



SOUTHERN CROSS
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2026

Student Handbook



Acknowledgement of Country

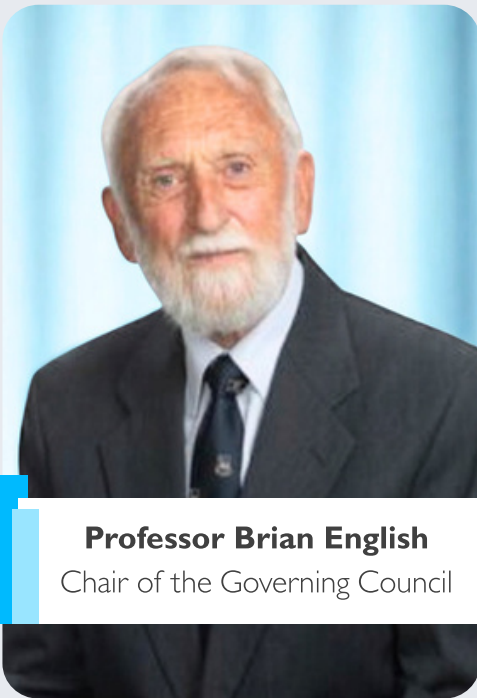
Southern Cross Institute (SCI) acknowledges the Traditional Custodians and the enduring custodianship and law of the Country on which our Parramatta campuses stand. We pay our respects to the Darug people, the Traditional Custodians of this land, and honour their deep and ongoing connection to Country, culture, community and knowledge systems that have existed for tens of thousands of years.

We respectfully acknowledge their Ancestors and Elders, past and present, and extend that respect to all Aboriginal and Torres Strait Islander peoples. SCI recognises the significant contributions that Aboriginal and Torres Strait Islander peoples have made, and continue to make, to Australian society, education, culture and community life.

As a higher education institution, SCI values the diversity, perspectives and knowledge of Aboriginal and Torres Strait Islander peoples and is committed to fostering an inclusive, respectful and culturally safe learning and working environment for all members of its community.



Welcome to Southern Cross Institute (SCI)!



Professor Brian English
Chair of the Governing Council

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

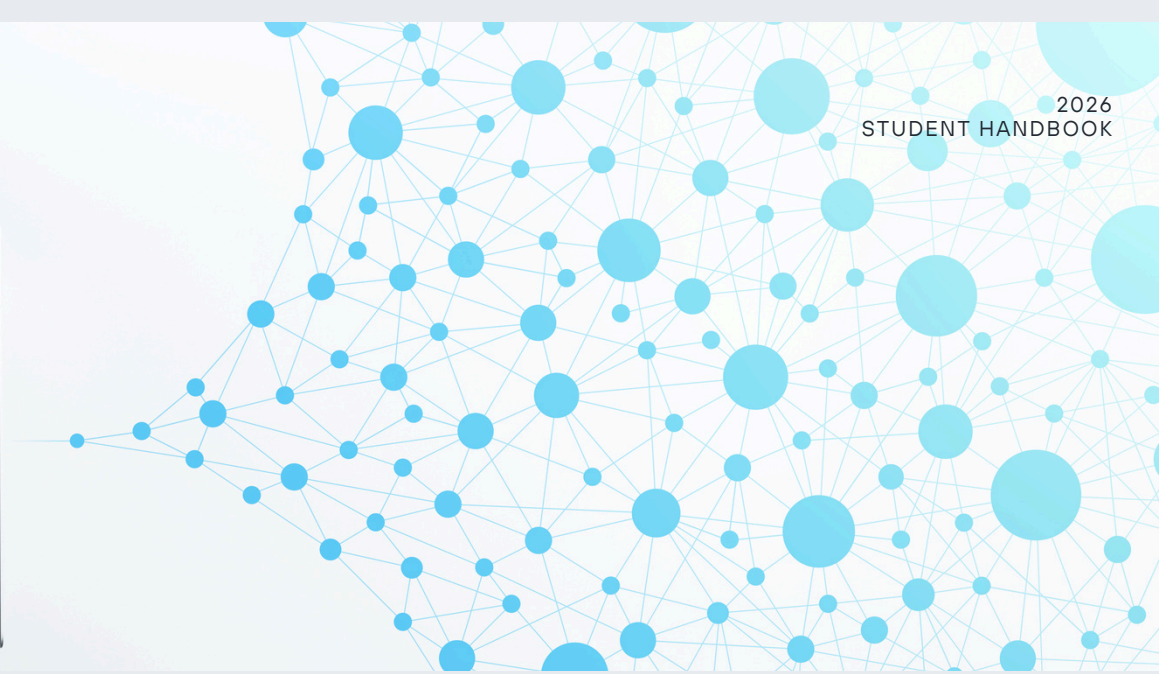
Education is one the most valuable investments we can make in our future success and in the wellbeing of society. Proper education is much more than just information transfer. It provides us with skills in thinking, reasoning, analysing and evaluating ideas, policies, processes and actions.

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.





Important Information

Southern Cross Institute (SCI) is committed to providing current, accurate and accessible information to support students throughout their studies.

This *Student Handbook* has been developed to assist current and prospective students by providing an overview of key information relating to student services, academic requirements, support services, policies, procedures and student life at SCI.

Students are encouraged to familiarise themselves with the Institute's policies and procedures and to seek clarification from the Student Support team where further information or assistance is required.

The current version of all Institute policies and procedures is available on the SCI website. Where any inconsistency exists between this *Student Handbook* and an approved Institute policy or procedure, the approved policy or procedure prevails.

SCI regularly reviews its policies, procedures, services, fees, course information and institutional requirements as part of its continuous improvement and quality assurance processes. Students will be advised of significant changes that may affect their studies in accordance with the Institute's policies and procedures.

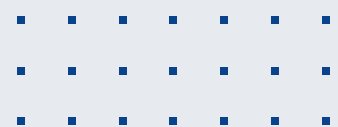




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About SCI



Who We Are

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 dedicated student support and guidance to individual students on their educational journey.

Our curriculum is designed to meet the evolving demands of contemporary professional practice.

By combining academic excellence with personalised support, SCI is committed to creating student-centred learning experiences that empower students to succeed, lead and make meaningful contributions in an increasingly interconnected world.

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.

Our Goals

- Broaden higher education attainment and generate 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.



SCI Campuses

SCI is committed to providing a supportive, inclusive, and high-quality learning environment that fosters academic success, professional development, and lifelong learning.

