



SOUTHERN CROSS
INSTITUTE

2025
Student Handbook



Southern Cross Institute (SCI) Pty Ltd
CRICOS Provider Code: 04078A, TEQSA ID: PRV14353

A vertical photograph on the left side of the page shows a woman in a white blazer standing at the front of a lecture hall, gesturing towards a whiteboard. Several students are seated in the foreground, seen from behind, looking towards the presenter. The entire image has a blue tint.

Welcome to Southern Cross Institute (SCI)

A very warm welcome to SCI. We are a dynamic institute offering innovative and exciting courses delivered by enthusiastic, dedicated and highly qualified staff.

Education is the most valuable investment that we can make in the quality and success of our own lives and in the life and progress of our wider society. Proper education is much more than just information transfer. It provides us with skills in thinking, reasoning, analysing and evaluating ideas, policies, processes and actions.

It also teaches us the basic skills necessary for our professional lives after graduation. Such education occurs best when there is personal contact with highly qualified and engaged staff, in company with fellow students and access to relevant experiences.

As an SCI graduate, you will emerge as a competent and confident practitioner in your chosen profession, committed to continued learning throughout your career.

Very best wishes for your studies with us.

Professor Brian English
Chair of the Governing Council

Table of Contents

Welcome To Southern Cross Institute (SCI)

About Us

About SCI
Our Goals
Our Vision
Our Mission

SCI Campuses

Staff Contact List

Student Facilities

Campus Operating Hours
Computer Labs Operating Hours.
Use of Computer Lab and Classroom
Library and Student Common Room

Our Courses

Important Dates

Undergraduate Courses
Postgraduate Courses

- Master of Information & Communications Technology (MICT)
- Master of Social Work (Qualifying) (MSWQ)

Student Support Services

Administrative/Academic Support
Aboriginal and Torres Strait Islander Student Support
Consultation Service
Health Services Support
Disability Services
Support for 'At-Risk' Students
English Language Support
Learning Support Sessions Timetable
Academic Counselling Sessions
Southern Cross Institute Student Association (SCISA)

National Code Of Practice

Policies And Procedures

Assessment Process
Marking and Grading
Examination
Awards and Graduation
Advanced Standing/Credit Transfer
Academic Integrity
Equal Opportunity
Complaints and Appeals
Course Progression and Attendance
Refund

- Supplementary Fees
- Refundable Fees

Discrimination

Sexual Harassment

Sexual Harassment Complaint Procedure

Occupational Health And Safety

Critical Incident Management Plan

Response to Critical Incidents and Emergencies
Initial Assessment and Action
Coordination and Response
Incident and Emergency
Notification and Activation Process

Medical And Emergency Facilities

Relevant Services In NSW

Transport Services

Student Visa Compliance

Assessment Process
Change of Contact Details
Repeating a Unit more than Once
Condition and Compliance
Dependents
Re-entry to Australia
Work Conditions for Student Visa Holders

Places Of Religious Worship

SCI Emergency Contact Details

About Us

About SCI

At Southern Cross Institute (SCI), we believe in nurturing a learning environment that encourages individual growth and fosters a deep sense of engagement.

We are committed to providing exceptional support and guidance to individual students on their educational journey.

Our comprehensive curriculum is designed to anticipate and meet the demands of tomorrow's ever-evolving professional landscape.



Our Goals

- Broaden higher education attainment and generate a social impact that makes a positive difference to communities;
- Demonstrate leadership and innovation in the quality of the student learning experience;
- Become a provider of choice established through the performance of graduates who excel in the workplace and develop as leaders;
- Embrace the diverse needs and talents of our students and deliver on our commitments to the communities we serve.

Our Vision

Southern Cross Institute (SCI) will be an internationally recognised innovative institution providing contemporary education in specialised courses with applied learning in professional business services.

Our Mission

To provide quality education to support our students' employment and the growth of the industries and communities that we work within and represent.



SCI Campuses

Both SCI campuses are within short distance to the Parramatta train station and bus stand, and the City of Parramatta Library. Our campuses are located at:

- Level 2, 1-3 Fitzwilliam Street, PARRAMATTA NSW 2150
- Level 1, 37 George Street, PARRAMATTA NSW 2150

SCI offers a Bachelor of Business course with majors in Accounting, Hospitality Management, Information Systems, and Human Services Management. Additionally, SCI offers postgraduate courses including the Graduate Diploma of Information & Communications Technology, Master of Information & Communications Technology and Master of Social Work (Qualifying).

As a qualification, SCI undergraduate and postgraduate courses are in high demand in domestic and international employment markets. Weekly lectures and tutorials are scheduled for each unit and are held in classrooms or computer laboratories. SCI academic staff have relevant appropriate qualifications and experience in teaching and in their professional fields.

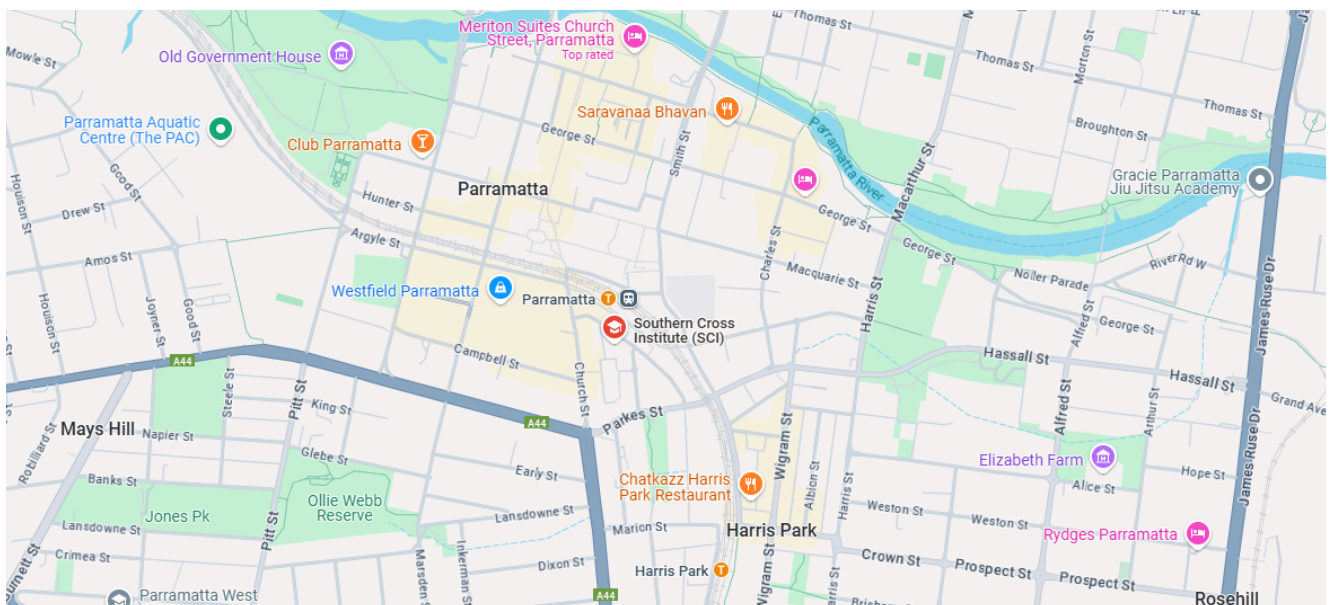
The academic staff appointments and their academic delivery methods are always aimed at practical approach to learning. The Institute aims to facilitate a positive and successful transition for all commencing students through a mandatory New Student Orientation Program conducted at the beginning of each semester that provides academic, social, administrative and geographic familiarisation. SCI has in-house libraries where a number of textbooks are available for reference. SCI staff and students have access to online academic resources for electronic books and online journal databases.

