



SYDNEY  
FILM  
SCHOOL

Student Handbook

Sydney Film School  
242 Young St  
WATERLOO NSW 2017

ABN: 12 158 981 803  
RTO Code: 40725  
CRICOS No: 03361F

Approving Authority	Executive Chairman
Date Implemented	February 2013
Current Version	January 2020
Date of Review	December 2020
Reviewed by	Director of Education General Manager
Related Policies, Procedures and Documents	<ul style="list-style-type: none"><li>• Attendance Policy</li><li>• Complaints and Appeals Policy</li><li>• Course Progress Intervention Policy</li><li>• Course Credit Transfer Policy</li><li>• Expected Duration and Study Load Policy</li><li>• Pricing Fees Payment Refunds Policy</li><li>• Recognition of Prior Learning RPL Policy</li><li>• Student Welfare and Support Policy</li><li>• Student Course Variations Withdrawal Policy</li><li>• Equipment Use Policy for Student Access</li><li>• Application Form RPL &amp; Credit Transfer</li><li>• Course Cancellation, Withdrawal, Refund Form</li><li>• Complaints Form</li><li>• Equipment Borrowing Form</li></ul> <p>CUA51015 Diploma of Screen and Media Course Guide CUA60615 Advanced Diploma of Screen and Media Course Guide</p>

Please familiarise yourself with the SFS Student Handbook before commencement of training.

1.	<i>Welcome</i>	4
2.	<i>About Sydney Film School (SFS)</i>	5
2.1	Overview	5
2.2	RTO (Registered Training Organisation)	5
2.3	CRICOS (Commonwealth Register of Institutions and Courses for Overseas Students)	5
2.4	SFS Philosophy	5
2.5	Code of Conduct	6
2.5.1	Scope of Code of Conduct	6
2.5.2	Application of the Code of Conduct	6
2.6	Conservatoire Model of Education and Training	6
2.7	Behaviour and Accountability	6
2.8	Sexual Harassment	7
2.9	Discrimination	7
2.10	Bullying and Harassment	7
2.11	Equity	8
2.12	Trainers	8
2.13	Resources and Infrastructure	8
3	<i>Qualifications</i>	9
3.1	CUA51015 Diploma of Screen and Media	9
4.	<i>Entry, Selection Process and Enrolment Process</i>	11
4.1	Entry Requirements	11
4.2	Application Process	11
4.3	Enrolment Process	11
4.4	International Student Requirements	11
4.4.1	English Language	11
4.4.2	Visa Requirements for International Students	11
4.4.3	Education Services for Overseas Students (ESOS) Legislation	11
4.4.4	Overseas Student Health Cover (OSHC)	12
4.5	Recognition of Prior Learning and Credit Transfer	12
4.5.1	Recognition of prior learning (RPL)	12
4.5.2	Credit transfer	12
5.	<i>Studying at SFS</i>	12
5.1	What to expect on day one	12
5.2	Unique Student Identifier (USI)	13
5.3	Learner Support	13
5.4	Living in Sydney	13
5.5	Privacy	13
5.6	School Communication	14
5.7	Making Public Comment	14
5.8	Social Media	14
5.9	Student Identification card	14
5.10	Student Lockers	14
5.11	SFS Dress Code	15
5.12	Student Common Area and Kitchen	15
5.13	Room Bookings	15
5.14	Access to Technical Assistants	15
5.15	Student files and data management	15
5.16	Student Council	16
5.17	Printing / Photocopying	16
5.18	Student Parking	16
5.19	Smoking at SFS	16

5.20	Concession Opal card	16
5.21	Emergency Contacts	16
5.22	Mental Health Support Services	17
6.1	Course Calendar	17
6.1.1	Diploma of Screen and Media	17
6.1.2	Advanced Diploma of Screen and Media	18
6.2	Course Structure	18
6.3	Semester Timetable	18
6.4	Assessments	18
6.5	Attendance Requirements	19
6.6	Course Progress	19
6.6.1	Monitoring course progress	19
6.6.2	Board of Studies	20
6.6.3	Continuing failure to meet course progress requirements	20
6.7	Course Evaluation	20
6.8	Physical and High-Risk Activities	20
6.9	Class times	20
6.9.1	Start Time	20
6.9.2	Finish Time	20
7.	<i>Fees</i>	21
7.1	Domestic Student	21
7.1.1	Payment Options	21
7.2.1	Details of Schedule Payments	21
7.2	International Student	21
7.2.1	Additional Conditions	22
7.2.2	Payment Options	22
7.2.3.	Details of your Schedule Payments	22
7.3	Administration fees	22
7.4	Tuition Fee Refund Policy	22
7.4.1	Total Refund of Tuition Fee	23
7.4.2	Partial Refund of Tuition Fee	23
7.4.3	No refund	23
7.4.4	How to claim a refund	24
7.4.5	Appeal and Refund Payment	24
7.5	Change of address and contact details	24
7.6	Full time study hours	24
7.7	Course progress	24
7.8	Working hours	24
7.9	Information sharing	25
7.10	Complaints and Appeals	25
8.	<i>SFS Policies and Procedures</i>	25
9.	<i>Legislative and Regulatory Requirements</i>	25
10.	<i>Work Health and Safety (WHS)</i>	26
11.	<i>Declaration</i>	27

1. Welcome

Dear SFS Filmmaker,

It's with great enthusiasm I welcome you to Sydney Film School.