Both SCI campuses are conveniently located in Parramatta and are within walking distance of Parramatta train station, major bus services, and the City of Parramatta Library, providing students with easy access to transport, community facilities, and educational resources.

SCI currently offers the following accredited courses:

- Bachelor of Business, with majors in
 - Accounting
 - Hospitality Management
 - Information Systems
 - Human Services Management
- Graduate Diploma of Information and Communications Technology (GDICT)
- Master of Information and Communications Technology (MICT)

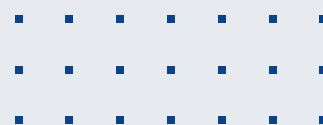
Students benefit from engaging learning experiences delivered by appropriately qualified and experienced academic staff through lectures, tutorials, and practical learning activities. SCI also provides a comprehensive *New Student Orientation Program*, academic support services, library facilities, and access to a wide range of electronic learning resources to support student success throughout their studies.



Fitzwilliam Campus

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

The *Fitzwilliam Campus* is conveniently located opposite Parramatta Train Station and adjacent to Westfield Parramatta, with the Parramatta Bus Interchange nearby. Students also benefit from close proximity to the City of Parramatta Library, Parramatta Square, local parks, Service NSW, cafés, retail outlets, and a range of community and support services, providing easy access to transport and essential amenities.



Macquarie Campus

- Level 6, 31-39 Macquarie Street, PARRAMATTA NSW 2150

The *Macquarie Campus* is conveniently located in the Parramatta CBD, approximately 5–10 minutes' walk from Parramatta Train Station and the Parramatta Bus Interchange. Close to Parramatta Square, Westfield Parramatta, the City of Parramatta Library, local parks, Service NSW, cafés, community services, and other key amenities, the campus offers students convenient access to transport, learning resources, and essential services.





Staff Contact Lists

To support your studies and overall student experience, SCI provides access to key staff contacts who can assist with academic, administrative, and student support enquiries.

Position	Phone	Email
RECEPTIONIST	+61 2 9066 6902	reception@sci.edu.au
ADMISSIONS OFFICER	+61 2 9066 6902	admissions@sci.edu.au
STUDENT COUNSELLOR	+61 2 9066 6902	counsellor@sci.edu.au counselling@sci.edu.au
STUDENT SUPPORT OFFICER	+61 2 9066 6902	sso@sci.edu.au
STUDENT SUPPORT MANAGER	+61 2 9066 6902	ssc@sci.edu.au
MARKETING MANAGER	+61 2 8844 1007	marketing@sci.edu.au
LIBRARY & LEARNING SUPPORT MANAGER	+61 2 9423 3618	library@sci.edu.au
ACCOUNTANT	+61 2 9066 6902	accounts@sci.edu.au
IT COORDINATOR	+61 2 9423 3619	itsupport@sci.edu.au
COMPLIANCE MANAGER	+61 2 9423 3612	compliance@sci.edu.au
STUDENT SUPPORT MANAGER - OFFSHORE	+61 2 9066 6902	offshoressm@sci.edu.au
STUDENT LIAISON OFFICER	+61 2 9066 6902 / +0434 319 737	contact.admin@sci.edu.au

If you need assistance, advice, or support during your studies, the Student Support Manager is available to help. Overseas students are encouraged to contact the Student Support Manager via ssc@sci.edu.au or by calling +61 2 9066 6902.



SCAN TO ACCESS THE
SCI ONLINE LIBRARY

Our Facilities



Library Hours

Library services are provided across both campuses, the *Bloomsbury Library* at the Fitzwilliam Street campus and the *Gulambali Library* at the Macquarie Street campus:

Days	Time
Monday to Friday	8:30 to 17:30 (Campus facilities will remain open until 21:30, subject to timetable/ schedule)
Saturday to Sunday	8:30 to 17:30 (Campus facilities remain open until 21:30, and during weekend subject to timetable/ schedule)



Classrooms and Computer Labs

Classrooms at both SCI campuses are spacious, well-lit and equipped with appropriate audio-visual technology to support an effective teaching and learning experience. The campuses also include 1 computer laboratories designed to support student learning and engagement.

SCI provides a comprehensive range of learning resources to support its undergraduate and postgraduate courses. These include physical and electronic library collections, academic journals, prescribed readings, and access to online databases and research materials. Library services are accessible both on campus and remotely, supporting flexible learning.

SCI also provides designated study areas and collaborative learning spaces across its campuses to support independent and group-based learning activities.





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National Code 2018



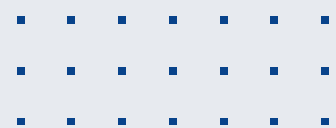
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National Code 2018

The *National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)* is a legislative instrument made under the *Education Services for Overseas Students Act 2000 (ESOS Act)*. The National Code sets nationally consistent standards for the delivery of education and training to overseas students studying in Australia on student visas.

SCI is committed to complying with the ESOS legislative framework, including the ESOS Act, the National Code 2018, and associated regulations. These requirements are designed to protect the interests of overseas students, support the delivery of high-quality education and training, maintain Australia's international education reputation, and support the integrity of the student visa program.

Further information regarding the ESOS legislative framework and the National Code 2018 is available from the Australian Government [Department of Education](#).





Key Standards of the National Code 2018

SCI is committed to complying with the *National Code 2018* and the *ESOS* legislative framework. In accordance with these requirements, SCI:

- Provides accurate, current and ethical information about its courses, services, fees, policies and study requirements, and recruits and enrolls students responsibly in accordance with the *Admissions Policy and Procedure*;
- Assesses applications for advanced standing and recognition of prior learning through a formal process as set out in the *Advanced Standing Policy and Procedure*;
- Formalises enrolment through a written agreement that outlines the rights and responsibilities of students and SCI, including fees, refund arrangements, tuition protection arrangements and conditions of enrolment, consistent with the requirements of the *Letter of Offer and Written Agreement* and *Refund Policy*;
- Provides academic, learning, welfare and student support services before commencement, during orientation and throughout the student lifecycle as outlined in the *Student Support Policy*, *Library and Learning Support Services Plan*, *Student Consultation Policy and Procedure* and *New Student Orientation Policy*;
- Supports students in achieving satisfactory academic progress and meeting student visa requirements through monitoring, early intervention and support mechanisms outlined in the *Academic Progression and Early Intervention Policy* and *Student Support Policy*;
- Maintains accurate, secure and confidential student records and personal information under the *Records Management Policy and Procedure* and applicable privacy requirements;