Special arrangements have also been negotiated with the local libraries which allows SCI students and staff to access different academic resources. SCI prides itself in offering excellent student support services, a welcoming environment for students and affordable study costs.

Campus Locations

- Level 2, 1-3 Fitzwilliam Street, PARRAMATTA NSW 2150
- Level 1, 37 George Street, PARRAMATTA NSW 2150

PH: +61 2 9066 6902



Staff Contact List

Position	Contact Details
Receptionist	reception@sci.edu.au
Admissions Officer	admissions@sci.edu.au
Student Counsellor	counsellor@sci.edu.au
Student Support Officer	sso@sci.edu.au
Student Support Manager	ssc@sci.edu.au
Marketing Manager	marketing@sci.edu.au
Library & Learning Support Manager	library@sci.edu.au
Accountant	accounts@sci.edu.au
IT Support Officer	itsupport@sci.edu.au
Compliance Manager	compliance@sci.edu.au
Student Support Manager - Offshore	offshoressm@sci.edu.au
Student Liaison Officer	contact.admin@sci.edu.au

If overseas students need support or advice, they can contact the Student Support Manager via ssc@sci.edu.au or call +61 2 9066 6902.

Our Facilities



Campus Operating Hours

Monday to Friday

8:30 to 17:30

(Campus facilities remains open until 21:30, subject to timetable/schedule)

Saturday to Sunday

9:00 to 17:00

(Campus facilities remains open until 21:30, subject to timetable/schedule)

Computer Labs Operating Hours

9:00 – 18:00, Monday to Thursday

9:00 – 17:30, Friday

Use of Computer Lab and Classroom

- SCI has two well-equipped computer labs with free Wi-Fi;
- In keeping with accepted practice, the work environment of all students is to be respected. Classrooms and laboratories areas are to be kept clean and tidy;
- Students are required to remove all litter, work papers, bags and all personal belongings at the end of each class or upon leaving an area. All litter is to be placed in bins appropriately;
- Classroom furniture such as desks and chairs are to be returned to a neat and tidy position at the end of each session. Classroom equipment such as overhead projectors, computers, televisions and video players can only be moved to another room with the lecturer's permission and need to be returned after use;
- Students must not use SCI computers and internet facilities to download personal, inappropriate and unethical materials.

Library and Student Common Room

- While SCI Libraries maintain a focused collection of essential textbooks and reference books, students benefit from extensive digital resources through the ProQuest database, including a wealth of scholarly journals and e-books. Students can borrow up to five books from the Library for referencing and study at any one time for a maximum of two weeks with two renewals available, after which books must be returned. If books are not reserved by another student, these books can be reborrowed;
- There is a late fee of \$3 per day for late books up to a maximum of two weeks, after which late books will be classified as lost. Lost or damaged books incur a replacement fee \$150;
- All books must be returned or accounted for before students are eligible to graduate;
- SCI has a student common room for recreation and relaxation at both campuses. Student Common Room is equipped with tea/coffee facilities and other amenities.



[Back to Table of Contents](#)



SCAN FOR SCI ONLINE LIBRARY

Our Courses



Undergraduate Courses

1. Bachelor of Business

- *Accounting major*
- *Hospitality Management major*
- *Human Services Management major*
- *Information Systems major*

Postgraduate Courses

1. Graduate Diploma of Information & Communications Technology

2. Master of Information & Communications Technology

3. Master of Social Work (Qualifying)



Important Dates

Undergraduate Courses

Semester 1, 2025	Dates
Orientation Day	Monday, 3 March 2025 and Friday, 7 March 2025
Start of Classes	Monday, 10 March 2025
Enrolment Close	Friday, 21 March 2025
Census Date	Friday, 4 April 2025
Mid-Semester Break	Monday, 21 April 2025 - Friday, 25 April 2025
End of Study Period	Friday, 6 June 2025
Exam Preparation Week	Tuesday, 10 June 2025 – Friday, 13 June 2025
Exam Week	Monday, 16 June 2025 – Friday, 20 June 2025

Semester 2, 2025	Dates
Orientation Day	Monday, 14 July 2025 and Friday, 18 July 2025
Start of Classes	Monday, 21 July 2025
Enrolment Close	Friday, 1 August 2025
Census Date	Friday, 15 August 2025
Mid-Semester Break	Monday, 1 September 2025 – Friday, 5 September 2025
End of Study Period	Friday, 17 October 2025
Exam Preparation Week	Tuesday, 21 October 2025 – Friday, 24 October 2025
Exam Week	Monday, 27 October 2025 – Friday, 31 October 2025

Summer Intensive, 2025	Dates
Orientation Day	Monday, 24 November 2025 and Friday, 28 November 2025
Start of Classes	Monday, 1 December 2025
Census Date	Friday, 5 December 2025
Summer Semester Break	Monday, 22 December 2025 – Friday, 2 January 2026
End of Study Period	Friday, 23 January 2026
Exam Preparation Week	Tuesday, 27 January 2026 – Friday, 30 January 2026
Exam Week	Monday, 2 February 2026 – Friday, 6 February 2026

Important Dates

Postgraduate Courses

Master of Information & Communications Technology (MICT)

Semester 1, 2025	Dates
Orientation Day	Monday, 3 March 2025 and Friday, 7 March 2025
Start of Classes	Monday, 10 March 2025
Enrolment Close	Friday, 21 March 2025
Census Date	Friday, 4 April 2025
Mid-Semester Break	Monday, 21 April 2025 – Friday, 25 April 2025
End of Study Period	Friday, 6 June 2025
Exam Preparation Week	Tuesday, 10 June 2025 – Friday, 13 June 2025
Exam Week	Monday, 16 June 2025 – Friday, 20 June 2025

Semester 2, 2025	Dates
Orientation Day	Monday, 14 July 2025 and Friday, 18 July 2025
Start of Classes	Monday, 21 July 2025
Enrolment Close	Friday, 1 August 2025
Census Date	Friday, 15 August 2025
Mid-Semester Break	Monday, 1 September 2025 – Friday, 5 September 2025
End of Study Period	Friday, 17 October 2025
Exam Preparation Week	Tuesday, 21 October 2025 – Friday, 24 October 2025
Exam Week	Monday, 27 October 2025 – Friday, 31 October 2025

