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Welcome

Step into Training Services (SITS) is a respected Registered Training Organisation (RTO) that delivers nationally recognised qualifications across a range of industries. We provide training and assessment services that support individuals to upskill and industry to build a workforce of qualified, productive and safety-focused workers.

Our team of Trainers and Assessors are qualified and experienced in the delivery of training and assessment. They are here to help you get the most out of your studies and to support your career goals.

The SITS team is proud to welcome you to our programs. During your training you will have certain rights and responsibilities, which are outlined in this handbook. This handbook also includes important information about life in Australia, SITS College policies, services available to you (both academic and non-academic) and how your studies will be conducted and monitored to support your success.

If you wish to speak with someone about your study options and payment terms, please contact the SITS College Administration Team on 1300 467 487, via email at info@sits.edu.au or by submitting an online enquiry via our website at <http://www.sits.edu.au/>.

We trust that you will find the time we share challenging, rewarding and fun.

Rajat Saraswat
Managing Director

SITS College
RTO Code: 91533
CRICOS Code: 03474G

Keep up to date with SITS College News and Events:

- Website: <http://www.sits.edu.au/>
- Facebook: <https://www.facebook.com/stepintotraining?ref=hl>
- Instagram: <https://www.instagram.com/sits91533/>

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Our commitment

SITS is committed to providing training and assessment services that meet the needs of students, employers and industry. We do this by engaging qualified and experienced industry Trainers and Assessors, providing suitable facilities, and ensuring you have sufficient opportunities to learn in appropriate environments. We also provide suitable resources and conduct assessment in a way that is fair, flexible and aligned to course requirements.

SITS is committed to supporting you throughout your training and assessment. Your key contact is your Trainer Assessor, who is assigned to you upon enrolment. You will also be supported by Student Administration and the Management team for the duration of your studies. Where possible, please contact your Trainer Assessor first, as they are best placed to support your day-to-day training and assessment needs.

Note:

We cannot guarantee that:

- i) a learner will successfully complete a training product on its scope of registration,
- ii) a training product can be completed in a manner which does not meet the requirements of the packaging rules; or
- iii) a learner will obtain a particular employment or migration outcome.

Legislative Compliance

All registered training organisations in Australia must comply with the relevant Commonwealth, state or territory training, migration and other legislation and regulatory requirements. These include compliance with:

- the VET Quality Framework including the Standards for Registered Training Organisations (RTOs) 2025;
- the Australian Qualifications Framework (AQF Framework);
- the Education Services for Overseas Students (ESOS) Framework including but not limited to: The Education Services for Overseas Students Act 2000 (ESOS Act 2000), Education Services for Overseas Students Regulations 2019 (ESOS Reg 2019) and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (The National Code 2018); and
- all other applicable State and Commonwealth legislation.

Code of Practice

SITS College adopts policies and procedures to maintain its professional standards in the delivery of vocational education and training services, and which safeguard the interests and welfare of its students.

SITS College's responsibilities to the students:

- To provide Quality Training and Assessment
- To provide a safe and inclusive learning environment, ensuring it is free from all forms of harassment

- To comply with the Standards for RTOs 2025, the National Code 2018, the ESOS Act 2000, the NVR Act 2011, and other regulatory requirements that apply to the delivery of quality training and assessment to international students
- To issue learners with the required AQF certification documentation if and when all assessment conditions required by the relevant training package and associated financial obligations are met, in accordance with training package requirements.

To see the full list of training products that SITS College is registered to deliver to international students, please visit the following link to the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS):

<https://cricos.education.gov.au/Institution/InstitutionDetails.aspx?ProviderCode=03474G>

Introduction

SITS College welcomes you, and we look forward to working with you to achieve your learning goals.

This handbook has been produced as a point of reference for you to find information about the policies and procedures that we have put in place to support your learning experience.

Changes to legislation and/or our policies may impact on the currency of information included in this handbook. SITS College reserves the right to update information without notice. Please refer to SITS website for the most current versions of all Policies and Processes referred to in this document.