The beginning of a journey is always exciting. There are friends to be made, challenges yet to be faced and personal growth to explore. A filmmaker is a philosopher and dramatist who can reflect elements of our world and show us versions of what's possible.

The journey to expressing your voice requires the courage to be honest. Sometimes it takes the creation of a film to understand your perspective. The journey is never straight and leads the filmmaker deep into their own soul through every step of production to the screen.

As much as it is your journey, it is our pleasure to be part of that journey.

We look forward to sharing the next period with you, encouraging you to find that authentic voice and inspiring you to create great films.

Enjoy your journey.

Best regards,



Simon Hunter  
Executive Chairman  
Sydney Film School

## 2. About Sydney Film School (SFS)

### 2.1 Overview

SFS offers training to aspiring filmmakers, focusing on developing and maintaining a successful career in the film and TV industry. Designed as a creative hub, SFS melds traditional teaching methods with screen technologies to educate and inspire its students.

SFS offers a full time Diploma and Advanced Diploma course in:

Filmaking - CUA51015 Diploma of Screen and Media  
CUA60615 Advanced Diploma of Screen and Media

Courses are delivered at the purpose-built Waterloo Studios at 242 Young Street, Waterloo. SFS provides a variety of flexible spaces for filmmaking including:

- Studio / Soundstage
- Movement Studio
- Screening Room
- Flexible training rooms
- Audio Studio
- Multiple Editing Spaces

As of February 2017, SFS began sharing the primary facility with our partner organisations Sydney Actors School and Talent Development Project.

### 2.2 RTO (Registered Training Organisation)

SFS is a Registered Training Organisation (RTO) with the Australian Skills Quality Authority (ASQA), Provider no. 40725.

ASQA registered training organisations must meet the requirements for registration, including the requirements in the [VET Quality Framework](#). The VET Quality Framework is a set of standards and conditions that ASQA uses to assess whether an RTO meets the requirements for registration.

The VET Quality Framework comprises:  
 The [Standards for NVR Registered Training Organisations 2012](#)  
 The [Australian Qualifications Framework](#)  
 The [Fit and Proper Person Requirements](#)  
 The [Financial Viability Risk Assessment Requirements](#)  
 The [Data Provision Requirements](#)

### 2.3 CRICOS (Commonwealth Register of Institutions and Courses for Overseas Students)

CRICOS providers are providers of nationally recognised training to overseas students who have Australian student visas. SFS is a CRICOS provider, CRICOS registration no. 03361F

### 2.4 SFS Philosophy

SFS is a creative hub for filmmakers. SFS melds traditional teaching methods with screen technologies to educate talented students.

We unite the very best student and teacher talent to equip graduates with the artistic, personal and professional skills to be the next generation of international entertainment industry leaders.

SFS's facilities provide real production environments for learning, undertaken in tailor-made film, sound and production studios. A purpose built fit out means students have access to state-of-the-art studios, equipment and technology.

We aim to inspire, motivate and create the optimal environment for students to learn, to challenge and to grow as filmmakers.

SFS supports the principles of equal and fair access to educational opportunities and strives to provide students with the opportunity to achieve their potential. SFS has a strong commitment to the promotion of equity and diversity in regard to its staff and students.

## 2.5 Code of Conduct

SFS expects all students to demonstrate a commitment to and understanding of the Code of Conduct.

The Code of Conduct allows students to work in an environment free from harassment, discrimination or threatening behaviours. The Code of Conduct states the principles/ ideals that underpin the study of students. You are expected to follow the Code in all aspects of your study and participation in any SFS activities. Failure to demonstrate and abide by the code of conduct may result in outcomes up to cancellation of enrolment.

The following Code of Conduct is incorporated in SFS's enrolment, orientation and induction processes as relevant. The SFS Code of Conduct states that you must:

- Act with care and diligence, and with regard to the health, safety and welfare of yourself and others
- Behave fairly, decently, and with integrity towards all SFS student colleagues and staff
- Treat everyone with respect, courtesy and without intimidation, discrimination, bullying or harassment of any kind
- Comply with Privacy legislation, and maintain appropriate confidentiality in all student-related matters
- Not provide false or misleading information in response to a request for administrative information from SFS Management
- Utilise all SFS equipment, resources and facilities in a proper and respectful manner
- At all times behave in a way that upholds SFS values and the integrity and good reputation of SFS
- Report any attempts at personal correspondence outside class time by teaching staff to Director of Education
- Not attend any social events i.e. parties hosted or attended by current SFS teaching staff, not sanctioned by SFS
- Not engage in fraternisation with current full-time or teaching staff outside of structured classes or SFS approved activities. Fraternisation includes:
  - Social Media contact / correspondence
  - The disclosure of personal email or phone numbers
  - Social / Romantic / Sexual contact

### 2.5.1 Scope of Code of Conduct

The Code of Conduct applies to all SFS students, paid employees, contractors, temporary staff and volunteers. By enrolling as a student at the SFS, you are required to comply with the organisation's Code of Conduct at all times.