Key Standards of the National Code 2018

- Provides fair, accessible and transparent processes for complaints, appeals, transfers, deferrals, suspensions and cancellations through the implementation of the Student Grievance Management Policy and Procedure, International Student Transfer Policy and Procedure and related student administration policies;
- Promotes diversity, equity, inclusion, respectful behaviour and academic integrity through the application of the Diversity and Equity Policy, Student Code of Conduct, Academic Integrity Policy and Procedure and related institutional policies;
- Ensures academic and professional staff are appropriately qualified, experienced and supported through the provisions of the Human Resources Management Policy and Scholarly Activity and Academic Freedom Policy;
- Protects the wellbeing, safety and interests of students through the implementation of the Student Support Policy, Work Health and Safety Policy, Sexual Harassment and Assault Policy and Procedure, Critical Incident Policy and Procedure and related support frameworks;
- Uses student and stakeholder feedback to inform monitoring, review and continuous improvement activities as outlined in the Stakeholder Feedback Policy and Procedure, Quality Assurance Policy and Strategic Plan; and
- Maintains compliance with the requirements of the Department of Home Affairs, the Department of Education, the ESOS legislative framework and the National Code 2018, and cooperates with regulatory authorities in fulfilling reporting, monitoring and compliance obligations under relevant legislation.





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SCI Courses



Our Courses

Undergraduate Course



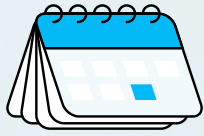
Bachelor of Business

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

Postgraduate Courses

- Graduate Diploma of Information and Communications Technology (GDICT)
- Master of Information and Communications Technology (MICT)





Important Dates - Undergraduate Courses

Semester 1, 2026	Dates
Orientation Day	Monday, 23 February 2026 and Friday, 27 February 2026
Start of Classes	Monday, 2 March 2026
Enrolments Close	Friday, 13 March 2026
Census Date	Friday, 27 March 2026
End of Study Period	Friday, 22 May 2026
Exam Preparation Week	Monday, 25 May 2026 – Saturday, 30 May 2026
Exam Week	Monday, 1 June 2026 – Saturday, 6 June 2026
Semester 2, 2026	Dates
Orientation Day	Monday, 29 June 2026 and Friday, 3 July 2026
Start of Classes	Monday, 6 July 2026
Enrolments Close	Friday, 17 July 2026
Census Date	Friday, 31 July 2026
End of Study Period	Friday, 25 September 2026
Exam Preparation Week	Monday, 28 September 2026 – Friday, 2 October 2026
Exam Week	Tuesday, 6 October 2026 – Friday, 9 October 2026
Summer Semester, 2026	Dates
Orientation Day	Thursday, 22 October 2026 and Friday, 23 October 2026
Start of Classes	Monday, 26 October 2026
Enrolments Close	Friday, 6 November 2026
Census Date	Friday, 20 November 2026
End of Study Period	Friday, 29 January 2027
Exam Week	Monday, 1 February 2027 – Friday, 5 February 2027



Important Dates - Postgraduate Course

Graduate Diploma of Information and Communications Technology (GDICT)

Semester 1, 2026	Dates
Orientation Day	Monday, 23 February 2026 and Friday, 27 February 2026
Start of Classes	Monday, 2 March 2026
Enrolments Close	Friday, 13 March 2026
Census Date	Friday, 27 March 2026
End of Study Period	Friday, 22 May 2026
Exam Preparation Week	Monday, 25 May 2026 – Saturday, 30 May 2026
Exam Week	Monday, 1 June 2026 – Saturday, 6 June 2026
Semester 2, 2026	Dates
Orientation Day	Monday, 29 June 2026 and Friday, 3 July 2026
Start of Classes	Monday, 6 July 2026
Enrolments Close	Friday, 17 July 2026
Census Date	Friday, 31 July 2026
End of Study Period	Friday, 25 September 2026
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Start of Classes	Monday, 26 October 2026
Enrolments Close	Friday, 6 November 2026
Census Date	Friday, 20 November 2026
End of Study Period	Friday, 29 January 2027
Exam Week	Monday, 1 February 2027 – Friday, 5 February 2027



Important Dates - Postgraduate Course

Master of Information and Communications Technology (MICT)

Semester 1, 2026	Dates
Orientation Day	Monday, 23 February 2026 and Friday, 27 February 2026
Start of Classes	Monday, 2 March 2026
Enrolments Close	Friday, 13 March 2026
Census Date	Friday, 27 March 2026
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Exam Week	Monday, 1 February 2027 – Friday, 5 February 2027



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Student Support and Wellbeing Services



Student Support and Wellbeing Services

SCI provides students with access to learning support services, personal support services, educational resources and other support services that are informed by the needs of student cohorts, including mental health, disability and wellbeing needs.

Students have access to a range of academic, learning and personal support services to support their participation, progression and success.





Orientation and Transition Support

SCI supports students in their transition to higher education through the provision of pre-arrival information, orientation activities and ongoing support services as outlined in the *New Student Orientation Policy*.

Prior to commencement, students receive important information through the *Prospectus*, *Pre-Arrival Guide*, *Letter of Offer and Written Agreement*, and the SCI website. All commencing students participate in the *SCI New Student Orientation Program*, which introduces students to academic requirements, support services, student responsibilities, learning resources, student visa obligations (where applicable), and campus facilities.



Academic, Administrative and Learning Support

Through its *Student Support Policy*, SCI provides academic, administrative and learning support throughout the student lifecycle. Support is available to assist students with:

- Admissions, enrolment and graduation matters;
- Course planning, progression and academic success;
- Study skills, academic literacy and English language development;
- Access to learning resources, library services and educational technologies;
- Student visa obligations and study requirements for international students; and
- Referrals to personal support services and other appropriate support services.

Students may access support through the Student Support Manager, academic staff, Library & Learning Support Services, and other designated Institute personnel.



English Language and Learning Support

Through its English Language Policy and Library and Learning Support Services Plan, SCI provides ongoing academic language and learning support to assist students in developing their academic literacy, communication, research and study skills.

Students have access to structured Learning Support Sessions delivered by the Library and Learning Support Team throughout the semester. The learning support modules and timetable are outlined below.

Modules	Topics
Module 1	English language skills for academic success
Module 2	Study skills and exam preparation
Module 3	Formal and Professional writing
Module 4	Referencing
Module 5	Research with ProQuest
Module 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	

In addition to scheduled *Learning Support Sessions*, students may access individual learning support consultations and additional English language support by appointment. Additional support may also be provided to students identified through academic monitoring and early intervention processes.