For detailed information about the courses offered by SITS, please refer to our website: www.sits.edu.au.

Student Details

Privacy Statement

SITS handles your information in line with the Privacy Act 1988 (APPs) and, for USIs, the Student Identifiers Act 2014. We store data securely and limit access to authorised personnel.

What we collect:

Personal information relevant to your enrolment, identity, contact details, study details, attendance, progress and results.

Under the National VET Data Policy 2020, SITS College is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

The purpose of collecting this data is to improve understanding of Australia's VET market and management of the national VET system.

How we use your information:

SITS collects and uses your information in the provision of its services, including student administration; delivery and management of training and assessment; compliance and reporting; planning, communication, research, evaluation, auditing and (where applicable) marketing by government agencies and regulators.

Who we may share it with:

We may disclose information, as required or authorised by law, to:

- ASQA (national VET regulator)
- DETE (Qld)
- Student Identifiers Registrar (SIR) (for USI creation/verification and transcript services)
- NCVET (for national VET statistics and surveys)
- Your employer (where training is linked to your workplace).

We will not disclose your enrolment information to other parties without your consent, unless authorised or required by law. SITS does not disclose personal information to overseas recipients.

Security & retention:

SITS retains records in secure systems and destroys documents and records when they are no longer required, unless legislation requires retention. For USI applications made by SITS on your behalf, we securely destroy personal information collected solely for that purpose as soon as practicable after the USI is created or the information is no longer needed, unless a law requires us to retain it (Student Identifiers Act s11).

Your responsibilities:

- Provide accurate, current information and update your details when they change.
- Do not remove documents or access records without permission.
- Never access or attempt to access another student's information.

Access, correction & complaints:

You may request access to, or correction of, your personal information. If you have a privacy concern, contact SITS Administration in the first instance. You may also contact the Office of the Australian Information Commissioner (OAIC) if you believe your privacy has been interfered with.

For more information on how SITS collects, stores and uses your information in the effective delivery of its services, please refer to SITS Privacy Policy and Privacy Notification.

To make changes to your enrolment or personal details please contact SITS College by phone or email with the details you require changed, and we will make the changes for you.

Unique Student Identifier (USI)

The Unique Student Identifier or USI is a reference number made up of 10 numbers and letters that:

- creates a secure online record of your recognised training and qualifications gained in Australia, even from different training organisations
- will give you access to your training records and transcripts
- can be accessed online, anytime, and anywhere
- is free and easy to create and
- stays with you for life

If you are a new or continuing student undertaking nationally recognised training, you need a USI to receive your qualification or statement of attainment. If you don't have a USI, you will not receive your qualification or statement of attainment.

Your USI will give you access to an online record of the training you have done since 1 January 2015. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer, or demonstrating pre-requisites when undertaking further training.

SITS College follows the Student Identifiers Act 2014, where an RTO must not issue a VET qualification or statement of attainment to an individual unless the individual has been assigned a student identifier and where this has been verified with the Registrar unless an exemption applies under the Student Identifiers Act 2014.

If and where an exemption applies, SITS College will inform the student prior to either the completion of the enrolment or commencement of the training and assessment (whichever occurs first), that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared at the Registrar.

Student Support

How we support you

Student Services and your Trainer/Assessor provide academic and non-academic support throughout your enrolment. SITS enquiries regarding your support needs during enrolment. If at any time you require additional academic or non-academic support, including wellbeing support, speak with your trainer or Student Services (info@sits.edu.au).

Education and living costs in Australia

SITS supports international students in adjusting to life in Australia. Living in Australia may be a new experience for many students, but there are support services available at SITS College, as well as from other organisations, to help make adjusting to life in Australia easier.

No matter what type of study you are doing, whether you are here for a few months or a few years, some research and planning will help you have a safe and rewarding study experience.

