



**SYDNEY
INTERNATIONAL
SCHOOL OF TECHNOLOGY
& COMMERCE**

**Student Handbook
2024**

2024 Student Handbook

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1. CEO's Welcome

It is our great pleasure to extend a very warm welcome to all of you as you start your higher education learning journey with us at the Sydney International School of Technology and Commerce, or SISTC, as we fondly refer to ourselves.

We are committed to providing you a learning experience and environment that encompasses excellence, innovation and personal growth. We pride ourselves on ensuring that you have access to tools, resources and support that you need to succeed in your studies in Sydney or Melbourne and beyond, out into the world.

As the SISTC Chief Executive Officer (CEO) and the Dean (D), we are proud to lead a dedicated and experienced team of academics and professional staff who are passionate about and committed to your higher education and wellbeing. Our goal is to not only facilitate the development of your knowledge and skills in information technology, but also to develop your critical thinking, problem solving, innovation and leadership skills to empower you to thrive in an ever-changing world.

Throughout your time at SISTC, you'll have opportunities to engage in rigorous coursework, participate in industry relevant experiences (including capstone projects), engage in student representation and to collaborate with peers and mentors who share our passion for learning. All this, within our culture that supports academic freedom, academic scholarship and academic integrity that acknowledges and embraces educative, industry adapted and developmental approaches to generative artificial intelligence (or Gen AI). We're committed to providing you with a comprehensive and enriching education experience that prepares you for success in your chosen career path.

As you study with us, we encourage you to take advantage of our many resources and support services, including academic assistance, feedback and counselling and student led activities. Our campus communities are here to support you every step of the way. Our team is dedicated to helping you achieve your academic and professional goals.

We are confident that your time at SISTC will be both rewarding and transformative. We look forward to meeting you and seeing all that you accomplish during your time with us.

Welcome to the SISTC family!

Indhi Emmanuel
Chief Executive Officer

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1.1 About Us

We opened our doors in 2020, and we have not looked back!

With our dynamic campus-based learning, we provide contemporary, innovative courses, to help you shape your future career.

Our focus is on providing you with a quality education in Information Technology (IT).

Our lecturers are highly qualified industry and education experts who have extensive experience in their fields. They know what to teach you, how to motivate you, and can help get you to where you want to be on your professional journey.

As a graduate you will have up to date knowledge and skills for jobs in both Information Technology and how to apply IT in business and industry settings. You will also have the opportunity to experience real-life work situations and challenges while you learn.

Our vibrant student community is at the heart of all we do. Feedback from our students shows that our courses and teachers are outstanding, and with a dedicated team of friendly support staff to help you every step of the way, your journey to a new career starts here.

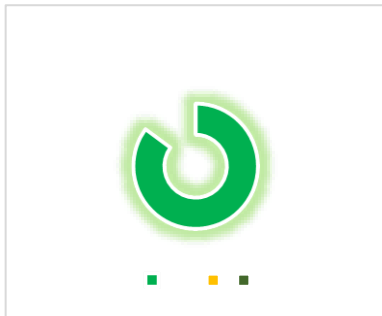
So let our success be the start of your success: Into Sydney and Melbourne... and out to the World.

If you'd like to know more about us, our registration, course accreditation, forthcoming Australian Computer Society accreditation our governing bodies and senior staff and tuition assurance arrangements, please read our website here: <https://sistc.edu.au/life-at-sistc/why-choose-sistc/>

1.2 What our students tell us

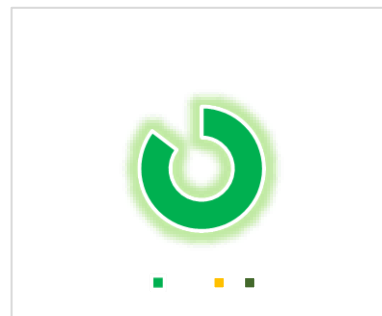
Our students rate us very positively compared to other Australian higher education institutions (including universities), especially for our:

Teaching practices (85.1%)



National average: 79.8%

Support services (85.4%)



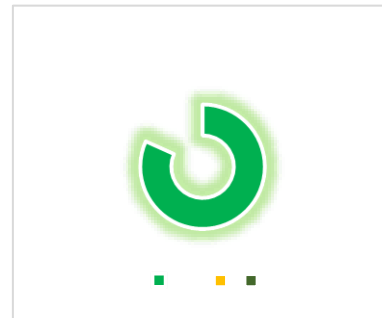
National average: 72.7%

Skills development (82.4%)



National average: 79.8%

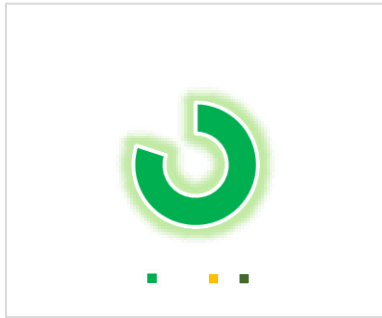
Resources (81.7%)



National average: 81.7%

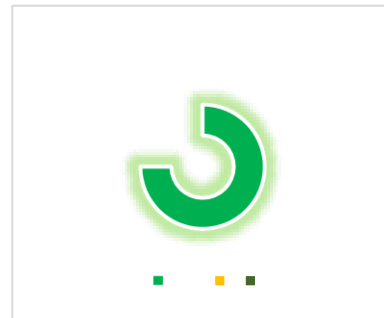
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Overall positive experience (80%)



National average: 74.4%

Interactions with staff and students (75%)



National average: 51.8%

Data source:

Quality Indicators for Learning and Teaching (QILT)
Student Experience Survey 2021 and 2022 Compared

What's the best thing our students tell us about studying with us?

- 'We have the best lecturers I've known so far; they don't just talk about courses but also give us insights into the IT world.'
- 'The lecturers are always there to help, and they are flexible.'
- 'It was a far better experience than I had ever had before. Learning at SISTC totally changes your way of interacting before a webcam and how to talk and how to react to your viewers.'
- 'Teachers and peers are amazing.'
- 'Learning about the digital transformation, which is ruling the whole world.'

We are here for you

'The best thing I realised was that the unit coordinators are very friendly and supportive and that you can ask questions many times without hesitation because they treat me as a friend. Therefore, I feel confident to ask questions.' SISTC Bachelor of IT student

Source: 2023 SISTC Student Unit Survey

1.3 Mission, vision and values

We advance knowledge through the provision of affordable high quality tertiary education and foster an international academic environment in which you, our students, develop lifelong learning and skills that prepare you for careers and professional roles in business and IT.

Our Mission

Our mission is to build human and social capital through education.

We are committed to producing highly skilled graduates who are ready to take their place as part of the global workforce.

Our Vision

We are a preferred global study destination for students and employees.

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Our Values

In delivering our mission and vision, we are guided by the following values:

- Quality in Everything We Do
- Students at the Centre
- Diversity and Global Citizenship
- Integrity, Trust, and Respect
- Freedom of Expression
- Strong Stakeholder Partnerships.

To achieve this, we:

- operate, maintain and promote the delivery of higher education courses in Australia
- promote free inquiry and research among our teachers in their field of expertise, students and encourage the application of knowledge
- deliver courses of study to meet the needs of the community while paying particular attention to new and emerging fields of study
- promote the general wellbeing and development of students and staff for social, cultural and intellectual discourse
- actively pursue collaborative relationships with other higher education institutions nationally and internationally for the benefit of our students
- confer accredited degrees and award diplomas, certificates and other recognised awards to qualified students
- maintain our registration and quality as an approved higher education provider
- obtain or maintain the approval of relevant governmental or statutory organisation for any undertakings or courses.

1.4 Our Graduate Attributes

Our students may graduate with the following knowledge and skills after successfully completing their studies with us.

| |
|--|
| 1. Help build successful businesses through innovation and entrepreneurship. |
| 2. Communicate confidently to culturally diverse business audiences through multiple media. |
| 3. Solve problems independently and as part of a team using evidence and creative thinking. |
| 4. Act with professional integrity and promote ethical practice in work and business. |
| 5. Display resilience and adaptability in response to new challenges, unfamiliar work and cultural environments and new types of problems. |

1.5 Women in Information Technology (IT)

We aim to empower all students while you study, work, and pursue your careers.

We facilitate your learning journey towards becoming IT professionals who are valued for who you are and the knowledge and skills you bring, regardless of gender.

We want our all our graduates to be workforce ready, and to train leaders of the future in the field of Information Technology (IT), business and beyond.

We also want to encourage and support women to choose information technology as their career, reach their full potential in the sector and raise the status of women in Australian business and especially within the IT industry.

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Some Australian organisations for women in IT to explore are:

[Women are IT](#)

Women Are IT (WIT) is a Melbourne based not for profit organisation where you can extend your network, expand your knowledge and engage in open conversation and debate.

[Females in IT and Telecommunications](#)

FIT is a not-for-profit network who inspire women to achieve their career aspirations and potential at all levels and disciplines within ICT, by facilitating peer networking and support through their programs.