Academic Progression and Early Intervention

Through its Academic Progression and Early Intervention Policy and Procedure and Student Support Policy, SCI monitors student academic progress throughout each study period and provides timely support to students who may be at risk of unsatisfactory academic progress. Students are expected to maintain satisfactory academic progress throughout their studies and are encouraged to engage with available support and intervention strategies where required.

Support and intervention strategies may include:

- Academic counselling;
- Learning support workshops;
- English language support;
- Study skills development;
- Referrals to appropriate support services; and
- Individual academic support strategies.





Student Wellbeing and Personal Support

Through its *Student Support Policy*, SCI provides access to support services that are informed by the needs of student cohorts, including:

- Mental health, disability and wellbeing needs;
- Accommodation and welfare services;
- Health services;
- Counselling;
- Legal advice;
- Advocacy; and
- Emergency services.





Aboriginal and Torres Strait Islander Student Support

Through its *Student Support Policy* and *Diversity and Equity Policy*, SCI is committed to supporting Aboriginal and Torres Strait Islander students throughout their educational journey. Support may include academic assistance, individual guidance, referral services, mentoring opportunities and access to culturally appropriate support mechanisms.

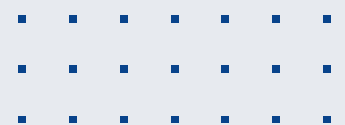


Disability and Accessibility Support



SCI is committed to providing equitable access and participation opportunities for students with disability, medical conditions or other circumstances requiring reasonable adjustment through its *Student Support Policy* and *Diversity and Equity Policy*. Students are encouraged to discuss their support needs with the Institute so that appropriate arrangements may be considered and implemented where reasonably practicable.

Students requiring reasonable adjustment should contact the Student Support Manager via ssc@sci.edu.au before or during their studies.





Student Consultation and Representation

Consistent with the *Student Consultation Policy and Procedure*, SCI encourages students to provide feedback and participate in institutional consultation and decision-making processes. Students may provide feedback through surveys, consultation activities, student representatives and other formal feedback mechanisms.

The *Southern Cross Institute Student Association (SCISA)* provides opportunities for student engagement, representation and participation in academic, social, cultural and community activities. Student representatives contribute to institutional consultation processes and assist in communicating student perspectives to relevant committees and decision-making bodies.





Student Privacy and Records Management

SCI is committed to maintaining student records securely and confidentially in accordance with its policies, procedures and legislative obligations.

Personal information collected by SCI is used for purposes associated with admission, enrolment, academic administration, student support, course delivery, compliance and other activities related to a student's studies.

Student records are maintained, stored, retained and managed in accordance with the *Records Management Policy and Procedure*. Access to personal information is restricted to authorised persons and managed in accordance with applicable privacy, confidentiality and recordkeeping requirements.

SCI may disclose information where required or authorised by law, including for regulatory, reporting, compliance or student administration purposes.

Students should refer to the *Records Management Policy and Procedure* and other relevant Institute policies for further information regarding the collection, storage, use and disclosure of personal information.



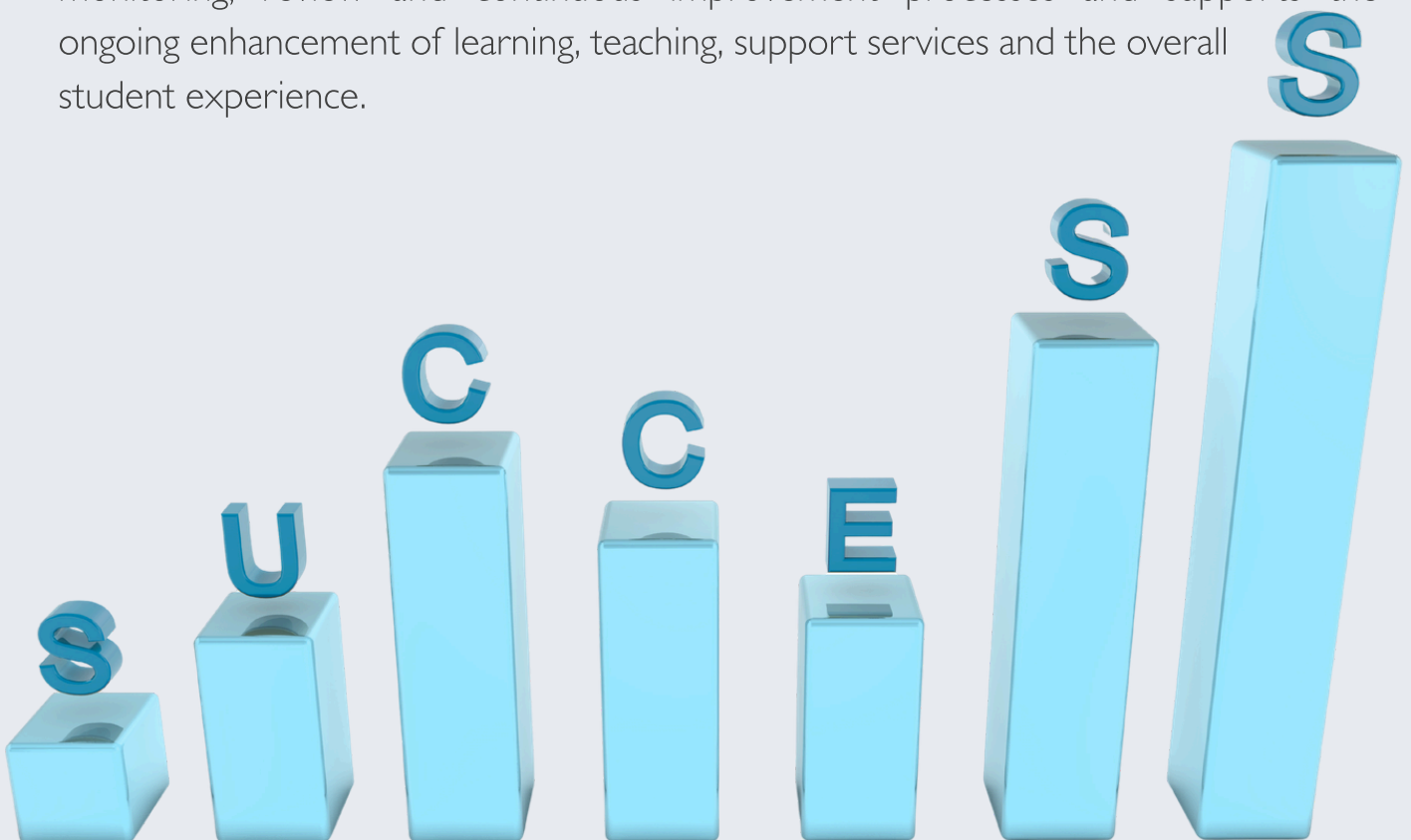


Continuous Improvement

Through its *Stakeholder Feedback Policy and Procedure* and *Quality Assurance Policy*, SCI encourages students to provide feedback on their educational experiences through surveys, the *Student Feedback Form*, consultation activities, student representatives, SCISA, and other feedback mechanisms.