For more information about life in Australia, please see the Life in Australia Fact Sheet - <https://immi.homeaffairs.gov.au/support-subsite/files/life-in-australia/life-in-australia.pdf>

Important considerations when you are planning to study in Australia include the following:

- Overseas student health cover (OSHC)
- Planning your departure and arrival
- Accommodation
- Support Services, including health and legal aid
- Working While you Study
- Managing your Finances

- Phone and Internet options
- Transport and driving
- Adjusting to Australian culture
- Cost of living in/near a capital city

BRISBANE, QUEENSLAND, AUSTRALIA

Brisbane, the capital of Queensland, is a large city on the Brisbane River. Brisbane is named after the Brisbane River, which in turn was named after Sir Thomas Brisbane, the governor of New South Wales from 1821 to 1825. The name is derived from the Scottish Gaelic bris, meaning "to break or smash" and the Old English word ban meaning bone.

Brisbane's 2024 population is now estimated at 2.78 million. In 1950, the population of Brisbane was 441,718.

Additional facts about Brisbane

- Located on the east coast of Australia, Brisbane is a popular destination for international students.
- With sunny weather all year round, Brisbane is perfect for outdoor activities. A safe and welcoming city, Brisbane is pleased to extend the hand of friendship to international students.
- Brisbane is affordable and easy to navigate.
- The student accommodation available in Brisbane is world class.
- Brisbane is the host city of the 2032 Olympic and Paralympic Games.
- Living in Brisbane provides easy access to the best beaches on the Gold Coast and Sunshine Coast, and of course - theme parks such as Movie World, Sea World, Wet 'N' Wild and Dreamworld.

Public Holidays

<https://www.qld.gov.au/recreation/travel/holidays/public>

International Students Factsheet:

<https://www.education.gov.au/esos-framework/resources/international-students-factsheet>

Living Costs in Australia

Learning about the cost of living and studying in Australia is an important part of your application and financial preparation. Students should be aware that the costs of studying in Australia will depend on your education provider, the level of study you choose and your study location.

The Department of Home Affairs has financial requirements you must meet to receive a student visa for Australia <https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs.html>

All costs are per year in Australian dollars. To convert to your own currency, visit <https://www.xe.com/currencyconverter/>

The Department of Home Affairs website covers in more detail how to work out how much money you might need to cover the costs of your stay in Australia as international student <https://www.homeaffairs.gov.au/>

The Insider Guides 'Cost of Living Calculator' is also a useful, practical tool to help estimate your cost of living in Australia www.insiderguides.com.au/cost-of-living-calculator/

If you experience financial trouble while in Australia, talk to our student support officer for information.

Refer to the step-by-step Student Visa Subclass 500 application and Document Checklist Tool for details on how to provide the evidence required to cover the costs of your stay, including your travel, study and living expenses.

Student Visa subclass 500 document checklist:

- <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#HowTo>
- <https://immi.homeaffairs.gov.au/visas/web-evidentiary-tool>

Overseas Student's Health Cover (OSHC)

For International Students, Overseas Student Health Cover (OSHC) is COMPULSORY insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia.

It is the student's responsibility to obtain their own health cover.

What am I covered for?

OSHC provides a safety net for medical expenses for international students, similar to those provided to Australians through Medicare. Additionally, OSHC includes access to some private hospitals and day surgeries, ambulance cover and benefits for pharmaceuticals.

For more information on your OSHC please refer to the Policy Information Booklet available directly from the OSHC provider.

How do I get OSHC?

When applying for your student visa, you will be asked to provide evidence of having OSHC for the entire duration of your stay in Australia. You cannot arrive in Australia before you have OSHC organised and evidence of the same. You must provide evidence of your insurance no later than at Induction and advise SITS of any changes.

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC.

You may choose to change your health fund at any time but will need to abide by the conditions of change of the health fund provider that you are leaving. Visit the OSHC Australia website to compare your health cover options <https://oshcaustralia.com.au/en>.

Some students may be exempt from requiring OSHC, including students from countries whose government may have Reciprocal Health Agreements for students in Australia. Note: only some reciprocal health agreements cover students in Australia, some will only cover visitors. You should determine if you are eligible before you apply for your visa.