[Women in Techfest](#)

Australia's annual premier tech event for women. Knowledge. Skills. Leadership. Success.

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2. Campus Life

Welcome to our campuses, in Sydney, New South Wales or Melbourne, Victoria.

Our campuses are surrounded by cafés, shops and public transport, provide state of the art classrooms, free internet access and campus wide wireless connection, disabled access, loan laptops, printing and photocopying facilities, collaborative learning spaces, quiet study areas and booths, student lounges and kitchen, water cooler and vending machines.

2.1 About Sydney

Sydney is often ranked as one of the safest cities in the world for students.

Sydney is becoming a popular choice for students worldwide. With its **best education** and **overall high quality of life**, Sydney has become a rising star destination for international students. Whether you're looking for academic excellence, the chance to make friends from around the globe, or the opportunity to explore stunning landscapes, Sydney has it all!

Sydney offers great education, lots of different cultures, beautiful nature, and many chances to succeed.

10 reasons why Sydney is such a good place to study:

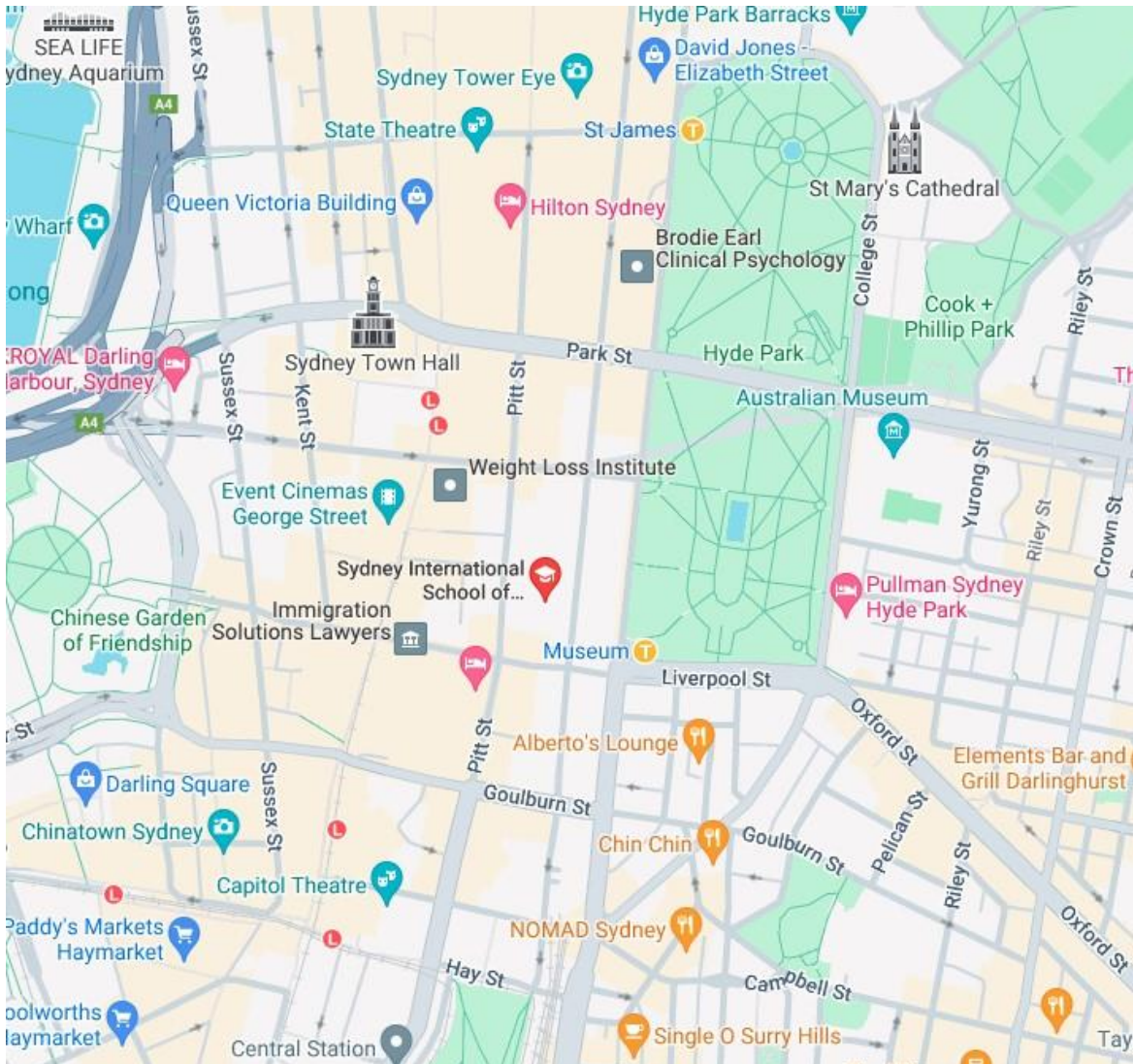
1. **Quality higher education:** We are known for their quality teaching and support services, ensuring that you receive the best education that can lead to exciting career opportunities.
2. **Diverse people:** When you study in Sydney, Australia, you'll meet people from all over the world. This means you can meet people and make friends from different countries, with various cultural and linguistic backgrounds.
3. **Amazing nature:** Sydney is renowned for its breathtaking natural beauty. From the famous beaches like Bondi and Manly to lush parks and unique wildlife, you'll have the opportunity to explore and enjoy Australia's incredible outdoors.
4. **Job opportunities:** There are many job opportunities in Sydney for international students. Whether you're looking for part-time work related to your field of study, the dynamic job market can support your financial needs and career development.
5. **Safety first:** Sydney consistently ranks as one of the safest cities globally, providing a secure environment for you to focus on your studies and enjoy peace of mind.
6. **Fun activities:** In addition to your studies, Sydney offers many exciting activities. You can explore the vibrant arts scene, indulge in outdoor adventures, or simply relax on its beautiful beaches. There's always something fun to do outside of the classroom.
7. **Cultural adventures:** Sydney is a hub of culture and creativity. There are numerous theatres, museums, and festivals that cater to a wide range of interests. You'll have plenty of opportunities to immerse yourself in the arts and cultural experiences.
8. **Great food:** Sydney is a paradise for food lovers. The city is filled with restaurants, cafes, and markets offering a variety of cuisines from around the world. You'll get to savour delicious dishes and explore diverse culinary traditions.
9. **Healthcare:** Sydney provides access to high quality healthcare. This ensures that you'll receive excellent medical services and support if you ever need it during your time as a student.
10. **Perfect weather:** Sydney enjoys a mild and pleasant climate for most of the year. With its sunny days and comfortable temperatures, you can make the most of your time both inside and outside the classroom, making your study experience even more enjoyable.

Quoted directly and adapted from Source: [AusStudies](#)

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Our **Sydney CBD campus** is located centrally on [Level 14, 233 Castlereagh Street, Sydney NSW 2000](#). Access to public transport is easy, and the Museum train station is within 100 metres of our campus. All city locations are within walking distance or easy public transport.

It's bright, it's breezy and full of life, with modern, vibrant classrooms, dedicated student kitchen, social, meeting and study spaces, a state of the art computer lab with provision full online resources for you to access on campus or from home.



Our **second Sydney Campus** is located in **Parramatta**, on [Levels 3 and 4, 11-13 Aird Street, Parramatta NSW 2150](#).