### 2.5.2 Application of the Code of Conduct

The Code of Conduct applies to all SFS students, paid employees, contractors, temporary staff and volunteers.

Any breach of the Code of Conduct may result in SFS temporarily suspending or permanently cancelling the enrolment of a student on the grounds of misconduct by the student.

## 2.6 Conservatoire Model of Education and Training

SFS accepts that its conservatoire model of education and training means that on occasion, students may be in one-on-one situations with teachers in isolation. In these circumstances, it is expected of SFS staff that they will respect the power imbalance that exists between them and the student and ensure that they conduct themselves in a professional manner specifically free of coercion, bullying or harassment of any kind.

## 2.7 Behaviour and Accountability

You are expected to communicate openly with SFS staff and others and provide necessary information and explanation when requested at all times.

You are expected to be fit for training each day and not under the influence of alcohol or drugs.

## 2.8 Sexual Harassment

Sexual harassment is unacceptable at SFS.

SFS is committed to exercising its responsibility under the Commonwealth Sex Discrimination Act and the NSW Anti-Discrimination Act which legislates for the elimination of sexual harassment at school or work. Sexual harassment includes a wide range of covert or overt behaviour of a sexual nature that is unwanted and unreciprocated, and which causes you, your colleagues or your teachers to become distressed.

Examples of sexual harassment include:

- Personally offensive verbal or sexual comments
- Manipulating others into undertaking sexual activity
- Comments or teasing about a person's alleged sexual activities or private life
- Following people home from work or being followed home from work
- Offensive hand or body gestures
- Sexual assault jokes / innuendo
- Making threats or accusations of any sort against another student or staff member because they refused your sexual advances
- Unwanted physical contact such as patting, pinching, touching or putting an arm around another person's body at school
- Sexual assault

## 2.9 Discrimination

SFS is committed to building an organisation that represents the diverse Australian community. This can only be achieved with the support and commitment of all students and employees.

It means being accepting of differences and proactively promoting diversity at SFS.

Discrimination includes attitudes and/or behaviours that do not conform to relevant laws and the broader values of SFS. Discrimination causes people to feel that they are unable to achieve their full potential at school or work because of who they are.

You are expected to respect your fellow students and teachers by accepting their:

- Age
- Race
- Marital status
- Religion
- Gender
- Sexual orientation
- Sexual Identity
- Political affiliation
- Socio-economic status
- Disability or impairment

## 2.10 Bullying and Harassment

Bullying is unacceptable at SFS. School / workplace bullying puts the health, safety and wellbeing of students and employees at risk and is a breach of the Code of Conduct. SFS recognises its duty of care under the Work Health and Safety Act to do everything reasonably practicable to protect the health, safety and welfare of its students and employees and others in the workplace. In this context, SFS will not tolerate bullying in the workplace, including toward, between or by students, consultants/contractors, tutors or employees.

School / workplace bullying is repeated unreasonable behaviour directed toward students (either as individuals or groups) or others that creates a risk to health and safety. It includes behaviour that could be expected to intimidate, undermine, offend, degrade or humiliate a person or person(s). School / workplace bullying is unwelcome action involving the persistent ill treatment of an individual at school by one or more people. It may occur in a one-on-one situation, face-to-face,

within a group of people or by written, visual or electronic/ social media communications such as letters, drawings, emails, text messages or telephone calls.

Bullying behaviour may be overt or covert, ranging from physical and verbal assault and abuse to the continual subtle undermining of another person.

The Anti - Bullying Policy is available on the Google Classroom Noticeboard Page. You are required to familiarise yourself with this policy as a priority.

## 2.11 Equity

SFS endeavours to ensure that:

- An environment of support and care is provided
- Cultural understanding and sensitivity inform the teaching and support of the students
- There is early identification of students at risk and support is provided for such students
- Practices are non-discriminatory and address the needs of all groups
- All education processes are inclusive
- All education processes value students from a diverse background
- All policies and procedures are non-discriminatory and inclusive
- Students are provided with information about access and equity issues and the student grievance process

SFS's teaching staff will endeavour to apply alternative learning and assessment strategies to assist students with special needs.

SFS promotes the development of a diverse and non-discriminatory school / work environment and requires that staff and students treat each other, and visitors to SFS with respect and courtesy, and conduct themselves in a manner, which will not reflect adversely on SFS.

