 03 8658 5200

### Sydney

Level 2, 128 Chalmers Street, Surry Hills, NSW 2010

Tel.: 02 9212 7799

Email: [info@strathfieldcollege.edu.au](mailto:info@strathfieldcollege.edu.au)

Website: [www.strathfieldcollege.edu.au](http://www.strathfieldcollege.edu.au)