Summer Intensive, 2025	Dates
Orientation Day	Monday, 24 November 2025 and Friday, 28 November 2025
Start of Classes	Monday, 1 December 2025
Census Date	Friday, 5 December 2025
Summer Semester Break	Monday, 22 December 2025 – Friday, 2 January 2026
End of Study Period	Friday, 23 January 2026
Exam Preparation Week	Tuesday, 27 January 2026 – Friday, 30 January 2026
Exam Week	Monday, 2 February 2026 – Friday, 6 February 2026

Important Dates

Postgraduate Courses

Master of Social Work (Qualifying) (MSWQ)

Semester 1, 2025	Dates
Orientation Day	Monday, 3 March 2025 and Friday, 7 March 2025
Start of Classes	Monday, 10 March 2025
Enrolment Close	Friday, 21 March 2025
Census Date	Friday, 4 April 2025
Mid-Semester Break	Monday, 21 April 2025 – Friday, 2 May 2025
End of Study Period	Friday, 13 June 2025
Assessment Week	Monday, 16 June 2025 – Friday, 20 June 2025

Semester 2, 2025	Dates
Orientation Day	Monday, 14 July 2025 and Friday, 18 July 2025
Start of Classes	Monday, 21 July 2025
Enrolment Close	Friday, 1 August 2025
Census Date	Friday, 15 August 2025
Mid-Semester Break	Monday, 1 September 2025 – Friday, 12 September 2025
End of Study Period	Friday, 24 October 2025
Assessment Week	Monday, 27 October 2025 – Friday, 31 October 2025

Summer Intensive, 2025	Dates
Orientation Day	Monday, 24 November 2025 and Friday, 28 November 2025
Start of Classes	Monday, 1 December 2025
Census Date	Friday, 5 December 2025
Summer Semester Break	Monday, 22 December 2025 – Friday, 2 January 2026
End of Study Period	Friday, 23 January 2026
Assessment Week	Tuesday, 27 January 2026 – Friday, 30 January 2026

Work Integrated Learning Handbook and Placement Information

Field education and placement are critical components of the Master of Social Work (Qualifying) course. Students must complete a specified number of hours of supervised practice in a professional setting as part of their course requirements.

For detailed information regarding placements, field education, and practical learning requirements in the Master of Social Work (Qualifying) course, please refer to the Work Integrated Learning Handbook.

Student Support Services

Student Support Services

SCI does not charge additional cost for referrals in relation to the services mentioned below:

Administrative/Academic Support

- The administrative consultation available at the Institute is aimed to address administrative issues such as enrolment, course progression, course completion, and graduation, and compliance issues such as visa-related matters for international students;
- Reflecting its commitment to fostering a supportive, welcoming environment, SCI provides two New Student Orientation sessions in the week prior to start of each semester. These sessions are designed to provide students with essential information, resources, and guidance to support their academic success and optimise their experience at SCI;
- Students who wish to consult about administration/academic-related matters may request to meet with the Student Support Manager during campus hours;
- The Student Support Manager will coordinate with the relevant Lecturers to address any administrative matters raised by students that are connected to or have implications for their academic performance.

Aboriginal and Torres Strait Islander Student Support

The Institute provides alternative entry, assistance and support to all Aboriginal and Torres Strait Islander students throughout their journey at the Institute from admissions to graduation – including pastoral care, academic workshops, and access to mentors and staff.

Consultation Service

Students who may need support in dealing with personal matters will receive personalised support from the Dean's recommended external counselling professionals. The objective of this specialist support service is to assist students to:

- Make appropriate educational decisions and career choices;
- Identify barriers and problems impacting study and progress and develop strategies to overcome those challenges;
- Overcome or remediate personal and social or other difficulties which interfere with study progress and individual welfare and development.

Health Services Support

A list of [contacts for medical help available in close vicinity to SCI](#) is available in the SCI Student Handbook.

Disability Services

- The Institute coordinates specific services that allow students with disabilities to access options of study and can help with advocacy;
- All consultation services within the Institute are confidential and free of charge. However, if further assistance is required, the students may be referred to an external professional counsellor who may charge a professional consultation fee.

Support for 'At-Risk' Students

- The Institute encourages English language development and academic support by providing a supportive and dynamic social and academic environment that promotes students' language and communications development and proficiency across the four macro skills: speaking, listening, reading and writing;
- A range of learning activities are offered through Library & Learning Support Manager to address the needs of students who require additional support, including one on one English language development - Remedial Language Support.

Student Support Services

SCI does not charge additional cost for referrals in relation to the services mentioned below.

English Language Support

SCI provides ongoing and timely additional English Language learning support to students through structured Learning Support Sessions to facilitate further development of learning skills and to improve English language proficiency. Students have access to Learning Support Sessions delivered during weekdays by Library & Learning Support Manager.

There is no additional cost for regular Learning Support Sessions delivered by the Library & Learning Support Manager.

Modules	Topics
Modules 1	English language skills for academic success
Modules 2	Study skills and exam preparation
Modules 3	Formal and professional writing
Modules 4	Referencing
Modules 5	Research with ProQuest
Modules 6	Plagiarism (and how to avoid it)

Learning Support Sessions Timetable

Odd Weeks

	Tuesday	Wednesday	Thursday	Friday
8.30 am - 9:00 am				By appointment only
1:00 pm - 1:30 pm	Formal and professional writing	What is plagiarism (and how to avoid it?)	Referencing	

Even Weeks

	Tuesday	Wednesday	Thursday	Friday
8.30 am - 9:00 am	English language skills for academic success			By appointment only
1:00 pm - 1:30 pm		Research with ProQuest	Study skills and exam preparation	

Student Support Services

Academic Counselling Sessions

SCI tracks student performance through systematic monitoring of results of formal assessment tasks in units via mid-term academic intervention and end of study period intervention. SCI also monitors students' throughout their study and provides early and low-risk assessments in most units, but particularly in all first year units, to assist in identifying students who need support to achieve course progression.

The Student Support Manager contacts the student via email/text message and phone to invite them to Academic Counselling Session where the recommendation is provided to either:

- Attend scheduled Learning Support Sessions;
- Attend additional lectures, workshops, or other educational forums;
- Attend counselling sessions;
- Revise enrolment patterns, study load or course of enrolment;
- Access the Learning Management System (LMS) or the prescribed E-book;
- Or a combination of the above.

Southern Cross Institute Student Association (SCISA)

The Southern Cross Institute Student Association (SCISA), an autonomous body formally endorsed by the Governing Council, was established with the core objective of fostering student engagement beyond the academic realm. Its key purposes include:

- Promoting active student participation in institutional decision-making through representation on Committees and Advisory Groups;
- Advocating for student interests and spearheading initiatives to enhance cultural, sporting, and educational experiences;
- Cultivating a positive and enriching student experience through active involvement within the student community;
- Supporting the orientation, integration, and social inclusion of new students;
- Celebrating and showcasing the diverse cultural makeup of the student body at SCI, by creating platforms to support and recognise multiculturalism;
- Assisting with other student-related roles as determined by the Dean and Academic Directors.