You must always provide your current OSHC details to SITS College. Further information on OSHC can be found at: <https://www.studyaustralia.gov.au/en/plan-your-move/overseas-student-health-cover-oshc>

How do I use my OSHC card?

If you need to visit a doctor or medical centre, show your card at the end of the visit. There are two components to the medical bill, those payable to the doctor and those which are covered by the government. The medical centre may process the government fee for you, and charge only the doctor's fee. If the medical centre is not able to process the government fee, pay the total amount, keep the receipt and you can claim the government fee back from your OSHC provider.

OSHC Factsheet (Australian Government)

https://www.health.gov.au/sites/default/files/documents/2020/06/overseas-student-health-cover-oshc-fact-sheet_0.pdf

Accommodation

Most students want to live within walking/public transport distance to the campus, but this is not always possible, and accommodation is instead often determined by availability and cost. It can be more convenient and more cost-effective to live further from the campus but closer to shops and public transport.

The websites below are a useful starting point if you need to find accommodation options within Brisbane and the surrounding areas:

- <https://www.flatmatefinders.com.au/rooms/brisbane>
- <https://ozflatmates.com/rooms-for-rent/brisbane>
- <https://www.realestate.com.au/rent/in-brisbane+-+greater+region,+qld/list-1>

You should arrange accommodation before you arrive in Australia, even if it is just for the first few days. Have your accommodation address written in English ready to show the taxi or uber, or detailed directions if you are using public transport. Please contact the Student Support Officer at SITS College should you wish for assistance in finding accommodation and we can refer you to the appropriate services.

Working While You Study

Working while you study in Australia can help complement your study and living experience. There are several reasons you might want to undertake part-time work while studying in Australia, including assisting with living expenses and gaining work experience in your study area.

Everyone working in Australia, including international students or those on working holiday visas, have basic rights at work. These rights protect entitlement to:

- A minimum wage.
- Challenge of unfair dismissal from the job
- Breaks and rest periods.
- A healthy and safe work environment.

Most employers in Australia are covered by an 'award', which sets minimum wages and conditions for a given field of work or industry.

The following links may be useful to review when considering your permission to work and how your rights are protected at work as an overseas student:

[Fair Work Ombudsman – information for international students](#)

<https://www.fairwork.gov.au/tools-and-resources/fact-sheets/rights-and-obligations/international-students>

[Department of Education – the rights of international students at work](#)

<https://www.education.gov.au/international-education/support-international-students/rights-international-students-work>

[Fair Work – Employee Entitlements](#)

<https://www.fairwork.gov.au/employee-entitlements>

Should you have any questions about your pay rate, your work rights and employer responsibilities please visit the following links:

- <https://calculate.fairwork.gov.au/>
- <https://www.homeaffairs.gov.au/trav/work/work/workplace-rights>

Paid Work

Australia has a wide range of industries, and many have part-time employment opportunities, including:

- Retail
- Hospitality
- Tourism
- Agricultural
- Sales and telemarketing.

- Administration or Clerical roles, etc.

If you have existing qualifications and/or professional work experience, you may be able to secure casual or part-time work in your field.

Setting Up a Bank Account

You can choose to open an account at any bank, credit union, or building society in Australia. Do your research to get the best deal.

To open a bank account, you will need:

1. Your passport (with arrival date stamped by Australian immigration)
2. Student ID card
3. Money to deposit into the account (this can be as little as \$10)

Anyone who wishes to open a bank account in Australia must show several pieces of personal identification which are allotted a points system. 100 points of identification is required to establish your identity as the person who will be named in the account. Your passport and proof of your arrival date in Australia will be acceptable as 100 points if you open an account within six weeks of arrival in Australia. After this time, you will be required to produce additional documentation.

For assistance with setting up a bank account, please read the information available through Study Australia at <https://www.studyaustralia.gov.au/en/plan-your-move/your-first-week-in-australia>

Alternatively, please contact the Student Support Officer at SITS College should you wish for assistance, either before or during Induction.