Feedback may be collected through the Institute's *Unit Teaching and Learning Survey*, *Student Support and Experience Survey*, *Graduate Survey*, online feedback surveys, feedback submitted via the Institute's website, and other consultation processes.

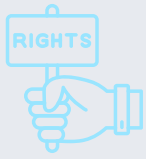
Feedback received from students and other stakeholders informs the Institute's monitoring, review and continuous improvement processes and supports the ongoing enhancement of learning, teaching, support services and the overall student experience.





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Academic Policies and Student Responsibility



Student Rights and Responsibilities

SCI is committed to providing a safe, inclusive and supportive learning environment that promotes student success, wellbeing and academic integrity.

Students should refer to the relevant Institute policies and procedures available on the SCI website for detailed information regarding their rights, responsibilities and obligations, including the [Student Code of Conduct](#), [Student Support Policy](#), [Student Consultation Policy and Procedure](#), [Student Grievance Management Policy and Procedure](#), [Academic Integrity Policy and Procedure](#), [Academic Progression and Early Intervention Policy and Procedure](#), [Diversity and Equity Policy](#), [Admissions Policy and Procedure](#), and [Advanced Standing Policy and Procedure](#).

Student Rights

Students have the right to:

- Be treated fairly, respectfully and equitably;
- Access academic, administrative and student support services;
- Access learning resources and educational support services relevant to their studies;
- Participate in student consultation and feedback processes;
- Lodge complaints, grievances and appeals in accordance with Institute policies and procedures;
- Apply for advanced standing, credit transfer or recognition of prior learning in accordance with Institute policies and procedures;
- Receive information regarding Institute policies, procedures, services and requirements; and
- Receive support and intervention where academic progress concerns are identified.

Student Responsibilities

Students are responsible for:

- Complying with Institute policies, procedures and codes of conduct;
- Conducting themselves honestly, ethically and respectfully;
- Maintaining academic integrity in all academic activities;
- Taking responsibility for their academic progress and engagement in learning activities;
- Treating students, staff, visitors and members of the wider community with respect;
- Maintaining current contact details and monitoring official Institute communications; and
- Complying with any conditions associated with their enrolment, including student visa requirements where applicable.



Assessment

Assessment requirements vary between units and are outlined in the relevant Unit Outline and Learning Management System (LMS). Students are responsible for familiarising themselves with assessment requirements, submission deadlines and assessment instructions.

Assessment is conducted in accordance with the Assessment Policy and Procedure and Assessment Moderation Policy. SCI uses assessment moderation processes to support fair, consistent and transparent assessment practices and to ensure that grades accurately reflect student achievement.

Students who experience circumstances that may affect their ability to complete assessment requirements should refer to the provisions relating to extensions, special consideration and supplementary assessment.



Academic Integrity

SCI is committed to maintaining the highest standards of academic integrity and expects students to conduct themselves honestly, ethically and responsibly in all academic activities.

Students are responsible for ensuring that all submitted work is their own and appropriately acknowledges the work and ideas of others. Academic misconduct may include plagiarism, collusion, cheating, contract cheating, fabrication, falsification and other breaches of academic integrity.

Students are expected to use generative artificial intelligence (GenAI) tools ethically and responsibly and comply with assessment requirements and conditions relating to their use as specified in assessment task requirements.

To support the development of good academic practice, students are provided with guidance and learning resources on academic integrity, including the *Academic Integrity Module (AIM)* available through OASIS. Students are encouraged to complete the module and apply the principles of academic integrity throughout their studies.

Students should refer to the Academic Integrity Policy and Procedure for further information regarding academic integrity requirements, responsibilities and processes.



Advanced Standing

SCI recognises that prior formal, informal and non-formal learning may be considered for the purpose of granting advanced standing towards a course of study.

Students seeking advanced standing must submit an application in accordance with the [Advanced Standing Policy and Procedure](#) and provide relevant supporting documentation. Applications are assessed on the basis of equivalence of learning outcomes and academic standards.

The [Advanced Standing Application Form](#) is available from the Institute's website and must be submitted by the published application deadlines.





Diversity and Equity

SCI is committed to promoting inclusion, equity and diversity and providing an inclusive, equitable and respectful learning environment in accordance with the *Diversity and Equity Policy*.

SCI promotes equal opportunity and supports the participation, progression and completion of all students, including students from identified equity groups and those who may experience disadvantage in accessing higher education.

Students have the right to:

- Be treated fairly, equitably and with respect;
- Learn in an environment free from unlawful discrimination, harassment and victimisation;
- Access appropriate support services and reasonable adjustments where required; and
- Participate fully in academic and student life regardless of their background or circumstances.

Students are expected to contribute to a safe, respectful and inclusive learning environment that values diversity and individual differences.

Students who believe they have experienced discrimination, harassment or unfair treatment may seek assistance through the Student Support Team or lodge a grievance in accordance with the *Student Grievance Management Policy and Procedure*.

For external information and assistance regarding discrimination matters, students may contact *Anti-Discrimination NSW* on 1800 670 812.



Student Grievances and Appeals

SCI is committed to providing prospective and current students with access to fair, transparent and timely grievance and appeals processes in accordance with the *Student Grievance Management Policy and Procedure*.

Students may raise concerns or lodge a grievance regarding any aspect of their experience with the Institute, including academic and non-academic matters. Where appropriate, students are encouraged to seek resolution through informal processes before lodging a formal grievance.

Students may submit a grievance or appeal using the *Student Grievance Application Form*, available on the SCI website.

Students have the right to:

- Have grievances and appeals managed fairly, objectively and without reprisal;
- Be treated with respect and procedural fairness;
- Be informed in writing of the outcome and reasons for any decision; and
- Access internal and external review processes where applicable.

If a matter is not resolved through the Institute's internal processes, students may seek an external review through the *National Student Ombudsman (NSO)* by contacting 1300 395 775.

Further information is available from the Student Support Team and in the *Student Grievance Management Policy and Procedure*.