SCISA representatives ensure the effective communication of student perspectives, guaranteeing that their voices are considered in both academic and administrative decisions. SCISA also organises a variety of student-focused programs throughout the year to enhance academic success, student well-being, and campus engagement. For example, in Semester 2, 2024, SCISA ran a Mentoring Program, and in Semester 1, 2025, SCISA is planning to introduce a Learning Support Week. Other key SCISA initiatives include Ethnic Day, Sports Day, Resume Workshop, and future networking events, skill-building sessions, and peer support activities.

SCI is dedicated to the continuous improvement of the student experience, with student representatives playing a central role in conveying feedback. The Academic Director of Human Services Management supervises all SCISA activities.

National Code Of Practice

National Code of Practice

The Department of Education and Training (DET) regulates the education and training sector's involvement with overseas students studying in Australia on student visas through the Education Services for Overseas Students (ESOS) legislative framework and the Tuition Protection Service.

This protects Australia's reputation for delivering quality education services and the interests of overseas students by setting minimum standards and providing tuition and financial assurance. The legislation mandates a nationally consistent approach to registering education providers so that the quality of the tuition, and care of students, remains high. The professionalism and integrity of the industry are further strengthened by the ESOS legislation's interface with immigration law. This imposes visa-related reporting requirements on both students and providers. The National Code of Practice is established under the Education Services for Overseas Students (ESOS) Act 2000.

As an education provider, SCI understands and implements the National Code. For more information on the ESOS legislative framework, please refer to the [Australian Education International](#) website.

National Code Key Points

- Ensure that recognition of prior learning of students is conducted and recorded in a formal process;
- Provide refunds to the students as per the SCI Refund Policy;
- States clearly in the written agreement that the student is responsible for keeping copy of the written agreement and receipts of any payments of tuition fees or non-tuition fees made to the Institute;
- Recruit students in accordance with the National Code 2018 and SCI Admissions Policy and Procedure;
- Ensure fairness by committing to Equal Employment Opportunity;
- Ensure that all academic staff and assessors are suitably qualified and experienced;
- Commit to professional development of staff;
- Comply with the guidelines issued by Department of Home Affairs;
- Provide adequate support services to students prior to arrival, on arrival and during their study at SCI;
- Ensure student personal information is filed and maintained appropriately;
- Protect international students whilst studying in Australia;
- Protect Australia's reputation as an education provider to international students by ensuring national standards are met;
- Enable the Commonwealth to monitor and sanction providers as appropriate;
- Assure the integrity of the student visa program.



Policies And Procedures

Policies And Procedures

Assessment Process

- Assessment requirements are specific and vary from course to course. All assessment details, including due dates for each assessment item, are provided in the course information on the [SCI website](#) or the [Learning Management System](#);
- Assessment items submitted after the due date attract penalties. The assessment due date extensions can only be granted under extenuating circumstances, with documentary evidence and in accordance with the [Assessment Policy and Procedure](#).

Marking and Grading

Please refer to the SCI [Assessment Policy and Procedure](#) for information in relation to the marking of assessment items and the award of final grade.

Examination

- Examinations are conducted at the end of each teaching period. All individual exam timetables are accessible via the [Student Portal](#) and are available approximately six (6) weeks prior to the start of each exam period;
- It is the responsibility of the student to ensure that they are aware of the date, starting time and venue of each of their examinations.

Awards and Graduation

Students should familiarise themselves with [Awards and Graduation Policy and Procedure](#) and its requirements. In brief, it is the students' obligation to comply with the ESOS Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 ('National Code 2018') to maintain satisfactory course progress and required attendance level (80% or higher). All students are required to attain minimum academic standards to achieve satisfactory course progression as per the [Academic Progression and Early Intervention Policy and Procedure](#). Students must note that SCI has an obligation to monitor and report on Provider Registration and International Student Management System (PRISM) any changes that are made to the duration of students' approved course duration. Those changes may have resulted in unsatisfactory course progress of a student-requested deferment or course cancellation. When an allowable extension of course duration is permitted, it is the student's responsibility to contact the [Department of Home Affairs](#) should there be any change to their course duration that may affect their student visa status.

Advanced Standing/Credit Transfer

SCI recognises that granting advanced standing for prior learning ensures that students commence study at a level that appropriately recognises their previous learning experiences, and they are not required to repeat within their course of study equivalent learning successfully undertaken in another qualification. Students are requested to fill in the [Advanced Standing Application Form](#) during admission or before the commencement of the course. The Form is available on the [SCI website](#) or Reception.

Academic Integrity

All work presented for assessment is expected to be the student's original work. If the student receives an allegation of academic misconduct, it is either due to Plagiarism, Collusion or Cheating. Please refer to the [Academic Integrity Policy and Procedure](#) for further information.

Policies And Procedures

Equal Opportunity

SCI's [Diversity and Equity Policy](#) outline and confirms the Institution's approach and commitment to inclusion, equity and diversity to create equal opportunities for academic success and to promote a culture that values inclusion, equity and diversity. In particular to target groups identified as disadvantaged in their access to and participation in higher education.

Complaints and Appeals

- SCI encourages students to express any concerns they may have about study-related or other issues. Students should familiarise themselves with the [Student Grievance Management Policy and Procedure](#);
- Students wishing to make a formal complaint or lodge an appeal by filling out the [Student Grievance Application Form](#) available on the SCI website or at reception. Students are also encouraged to resolve grievances informally by speaking with their lecturer/tutor or Student Support Manager.

Course Progression and Attendance

- It is the students' obligation to comply with the ESOS Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 ('National Code 2018') for maintaining satisfactory course progress;
- All students are required to attain minimum academic standards in order to achieve satisfactory course progression;
- The minimum academic standard is passing 50% or more units in an enrolled term;
- Students do not meet minimum academic standards in a course if they:
 - Fail a particular unit of study more than once; or
 - Fail 50% or more of the units of study attempted in a term; or
 - Fail to enrol after an approved study break; or
 - Fail to maintain sufficient progress to enable the student to complete all award requirements with the published maximum course durations or, for international students, within the Confirmation of Enrolment (CoE) timeframe.
- International students must maintain a minimum attendance rate of 80%. Attendance is monitored and recorded by teaching and learning staff. Students whose attendance falls below 80% are contacted by the Institute to remind them of their obligations as international students. For details, please refer to the [Academic Progression and Early Intervention Policy and Procedure](#).

Refund

All refunds will be processed in accordance with the [Refund Policy](#), refer to the [SCI website](#) for details.

Supplementary Fees

SCI charges supplementary fees for some services offered. The Schedule of Supplementary Fees is published on the Institute's website and outlined in the Student Prospectus. In addition, students are made aware of supplementary fees during New Student Orientation Program. SCI fees are reviewed annually and are subject to change. Students should refer to the Institute's [website](#) for updated information.

Policies And Procedures

Refundable Fees

Students receive the refund of tuition fees according to the table below:

- The enrolment fee (\$250) and material fee (\$200) is non-refundable in all instances.