Wellbeing and Support Services

Where personal circumstances may affect your learning experience, SITS College will endeavour to support you wherever possible; this may include referring you to any of the following organisations:

Service:	Description:	Contact Information:
Medical & General Health Services:		
Our GP Complex	Affordable GP services	Address (Brisbane): Shop 1a/40 Creek St, Brisbane City QLD 4000 Phone: (07) 3016 3777
		Address (Logan): 57 Station Rd, Logan Central, QLD 4114 Phone: (07) 3808 5700
World Wellness Group	Primary health care and mental health services tailored to OSHC-covered international students, with culturally	Address: 182 Logan Road, Woolloongabba, QLD, 4102 Phone: (07) 3281 5300



	diverse practitioners.	
Crisis & Mental Health Support:		
Lifeline	Free, 24/7 telephone counselling.	Phone: 13 11 14
beyondblue Support Service	Telephone and online chat for anxiety and depression.	Phone: 1300 079 020
Multicultural Connect Line	A free Queensland-wide phone service providing support and information to find aid, assistance and mental health services for people from multicultural backgrounds (regardless of visa status).	Phone: 1300 22 4636
Medicare Mental Health Centre (Logan)	These centres offer immediate support for people in active distress, people with family members experiencing mental health concerns, service referral for mental health, housing and employment.	Address: 91 Wembley Road, Logan Central Phone: 1800 573 955 Email: loganmmhc@footprintscommunity.org.au
Housing & Homelessness Services:		
InSync Youth Homelessness Program (Anglicare SQ)	Crisis and transitional accommodation plus living-skills support for 16–25-year-olds across Brisbane, Redlands, Logan and Beenleigh.	Phone: 1300 610 610
YFS Crisis Accommodation (South Brisbane):	Short-term emergency housing while finding longer-term solutions.	Phone: 07 3826 1500
Emergency/Essential Contacts:		
Police, Fire and Ambulance		Phone: Triple Zero (000)
State Emergency Service (SES):		Phone: 132 500
Poisons helpline		Phone: 13 11 26
Non-urgent medical help (13 Health)		Phone: 13 43 25 84
Policelink (general enquiries)		Phone: 13 14 44
Translating and Interpreting Service		Phone: 13 14 50



24/7		
Visa Inquiries and Complaints:		
Department of Home Affairs		Phone: 13 18 81 Monday to Friday 9 am to 4 pm www.homeaffairs.gov.au

Department of Foreign Affairs and Trade (DFAT)

As well as links from the DHA [website](#) the Department of Foreign Affairs and Trade website has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

For a complete list of foreign embassies in Australia visit the following website:
<https://protocol.dfat.gov.au/Public/MissionsInAustralia>

Key staff here to help

Student Support Officer (first contact)

Your primary contact for enrolment, forms, timetables, and general queries. See them on campus or use the contact details provided at induction. They will communicate your query to the right person if needed.

Managing Director

Leads the overall standard of training, assessment quality, and safety across SITS College.

Head of Quality and Compliance

Reports to the Managing Director and oversees compliance, policies, audits, and reporting.

Operations Manager

Runs day-to-day campus operations—timetabling, logistics and quality controls (education compliance, WHS, campus hygiene, attendance/progression monitoring, and student welfare) in coordination with Training and Compliance.

Trainers/Assessors

Qualified under Australian law and the Standards for RTOs 2025, with current industry skills. They deliver training, conduct assessment, identify support needs, use varied teaching methods, and handle day-to-day course administration.

Who to contact for...

Enrolment/admin/general: Student Support Officer

Course content, assessment, or learning support: Your Trainer/Assessor

Timetables, logistics, campus operations: Operations Manager (via Student Support)

Policy/compliance matters: Compliance Manager (via Student Support)

Access and Equity

SITS is committed to equal opportunity and inclusive practice for all students regardless of sex, race, marital status, ethnicity, age, religion, sexual orientation or background. Our learning and assessment materials are developed to be culturally responsive, and we recognise our students come from socially, culturally and linguistically diverse communities. We aim to make training accessible to all and will provide reasonable assistance to help you complete your course.