## 2.12 Trainers

All trainers and assessors at SFS are fully qualified with relevant vocational qualifications and/or extensive experience in the industry. Classes are taught by a range of teachers, high profile industry experts and guests who are specialists in their craft. The credentials of our teaching team, industry experts and staff are at <https://www.sydneyfilmschool.edu.au/teachers-and-staff/>

## 2.13 Resources and Infrastructure

All courses are delivered at the purpose-built campus at 242 Young St, Waterloo NSW 2017 (about 4km from Sydney's city centre).

SFS provides a variety of flexible spaces for learning consisting of:

- Studio / Soundstage
- Movement Studio
- Screening Room
- Flexible training rooms
- Audio Studio
- Multiple Editing Spaces
- Student kitchen / breakout area

Workshops and assessment activities will be held in one of the training rooms or studios. All training rooms are fully equipped with monitors, whiteboard, and chairs suitable to assemble for group work or classroom style.

Please note; throughout the course, there are excursions/off site production shoots which students need to be available for. Reasonable notice will be given to students ahead of these events.

If SFS is to relocate premises it will notify enrolled students and designated authorities of any intention to relocate premises at least 20 working days prior to relocation.

### 3 Qualifications

#### 3.1 CUA51015 Diploma of Screen and Media

CUA51015 Diploma of Screen and Media is a one-year practical, hands-on introductory course, where students experience every aspect of filmmaking.

One-year full time - two semesters of 20 weeks each

The Diploma of Screen and Media (CUA51015) is a one year practical, hands-on introductory course, where students experience every aspect of filmmaking.

Students work across a slate of drama and documentary films under industry conditions.

In this real-world production environment students learn storytelling, craft and technical skills from passionate, industry-qualified trainers.

Sydney Film School supplies all the essential equipment for your film projects.

We believe deadlines and audiences are of vital importance, so every drama and documentary is carried to completion and is screened at the prestigious Sydney Film School Festival.

It is possible to undertake the Diploma part-time over two years. However, due to the immersive nature of the course we recommend full-time study. including the delivery and assessment of units of competency, vocational outcomes, modes of study and course credit arrangements.

To successfully complete the CUA51015 Diploma of Screen and Media qualification you must complete the 15 units of competency outlined below:

UNITS OF COMPETENCY	
BSBCRT501	Originate and develop concepts (Core)
CUAWRT402	Write extended stories
CUACAM401	Shoot a wide range of screen content
CUACAM402	Shoot screen content in a multi-camera environment
BSBCRT402	Collaborate in a creative process
BSBCMM401	Make a presentation
BSBCRT401	Articulate, present and debate ideas
CUAPPM407	Create storyboards
CUAPPR505	Establish and maintain safe creative practice (Core)
CUAIND502	Maintain and apply creative arts industry knowledge (Core)
CUAPPR405	Develop and discuss ideas for own creative work
CUAPOS201	Perform basic vision and sound editing
CUAANM403	Create titles for screen productions
CUASOU410	Record sound on location
CUASOU407	Edit sound

### 3.2 CUA60615 Advanced Diploma of Screen and Media

One year full time - two semesters of 20 weeks each

The Advanced Diploma of Screen and Media (CUA60615) deepens your creative and technical skills, and prepares you for entry into the industry.

The year divides roughly into three phases: concept/script development; an intensive overlapping period of pre-production and production; and an extended post-production phase leading up to our prestigious Sydney Film School Festival, when every film screens.

Highlights of the course include intensives in Directing Actors, Writing/Directing, Screen Careers and Concept Development.

In the Advanced Diploma you have the benefit of studying in very small class sizes within your craft area. Our industry mentors are craft experts and are dedicated to quality student outcomes.

Within your craft area you will work across a slate of short films, which will provide the team with a portfolio ready for distribution. Our in-house Distribution Officer manages entry of select films into the international film festival circuit and other emerging forms of distribution.

Advanced Diploma graduates have exceptional employment rates in the industry.

Advanced Diploma graduates may apply for an exclusive exchange scholarships to two international film schools, the École Supérieure des Études Cinématographiques (in Paris) and the Instituto di Cinema Madrid.

To successfully complete the CUA60615 Advanced Diploma of Screen and Media qualification you must complete the 15 units of competency outlined below:

UNITS OF COMPETENCY	
CUAWRT502	Develop storylines and treatments
CUAWRT601	Write scripts
CUADRT604	Devise camera coverage
CUACAM601	Direct cinematography for screen productions
CUADRT502	Direct performers for screen productions
CUADRT603	Direct screen production crews
CUAPPM502	Realise productions
CUAPPR505	Establish and maintain safe creative practice (Core)
CUAPPR603	Engage in the business of creative practice (Core)
CUAPRP605	Evolve ideas for professional creative work (Core)
CUAPPM603	Plan and manage film and media pre-production
BSBPMG522	Undertake project work
CUAPOS501	Edit complex screen productions
CUAANM402	Create digital visual effects
CUASOU503	Develop sound designs
CUASOU505	Implement sound designs

## 4. Entry, Selection Process and Enrolment Process

### 4.1 Entry Requirements

There are no academic pre-requisites or vocational requirements for either the Diploma or Advanced Diploma. However, SFS requires that applicants:

- Minimum 18 years of age preferred. Applicants turning 18 years of age in the year of admission will be considered through an interview and audition process.
- Must have writing skills to a level where you can write an essay.
- Must have reading and comprehension skills at a level where you can read, analyse and interpret texts from screenplays and complex texts.
- Numeracy skills to a level where you can develop and maintain a production budget.