Refund Request Reason	Percentage of Tuition Fees Refundable
Refusal of student's application for an international student visa	100% of paid tuition fee is refundable In case the visa refusal is due to fraudulent or misleading documentation, no tuition fees will be refunded
When a student cancels their enrolment in a course after commencement date	No refund of tuition fees
In the event the student withdraws from a course on or after commencement date	No refund of tuition fees
In the event of an international student's visa is cancelled after census date	Student is not eligible for a refund, other than as required under applicable laws
When SCI cancels the enrolment of a student because the student found to have used fraudulent documentation for admission	No refund of tuition fees
If the student visa is granted on SCI Confirmation of Enrolment ("eCOE"); or	No refund is given except when there are compassionate or compelling circumstances as outlined in this Policy
If the student admission is part of a packaged eCOE with another provider; or	
If at the time of admission/enrolment at SCI, the student has an existing student visa from another provider and that student visa is transferred to SCI eCOE; or	
If an onshore international student has taken future eCOE from SCI while studying with another provider.	

Discrimination

Discrimination

SCI takes great care to ensure that all students and staff members are treated fairly and equitably and that everyone on Institute premises complies with the NSW Government's Anti-Discrimination Act 1977. Discrimination means treating someone unfairly because of differences based on race, gender, religion, cultural group, physical disability, sexual orientation or age. It is against the law, and action will be taken against those in breach of the law.

Any matters in relation to discrimination must be reported to the Dean. Further information can be obtained by contacting:

- **Anti-Discrimination New South Wales**

Ph: 1800 670 812

[Anti-Discrimination NSW](#)



Sexual Harassment

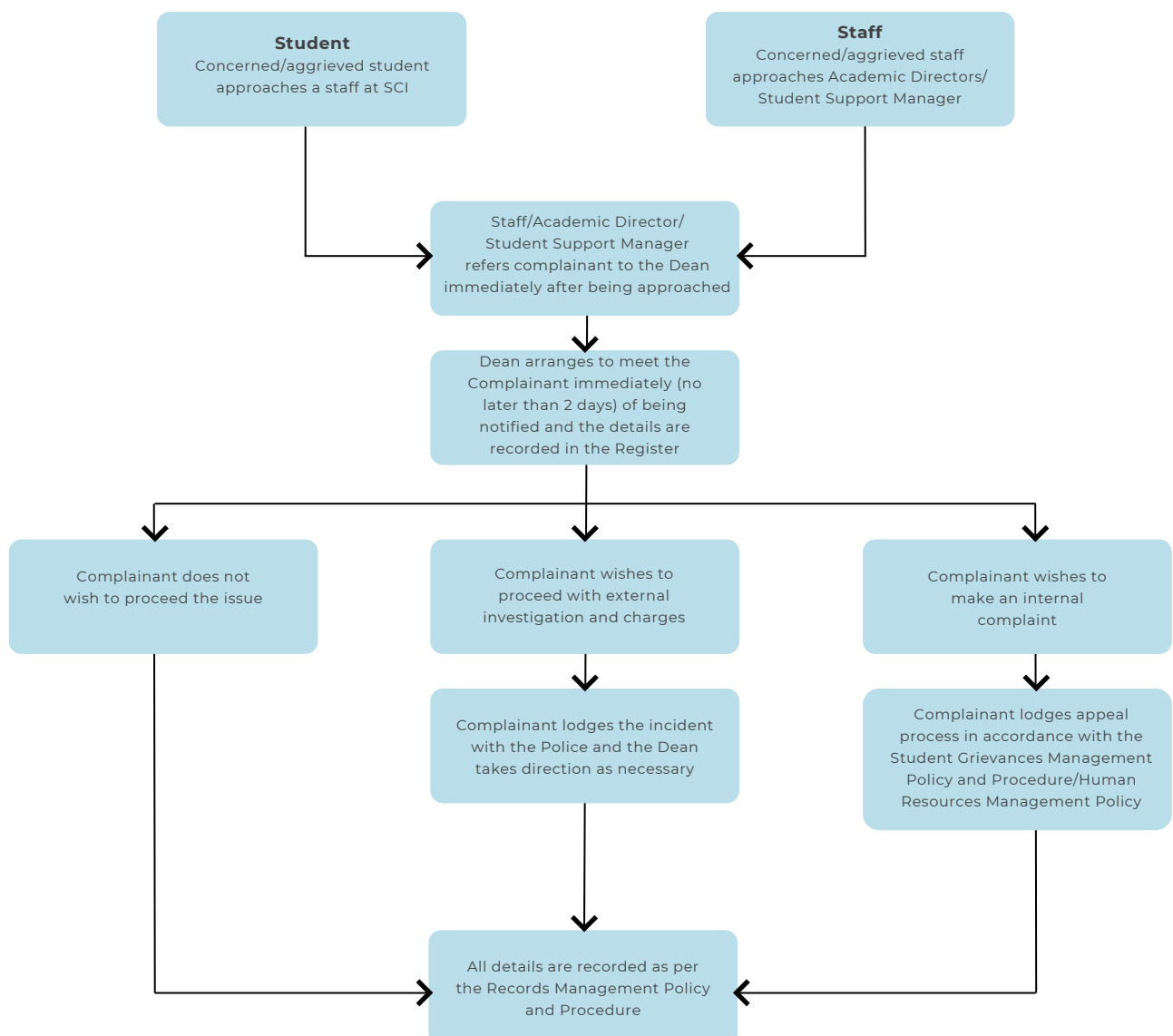
Sexual Harassment

The Institute is committed to creating a work and study environment that celebrates diversity and inclusion and is free of sexual harassment and discrimination for all. The Institute regards sexual harassment as a serious breach and accepts its responsibilities under federal and state equal opportunity laws, and takes all reasonable steps to ensure that no staff member or student subjects another person to or is subjected to sexual harassment within or any Institute activity.

Discrimination against any individual based on their gender identity or sexual orientation is not tolerated by the Institute.

For further details, please refer to the [Sexual Harassment and Assault Policy and Procedure](#) on our SCI website.

Sexual Harassment Complaint Procedure



Occupational Health and Safety

Occupational Health and Safety

The NSW Occupational Health and Safety legislation aim to protect the health, safety and welfare of people. It lays down general requirements which must be met at places of work and study in NSW. SCI is committed to fulfilling its responsibilities under the Act. SCI will identify, develop and provide appropriate information, instruction and training to equip staff and students with the necessary knowledge and skills to fulfil their Work Health and Safety responsibilities during New Student Orientation/New Staff Induction and through regular communication on incident management. All accidents, whether injury-producing or not, must be reported to the Dean. The reporting of injuries enables us to investigate and eliminate hazards and unsafe work practices, thus ensuring safe work conditions for employees.

For further information regarding safe work, please refer to [SafeWork NSW](#).

Emergency Procedures

In compliance with the regulations of the [Work Health and Safety Act 2011](#), SCI is committed to taking reasonable steps to maintain the health and safety of its students and staff. This handbook contains a campus map showing fire exits. Fire exit plans are displayed in all rooms, the foyer area and hallways. Firefighting equipment is available at locations marked on the campus map.