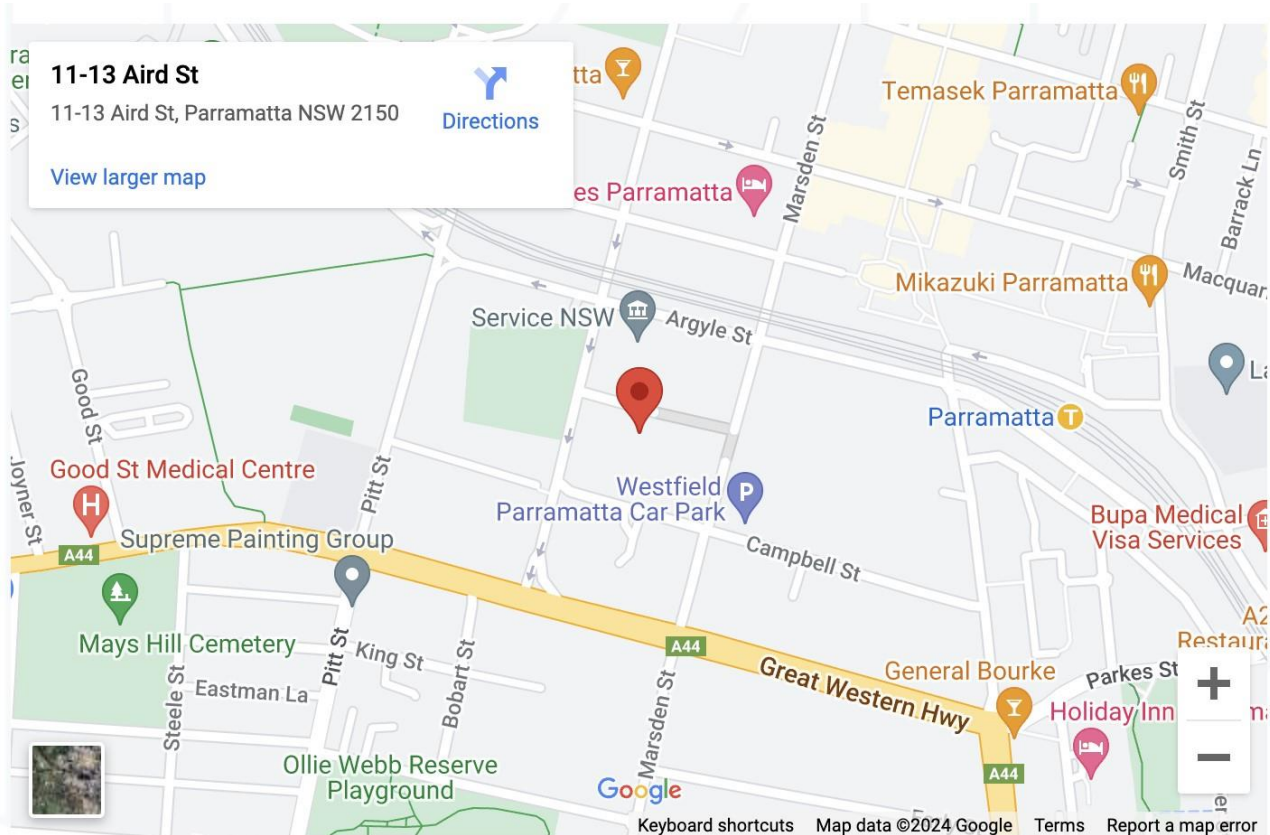
Occupied by Europeans in 1788, Parramatta is the second oldest city in Australia, and a satellite city of Sydney. We acknowledge the Dharug people as the Traditional Owners of the land of our campus. The name Parramatta or Burrumattagal is derived from the Aboriginal word for 'the place where the eels lie down' to breed.

Multicultural Parramatta is located in the central business and commercial centre and adjoins the central shopping precinct which boasts the tenth largest shopping centre in Australia, and trendy cafés and eateries. There are also riverside walking and cycle paths to explore, as well as historical sites and theatres.

Parramatta is about 24km or a 30 minute train ride from the Sydney CBD, and as a major transport hub in Western Sydney, it's easy to get around by bus, train or ferry. Affordable rents, nightlife, and green public spaces offer our students a great quality of life.

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Our campus offers contemporary technology labs, access to nearby parks and cultural landmarks, underpinned by strong industry partnerships, making it an ideal location for students seeking both academic and professional growth.



2.2 About Melbourne

Melbourne is consistently scored as Australia’s most liveable city and now the third most liveable city in the world, and is also known as the technology hub of Australia. Melbourne is safe and vibrant, with great public transport, shops and cafés, services and career building courses and experiences.

Melbourne is regarded as Australia's best city for arts and culture

Melbourne proudly holds the title of the number one Australian city for arts and culture. It has firmly secured this position by claiming the tenth spot globally in the Time Out most recent rankings for cultural experiences.

What distinguishes Melbourne? The city thrives with a vibrant community of diverse creatives, drawing in art enthusiasts from all corners.

Melbourne has been voted the friendliest city in the world

[William Russell](#) compiled the list based on a number of factors it deemed most important: resident happiness, safety, LGBTQI+ inclusivity, top attractions and highest-rated hotels.

Support for you - 24/7 at the Study Melbourne Hub

[The Study Melbourne Hub](#) offers free and confidential information, referrals and practical support for international students in Victoria.

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Their multilingual staff offer wellbeing support, including help with accommodation, health, employment and legal problems.

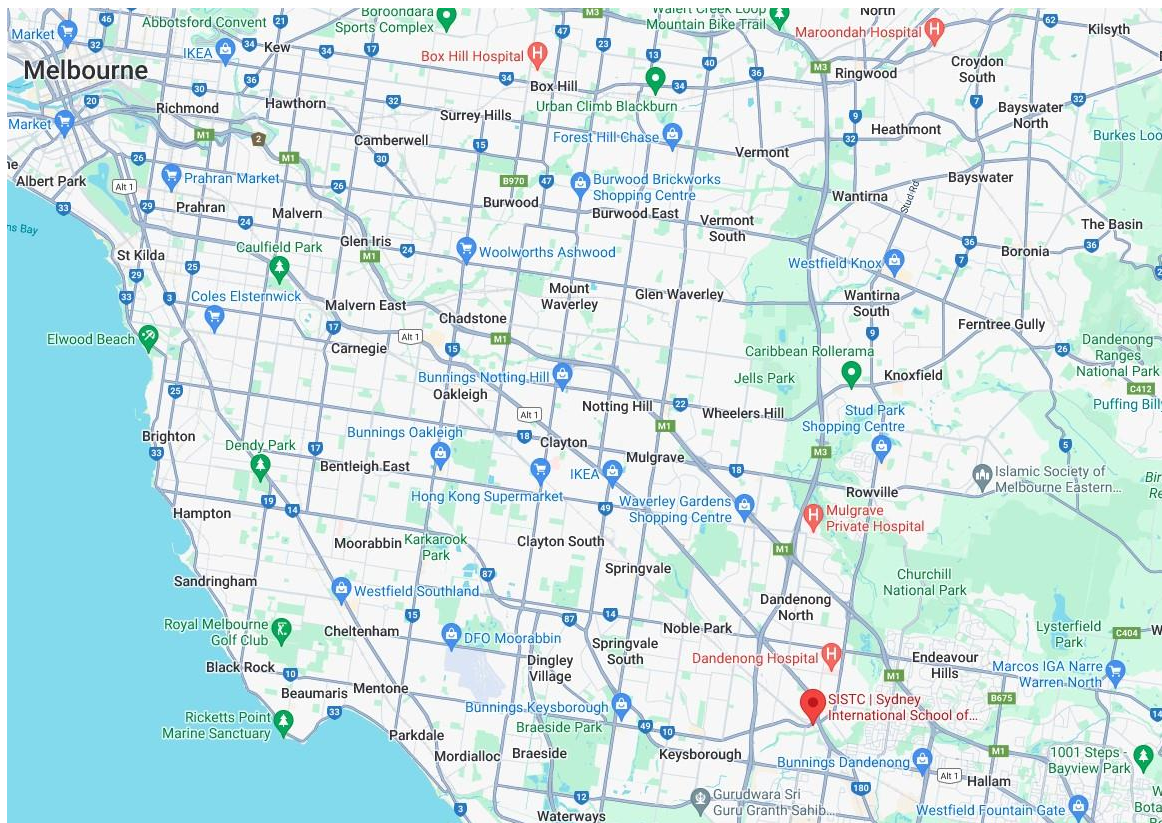
If you know anyone in our international student community who needs extra support, please encourage them to contact our team via email at info@studymelbourne.vic.gov.au or call 1800 056 449.

Our **Melbourne campus** is located in the south eastern suburb of Dandenong, at [1/94 Foster Street, Dandenong VIC 3175](#) within comfortable commuting distance of 35km from the Melbourne Central Business District.

Melbourne's second largest commercial, shopping and business centre is within walking distance of our campus. We're close to regular, affordable public transport, including train services as part of a regional transport hub.

Dandenong has a population of over 30,000 (2021 census data) and the greater Dandenong city council area covering over 129 square kilometres with over 169,000 people. With most culturally diverse council area in Australia and with residents from over 150 countries, we celebrate the cultural diversity of Dandenong.

Our campus is a bright and inviting hub of activity in our stand alone building, with purpose designed, well provisioned classrooms and student learning and recreational spaces over two levels.



Explore more about our [campus locations here](#).

2.3 Key SISTC contact details

Phone: +61 2 9061 5900

Email: info@sistc.edu.au

Website: <https://sistc.edu.au>

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2.4 Campus study resources

Library of resources

As a SISTC student, you have free access to an exciting range of activities, programs, resources, and services at our Digital Library and Student Success Hub.

These resources and services provide essential academic support while you study with us and are available at your fingertips and waiting for you to explore.

For further information please click on this link: [Digital Library and Student Success Hub](#)

Information Technology support

Courses at SISTC are delivered on campus or online and are structured to provide you the opportunity to collaborate and learn with the support of your peers, and to interact with academic staff.

Our courses are designed to include components where you are required to complete online activities or access e-readings in preparation for class. This model allows class time to focus on discussion, practicing skills, and utilising the expertise of your lecturer.

Teaching materials and online learning activities are accessed via the Learning Management System. Timetables and assessment results are accessed via the Student Management System. You will receive a login to these systems as part of the enrolment process.

Full details of IT support are provided to you during your [Orientation Program](#) and you'll be inducted into our [Acceptable use of IT](#).

Careers

Information Technology is considered as one of the most in demand skills for the future. Studying an IT course with us helps you prepare for that bright future.