### 4.2 Application Process

Firstly applicants must submit an application form via the SFS website.

Once an initial interview date has been set by the Recruiting and Admissions Manager applicants must complete the interview questionnaire and attend the interview.

Upon completion of an interview a decision will be communicated to the potential student.

### 4.3 Enrolment Process

If a student is successful at interviews, they will be issued a Letter of Offer. To accept a place in the course an applicant must return the signed Letter of Offer. All students will be required to pay a deposit to secure a place in the course.

International student information is entered in PRISMS and an electronic confirmation of enrolment (eCoE) is created. International students must allow sufficient time for visa processing and travel, so that they can start the course on time (ask local immigration authorities for further information). International students can organise their own Overseas Health Insurance with a copy of insurance sent to SFS or SFS can organise this for international Students for a fee.

Once an international student has enrolled with SFS, they cannot defer the commencement of their studies or suspend their studies, except on the grounds of illness (supported by a doctor's certificate) or other exceptional compassionate circumstances beyond the control of the student; for example, bereavement. Refer to the Deferment, Suspension and Cancellation Policy and Procedure on the SFS website.

## 4.4 International Student Requirements

### 4.4.1 English Language

Our course is conducted in English by experienced trainers who have experience in the national and international stage and screen industry. If English is not your first language you may need to demonstrate your English language proficiency at a minimum of IELTS level 5 or equivalent. Special consideration can be given to International Students that excel in the audition process but do not achieve the IELTS or TOEFL scores required.

### 4.4.2 Visa Requirements for International Students

Once students have received their eCoE they must then apply for a student visa for entry into the course. Information regarding student visas and how to apply can be found at <http://www.border.gov.au/Trav/Stud>. The Department of Immigration & Border Protection (DIBP) handles all visa enquiries.

### 4.4.3 Education Services for Overseas Students (ESOS) Legislation

The ESOS Acts and regulations set out the legal framework governing delivery of education to overseas students studying in Australia on a student visa. The Australian Government, through the Department of Education administers the ESOS Act and its associated instruments. Further information on ESOS framework can be downloaded from <https://internationaleducation.gov.au/Regulatory-Information>

#### 4.4.4 Overseas Student Health Cover (OSHC)

Students studying in Australia on a student visa must have overseas student health cover as part of the conditions of their student visa.

### 4.5 Recognition of Prior Learning and Credit Transfer

SFS recognises that some applicants have skills and knowledge that enable them to gain a qualification without completing a standard training course. These skills and/or knowledge will be considered for recognition against individual units of competency. SFS may recognise a student's existing level of skill and knowledge in two ways:

- recognition of prior learning (RPL)
- credit transfer

Students must submit an application for RPL or Credit Transfer, available on the SFS website, within two weeks from the start of semester. The application must include specific evidence for each unit of competency for which RPL or Credit Transfer is sought. Where RPL or Credit Transfer is granted, the student's course duration may be reduced.

#### 4.5.1 Recognition of prior learning (RPL)

RPL is a process that assesses the individual's non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to and/or partial or total completion of a qualification.

RPL recognises this prior knowledge and experience and measures it against the course in which students are enrolled. A student possessing some of the skills and/or knowledge taught in the course may not need to complete all of its units.

There are no fees when applying for RPL. If the RPL application is successful a reduction to the relevant tuition fee will be applied and be based on the EFTSL value of that unit of competency.

#### 4.5.2 Credit transfer

Credit transfer allows students to count relevant, successfully completed studies – achieved at TAFE colleges, accredited private providers, professional organisations or enterprises and universities – towards their current course or qualifications.

Credit transfer works in two ways:

- students may receive credit for units or modules they have previously completed and are exempt from retaking them, therefore reducing the study load
- students may be exempt from certain introductory units but are still required to complete the total credit points or hours for the course

There are no fees when applying for credit transfer. If the credit transfer application is successful a reduction to the relevant tuition fee will be applied and be based on the EFTSL value of that unit of competency.