Where appropriate, we may refer you to external services (e.g., LLN support centres, interpreter services). If external specialised support is arranged, any associated costs are borne by the student. We will discuss options with you before referral and note agreed supports in your Training Plan.

Reasonable adjustment

Adjustments help you demonstrate competence without lowering the standard. Examples include alternative-format materials, assistive technology, a support person (e.g., note-taker or Auslan interpreter), or extra time. See SITS Assessment Policy for details on reasonable adjustment and extensions.

Language, Literacy & Numeracy (LLN)

Before issuing a Letter of Offer, SITS College confirms entry requirements and conducts an LLN assessment aligned to the Australian Core Skills Framework (ACSF) to check course fit and identify support needs.

Where support is required, SITS College records it in the Training Plan. Trainers provide one-to-one assistance, study strategies and reasonable assessment adjustments without lowering competency standards. If needs exceed in-house capability, SITS College will refer to an external specialist and, if enrolled, may agree additional time to complete.

If LLN results indicate a student is not yet ready and internal support would be insufficient, SITS College will not proceed with enrolment. The student will be referred to external LLN services and encouraged to re-apply when ready.

Where personal circumstances affect learning, students should notify SITS College. SITS College will provide support or referral in line with the Student Support Policy and induction information.

To request LLN or other support, contact the Trainer/Assessor or the Student Support Officer as early as possible.

Program-specific entry requirements

Depending on course selection, students may need to adhere to certain entry requirements that aren't listed in the training package. For example, a student enrolling in the packaged RII50520 Diploma of Civil Construction Design and the subsequent RII60520 Advanced Diploma of Civil Construction Design must meet the specific entry requirements identified on the SITS website, inclusive of other considerations such as Credit Transfer. Please ensure you have referred to course and program-specific pages on the SITS website, in accordance with the requirements of your Letter of Offer/Written Agreement.

Policies and Procedures

This section explains the rules and processes that guide how SITS delivers training, assessment, support, fees and refunds, complaints and appeals, privacy, safety, and related services. Students are required to access and acknowledge all policies and procedures referred to in this document prior to enrolment. Current versions of all Forms, Policies and procedures are available via our website. Policies and processes are reviewed regularly as part of SITS commitment to continual improvement; any material changes will be communicated to students.

Complaints and Appeals Policy and Procedure

SITS has a robust framework to support fair, timely and transparent resolution of concerns. This policy explains informal resolution, how to lodge a formal complaint or appeal, expected timeframes, review steps and external escalation options, with a commitment to no disadvantage.

Feedback

At SITS College we have a commitment to continuous improvement, and we value your feedback. At the completion of your training, an email will be sent to you with a link to send us your feedback about the course you have completed. Additionally, feedback can be provided at any time via the website portal. SITS College staff regularly review this information and use it to improve our training products and services.

The full and up-to-date policy and procedure is available on the SITS website.

Credit Transfer and Recognition of Prior Learning (RPL) Policy and Procedure

SITS supports the formal recognition of prior study and experience. SITS *Credit Transfer and Recognition of Prior Learning (RPL) Policy and Procedure* outlines eligibility for Credit Transfer (based on verified AQF statements) and RPL (evidence-based assessment of skills and knowledge), including application steps, evidence requirements, timeframes and any fees.

What is Credit Transfer (CT)?

Credit Transfer recognises equivalent formal learning that you have already completed with an Australian RTO. If you have previously been awarded the same unit of competency (or an equivalent unit identified through the official mapping), SITS can grant CT without the need for additional assessment. However, this rule does **not apply** where students undertake a training product or program of training products that have undergone accreditation through an industry body that is separate to the VET Regulator. Please refer to the SITS *Credit Transfer and Recognition of Prior Learning (RPL) Policy and Procedure* on the SITS College website for specific guidance regarding the training products that this applies to.