Deferral, Suspension and Cancellation

In accordance with the [Deferral, Suspension and Cancellation Policy and Procedure](#), students may apply to defer the commencement of their studies, apply for a leave of absence (suspension), or cancel their enrolment.

Students seeking to defer, suspend or cancel their studies must submit a [Deferment, Suspension or Cancellation Form](#) together with any required supporting documentation. Applications are assessed in accordance with the requirements of the Policy and relevant legislative obligations.

International students should be aware that changes to enrolment status may affect their [Confirmation of Enrolment \(CoE\)](#) and student visa conditions. Students are encouraged to seek advice from the Institute before making decisions relating to deferral, suspension or cancellation of enrolment.



Refunds

Refunds are administered in accordance with the [Refund Policy](#) and applicable legislative requirements.

Students seeking a refund must submit a [Refund Application Form](#) together with any required supporting documentation. Refund applications are assessed in accordance with the eligibility requirements and refund provisions outlined in the Refund Policy.

Students may also have rights under the [Australian Consumer Law](#). International students may be eligible to access the [Tuition Protection Service \(TPS\)](#) by contacting 1300 980 434, where applicable.

Students should refer to the [Refund Policy](#) for detailed information regarding refund eligibility, refund application requirements and tuition protection arrangements.



Supplementary Fees

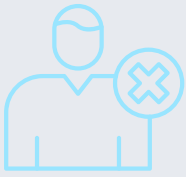
In addition to tuition fees, SCI may charge supplementary fees for certain services, administrative processes, replacement documentation and other approved activities.

The current *Schedule of Supplementary Fees* is outlined below and is also available on the SCI website. Students are encouraged to review applicable fees prior to requesting services that may attract additional charges. Information relating to fee payments and refunds is available in the Refund Policy.

Service	Fee
Enrolment Fee (Non-Refundable)	\$250
Late Payment Fee	\$100 per instalment
Re-issue of Student Card	\$20
Re-issue of Testamur / Certificate	\$50
Late Fee for the Late Return of Items on	\$10
Re-issue of Academic Transcript	\$50
Re-issue of CoE after Cancellation	\$50
Credit Card Surcharge	2%
Graduation Ceremony (e.g. Gown Hire)	\$25

Note: Supplementary fees are reviewed periodically and may be amended by the Institute. Students should refer to the SCI website for the most current fee information.





Sexual Harassment and Assault

SCI is committed to creating a work and study environment that celebrates diversity and inclusion and is free from sexual harassment, sexual assault and discrimination. In accordance with the *Sexual Harassment and Assault Policy and Procedure*, SCI adopts a zero-tolerance approach to sexual harassment, sexual assault and discrimination on the basis of gender identity or sexual orientation.

Students have the right to:

- Learn in a safe, respectful and inclusive environment;
- Be treated with dignity, courtesy and respect;
- Access support services and referral pathways where required; and
- Report incidents of sexual harassment, sexual assault or gender-based violence.

SCI provides access to support services, counselling and referral pathways, and encourages students to seek assistance if they experience or witness inappropriate behaviour.

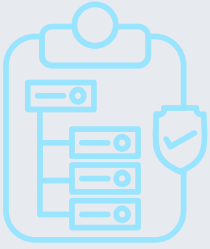
Students may seek assistance from the Student Support Team, Student Support Manager or the Dean. For immediate emergencies, students should contact **000**.

External support services include:

- 1800RESPECT – 1800 737 732
- Lifeline – 13 11 14
- NSW Police – 131 444 (non-emergency) or 000 (emergency)

For further information, please refer to the *Sexual Harassment and Assault Policy and Procedure* available on the SCI website.





Sexual Harassment and Assault Complaint Procedure

Students who experience or witness sexual harassment, sexual assault or gender-based violence are encouraged to report the matter and seek support.

The complaint procedure is outlined in the *Sexual Harassment and Assault Policy and Procedure* and may involve:

- A student raising a complaint with a staff member of the Institute;
- Referral of the complaint to the Dean immediately after the matter is raised; A meeting with the complainant arranged by the Dean no later than two (2) days after notification, with details recorded in the Register;
- The complainant electing to:
 - not proceed with the matter;
 - pursue an internal complaint process; or
 - pursue an external investigation and charges;
- Internal complaints being managed in accordance with the *Student Grievance Management Policy and Procedure*;
- External complaints being reported to the Police, with the Dean taking direction as necessary; and
- Records being maintained in accordance with the *Records Management Policy and Procedure*.

Information relating to complaints is managed confidentially in accordance with the *Sexual Harassment and Assault Policy and Procedure*.





Work Health and Safety

SCI is committed to achieving and maintaining a safe and healthy environment for work and study through the effective management of work health and safety risks and the continuous improvement of safety systems and practices, in accordance with the *Work Health and Safety Policy*.

Students are responsible for:

- Taking care that their acts or omissions do not adversely affect the health and safety of other persons;
- Following directions provided by academic staff, administrative staff and Institute management on work health and safety matters;
- Completing their work in the safest manner possible; and
- Reporting any hazards, risks or incidents as they are identified.

SCI provides information relating to work health and safety requirements through orientation and ongoing institutional communications, including information on incident reporting and emergency procedures.

For further information, students should refer to the *Work Health and Safety Policy* available on the SCI website.





Emergency Procedures and Incident Reporting

SCI is committed to maintaining a safe learning environment and has procedures in place for responding to emergencies, incidents and hazards.

Students should:

- Familiarise themselves with emergency exits, evacuation procedures and emergency contact information displayed throughout the campus;
- Follow directions provided by emergency personnel and Institute staff during an emergency;
- Contact emergency services on **000** immediately in the event of an emergency; and
- Report incidents, hazards, injuries and near misses to the Institute's emergency personnel as soon as practicable.

Emergency contact details are available in the *Student Handbook*, at Reception, on campus noticeboards and on the SCI website.

For further information, students should refer to the *Work Health and Safety Policy* and *Critical Incident Policy and Procedure* available on the SCI website.



Critical Incidents and Emergencies

SCI is committed to providing a safe and supportive learning environment and to responding promptly and effectively to critical incidents and emergencies in accordance with the *Critical Incident Policy and Procedure*.

A critical incident may include, but is not limited to:

- Serious injury, illness or death;
- Fire, explosion or evacuation;
- Natural disasters or severe weather events;
- Missing students;
- Violent, threatening or criminal behaviour;
- Sexual assault or serious assault;
- Self-harm or attempted suicide;
- Public health emergencies; and
- Other incidents that may significantly affect the safety, wellbeing or operations of the Institute.