Find out more about what kinds of careers you might be able to pursue when you graduate with one of our technology or business information systems courses by checking out [Your Future](#) and our [Postgraduate](#) and [Undergraduate](#) course webpages.

2.5 Attendance

Our *Academic Progress Policy* provides the requirements for academic progress that also meets your international student visa requirements.

It is your full responsibility as a student to attend, be active in class, engaged, access learning materials, complete and submit all assessments and achieve satisfactory progress grades through each unit to progress through your course.

2.6 Drug and alcohol-free campuses

All of our campuses are alcohol, smoke, vape and illegal drug free at all times. Building entrances, exits and near air conditioning intakes are also smoke and vape free.

2.7 Health, safety and wellbeing and prevention of sexual harassment

Our *Discrimination, Bullying, and Sexual Harassment Policy and Procedures* outlines our prevention and zero tolerance approach to bullying, harassment and violence, maintaining our culture of providing a safe, inclusive, productive and positive learning environment.

Where issues arise, we follow the principles of procedural fairness and confidentiality to investigate, support, resolve and apply any related solutions or sanctions.

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2.8 Safety and security on campus

At SISTC we prioritise student and staff safety, by ensuring:

- lift access only operates during campus opening hours
- each campus has continuous CCTV camera monitoring for safety
- incidents are reported to key staff immediately: Deputy Director Student Services and/or the Dean as soon as possible and within 7 days to ensure that the Critical Incident Team can follow up as required. Our 'Designated Officer' for responses, is our Deputy Director of Student Services (info@sistc.edu.au).

Some resources to help you stay safe are listed below (all available on Apple and Android):

| App | Function | Cost |
|--------------------------------|---|--|
| Emergency Plus | This app has been developed by Australian Emergency services and the Australian government to assist emergency services to locate people calling from their mobile phone. It lists emergency phone numbers, gives GPS coordinates that can be given to Emergency Services to help them locate you and allows you to call emergency services in-app. | Free |
| First Aid | Created by St John's Ambulance Australia this app presents step by step emergency first aid information. It is designed for use by medical professionals but is useful to have on hand for anyone in an emergency. | Free |
| Beachsafe | Created by Surf Lifesaving Australia it gives a list of beaches near your location including if they are patrolled by lifeguards and what times they are patrolled, weather, tides information and water temperature at that beach, any beach closures due to dangerous conditions and tips on beach safety. | Free |
| VicEmergency | Vic Emergency is the official Victorian Government app for emergency warnings and information about fire, floods, storms, earthquakes and shark sightings. Download VicEmergency, set up a user profile and watch zones to ensure you receive official warnings and information for areas that interest you. | Free |
| ABC listen | The Australian Broadcasting Corporation (ABC) is responsible for emergency broadcasts. If travelling in a regional area with a flood or fire warning you can tune into the local ABC station for live emergency updates, road closures, watch and wait alerts and evacuation orders. This information can also be found on the ABC website. Be aware in a rapidly changing environment the information may be out of date so give precedence to any instructions given to you by local law enforcement or emergency personnel. | Free |
| NSW RFS | The Australian Broadcasting Corporation (ABC) is responsible for emergency broadcasts. If travelling in a regional area with flood or fire warning you can tune into the local ABC station for live emergency updates, road closures, watch and wait alerts and evacuation orders. This information can also be found on the ABC website. Be aware in a rapidly changing environment the information may be out of date so give precedence to any instructions given to you by local law enforcement or emergency personnel. | |
| bSafe | A personal safety app that can be used to notify friends if you are in an emergency including a function to allow you to notify your friends when you have arrived safely and an SOS button that will alert pre-selected 'guardians' with your location. | Free <small>(in app purchase)</small> |
| My Safetipin | Personal safety app that provides safety scores for locations and will alert you if you enter an area with an unsafe rating. | Free |

For further details on how to stay safe in Australia, please visit [Study Australia](#).

Please do not leave valuables unattended.

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2.9 Reporting an incident

You are encouraged to report all incidents of crime such as theft, assault, domestic abuse, stalking, sexual or other harassment, or a medical emergency, fire or bomb threat.

Speak to Student Experience so that we can provide you the appropriate support and understand any continued areas of risk to other students.

Incidents and/or emergencies that should be reported to us include:

- where a person may have collapsed or requires first aid assistance
- any accident involving death or serious injury
- any situation or circumstance where students or staff do not feel safe, including incidents of sexual assault or harassment, or bullying
- any situation where students believe they are being followed or stalked
- any instance of aggression, including severe verbal or psychological aggression
- an off-campus event

All reports will be treated in the strictest confidence. Counselling is available if you have been adversely affected by a critical incident.

2.10 What to do in an emergency

For any emergency, notify the nearest staff member who will assess the situation, provide immediate advice, assist with required services, referrals and notifications, including emergency services and any required first aid in accordance with our *Critical Incident Policy and Management Plan*.

If you or anyone you know need help:

- [Suicide Call Back Service](#) on 1300 659 467
- [Lifeline](#) on 13 11 14
- Aboriginal & Torres Strait Islander crisis support line [13YARN](#) on 13 92 76
- [Beyond Blue](#) on 1300 224 636
- [Headspace](#) on 1800 650 890
- [ReachOut](#) at au.reachout.com
- [MensLine Australia](#) on 1300 789 978
- [1800RESPECT](#) on 1800 737 732

For urgent non-life-threatening enquiries, there are after-hours home doctor services available:

- [13SICK](#) on 13 7425
- [Doctor](#) on 13 26 60 (Melbourne)

Emergency+ App

Download [Emergency+](#). It's a free app developed by [Australian emergency services](#) and Government and industry partners to help you to call the right number at the right time anywhere in Australia in case of an emergency. Save this app – it could help save your life.

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2.11 Emergency contacts

| Service | Phone and online contacts | Address |
|---|--|---|
| Emergencies | | |
| Police | 000 | |
| Fire Brigade | 000 | |
| Ambulance | 000 | |
| Home Doctor Service | 137 425 | |
| 24 Hour Counselling and Psychological Support | | |
| Lifeline | 131 114 | |
| Beyond Blue | 1300 224 636 | |
| Suicide Call Back Service | 1300 659 467 | |
| Sexual Assault and Domestic Violence | | |
| 1800 Respect | 1800 424 017 | |
| NSW Rape Crisis | 1800 211 028 | |
| Sexual Assault Services Victoria | 1800 806 292 | |
| Local Police Department | | |
| Sydney City Police | (02) 9265 6499 | |
| Parramatta Police | (02) 9633 0799 | |
| Dandenong (VIC) Police | (03) 9767 7444 | |
| Local Hospital | | |
| Hospitals Sydney CBD | Royal Prince Alfred Hospital (02) 9514 6111 St Vincent's Hospital (02) 8382 1111 | Missenden Road Camperdown Sydney 390 Victoria Street Darlinghurst Sydney |
| Parramatta | Westmead Hospital (02) 8890 5555 | Corr Hawkesbury Road and Darcy Road |
| Hospitals Melbourne | Dandenong Hospital (03) 9554 1000 Corymbia Day Hospital (03) 8769 8555 Monash Medical Centre (03) 9928 8111 | 135 David Street Dandenong, VIC 92 David Street Dandenong VIC Centre Road Bentleigh East VIC |
| Legal and Advocacy Services | | |
| International Student Legal Service NSW | 02 9698 7277 | Redfern Legal Centre Sydney |
| International Student Employment and Accommodation Legal Service | 1800 056 449 info@studymelbourne.vic.gov.au | Study Melbourne Hub (Online) |
| Overseas Student Ombudsman | 1300 362 072 | |
| Department of Home Affairs (DoHA) National Office | (02) 6264 1111 | |

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2.12 Behavioural expectations

When studying with us, we welcome you as part of our safe learning community. We encourage mutual respect and consideration towards one another at all times.

Our *Student Code of Conduct Policy* describes expectations of how we all behave in our learning community and sets out expectations and obligations or rights and responsibilities for appropriate behaviour that are consistent with our values.

At SISTC, we:

- respect the of rights of all our community members
- recognise our responsibilities
- act with courtesy and respect towards each other
- are responsible for our own actions and interactions and consequences
- ensure equitable and fair treatment
- are aware of other cultures
- respect other's personal space
- wear deodorant
- dress appropriately
- wash our hands regularly

Code breaches occur when we:

- impact on the freedom of others
- disrupt study or other activities on campus or online
- act in ways that harm proper order or good conduct or our academic standing or reputation

All our campuses are smoke and drug free inside and outside on our premises, especially near air conditioning intakes and doorways.

2.13 Policies, procedures, guides and forms

You'll find our policies, procedures, guides and forms in the Student Portal and on the [website](#). These documents will help you understand our structures and processes to support and guide your student experience with us. Please be sure to ask for help if you need it or if you are unsure of anything.