What is Recognition of Prior Learning (RPL)?

RPL is the assessment of your existing skills and knowledge, gained through work and life experience, informal or non-formal learning. RPL removes the need to duplicate learning and can reduce your study time while supporting progression to formal qualifications and improved employment outcomes.

The full and up-to-date policy and procedure is available on the SITS website.

Workplace Health and Safety (WHS) Policy and Procedure

SITS has a robust framework to support a safe learning and working environment. The policy sets out responsibilities, induction and training, hazard identification and reporting, risk management, incident/near-miss reporting and emergency response (including placement site expectations).

The full and up-to-date policy and procedure is available on the SITS website.

Assessment Policy

SITS has policies and processes in place to support valid, reliable, fair and flexible assessment. The Assessment Policy covers assessment design and instructions, submission rules, feedback timeframes, resubmission, special consideration and reasonable adjustment, academic integrity expectations and results recording/appeals linkages.

Reasonable adjustment:

SITS can make reasonable adjustments for learners with disability or additional learning needs to provide the same training opportunities as other students. Adjustments are reasonable when they consider your needs and the impact on other learners, trainers/assessors and the organisation.

Adjustments do not:

- give an advantage over others;
- change course standards or outcomes—you must still demonstrate competency;
- exempt you from student rules; or
- guarantee successful completion.

The full and up-to-date *Assessment policy* is available on the SITS website.

Refund Policy

The Refund Policy summarises fee types (including any co-contributions), refund conditions and timing for student/provider default, how to apply for a refund, and decision/notification timeframes, with references to applicable funding requirements where relevant.

In line with applicable legislation, SITS is entitled to charge fees for services provided to students undertaking a course of study. These charges generally relate to training and assessment services.

- Where a refund is approved, payment will be made to you within 14 days.
- Students may be able to apply for a refund in a variety of circumstances.

See the Refund Policy on our website for full conditions, evidence requirements and how to apply.

Protecting fees paid in advance:

SITS protects fees paid in advance. We do not accept more than \$1,500 from any individual student prior to course commencement. After commencement, we may require further scheduled payments such that at any point the total amount required in advance does not exceed \$1,500.

See the *Fees, Charges and Refund policies* on our website for full conditions, evidence requirements and how to apply.

Tuition Protection Service

The Tuition Protection Service (TPS) is a placement and refund service that helps:

- International students on student visas affected by a provider closure
- When students have withdrawn from or not started their course and are eligible for a refund of tuition fees that have not been paid by the provider
- Provide students with the information they need to choose an alternative course that best suits them through an online placement system
- Arrange a refund of any pre-paid tuition fees if there is no course that meets their needs

Visit the [TPS website](#) for more information.

The full and up-to-date policy is available on the SITS website.

Code of Conduct

Our principles

We foster a learning environment built on respect, safety, integrity and professionalism. These standards apply on campus, online and at any workplace/placement linked to your course.

Your responsibilities:

- Participate actively in training, meet due dates and follow assessment instructions.
- Follow lawful and reasonable directions from staff and host supervisors.
- Comply with work health and safety (WHS) requirements and report hazards/incidents.
- Treat all people with dignity—no bullying, harassment, discrimination or vilification, including antisemitism.
- Use facilities, equipment and IT systems responsibly; protect privacy and confidentiality.
- Respect property; do not damage, misuse or remove materials/equipment without permission.
- Observe placement/site rules, including dress standards, ID and professional conduct.
- Do not attend classes/placements impaired by alcohol or drugs.

As an overseas student on a student visa, students have responsibilities to:

- satisfy your student visa conditions
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- meet the terms of the written agreement with your education provider
- inform your provider if you change your address
- maintain satisfactory course progress
- if attendance is recorded for your course, follow your provider's attendance policy, and
- if you are under 18, maintain your approved accommodation, support and general welfare arrangements.

Academic integrity

Plagiarism, collusion, contract cheating or the unauthorised use of AI tools is academic misconduct. Where AI is permitted, follow task instructions and disclose usage (see Academic Integrity policy).