## 5. Studying at SFS

### 5.1 What to expect on day one

Orientation is conducted for all students over two days prior to the first week of training, and covers:

- Registered Training Organisation (RTO)
- VET Quality Framework and ASQA
- Course Guide, timetable, overview and progression
- Requirements to obtain the qualification including assessment and satisfactory course progress requirements
- Assessment Information including how skills and knowledge will be assessed
- Recognition of prior learning, credit transfer and advanced standing (if applicable)
- Student grievance policy and procedure for non-academic and academic matters
- Student Support Services including site tour, telephone and email support, and how to get extra help with learning outcomes
- Obligations, rights and responsibilities as a student including attendance requirements and SFS Code of Conduct
- Procedures:
  - Emergency evacuation procedures

- o First Aid facilities
- o Medical services
- o Work Health and Safety
- o Equipment Store

## 5.2 Unique Student Identifier (USI)

By undertaking study at SFS you are required to have a Unique Student Identifier (USI). A USI gives you access to your online USI account which is made up of ten numbers and letters (eg. 3AW88YH9U5).

Your USI account will contain all your nationally recognised training records and results. When applying for a job or enrolling in further study, you will often need to provide your training records and results. Information on USI is available at <http://www.usi.gov.au/Pages/default.aspx>

You will need to provide your USI at Orientation. To create your USI go to <http://www.usi.gov.au/create-your-USI/Pages/default.aspx>

## 5.3 Learner Support

SFS is committed to supporting students with their learning to assist them complete their course within its expected duration. Students can enter into an ongoing contract with the Director of Education in matters such as time management, motivation techniques and health management. This contract is designed to assist the participant's learning process and outcomes through a continuous improvement methodology, and to reflect actual contract-based industry and professional practice.

SFS will also identify students at risk of not making satisfactory course progress and implement an intervention strategy to assist these students. For further information refer to the Course Progress information.

SFS requests that students indicate prior to enrolment if they are in need of specific assistance with regard to language, literacy and numeracy so that specific learning support may be provided. SFS's teaching staff endeavours to apply alternative learning and assessment strategies to assist students with special needs.

Students with learning difficulties beyond our areas of expertise may be referred to an external specialist agency. This service may incur an additional charge to the student.

All SFS's staff are available to discuss and support you with any concerns you may have during your studies with us.

## 5.4 Living in Sydney

The SFS website has comprehensive information on living in Sydney focusing on Accommodation, Transport, Living Costs, Working in Sydney. Further information on living and studying in Sydney is also available at <http://www.living-in-sydney.com/> and <https://www.australia.gov.au/information-and-services/education-and-training/international-students>

## 5.5 Privacy

SFS adheres to the information privacy principles set out in the Privacy Act 1988. SFS will only collect personal information by fair and lawful means which is necessary for the functions of SFS (to manage records that ensures their accuracy and integrity) and is committed to ensuring the confidentiality and security of the personal information provided.

Student information is not disclosed to anyone outside SFS without consent, except for: Government audit and accreditation purposes, to Commonwealth/State Departments or if required or authorised by law.

Student records are confidential and available to student upon request to the Executive Chairman. Records of attendance, assessment outcomes and qualifications issued are kept accurate, up-to-date and secure. Records of attainment of units of competency and qualifications will be retained

by SFS in an accessible format for a period of 30 years. Please refer to the procedures relating to Personal Information available on the SFS website.

## 5.6 School Communication

All students must regularly check their SFS allocated email accounts and the relevant Google Classroom forums for any schedule changes, assessment information or school correspondence. Emails are sent to Google Classroom and all students' SFS email accounts for regular updates of school and industry information/news. The SFS noticeboard on Google Classroom is also used for announcements.

Google Classroom is the only forum through which communication with tutors must occur.

Before the commencement of teaching, all students are provided with an individual SFS email account and access to Google Classroom. All students are required to familiarise themselves with Google Classroom as it is the method through which assessments will be administered and submitted.

SFS uses Google Classroom as a safe and reliable communication tool between both staff and students.

Each class has an individual Classroom page containing unit information including assessment criteria, assessment tasks, class outline, and provides a live forum for students and the Tutor to communicate. Tutors can post tasks, comments, instructions, documents, videos to the Classroom page and students can respond. All interactions via Google Classroom are moderated by Director of Education, who has access to every Classroom page.

Please note: Social Media forums are not an appropriate means through which to contact individual tutors.

## 5.7 Making Public Comment

The official spokesperson for SFS is the Executive Chairman, and in their absence the General Manager, unless the role is specifically delegated to another person.

All requests for information from media representatives are to be directed, in the first instance, to the Executive Chairman.

## 5.8 Social Media

Comments made via social media of any kind, either SFS owned or personal social media, are always to demonstrate a respect for SFS as your education provider. This type of activity is regarded as public comment.

Disparaging or unprofessional comments and photographs via social media about SFS or members of SFS staff/fellow students are unacceptable and are dealt with via SFS's Social Media Policy which is available on the SFS website.

## 5.9 Student Identification card

Students will be issued identification cards at the beginning of their first semester that will be retained by the student during their enrolment in the course.

All students are required to scan in and out at reception every day. If a card is lost or stolen, the staff office needs to be notified immediately so that the card can be replaced. An administrative fee of \$20.00 will be charged for the replacement of student cards.