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3. International Students

3.1 Student visa requirements

As an international student you are required to hold a valid student visa for the duration of your stay in Australia. The conditions of this visa include:

- maintaining a full-time study load
- making satisfactory academic progress
- completing your degree within the timeframe outlined on your CoE
- working no more than 48 hours per fortnight during any study period (from 1 July 2023).
- notifying us of your address within seven days of your arrival, and if you change your address later
- holding Overseas Student Health Cover (OSHC) from an Australian Government-approved provider for the duration of your visa (if applicable)
- maintaining adequate schooling arrangements if you have school- age dependents in Australia
- notifying us of any changes to your visa.

Changes to your enrolment can impact on your student visa.

Failure to comply with your student visa conditions could impact your ability to stay in Australia.

3.2 Overseas Student Health Cover

Overseas Student Health Cover (OSHC) is compulsory health insurance for most international students for the duration of your visa. OSHC helps international students meet the costs of medical and hospital care. It also includes ambulance costs and some pharmaceuticals.

There are many different health insurance providers that offer OSHC. We recommended you have a look at each and compare the costs and benefits of each. More detailed information about OSHC and its requirements can be found at [Private Health](#) Further details please check our *Fees, Charges and Refund Policy*.

3.3 Your rights under the ESOS Act

The Australia government's ESOS framework protects your rights, including:

- your right to receive, before enrolling, current and accurate information about the courses.
- fees, modes of study and other information from your provider and your provider's agent.
- your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- your right to receive the education you have paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.
- more information regarding the ESOS framework can be found [here](#).

3.4 Studying in Australia

Some key facts about studying in Australia can be found at the Australian government's [Study Australia](#) website and include:

1. Discovering how to be an innovative, agile thinker
2. Gaining work experience while you study
3. Accessing student support services
4. Living and studying in safety

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5. Feeling welcome in a multicultural community
6. Making the most of Australia's great outdoors
7. Enjoying living in some of the world's most liveable cities
8. Learning about how to make the most of employment opportunities.

See more from Study Australia:

- [Cost of Living Calculator](#)
- [Latest Travel and Visa Advice](#)

3.5 Prior to arrival

Pre arrival checklist

Once you have accepted your offer, have your student visa and paid the initial fees, you will need to organise the following before arriving in Australia:

- Apply for passport
- Purchase an approved Overseas Student Health Cover policy and maintain it throughout your stay: you can contact us or check privatehealth.gov.au
- Arrange student visa
- Make contact with us
- Arrange for immunisations and medications from your doctor
- Apply for a credit card and/or arrange sufficient funds
- Confirm overseas access to your funds with your bank
- Make travel arrangements
- Arrange travel insurance
- Advise SISTC of travel details
- Arrange accommodation
- Arrange transport from airport to accommodation
- Pack bags being sure to include the following:
 - Name and contact details of your SISTC contact
 - Enough currency for taxis, buses, phone calls and food in the event of an emergency.

What you need to bring with you:

- This Handbook or save the website link, so you know where to find it!
- All personal identification documents: passport and student visa; driver's licence; ID card/s
- Study documents; letter of offer; confirmation of enrolment (COE); certified or original copies of qualifications and certificates, receipts of relevant payments (tuition fees and overseas student health cover); scholarship letter (if applicable), travel insurance policy
- Recognition of prior learning for credit evidence; including course outlines and/or original proof of completion
- Medical records and/or prescriptions.

If you are travelling with your family, be sure to include their documents too. Keep all documents in your carry on luggage and make sure you leave copies or original documents safely in your home country in case of loss.

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Travelling:

- Time zones: both Melbourne and Sydney are on Australian Eastern Standard Time (AEST) which is Greenwich Mean time (GMT) + 10 hours. Daylight saving time is from the first Sunday October until the end of March, altering the time to (GMT + 11 hours).
- Luggage allowances vary by airline company so check with them as to exact allowances, but generally when flying economy within Australia, check in luggage allowance is 20kg with one carry on 7kg bag that fits the airline specific dimensions.
- Book to fly to either campus to [Sydney Airport](#) (SYD) or [Melbourne Airport](#) (MELB) International and domestic airports.
- Visit [Australian Customs and Quarantine Control](#) for details on what you can bring in or mailed to Australia. Australia has very strict quarantine laws and infringement can result in large fines or imprisonment.

3.6 Accommodation

Some examples of the types and indicative costs of accommodation that are available for international students in Australia include:

- Hostels and Guesthouses – \$90 to \$150 per week
- Shared Rental – \$95 to \$350 per week
- Homestay – \$235 to \$600 per week
- Rental – \$185 to \$800 per week

It's advisable to enquire and/or book accommodation at least two weeks in advance prior to your arrival in Australia. Some useful accommodation websites are:

| Site | Description |
|-------------------------------------|--|
| casita | Casita primarily offers off-campus accommodation that has been designed and built specifically for university students across the UK, Australia, Europe, USA and Canada. This means you will be living and socialising with other university students, making new friends and enjoying the facilities on offer that often include common meeting areas, study rooms, games rooms, gyms, bike storage, social activities, 24-hour security, a reception desk, and on-site laundry facilities. The price quoted includes all costs such as electricity, gas, water and wifi. |
| Flatmates.com.au | Australia's biggest share accommodation website – a service to connect people looking to rent rooms with flat mates. |
| Iglu | Iglu offers modern student accommodation in Melbourne, purpose-built with student requirements in mind. All Iglu properties offer a range of flexible living options with one easy bill each week to cover all rent, utilities, unlimited internet and regular Iglu events. |
| Realestate.com.au | Rental properties site for apartments and houses. |
| Rooms International | Established over 20 years ago, Rooms International is a trusted and experienced Australian owned student accommodation provider in Melbourne that make renting easy for students new to Melbourne or living for the first time away from home. |
| Scape | Scape launched in Australia in 2013 and have become the biggest PBSA (purpose-built student accommodation) owner and operator. Scape offers a new way for students and working professionals to live centrally, affordably and easily. |
| The Switch | The Switch offers lifestyle-led student living located at Melbourne Victoria Market, a prime location within walking distance to Melbourne's universities, coffee hangouts, laneways and markets. |
| UniLodge | UniLodge provides purpose build student accommodation either on campus or in close proximity to major educational institutions, including universities, colleges and TAFE, across Australia and New Zealand. |

Please contact info@sistc.edu.au for further information.

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3.7 Arrival

When you leave the plane at the airport, expect the following as you proceed through immigration, have the following documents ready to show:

- completed incoming Passenger Card (issued and filled out by you on the plane)
- passport
- student visa

Also keep the following handy:

- letter of offer
- electronic Confirmation of Enrolment
- evidence of having enough money to support yourself during you study in Australia – bank statements.

After immigration:

- collect your luggage from the carousel
- continue to Australian customs which are very strict about what you can bring in to Australia
- plants and animals and related items need to be declared on your traveller statement – be honest
- you can't bring prohibited items, including drugs, food and plants and there are limits on alcohol, tobacco and cash
- Visit the [Australian Border Force website](#) for a list of items you can bring in and goods you must declare (and be aware that you can be fined on the spot for items you don't declare. **3.8 Our weather**

Our seasons in Australia (Melbourne and Sydney):

Summer (December – February) – hottest

Autumn (March – May) – cooler

Winter (June – August) – coldest

Spring (September to November) – warms up again

The weather in Sydney is generally pleasant during all 4 seasons but can also be humid. January is the hottest month with an average temperature of 27°C with strong sun and high winds and the coldest winter days are in July of about 13°C. December brings the most daily sunshine hours and March usually has the most rain.

Melbourne offers warm summers, pleasant springs, mild autumns and cool winters. Maximum Melbourne daily temperatures are about 3°C cooler than Sydney.

3.9 What to wear

We generally dress casually in Australia, with jeans and sports shoes generally allowed. In summer you may wear shorts, skirts, T-shirts and sandals, but in winter warmer clothes and a jacket are recommended.

When we hold industry days or work integrated learning presentations or graduation ceremonies, you may need to dress more formally in suits with a tie or more formal or academic outfits to match sector standards. Stay informed of any specific requirements.

If you're not sure what to wear, observe and ask questions of academic and professional staff, fellow students, and student representatives.

3.10 Adapting to life in Australia

You'll find life as a student in Australia offers a safe and supportive environment in which to live.

The Australian Government [Study Australia website](#) offers useful hints, tips, topics and helpful resources on important considerations while living and studying in Australia.

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These include:

- **Safety in Australia:** driving and transport safety; personal safety; beach and sun safety and risks; what to do in an emergency
- **Living and education costs:** education costs and visa financial requirements
- **Accommodation:** short term; renting a house or apartment and other types; legal protections; quality assurance and accreditation
- **Locations in Australia:** New South Wales and Victoria for our campuses
- **Student support services:** disability support; Health and wellbeing; Legal rights and protections; on campus and local support
- **Cost of living calculator:** to help estimate the costs of your chosen lifestyle in Australia
- **Student stories:** be inspired by student stories of life, study and work in Australia
- **Masterclass library:** leading Australian academics discuss global issues about the future
- **Tips and advice for students:** a diverse collection of blog posts of valuable insights, experiences and tips for students studying in Australia.