Examples of misconduct (not exhaustive):

- Academic misconduct (plagiarism, cheating, unauthorised assistance).
- Bullying, harassment, discrimination, threats or violence.
- Falsifying information or records.
- Behaviour that is illegal or that endangers health, safety or wellbeing.
- Intentional damage or theft of SITS/host property.
- Unauthorised access to systems, another person's work or confidential information.

How we manage misconduct:

SITS assesses concerns fairly and consider intent, seriousness, impact and any prior history. Outcomes may include verbal coaching, written warning, assessment penalties (e.g., resubmission with conditions), suspension or exclusion, liability for costs of damage, removal from placement, notification to an employer/host, and where required, referral to police/regulators. SITS may require immediate removal from class/placement if there is a safety risk.

Your right to appeal:

You may appeal any misconduct decision as per the Appeals Procedure. Please refer directly to the *Complaints and Appeals Policy and Procedure* for advice regarding timeframes for appeals and the appeals process.

The full and up-to-date copy of *SITS Code of Conduct* and *Complaints and Appeals Policy and Procedure* policy and procedure is available on the SITS website.

Student Induction

SITS College delivers an age and culturally appropriate Induction before classes begin. Attendance is compulsory for international students and strongly encouraged for all students. The program

introduces SITS College, its services and facilities, academic expectations, and practical information about living and studying in Australia to support a smooth transition.

Consistent with National Code 2018 – Standard 6.1, SITS College provides reasonable support at no additional cost to overseas students, maintains a Critical Incident Management Policy, and ensures sufficient non-academic staff are available to assist students who request help.

Induction covers campus and online safety; support services (including English language, study and LLN assistance); relevant legal, emergency and health services; facilities and resources; complaints and appeals processes; attendance and progress requirements; personal support options; and information about employment rights and conditions, including how to resolve workplace issues (e.g., through the Fair Work Ombudsman).

Induction Day occurs on the first day of commencement and includes an overview of your program, units, timetable and student responsibilities, plus an introduction to the campus and the City of Brisbane. SITS College is committed to a learning environment free from harassment and discrimination and provides access to community support personnel. Students who cannot attend must contact Student Support to arrange a catch-up session where practicable.

Student Declaration

Students: Please return a signed copy of this page with your enrolment application.

I have read and understand the International Student Handbook, linked policies/procedures, and recommended websites.

While on an International Student visa, I understand I must:

- complete my course within the duration specified on my CoE
- maintain 20 scheduled course contact hours per week (or as timetabled) and satisfactory academic progress
- maintain OSHC while in Australia
- remain with the provider of my principal course unless permitted under the National Code



- notify SITS College of any change to my address, phone, email or emergency contact within 7 days (in writing)
- work no more than 48 hours per fortnight during study periods

I confirm I have received plain-English information about:

- entry requirements (English, academic, any work experience, course credit)
- CRICOS code(s), course content, modes (including any compulsory online/work-based training/placements), and assessment
- course duration, scheduled breaks, and the qualification/award
- campus locations, facilities, equipment and learning resources
- any third-party delivery arrangements
- tuition/non-tuition fees, possible changes, and cancellation/refund policies
- grounds for deferral, suspension or cancellation of enrolment
- the ESOS framework and (where relevant) welfare arrangements for younger students (Standard 5)
- living in Australia (cost of living, safety, accommodation) and—if relevant—schooling obligations/fees for school-aged dependants

Changes to enrolment/personal details: Contact SITS College by phone or email to request updates.

I understand the Student Responsibilities, Student Code of Conduct, visa conditions and policies in this Handbook (including Refund and Complaints & Appeals). I will pay all course fees and acknowledge SITS College may recover unpaid fees under Australian law.

I am aware I may only study with a CRICOS-registered provider:
cricos.education.gov.au/Institution/InstitutionSearch.aspx

Name (please print): _____

Signed: _____ Date: ____ / ____ / ____

Unsigned declarations cannot be processed.