## 5.10 Student Lockers

SFS students have the option of obtaining a locker at the beginning of their first semester, which will be retained by the student during their enrolment in the course. There is a \$20 deposit required to secure a locker; on receipt of payment to the General Manager, students will be issued a locker and locker key.

If a locker key is lost or stolen, the staff office needs to be notified immediately. A replacement key fee of \$20.00 will be charged for a new locker key to be reissued.

### 5.11 SFS Dress Code

The SFS Acting ensemble is expected to wear thick sneakers for day to day foot wear. Steel capped boots / closed in shoes must be worn for all shoot days, (no exceptions). When on set black t-shirts, shirts and dresses should be worn. Black pants such as jeans, cargo pants, army or work pants are recommended as more pockets the better. For outdoor shoot sun hat and caps should always be worn. Black jumper and jackets in the colder months should be worn where appropriate.

Other clothing items that are useful include;

- DOP Vest for Cine students
- Bum bags is recommend
- Clip board for productions
- Always bring a pen/ pocket not book
- iPad / Tablet recommended
- Flash thumb drive of 4-16 gigs
- Backpack specific to production
- Rain Jacket
- Umbrella
- Portable Hard drive 1-4 TB recommend (Lacie Suggested)

Students should have access at all times to closed-in sneakers or running shoes at SFS.

It is also recommended that students keep a towel at SFS in their lockers for clean up when required; there is a shower for student use located upstairs next to the student bathrooms.

### 5.12 Student Common Area and Kitchen

A student common area and kitchen is provided for SFS students. These areas must be kept clean and tidy at ALL times. It is every student's responsibility to respect these spaces and ensure they are kept neat and orderly.

Tea, Coffee and milk are provided by SFS. It is the student's responsibility to have cutlery and dinnerware that they may require.

The fridge in the student common area is for milk only. Students are not allowed to store their personal food in this fridge. If students have catering for film shoots that needs refrigerating, please ask a staff member to store this food in the staff kitchen. We will only store catering for the day of the shoot.

### 5.13 Room Bookings

As training professionals, you will be expected to make use of the SFS facility for rehearsal and extracurricular activity. In line with the level of professionalism expected of you, you are required to make bookings for any rooms/studios and equipment that you require.

### 5.14 Access to Technical Assistants

On arrival to class, your learning space should be set up for usage no later than 5 minutes before the commencement of your class.

For technical assistance during periods of self-directed learning, please contact the rostered TA on 0451 500 575.

### 5.15 Student files and data management

All files related to student project work and any extracurricular activities are the sole responsibility of the student. SFS takes no responsibility for the management of any student files or data with the exception of course work exercises and assessment related tasks.

### 5.16 Student Council

The purpose of the Student Council is to provide students with a forum that focuses student views on delivery and assessments of courses, all aspects of SFS facilities and equipment, and other issues that affect their studies. The Student Council will be encouraged to develop SFS's culture. The Council will promote student activities such as film nights and social meetings.

Council members are comprised of 2 students from each intake and serve a term of one semester. Elections are held early each semester and nominees are voted to membership by the student body. The minutes of the meeting are reported to the SFS Staff meeting.

### 5.17 Printing / Photocopying

SFS staff do not have the capacity to provide printing / photocopying support for students. If you have materials to print, you are required to arrive earlier than your scheduled class to organise your own resources.

The printer for student use at SFS is located downstairs opposite Rehearsal 1.

### 5.18 Student Parking

There is no on-site parking available for students at SFS. All on site car spaces are allocated to full-time staff members of SFS and SFS. If you choose to park in a designated space, you will be asked to move your vehicle by the General Manager.

### 5.19 Smoking at SFS

SFS is smoke free.

Smoking is prohibited in all areas of the Sydney Film School including at the front and rear of the buildings. Any student caught smoking will be asked to leave the facility immediately. There is a smoker's area located at the end of Young Street.

### 5.20 Concession Opal card

In partnership with Transport for NSW, the Concession Opal card is available for eligible full-time students at SFS. Further information on the Concession Opal card is at [https://www.opal.com.au/en/about-opal/opal\\_for\\_concessions/opal\\_for\\_tertiary\\_institutions/](https://www.opal.com.au/en/about-opal/opal_for_concessions/opal_for_tertiary_institutions/)

To apply for your Concession Opal card.

- Visit [opal.com.au](http://opal.com.au)
- Or call 13 67 25 (13 OPAL)

Just make sure you have your Unique Student Identifier when applying (as your student identification number) and remember to set up auto top up, so you're always ready to travel. Your card will be posted to your mailing address (5-7 days after your application is completed). Activate your card when it arrives.