Arrival Checklist

Once you've arrived, remember to do the following:

- Call home
- Settle into your accommodation
- Contact us
- Purchase household items and food
- Enrol children in school (if applicable)
- Attend our compulsory student orientation the week before classes start
- Get your student ID card
- Advise health insurance company of address & get card
- Open a bank account
- Confirm access to your SISTC accounts
- Start classes
- Apply for tax file number if seeking work
- Get involved in student life and our Student Representative body!

3.11 Working in Australia on your student visa

As an international student, you are able to work up to 48 hours per fortnight during the study period. During the holiday periods between each study period there is no limit to the number of hours you can work. More details can be found at: <https://www.studyaustralia.gov.au/en/work-in-australia>

3.13 How to write and speak to staff and students

In Australian higher education, universities and at SISTC we can call each other by our first names and often without titles, like Doctor or Professor. Even in so doing, we still maintain the utmost respect for the staff member and speak using the highest form of politeness (or register) in English. That means we don't speak or text our lecturers in the same way we would to a friend. To do so is considered extremely rude and may not receive a response. (We don't write as we speak.) Please follow polite and formal terms of address in emails, calls and other communication.

Always use your SISTC email address in any emails or communication to us, otherwise you will not receive a response. Always check spelling and write as succinctly as you can. If you need help, ask! We have academic and higher education English support to assist you.

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4. Admission, Enrolment and Courses

Domestic and international students are invited to apply for admission into our courses.

4.1 International students

As an international student, you need a student visa to enrol in one of our courses, to travel in and out of Australia, and to work up to 48 hours a fortnight during study periods.

Department of Home Affairs

In accordance with the Department of Home Affairs, you must provide evidence to satisfy the assessment criteria to be granted a student visa. Assessment criteria include your financial ability, English proficiency, likely compliance with the conditions of your visa and any other matters that may be considered relevant to assessing your application. Additional information on student visa issues is available on the [Department of Home Affairs](#) website and the [Study Australia](#) website.

You must have an approved student visa for Australia for your course of study, which requires that you meet all visa and entry requirements. For example, you must have private health insurance to cover your stay in Australia (OHSC), be a genuine student, and have the required financial resources to study in Australia.

Be sure to understand your visa conditions which specify the following and additional requirements: Your obligations include, but are not limited to:

- completing your course within the specified duration of your Confirmation of Enrolment (CoE)
- remain with your principal higher education provider for at least 6 calendar months, unless issued an earlier letter of release from that institution
- that you engage in study, submit required assessment tasks, and attend classes as per your timetabled full time study load of and course requirements
- maintain satisfactory academic progress throughout your course
- notify us of your Australian address and contact details and any changes within 7 days, and
- the maximum number of hours you may work while studying.

Please check the [Department of Home Affairs](#) website for the full list of obligations and [student visa conditions](#).

Genuine Student (GS) and Financial Requirements

International Students applying from offshore undertake Genuine Student (GS) checks and financial checks. The GS requirement is in the form of specific questions to ensure that you genuinely intend to stay in Australia temporarily to complete your chosen course of study.

As an international student, you must also be able to show sufficient financial resources to cover travel to Australia and 12 months of living costs and course fees for the student and any accompanying family members. The checks may also include an interview with our admissions staff to confirm your knowledge of studying in Australia, your obligations under a student visa, and your understanding of SISTC and the course they you are planning to undertake.

If you have any questions about these requirements or your circumstances change, our staff can offer assistance and referral to the relevant authorities as required.

For common and course specific entry requirements for our Bachelor and Master courses, please see our website link to our [entry requirements here](#) and our *Admissions and Enrolment Policy*. These include academic and English language requirements and any special or alternative entry pathways.

4.2 Application and enrolment process

Our application and enrolment processes are based on the following principles:

- fair, equitable, courteous, and prompt treatment

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- fair and transparent procedures
- clearly defined and published entry criteria based on academic merit and/or demonstrated ability to study at the required Australian Qualification Framework (AQF) level and required English language proficiency
- assessment that students have the requisite skills to progress through their units of study to course completion
- expressed willingness to engage and complete required assessment tasks in the higher education course of study
- evidence based, consistent admissions decisions against the entry criteria.

Course entry requirements and criteria are published on our [website](#) and include:

- you must be 18 years of age when you start your study with us
- your academic achievements as demonstrated by formal qualifications
- English language proficiency as demonstrated by formal qualifications or language test results
- additional selection procedures such as tests, interviews, and auditions
- application for *Credit for Recognition of Prior Learning*
- other procedures as approved by the Academic Board

See our *Admissions and Enrolment Policy* for further details, conditions and appeals.

4.3 International education agents

Please contact our preferred valued, ethical, respected, experienced professional partner education agents for services and assistance to our overseas students. You'll find our agent partners listed on our website here: [Our preferred education agents](#).

Our preferred, experienced agents speak English and the local language making it simpler to help provide course, study, application, admission and enrolment advice to assist you on your journey to study at one of our campuses, but are generally not licensed to provide migration advice. They are often your first point of contact with us. Most of the education agents do not charge fees but may collect a commission from us.

To ensure transparent and professional conduct, we adopt comprehensive and robust practices in the recruitment, management, monitoring and termination of education agents. This reflects our commitment to protecting you, our international students, and our reputation as a registered Australian Institute of Higher Education, and to minimising any risk to the Australian higher education sector more broadly.

4.4 Your Unique Student Identifier (USI)

What's a USI?

It's an individual education number of ten digits and some letters that are unique to you. and centrally assigned to you for all higher education or vocational study in Australia.

Do I need one?

All International students and New Zealand citizens studying at SISTC need a USI.

How do get a USI?

Click on the Australian Government USI website on the link below to follow the steps and fill out the required information.

[Get my USI](#)

Already have a USI?

If you have undertaken any VET studies in Australia since 2015, check to see if you already have a USI.

[Find my USI](#)

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Be sure to let us know your USI

Once you have your USI, you must provide it to SISTC by logging onto the Student Portal within 14 days of arrival or whenever your contact detail changes.

Include your full name; email; mobile number and address (please be sure to always keep your details) up to date) and your USI.

Questions

If you have any questions or need further information about the USI, please check the Australian Government USI website - [My education number for life](#).

4.5 Orientation and induction

Our orientation and induction program is designed to welcome and share important information and activities with all students to facilitate your best study experience with us.

At the end of the day your success is our success.

And as part of the process, we ensure that meet or exceed all legislative requirements under the Higher Education Standards Framework (HESF) and Education Services for Overseas Students (ESOS) National Code of Practice Standards.

Our mandatory, interactive and engaging program aims to facilitate your smooth transition into higher education study life while providing essential information, resources, activities, and support to empower all students to succeed academically, professionally and personally.

Our Orientation program includes:

1. **Warm up and get to know each other activities:** welcome, warm ups, get to know each other and begin building bonds and study buddies
2. **Access to comprehensive Information for when you need it:** detailed information about academic courses, course structures, credit for prior learning processes, successful course progression, fees, support services, campus life, student code of conduct, student representation, policies and procedures, guides, activities and facilities
3. **Dedicated Support Services and information for International Students:** information about academic support, any changes to enrolment (including contact details, withdrawals and leave of absence) counselling services, and other support services essential for student wellbeing and success
4. **Student Wellbeing and Safety:** student welfare and safety concerns, looking after yourself and others, community services, prevention of sexual harassment and assault, emergency procedures, and campus safety protocols
5. **Equal Access and Equity:** we ensure equal access to educational opportunities and support services for all students, irrespective of their background or circumstances, aligning with our access and equity principles
6. **Student Support:** study skills, academic English for study purposes; counselling; booked support time with academics; students with additional needs
7. **Transition Support for International Students:** International students are provided with additional support to adjust to Australia and their new environment and academic requirements, including information sessions tailored to their needs, as required
8. **Academic Freedom and Academic Integrity:** how to apply and engage to all learning, assessment and activity within our community of practice.

Benefits of Orientation

You, our students, are at the centre of all we do:

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- **Enhanced Student Experience:** We facilitate a positive transition into higher education life, fostering a sense of belonging and community among students while empowering students to achieve their academic and personal goals.
- **Improved Student Success:** Through comprehensive information provision and engagement activities, dedicated support services, and transition support, the program enhances student course progress and success rates, and contributes to the overall satisfaction and retention of all students.
- **Feedback:** full orientation and induction feedback is collected via a Questionnaire at the end of the day. Key positive feedback is celebrated and repeated. We note key improvements requested by students, implement improvements and report back to students what we're getting right and what we're improving.
- **Meeting Legislative Standards and Requirements:** Our orientation and induction program is designed and implemented to ensure all students receive information and customised support as required to enhance their educational experience and wellbeing and meet the required national standards in the Educational Services to Overseas Students (ESOS) National Code and the Higher Education Standards Framework (HESF).

For those that of you who can't attend campus on the day of orientation due to extenuating or special circumstances, a webinar and online activities must be completed, to be sure that everyone who starts with us is similarly skilled and informed to commence your studies.