Always remember to:

- Use safe work practice;
- Ensure the equipment you and your students use is safe;
- Speak up if you see an unsafe condition or work practice;
- Seek advice from the Dean;
- Assist your Institute to promote a safe workplace.

For further details, please refer to the [Work Health and Safety Policy](#) on our [website](#).

SCI ensures safety on the campus:

- by providing and maintaining equipment and systems that are safe;
- by providing information, instruction, training and supervision necessary to insure health and safety of students and staff; and
- by maintaining safe entrances and exits.



Critical Incident Management Plan

Critical Incident Management Plan

Critical incident management plan and its related procedures demonstrate the commitment to:

- Identifying and preventing critical incidents and emergencies;
- Allocating appropriate resources and building relationships to manage all critical incidents and emergencies;
- Protecting and delivering the highest possible standard of health and safety for all staff, students and visitors in any event of critical incident or emergency;
- Managing its reputation for the benefit of all stakeholders associated with the Institute;
- Evaluating the effectiveness, adequacy and ongoing suitability of its critical incident and emergency responses.

Response to Critical Incidents and Emergencies

For incidents requiring an emergency response, such as fire, Emergency Services **000** should be contacted and the Leader of the Critical Incident Management Team (CIMT) should be notified immediately. The CIMT will manage the emergency response e.g., building evacuation, contacting emergency services or other personnel as required. For further details, please refer to the [Critical Incident Policy and Procedure](#) on our [website](#).

Initial Assessment and Action

The Critical Incident Management Team (CIMT) Leader:

- Provides any immediate support and safe area for those affected;
- Reviews details of the incident and determines the scale and impact of the incident in reference to the Risk Management Plan;
- Identifies any specialist professional expertise and any notifications to external agencies that may be required;
- Allocates individual roles and responsibilities to respond to the critical incident and maintain a log of events throughout the critical incident;
- Gathers information from sources such as security, police, hospital, and friends;
- For any impacted individuals, obtains detailed information, e.g., student/staff ID, local address, next of kin, nationality, known medical conditions, and, in the case of international students, details about the OSHC provider and sponsor/agent.

Coordination and Response

The CIMT Leader allocates individuals specific roles and responsibilities. One person from the CIMT is appointed as the main point of contact for others i.e., the hospital, relatives, friends, and other parties such as the consulate and police:

- The appointed person makes it known to everyone involved that they are available 24-hours a day for contact whilst the incident is active;
- The CIMT team prepares a list of all people who need to be contacted about the incident and determine how communications should be made and maintained over the period of the response;
- The CIMT meets regularly, throughout the period of response to ensure that all members have up to date information about the incident, understand their respective roles and responsibilities and have the opportunity to debrief and provide each other with support on an ongoing basis;
- The CIMT ensures that all staff have sufficient information to enable them to carry out their roles and responsibilities in relation to the incident;
- In particular, the CIMT discusses appropriate responses to be given to any staff and student enquiries about the incident. The provided response is aimed to achieve a balance between providing accurate information and respecting confidentiality.



Critical Incident Management Plan

Incident and Emergency

Due to the broad range of possible incidents or emergencies, SCI is committed to the effectiveness of the Institute's response and management of those incidents and emergencies. The following table shows the categories of incidents:

Category	Example	Response	Report
Internal Incident	<ul style="list-style-type: none"> Gas leak Chemical hazard Failure of essential services/utilities; Power failure 	<ul style="list-style-type: none"> Evacuate immediately and in accordance with the circumstances that present at the time Call Emergency Services if incident is outside the control 	<ul style="list-style-type: none"> Any member of the CMIT In all cases, notify the Dean Governing Council through quarterly reports from the Dean
Fire/Smoke	<ul style="list-style-type: none"> Fire Explosion Discovery of smoke/fire 	<ul style="list-style-type: none"> Raise the alarm Call Fire and Emergency Services Evacuate immediately and fight fire with existing equipment 	
Bomb Threat	<ul style="list-style-type: none"> Bomb threat by person, phone call, mail/letter Suspicious item 	<ul style="list-style-type: none"> Evacuate if warranted Call Police and Emergency Services 	
Medical Emergency/Threat	<ul style="list-style-type: none"> Loss of consciousness Shock Burn/scalds Poisoning Pandemic diseases 	<ul style="list-style-type: none"> First Aid to be provided Monitor the situation - if severe, inform next of kin Call NSW Poisons Information Centre Follow Government and Health directives Call Emergency Services, if required 	
Personal Threat	<ul style="list-style-type: none"> Kidnapping Sexual assault/serious assault Siege Missing students/ staff Intrusion or holdup Violent behaviour Self-harm, attempted suicide Child protection matter Terrorism 	<ul style="list-style-type: none"> Stay calm Do not take risks Alert others around, if safe to do so Call Emergency Services and follow advice provided Inform Next of Kin (if necessary) 	

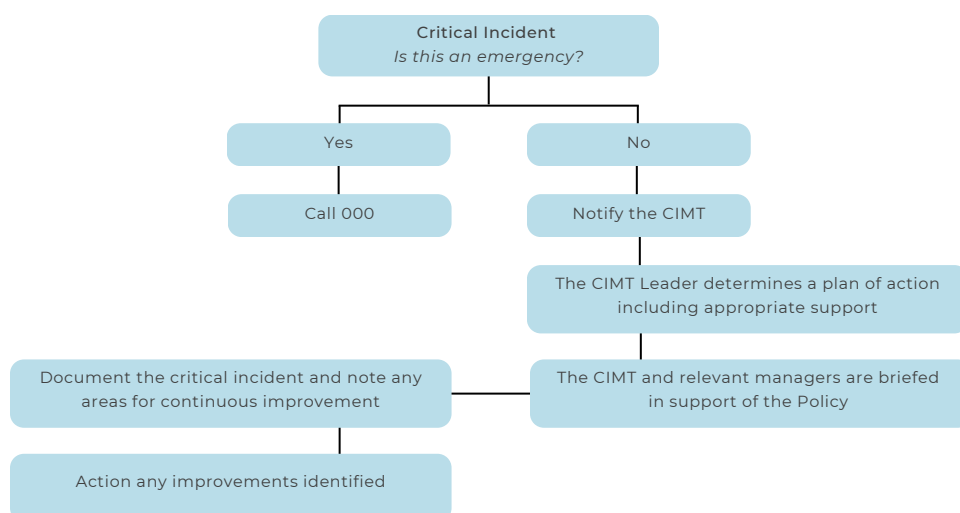
Critical Incident Management Plan

Incident and Emergency

Due to the broad range of possible incidents or emergencies, SCI is committed to the effectiveness of the Institute's response and management of those incidents and emergencies. The following table shows the categories of incidents:

Category	Example	Response	Report
Evacuation	<ul style="list-style-type: none">• Building evacuation	<ul style="list-style-type: none">• Leave the building through the nearest door with an EXIT sign• Do not use elevators• Wait for instructions from local authorities and Emergency Services	<ul style="list-style-type: none">• Any member of the CMIT• In all cases, notify the Dean• Governing Council through quarterly reports from the Dean
External	<ul style="list-style-type: none">• Natural disasters, earthquake, flooding, bushfire• Severe weather and storms• Public disorder• Reputational Damage	<ul style="list-style-type: none">• Stay calm• Call for Emergency Services• Follow the instructions of the local authorities and Emergency Services• If advised to evacuate, then do so immediately and follow instruction	

Notification and Activation Process



Medical and Emergency Facilities

Medical and Emergency Facilities

The following are the closest available medical services:

Parramatta Medical Centre

Address: Entrada Building, Shop 2, 20 Victoria Road Lane, Entrada Centre

Phone: (02) 9762 1041

Business hours:

8:00 am – 7:00 pm (Mon – Fri)

9:00 am – 3:30 pm (Sat – Sun)

Argyle Street Medical Centre

Address: Corner Argyle & Marsden Street, Parramatta, NSW, 2150

Phone: (02) 9893 8733

Business hours:

8:00 am – 6:30 pm (Mon – Fri)

9:00 am – 5:00 pm (Sat – Sun)

The following are the closest available emergency services:

Parramatta Police Station

Address: 95 Marsden Street, Parramatta, NSW, 2150

Phone: (02) 9633 0799

The State (NSW) Emergency Services Organisations (ESO)

To contact the following EMERGENCIES services: (Police / Fire / Ambulance / Paramedics)

Please Dial 000 (from mobile or private phone line)

Please Dial 112 from Mobile (dials even if mobile keypad is locked)

The detailed information you may refer to the following web links:

NSW Police : <http://www.police.nsw.gov.au>

NSW State Emergency Service: <http://www.ses.nsw.gov.au>

NSW Fire Brigades : <http://www.fire.nsw.gov.au>

Ambulance Service of NSW : <http://www.ambulance.nsw.gov.au/>

SCI Emergency Contact Details

[Click here to read more.](#)

You have medical condition/disability and may request for reasonable adjustment to your assessment?

[Click here to fill the form.](#)



Relevant Services in NSW

Relevant Services in NSW

Information About	Source	Contact Details
Enrolment and Academic Requirements	Southern Cross Institute (SCI)	admissions@sci.edu.au Ph: +61 2 9066 6902
Student Support/ Admin Assistance	Southern Cross Institute (SCI)	sso@sci.edu.au Ph: +61 2 9066 6902
Student Visa Conditions Applying For Other Visas	Department of Home Affairs	https://www.homeaffairs.gov.au General Inquiries: 13188
Information on Renting Real Estate Agents	NSW Office of Fair Trading Domain	https://www.fairtrading.nsw.gov.au/ https://www.domain.com.au/
Tax File Number (TFN)	Australian Taxation Office	https://www.ato.gov.au/
Employment (Information on Writing Application Letters and Resumes)	Seek My Career	https://www.seek.com.au https://www.mycareer.com.au
Transport	City Rail/Sydney Buses	https://transportnsw.info/#/
Information on Location/ Street Maps	Where Is	https://www.whereis.com/
Overseas Health Cover (OSHC)	Medibank	https://www.medibank.com.au/overseas-health-insurance/oshc/ Ph: 134 190
List of Hospitals in New South Wales (NSW)	NSW Health Department	https://www.health.nsw.gov.au/pages/contact.aspx
Safety & Emergency: Police / Fire/ Ambulance	NSW State Services Emergency	https://www.ses.nsw.gov.au/ Dial 000 In Case of Emergency
Driving license/ Vehicle Registration	Roads and Maritime Services	https://www.rms.nsw.gov.au/
Legal Services	Legal Aid	https://www.legalaid.nsw.gov.au/ Help Over the Phone call 1300 888 529
Interpreting Services	Community Relations Commission Department of Home Affairs (DHA)	Ph: 1300 651 500 Address: Sydney Level 8, 175-183 Castlereagh Street, Sydney, NSW, 2000 FAX: (02) 8255 6711 TTY: (02) 8255 6758
General Information	Yellow Pages	https://www.yellowpages.com.au/
Taxi Information	Taxis Combined Premier Cards	133 300 / 8332 8888 131 017

Relevant Services in NSW

Information About	Source	Contact Details
Australian Search and Rescue	Search and Rescue	Australian Maritime Safety Authority https://www.amsa.gov.au/ State Emergency Services https://www.ses.nsw.gov.au/
Occupational Health And Safety	Occupational Health and Safety	Occupational Health and Safety https://www.business.gov.au/risk-management/health-and-safety
	Safe Work, NSW	Safe Work, NSW Safe Work, Assistance Service Ph: 13 10 50 Hours: 8:30 AM - 5:00PM, Monday to Friday SafeWork NSW
Bullying/Harassment	Human Rights and Equal Opportunity Commission (HREOC)	GPO Box 5218, Sydney, NSW 2001 Ph: (02) 9284 9600 or 1300 656 419 Fax: (02) 9284 9611 Email: paffairs@humanrights.gov.au https://www.humanrights.gov.au/
Professional Counselling Services	Life Line (Phone Counselling)	Ph: 131114 (24 hours , 7 days a week) Counselling/Support for Ethnic/Community Groups Ph: (02) 9840 3800 Or (02) 9840 3755 Toll Free: 1800 648 911 Hours: 8:30 AM – 5:30 PM, Monday to Friday
	Reach Out	https://www.au.reachout.com/
Family Assistance	Relationship Australia	Relationship Australia https://www.relationships.org.au/ Ph: 1300 364 277
	Department of Communities and Justice	Housing Contract Centre: 1800 422 322 Court Service Centre: 1300 679 272 Link2home Homelessness: 1800 152 152 NSW Victims Access Line: 1800 633 063 https://dcj.nsw.gov.au/
Child Protection	Department of Communities and Justice	Child Protection Help Line: 13 21 11 https://dcj.nsw.gov.au/
Sexual Health	NSW Health	https://www.health.nsw.gov.au/sexualhealth/pages/default.aspx
	Family Planning, NSW	https://www.fpnsw.org.au/ Ph: 1300 658 886