In the event of an emergency, students should:

- Contact Emergency Services on **000** immediately where required;
- Follow directions provided by emergency personnel and Institute staff;
- Follow evacuation procedures where applicable; and
- Notify the Institute as soon as practicable.

SCI provides support and assistance to students affected by critical incidents and may liaise with emergency services, external agencies, family members or other appropriate parties where required.

For further information, students should refer to the *Critical Incident Policy and Procedure* available on the SCI website.



Emergency Contacts and Support Services

Students requiring emergency assistance or support should use the following services where appropriate:

Emergency Services

- Police, Fire or Ambulance: **000**

Police Assistance Line

- 131 444 (non-emergency police assistance)

Lifeline

- 13 11 14
- <https://www.lifeline.org.au>

1800RESPECT

- 1800 737 732
- <https://www.1800respect.org.au>

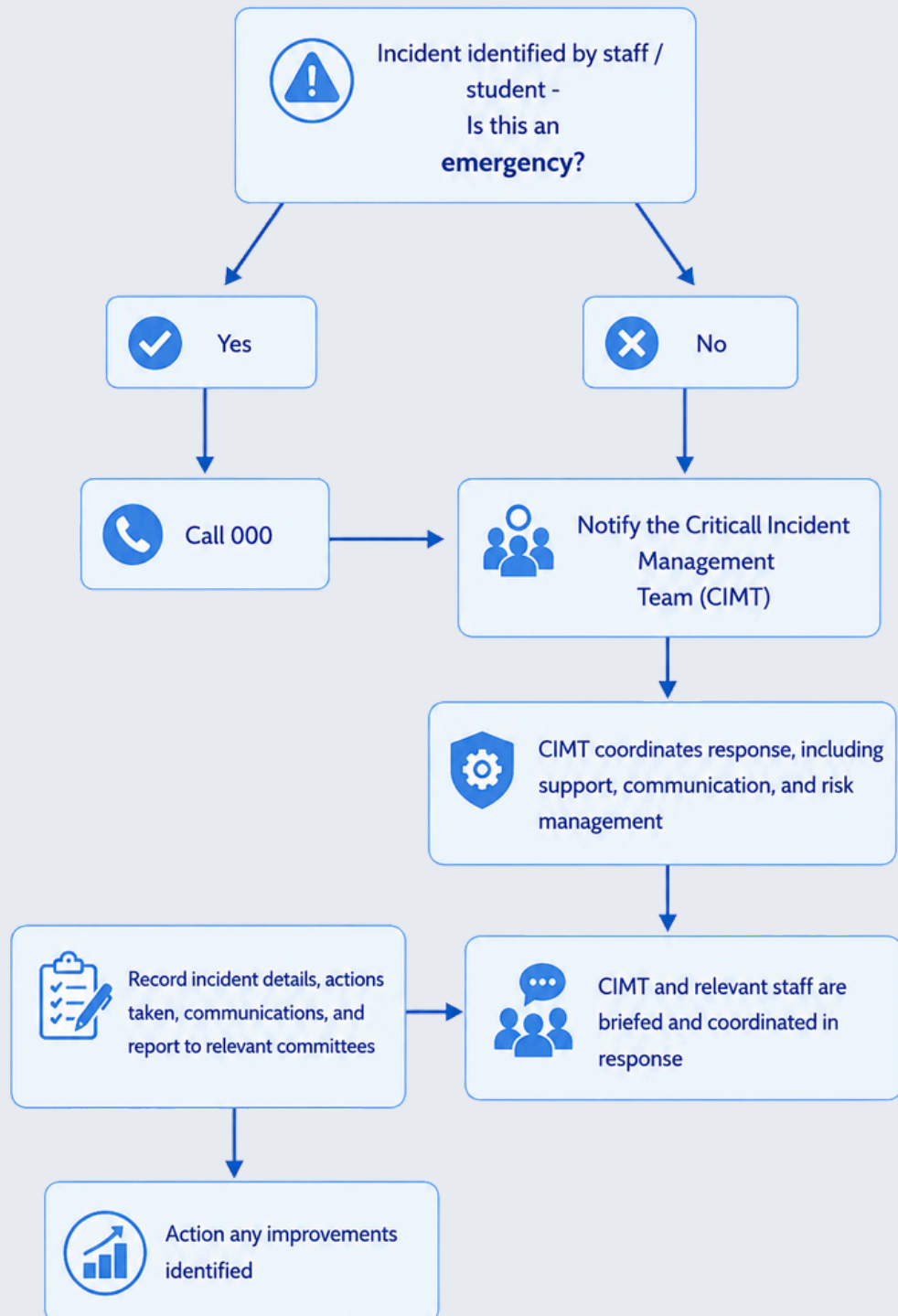
NSW Mental Health Line

- 1800 011 511
- <https://www.health.nsw.gov.au/>

Students may also access support through SCI's student support services and external counselling, health, welfare and emergency support services.



Critical Incident Reporting and Response Process





Awards and Graduation

Students who successfully complete all course requirements and satisfy the requirements of the *Awards and Graduation Policy and Procedure* may be eligible to graduate and receive the relevant qualification.

Upon graduation, students receive academic documentation issued by the Institute, including a Testamur, Academic Transcript and Australian *Higher Education Graduation Statement (AHEGS)*.

SCI confers awards in accordance with approved course requirements and academic governance processes. Eligible students will be advised of graduation arrangements, award conferral processes and the availability of graduation ceremonies.

Graduates may receive academic documentation issued by the Institute, including a testamur, academic transcript and *Australian Higher Education Graduation Statement (AHEGS)*, where applicable.

Further information regarding graduation eligibility, award conferral, graduation ceremonies and academic documentation is available on the SCI website and in the *Awards and Graduation Policy and Procedure*.





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Medical Facilities and Emergency



Medical and Emergency Services

Students may access the following medical and emergency services located near the SCI Parramatta campus.

Parramatta Medical Centre

Entrada Building, Shop 2, 20 Victoria Rd, Parramatta NSW 2150 | (02) 9762 1041

Argyle Street Medical Centre

Shop 13, Corner Argyle and Marsden Streets, Parramatta NSW 2150 | (02) 9893 8733

Parramatta Police Station

95 Marsden Street, Parramatta NSW 2150 | (02) 9633 0799

Emergency Services

- Police, Fire or Ambulance: **000**
- Emergency Calls from Mobile Phones: **112**

Further information is available from:

- [NSW Police Force](#)
- [NSW State Emergency Service \(NSW SES\)](#)
- [Fire and Rescue NSW \(FRNSW\)](#)
- [NSW Ambulance](#)
- [NSW Health](#)

[SCI emergency contact details](#) are available on the SCI website and in this *Student Handbook*.