Typical Orientation Program Schedule

| Topic No. | Topic | Content |
|-----------|--------------------------|--|
| 1. | Welcome and Introduction | Welcome to Australia |
| | | Behaviour in Australia |
| | | Cultural awareness |
| | | Diversity of Australian culture |
| | | How to speak and write (levels of politeness) |
| | | Smoke and drug free environments |
| | | Staying safe: gender equality and sexual harassment prevention |
| | | Student Code of Conduct |
| | | Student guides |
| | | Meet your classmates activity |
| 2. | Administration | Meet our team and key contacts |
| | | Academic calendar |
| | | About my course – structure and choices |
| | | Credit for Recognition of Prior Learning (RPL) |
| | | Academic calendar |
| | | School logins and tutorials |
| | | Microsoft authenticator tutorial |
| | | Log on activity |
| | | Fees |
| | | International student responsibilities and visa obligations |
| | | Student card and entitlements |

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| | | |
|----|----------------|---|
| 3. | How to succeed | Campus life |
| | | Moodle learning environment and your Student Success Hub |
| | | Library and library resources |
| | | Assessment, academic integrity and Generative Artificial Intelligence (GenAI) |
| | | Academic and English as a Second Language (ESL) workshops |
| | | Compulsory Units (Consent Matters & Academic Integrity) |
| | | Graduation |
| | | |
| 4. | Support | Health and wellbeing and support resources and contacts |
| | | Emergency notices and procedures and First Aid |
| | | Our policies and procedures to support you |
| | | Student Consultative Committee (SCC) |
| | | Your feedback, complaints, surveys and Socials |
| | | Orientation feedback survey |
| | | |

4.6 Credit for prior learning

We recommend that if you wish to apply for recognition of prior learning to be granted as credit for specific units of study, that you apply as part of enrolment application, in accordance with our *Credit for Recognition of Prior Learning Policy*, which outlines the maximum credit allowable, general rules and application process.

[Recognition of Prior Learning \(RPL\) for unit credit](#) involves an assessment process that determines whether your formal and informal qualifications and/or skills, knowledge and experience that are mapped as AQF level equivalent to SISTC units of study, based on the evidence you provide about what you have learnt through your formal studies or work and life experience.

You may have developed your skills and knowledge of equivalent learning through a combination of:

- previously completed study and award qualifications
- work experience
- life experience, such as community involvement.

Our application process considers all relevant skills, knowledge, and experience for which you provide current evidence on our *Application for Credit Form*.

Evidence

An application for recognition of prior learning requires you to provide evidence of your experience and knowledge which can be presented in a range of different ways. The evidence is a way for you to inform us about what you can do and what you know. Examples of evidence you can provide are listed on the form.

Steps

SISTC professional staff are on hand to assist you in your application process.

1. **Check your suitability** to commence application by checking the evidence requirements and that you can demonstrate them
2. **Start your application** by enrolling, paying fees and submitting your evidence ready for assessment
3. **Respond to any follow up questions or requests for further information and receive an email outcome.**

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Benefits of receiving credit

- reduced course cost
- reduced study time

4.7 Choice of courses

We offer a choice of two (2) degree course award qualifications, each with two (2) exit point courses.

Our undergraduate course, the [Bachelor of Information Technology \(BIT\)](#) offers a choice of two entry majors and two Diploma exit point qualifications in either Business Information Systems or Information Technology.

Our postgraduate [Master of Information Technology \(MIT\)](#) offers a choice of 3 specialisations and two exit points of either a Graduate Diploma or the Graduate Certificate.

See our course diagram below for major and specialisation choices and study duration.

Our Courses

Our Postgraduate Courses

Master of Information Technology (MIT)
(by course work)
AQF Level 9 • 16 Units of Study • 160 Credit Points

MIT

3 Specialisations:
- Digital Leadership MIT (DIL)
- Cyber Security Major MIT (CYC)
- Data Analytics MIT (DAA)

Graduate Diploma in Information Technology (GradDipIT)
(exit point only)
AQF Level 8 • 8 Units of Study • 80 Credit Points

Graduate Certificate in Information Technology (GradCertIT)
(exit point only)
AQF Level 8 • 4 Units of Study • 40 Credit Points

Qualification

Our Undergraduate Courses

Bachelor of Information Technology (BIT)
AQF Level 7 • 24 Units of Study • 240 Credit Points

BIT

2 Majors:
- Business Information Systems BIT (BIS)
- Digital Enterprise BIT (DEN)

Diploma of Business Information Systems (DipBIS)
(exit point only)
AQF Level 5 • 8 Units of Study • 80 Credit Points

Diploma of Information Technology (DipIT)
(exit point only)
AQF Level 5 • 8 Units of Study • 80 Credit Points

1 Year
8 Units of Study

2 Years
8 Units of Study

3 Years
8 Units of Study

Indicative Equivalent Full Time Study Load

For further information about our [Bachelor and Master Courses](#), please click on the link to our website.

Your timetable is published prior to the start of each study period on your learning platform. Make sure you check your class schedule to attend all classes accordingly. Please note that timetables may change during the first 3 weeks of classes as student numbers and preferences are finalised. You should check for updates to your timetable regularly during this period.

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4.8 Fees and Charges

Fees and charges specific to you and your admission are provided in your Letter of Offer. For all subsequent enrolment study periods, fees are due by the date specified in the Academic Calendar. Our fees and charges are set periodically by our Board of Directors.

When paying by bank transfer, please include your Student ID as reference. Please email any queries to payments@sistc.edu.au. For further details please check our *Fees, Charges and Refund Policy* and the [Fee Schedule](#) on the website.

4.9 Refunds

We will issue a refund of tuition fees paid for education not delivered where:

- an offer of a place is withdrawn
- the course is cancelled
- you fail to meet course progression requirements and are subsequently not permitted to continue the course. You may be eligible for a full refund of any pre-paid tuition fees for subjects not yet attempted.
- you withdraw from a subject on or before the census date
- In any other circumstances, a refund of tuition fees paid upfront may be considered if verifiable compassionate and compelling circumstances preventing you from continuing in your course.

The following are non-tuition fees and as such are non-refundable:

- application fee
- late payment fees
- other fees as listed on the *Fees and Charges Schedule* on the website.

To apply for a refund, you must submit the *Refund Request Form* stating a valid reason for the refund request with applicable documented evidence. There is no cost for this process.

4.10 Financial support

If you experience any extraordinary special or compelling circumstances that impact on your financial situation, please let us know as soon as possible via email, phone or by filling in the associated form that can be found in the Student Portal.

4.11 Deferral, withdrawal and cancellation of enrolment

Course deferral

You may apply to defer the commencement of study by submitting the *Application for Deferral/Suspension/Cancellation Form* at any time before the commencement date of your first study period for your course.

You may only apply to defer the commencement of your studies a maximum of 2 times. Thereafter, you are required to submit a new admission application.

We shall only grant a deferral to international students for compelling or compassionate circumstances. If granted, we are required to notify the Department of Education of any changes in your enrolment. You should also seek advice from the Department of Home Affairs on any potential impacts on your student visa.

Further details can be found in the *Deferral, Cancellation and Suspension Policy*.

Leave of Absence

You may apply for leave of absence at any time during the study period by lodging a written request to the Deputy Director of Student Services (DDSS) outlining the circumstances and reasons for the leave. We may only grant a leave of absence to international students only in the presence of compelling or compassionate circumstances.

When making decisions regarding leave of absence applications, factors that may be considered include:

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- previous academic record
- maximum duration requirements
- whether the student has outstanding fees
- financial scholarship requirements
- regulatory requirements.

If you are an international student and your request is accepted, we are required to notify the Department of Education of the change in your enrolment. You should also seek advice from the Department of Home Affairs on any potential impacts on your student visa. Further details can be found in the *Deferral, Cancellation and Suspension Policy*.

Extension of course duration

All students are required to complete their course within the maximum allowable period, as outlined in the *Academic Progress Policy and Procedure*.

International students are expected to complete their course within the duration indicated on your Confirmation of Enrolment (CoE). We shall only extend an international student's enrolment if:

- you are unable to complete the course within the expected duration, and
- there are compelling or compassionate circumstances, or
- an intervention strategy is or has been implemented, or
- there is an approved deferral or suspension of the student's enrolment.

International students should be aware that a change in enrolment will affect the end date specified on the Confirmation of Enrolment. If your enrolment duration is extended, we are required to notify the Department of Home Affairs of the change and you should apply for a new Confirmation of Enrolment.

Further details can be found in the *Deferral, Cancellation and Suspension Policy*.

Course withdrawal

You may apply to withdraw from a course at any time by completing the *Application for Deferral/Suspension/Cancellation Form*. Please note that we are required to notify the Department of Home Affairs of the change in an international student's enrolment. We recommend that you also seek advice from the Department of Home Affairs on any potential impacts to your student visa.

If you elect to withdraw from a course by exiting with a lower qualification in a nested course, you may not re-enrol into the higher qualification course within 12 months of withdrawing, unless you are given a special exemption by the DDSS.