Relevant Services in NSW

Information About	Source	Contact Details
Pregnancy	The Department of Health	Pregnancy, Birth and Baby Free Call: 1800 882 436 https://www.health.gov.au/pregnancyhelpline
Crisis Pregnancy	Pregnancy Help Australia, NSW	Hotline: 1300 139 313 https://pregnancyhelpaustralia.org.au/ Toll Free: 1800 003 707
Domestic Violence	Family and Community Services	Domestic Violence Line 24hr Telephone Support and Referral Ph: 1800 656 463 or TTY: 1800 671 442 https://www.facs.nsw.gov.au/families
	Rape and Domestic Violence Services Australia	Ph: 1800 424 017 Available 24 hours/Day, 7 days/Week https://www.1800respect.org.au/
	Relationships Australia, NSW	Ph: 1300 364 277 http://www.nsw.relationships.com.au/
Dispute Resolution & Mediation Services	Overseas Student Ombudsman	Call: 1300 362 072* Within Australia Outside Australia Call +61 2 6276 0111 Enquiries 9am to 5pm Monday to Friday (AEST) Email: ombudsman@ombudsman.gov.au https://www.ombudsman.gov.au/about/how-we-can-help-you
Women's Refuge	NSW Women's Refuge Resource Centre	Call the 24-Hour Domestic Violence Line Ph: 1800 656 463
Drug and Alcohol	Department of Health and Aged Care	Switchboard: 02 6289 1555 Freecall: 1800 020 103 Drug Information Directory Australian Government Department of Health and Aged Care
	Alcohol and Drug Information Network	Australian Drug Information Network
Gambling Helpline	G-Line	G-Line For Confidential Gambling Help 24-Hour Telephone Service: 1800 858 858 https://www.gamblinghelponline.org.au
Quit/ Stop Smoking	Quitline	Quitline: 13 78 48 https://www.quitnow.gov.au/
Eating Disorders	Health Insite	https://www.healthdirect.gov.au/eating-disorders
Poisons Information Centre	New South Wales Family Planning, NSW	The Children's Hospital at Westmead NSW 2145 Ph: 13 11 26 (24 hours, 7 days a week) https://www.poisonsinfo.nsw.gov.au/



Relevant Services in NSW

Information About	Source	Contact Details
Mental Health Information	Mental Health Australia	Ph: 1300 794 991 Fax: 02 9339 6066 https://mhaustralia.org/need-help
	NSW Health	24/7 Mental Health Line : 1800 011 511 Mental Health Line
	Beyond Blue	Beyond Blue - for Mental Health Assistance Ph: 1300 22 4636 https://www.beyondblue.org.au/
Gay and Lesbian Counselling	The Gender Centre	Ph: 02 9519 7599 Services & Support for the Transgender & Gender Diverse Community The Gender Centre INC
Coroner's Office	National Coronial Information System	Australian Callers: 1300 395 723 International Callers: +61 3 9094 2303 http://www.ncis.org.au/

Transport Services

Transport Services

Sydney's public transport system mainly comprises of bus, train, taxi and ferry services. Taxi services are available but at a more expensive rate.

For further information regarding timetables, fares and routes please refer to the following websites.

Rail Service: Rail | <https://transportnsw.info/>

Transport Services Bus Service: Bus | <https://transportnsw.info/>

Ferry Service: Ferry | <https://transportnsw.info/>

To get information in general regarding bus, train, and ferry services, please call 131 500 between 6:00am – 10:00 pm (7 days) or refer to: [Home | transportnsw.info](#)



Student Visa Compliance

Student Visa Compliance

Assessment Process

Under certain circumstances, students may reduce their study load in a semester, however, must consult with SCI before doing so, to ensure that they are still able to complete their course within the time specified on their Confirmation of Enrolment. Failure to do so may result in future enrolment plan and visa compliance difficulties.

Change of Contact Details

Students are required to give accurate details of a local address and contact number to SCI upon enrolment. You are also required to inform SCI of any change of address or contact number within 7 days of moving residence or changing contact number.

Please contact staff at Reception, to give your new details by filling the [Change of Personal Details Form](#).

Repeating a Unit More than Once

Students can re-enrol in a unit that they have previously failed if it is required for the completion of their course. For further information, please refer to the [Awards and Graduation Policy and Procedure](#).

Condition and Compliance

Mandatory conditions are attached to all student visas, while discretionary conditions are attached according to individual circumstances. If students bring family members with them, then additional conditions may apply. A full list of conditions is available on the [Department of Home Affairs](#) website.

Dependents

Should you have dependents travelling with you to Australia you need to ensure they are covered in your student visa application.

School-aged dependents accompanying you to Australia will be required to pay full fees if enrolled in either government or non-government schools they are.

For information, please refer to: <https://education.nsw.gov.au/public-schools>

Re-entry to Australia

Most student visas permit multiple entry to Australia. Students who have left Australia during the university study period, should check with the Australian High Commission or Embassy in their country, prior to returning to Australia, to ensure their visa has not been cancelled by Department of Home Affairs.

For further information regarding student visa conditions, refer to [VEVO for Visa Holders](#).

Work Conditions for Student Visa Holders

For further information, please refer to the Department of Home Affairs website: [Subclass 500 Student Visa](#).

Places of Religious Worships

Places of Religious Worships

Gurudwaras

- **Gurudwara Sahib Glenwood**
4/18 Meurants Lane, Glenwood, NSW 2768
- **Guru Nanak Gurudwara Turramurra**
81 Kissing Point Road, Turramurra, NSW 2074
- **Reversby Gurudwara**
20 The River Road, Revesby, NSW 2212

Mosque

- **Parramatta Mosque**
1/150 Marsden Street, Parramatta, NSW, 2150
- **Auburn Gallipoli Mosque**
Khutbah in Turkish. 15-19 Gelibolu Parade, Auburn, NSW 2144
- **Rydalmere Masjid**
2 Primrose Avenue, Rydalmere, NSW 2116

Hindu Temples

- **Shri Swaminarayan Mandir**
40 Eleanor Street, Rosehill, NSW 2142
- **Sri Mandir**
286 Cumberland Road, Auburn, NSW 2144
- **Sydney Murugan Temple**
217 Great Western Highway, Mays Hill, NSW 2145



Places of Religious Worships

Christian Churches

- **St Oliver Plunkett Catholic Church**
35 Wigram Street, Harris Park, NSW 2150
- **St John of God Catholic Church**
2 Alice Street, Auburn, NSW 2144
- **Maronite Church of Australia**
Level 2/40 Alice Street, Harris Park, NSW 2150

Buddhist Temples

- **Fo Guang Shan Nan Tien**
Buddhist Temple Parramatta 22 Cowper Street, Parramatta, NSW 2150
- **Hwa Tsang Monastery**
29 MacKenzie Street, Homebush, NSW 2140

Synagogues

- **Parramatta and District Synagogue**
116 Victoria Road, North Parramatta, NSW, 2151
- **Newtown Synagogue**
20 Georgina Street, Newtown, NSW, 2042





SCI Emergency Contact Details

Responsible Department	Email Address	Contact Details
Dean	asif.iqbal@sci.edu.au	+61 2 9423 3616
Student Support	admin@sci.edu.au	+61 2 9066 6902
IT Coordinator	itsupport@sci.edu.au	+61 2 9423 3619

Our Team

[Click to read more.](#)

Point of Contact

[Click to read more.](#)

Medical and Emergency Facilities

[Click to read more.](#)



SOUTHERN CROSS INSTITUTE



- Level 2, 1-3 Fitzwilliam Street, PARRAMATTA NSW 2150 Australia
- Level 1, 37 George Street, PARRAMATTA NSW 2150 Australia



+61 2 9066 6902



info@sci.edu.au



www.sci.edu.au