Support is available.

If you have a disability, medical condition, learning difficulty or other circumstances that may impact your studies, you may be eligible for reasonable adjustments and support services.

Click here to complete the [Reasonable Adjustment Application Form](#).



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Relevant Services in NSW



SCI Student Services and Academic Support

Information About	Contact
Admissions, Enrolment and Academic Requirements	admissions@sci.edu.au +61 2 9066 6902
Student Support and Administrative Assistance	sso@sci.edu.au +61 2 9066 6902
Academic Support and Learning Support	Student Support Team +61 2 9066 6902
Student Grievances and Appeals	Student Support Team +61 2 9066 6902
Critical Incident Assistance	SCI Emergency Contact Details
Student Consultation and Representation	SCISA and Student Representatives



Emergency, Health and Safety Services (NSW)



Service	Contact Details
Emergency (Police, Fire, Ambulance)	0
Emergency (Mobile Phone)	112
NSW Police Force	131 444 <i>(Police Assistance Line)</i>
NSW State Emergency Service (SES)	132 500
SafeWork NSW	13 10 50
NSW Health	health.nsw.gov.au
Mental Health Line (24/7)	1800 011 511
Lifeline Australia (24/7)	13 11 14
Beyond Blue	1300 22 4636
Poisons Information Centre	13 11 26



Student Wellbeing, Legal and Community Support

Information About	Contact Details
National Student Ombudsman (NSO)	1300 395 775
Department of Home Affairs	131 881
Legal Aid NSW	1300 888 529
Relationships Australia	1300 364 277
Domestic Violence Line (24/7)	1800 656 463
1800RESPECT (24/7)	1800 737 732
Pregnancy, Birth and Baby	1800 882 436
Family Planning NSW	1300 658 886
Gambling Help NSW	1800 858 858
Quitline	13 78 48
Transport for NSW	transportnsw.info
Service NSW	service.nsw.gov.au
Australian Taxation Office (ATO)	ato.gov.au
Medibank OSHC	134 190



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Transport Services



Transport Services

SCI's Parramatta campuses are centrally located within the Parramatta CBD and are conveniently accessible by public transport.

Both campuses are within walking distance of Parramatta Train Station, the Parramatta Bus Interchange, and nearby ferry and light rail services, providing easy access to the wider Sydney metropolitan area and surrounding regions.

Students may travel using trains, buses, ferries, light rail services, taxis and rideshare services. Public transport travel can be paid for using an Opal card or accepted contactless payment methods.

For information regarding train, bus, ferry and light rail services, including routes, timetables, fares and service updates, students should refer to:

Transport for NSW

Phone: 131 500

Students are encouraged to plan their travel arrangements in advance, particularly during examination periods and major events that may affect transport services.





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Student Visa Compliance



Student Visa Requirements and Course Compliance

International students are responsible for complying with the conditions of their student visa and maintaining enrolment in accordance with the Education Services for Overseas Students (ESOS) Act 2000, the National Code 2018, Department of Home Affairs requirements and relevant SCI policies.

Study Load and Course Progress

- International students are expected to maintain enrolment and make satisfactory course progress throughout their studies.
- Students who wish to defer, suspend or cancel their enrolment must submit an application in accordance with the Deferral, Suspension and Cancellation Policy and Procedure and obtain approval from SCI before making any changes to their enrolment.
- Changes to enrolment status may affect a student's Confirmation of Enrolment (CoE), course duration and student visa conditions.

Change of Contact Details

- International students must notify SCI of any change to their residential address, email address, telephone number or emergency contact details within seven (7) days of the change.

Students should complete and submit a Change of Personal Details Form to ensure that their records remain accurate and up to date.



Dependants and Travel Arrangements

Dependants

- International students who have school-aged dependants accompanying them in Australia should ensure that they comply with any applicable schooling and welfare requirements.
- Information regarding schooling obligations for school-aged dependants is available through the relevant Australian and New South Wales Government authorities.

Re-entry to Australia

- Students intending to travel outside Australia during their studies should ensure that they hold a valid visa and meet all applicable visa requirements before returning to Australia.
- Students may verify their visa status and conditions through the [Visa Entitlement Verification Online \(VEVO\)](#) system.





Student Visa Conditions and Work Rights

- International students are responsible for complying with all conditions attached to their student visa, including conditions relating to enrolment, course progress, *Overseas Student Health Cover (OSHC)* and any applicable work rights.
- Information regarding student visa conditions, work rights, visa obligations and visa status is available from the [Department of Home Affairs](#) and through the VEVO system.
- Students are encouraged to seek advice from the Institute if they are considering changes to their enrolment that may affect their student visa.





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Places of Religious Worship



Religious and Spiritual Support Services

SCI recognises and respects the diverse religious, spiritual, and cultural backgrounds of its students. Students seeking faith-based, religious, or spiritual support may access a range of places of worship and community services located within the local area.

Sikh Gurudwaras

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



Mosques

- **Parramatta Mosque** | 40/150 Marsden Street, Parramatta, NSW, 2150
- **Auburn Gallipoli Mosque** | 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





Religious and Spiritual Support Services

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
- **Our Lady of Lebanon Co-Cathedral** | 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 & District Synagogue** | 114–116 Victoria Road, North Parramatta NSW 2151
- **Newtown Synagogue** | 20 Georgina Street, Newtown NSW 2042





SCI Emergency Contact Details

SCI is committed to ensuring the safety of all staff, students, and visitors in the event of a critical incident. In an emergency requiring immediate assistance, students should contact Emergency Services (**000**) without delay.

Students should also familiarise themselves with the emergency contact details provided below and seek assistance where required. Critical incident procedures are communicated to students through orientation, relevant institutional processes, and periodic updates where required.

Responsible Officer	Contact Details
Dean	+61 2 9423 3616
Academic Directors	+61 2 9423 3616
Compliance Manager	+61 2 9423 3612
Student Support Manager	+61 2 9423 3614
Student Support Officer	+61 2 9066 6902
IT Coordinator	+61 2 9423 3619

Our Team

[Click to read more.](#)

Staff Contact List

[Click to read more.](#)





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Get in touch



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

Level 6, 31-39 Macquarie Street, PARRAMATTA NSW 2150



+ 61 2 9066 6902



www.sci.edu.au



info@sci.edu.au



SCAN TO VISIT THE
SCI WEBSITE