International students may only exit with the lower qualification for compassionate and compelling circumstances, which must be first approved by the DDSS. Further details can be found in the *Deferral, Cancellation and Suspension Policy*.

Suspension and cancellation Initiated by SISTC

We may suspend or cancel a student's enrolment at any time in case of:

- misconduct
- failure to pay due fees
- a breach of academic progression requirements

We are required to notify the Department of Home Affairs when an international student has breached their student visa conditions, such as by failing to maintain satisfactory progress. Further details can be found in the *Deferral, Cancellation and Suspension Policy*.

Transfer Between Providers

Students wishing to transfer from another provider to SISTC, or from SISTC to another provider, are advised to refer to the *International Student Transfer Policy and Procedures*.

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5. Academic Information

5.1 Academic learning support

Asking questions is a normal part of learning. Chances are, if you have a question in class, someone else probably wants to know the same thing. So be brave and ask!

From time to time, you might want to clarify your understanding of a concept or an assessment task. You can also speak to your lecturer after class.

Our Student Success Hub provides a wide range of interactive and downloadable resources to assist with your academic study skills in such areas as writing skills, reading techniques, searching for information, understanding your assessment tasks and referencing.

Reasonable adjustment

We are committed to providing reasonable adjustments to ensure equal opportunity and participation for students with additional needs that may affect the student learning experience. If you have additional needs, you may be entitled to reasonable adjustments to learning resources, learning environment, teaching method or assessment conditions. Please speak with a member of the student support team so that we can work with you to provide practical, individualised support to assist you to succeed with your studies

5.2 Academic calendar

Please find the link to our dynamic [Academic Calendar here](#). A copy can also be found in the Student Portal.

Our academic calendar shows our three study periods each year and the key dates that you need to be familiar with from orientation week through to assessment periods and the results release dates for each of our three campuses. Stay informed so that you can plan your study and assessment task submissions, and prioritise with other personal commitments.

5.3 Our courses

Please find detailed up to date information about our Bachelor and Master courses on our website at [About our Courses](#).

5.4 Results and grades

Assessment of academic tasks are indicators of the extent to which you have achieved your unit learning outcomes, applicable course learning outcomes and specific graduate attributes.

Your lecturers mark all assessment tasks and results are checked and moderated internally for accuracy and fairness (and samples are externally benchmarked) and approved by our Grade Ratification Committee. All this ensures that the quality of your units and courses are equivalent to the best higher education providers in Australia and internationally. Your final moderated final unit results for each study period are published and released on Moodle.

All assessment tasks are aligned with Australian Qualifications Framework (AQF) levels and are designed to be fair and consistent.

For further information please read our *Assessment Policy and Procedure*, which also outlines the grounds for seeking extensions for assessment tasks in compassionate or extenuating circumstances, and the documentary evidence required for such requests.

Grades are released at the end of your campus study period as per our [Academic Calendar](#).

5.4 Academic integrity and generative artificial intelligence

We expect all staff and students to act with honesty, trust, fairness, respect and integrity to represent ourselves and our own ideas, assessments, academic tasks, and where we are referring to ideas of others that we acknowledge and reference them appropriately.

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We provide clear:

- assessment task types and marking parameters or rubrics that ensure you understand how your contribution will be graded and whether as an individual or collaboratively
- assessment guidance specific to the task in relation to the use of generative artificial intelligence (GenAI)
- – where GenAI use is part of a set task, you need to acknowledge and reference its use • support up front at orientation with related resources and follow up support available.

Where our principles of academic integrity are not followed, or ‘academic misconduct’ is detected, we apply penalties as part of an educative and punitive process that contributes to your learning experience, prevention, and avoidance of repeat instances. Repeated cases may result in suspension and/or expulsion.

For further information, please read our *Academic Integrity and Misconduct Policy and Procedure*.

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6. Student Responsibilities, Feedback and Complaints, and Representation

6.1 Student responsibilities

Our *Student Code of Conduct* outlines your responsibilities and rights based on principles of mutual respect and consideration and maintaining a safe learning environment for all.

6.2 Feedback, complaints, appeals and grievances

We are committed to providing a positive and supportive student learning experience. We encourage and invite your feedback on your student experience and study with us through a variety of ways which include internal and external surveys and informal chats and suggestions. You can also provide your feedback (with suggested solutions) to info@sistc.edu.au.

In case there is something that doesn't quite run according to our policies and procedures, check our *Student Grievances, Complaints and Appeals Policy*. This provides you with an open, clear, fair, equitable and practical options, based on principles of procedural fairness, to request a review of decisions or actions that affect you as a student.

The policy and flow chart outline our informal and formal steps through systematic internal to independent external stages if needed, towards a timely, confidential and fair resolution of any concerns, complaints or grievances you might wish to raise.

We listen, respond, improve, and report to our governing bodies on your feedback and complaints, and share our responses and improvements with you.

6.3 Student Representation

Our culture supports and enables your student participation, enabling student representatives to actively contribute to positively shaping your educational experience.

Our voluntary Student Consultative Committee facilitates our student representation, including representation to our key academic governing boards and subcommittees.

Student representatives are provided with training, guides and skill development in leadership, meeting procedures and presentation skills which are useful for future employment. Representative service period is recorded in your graduation statement (AHEGS).

6.4 Privacy

We are committed to the protection of your privacy in compliance with the Commonwealth Privacy Amendment (Private Sector) Act (2000). Our *Privacy Policy* aims to protect the privacy of our employees, students and the community in relation to the collection, protection and disclosure of personal information.

We collect personal information about students before and during the process of admission. Information collected is restricted to that which is needed to satisfy our legal and regulatory obligations, and to discharge our duty of care in areas such as public health and child protection.

Personal information collected is treated as confidential. You may seek access to your personal information collected by us by contacting student support. Access may be denied if it will have an unreasonable impact on the privacy of others, or where access may result in a breach of our duty of care. We will not disclose your information to third parties without your written consent.

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7. Student Support Services

Our students are supported every step of the way – from enrolment through to graduation. We’re genuinely student focussed and our student support services are here to help you progress through your studies to your graduation when you complete your award qualification with us.

Transition into higher qualifications can be a stressful time. The pressure of work, assessment deadlines or the prospect of an exam may become cause feelings of stress and anxiety, becoming difficult to manage. As the learning builds, concepts become more difficult, and it may feel overwhelming at times. Events at home can also cause difficulties and make the process of studying stressful.

Your mental wellbeing is as equally important as your physical wellbeing. We encourage you to actively seek out support when and as you need it.

See our [Student Support](#) page on our website for details. Support for our students is also outlined in detail in our *Student Support Policy*. Types of support and/or referral services include:

- academic support, one on one tuition, booking consultation time with your lecturer and/or training – including academic English, writing and presenting, study skills, Academic integrity, assessment and working ethically with generative artificial intelligence, including two free orientation courses in Academic Integrity and Consent Matters by Epigeum
- personal support: wellbeing and mental health support, free counselling sessions, medical services, safety and sexual assault and harassment support and training
- diversity and inclusion: compassionate or compelling circumstances, consideration of additional needs or learning related reasonable adjustments.

Some support Apps to help deal with stress

| App | Function | Apple | Android | Cost |
|--|---|-------|---------|----------------------------|
| Mindshift | Mindshift is designed for young adults to help with anxiety, perfectionism, worry, social anxiety, performance anxiety or panic. By learning to think differently about your anxiety you can cope more effectively. | | | Free |
| The Check-in | Created by beyondblue to help young people help each other. The app guides how to start conversations about mental health with friends or family you think may be struggling, how best to respond to mental health issues and what you can do to offer support. | | | Free |
| Happify | The Happify app is a psychologist-approved mood-training program. It includes games, activity suggestions, gratitude prompts and more to train your brain to overcome negative thoughts. | | | Free (in-app purchases) |
| Worry Time by ReachOut | Schedule worrying into your day so your brain can move on to other matters. Also keeps a record of your worries so you can identify recurring problems and deal with them more effectively. | | | Free |
| Lifesum | Lifesum allows you to set personal goals, from eating healthier, to getting more exercise. You can also enter your own personal data and let Lifesum generate a “Life Score” to get a personalized roadmap to better health. | | | Free |
| Smiling Mind | Training in mindfulness is a technique shown to improve overall mental health, calmness and focus. | | | Free |

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8. Graduation

When you pass your course of study, you will be eligible to graduate and celebrate the culmination of all your hard work and study.

You'll receive an invitation for you, your family and friends to attend our formal graduation ceremony at a stunning venue, to be conferred and formally presented with your testamur and academic record on stage in formal academic gown by the Chair of our Board of Directors and the Dean.

Then there's time for photos, snacks and catching up with your classmates, lecturers and professional staff to celebrate your achievement together.

We can't wait to join you at the end of your student journey with us. Your success is our success!

9. Contact us

Administration Office – all campuses

Phone +61 2 9061 5900

Email info@sistc.edu.au