### 5.21 Emergency Contacts

<p>Student Contact / Welfare Officers Contactable during office hours only</p>	<p>Director of Education: Andy Scott Email: <a href="mailto:andy.scott@sydneyfilmschool.edu.au">andy.scott@sydneyfilmschool.edu.au</a> Tel: 02 8399 3380</p> <p>General Manager: Ashley Curry Email: <a href="mailto:ashley.curry@waterloostudios.com.au">ashley.curry@waterloostudios.com.au</a> Tel: 02 8399 3380</p> <p>Student Services Officer: Donald Tare Email: <a href="mailto:donald.tare@waterloostudios.com.au">donald.tare@waterloostudios.com.au</a> Tel: 02 8399 3380</p> <p>Recruiting and Admissions Manager: Nicola Lloyd Email: <a href="mailto:nicola.lloyd@waterloostudios.com.au">nicola.lloyd@waterloostudios.com.au</a> Tel: 02 8399 3380</p>
--	---

Police, Fire, Ambulance EMERGENCY ONLY	000
Redfern Police Station (Open 24 hours)	1 Lawson St, Redfern NSW 2016 T: (02) 8303 5199
St Vincent's Hospital Emergency	390 Victoria St, Darlinghurst NSW 2010 T: 02 8382 1111
Medical Centres	Bourke Street Medical Centre 3/782 Bourke St, Waterloo NSW 2017 T: (02) 9667 0803 My Health Medical Centre East Village Shopping Centre 2-4 Defries Ave, Zetland NSW 2017 T: (02) 8076 7288
Dental Surgery	Smiles at Waterloo Shop 85, 788 Bourke St, Waterloo NSW 2017 T: (02) 8999 4304
Post Office	Australia Post Business Centre Surry Hills Shopping Centre Shop 27, 2-38 Baptist St, Surry Hills NSW 2010
Department of Immigration and Border Protection (DIBP)	Sydney CBD Office Ground Floor, 26 Lee Street, Sydney NSW 2000 Counter hours: 9am – 4pm Mon – Fri T: 131 881
Law Access	W: <a href="http://www.legalaid.nsw.gov.au">www.legalaid.nsw.gov.au</a> T: 1300 888 529
Public Transport	W: <a href="http://www.transportnsw.info">www.transportnsw.info</a> T: 131500

## 5.22 Mental Health Support Services

Beyond Blue Help and support for depression and anxiety	W: <a href="http://www.youthbeyondblue.com">www.youthbeyondblue.com</a> T: 1300 22 4636
Headspace Help for health, education, work, mental health and alcohol and other drug issues (18-25 year olds)	W: <a href="http://www.headspace.org.au">www.headspace.org.au</a> T: 1300 22 4636
Lifeline Help and support for Life crisis issues	W: <a href="http://www.lifeline.org.au">www.lifeline.org.au</a> T: 13 11 14

## 6. Course Information

### 6.1 Course Calendar

#### 6.1.1 Diploma of Screen and Media

COURSE CALENDAR - STUDENT INTAKE 2020		
FILM 1	SEMESTER START	SEMESTER FINISH
	O WEEK, WED, 19 JANUARY 20 MON, 24 FEBRUARY 20	FRI, 10 JULY 20
SEMESTER BREAK	BREAK START	BREAK FINISH
	SAT, 11 JULY 20	SUN, 26 JULY 20
FILM 2	SEMESTER START	SEMESTER FINISH
	MON, 27 JULY 20	FRI, 11 DECEMBER 20

This calendar and all other related course information can be found on the SFS website.

### 6.1.2 Advanced Diploma of Screen and Media

COURSE CALENDAR - STUDENT INTAKE 2020		
FILM 1	SEMESTER START	SEMESTER FINISH
	O WEEK, WED, 19 JANUARY 20 MON, 24 FEBRUARY 20	FRI, 10 JULY 20
SEMESTER BREAK	BREAK START	BREAK FINISH
	SAT, 11 JULY 20	SUN, 26 JULY 20
FILM 2	SEMESTER START	SEMESTER FINISH
	MON, 27 JULY 20	FRI, 11 DECEMBER 20

This calendar and all other related course information can be found on the SFS website.

### 6.2 Course Structure

Students will be supplied with a Course Guide for the Diploma and Advanced Diploma of Screen and Media

Each Course Guide outlines:

- Course Overview, Delivery Mode and Contact Hours
- Assessments
- Course Structure including progress and outcomes for each semester
- Course Completion and Evaluation

Please note; more detailed information regarding course structure can be found in the specific subject Google Classroom pages.

### 6.3 Semester Timetable

All students have viewing privilege of the SFS Live Timetable for their year group, to give them the opportunity to see ahead of each session; where their class will be located in the facility, assessment submission dates, performances etc. The Timetable is shared as a notification through their SFS email account and posted as a link in the Google Classroom Head of Film Page.

Please note; the SFS Timetable is live and remains current as the Director of Education makes updates. Tutors and students have access to the same Timetable document.

### 6.4 Assessments

A range of assessment activities are incorporated into the courses including:

- written and oral questioning
- observation of performance/s
- review of documented logs maintained by candidates
- effective participation in group/teamwork
- workplace simulations
- third party reports regarding performance when presenting in specialist facilities and resources

Assessment will be based on activities carried out over a period of time. Assessment will ensure access to a range of specialist facilities and resources, written documentation and industry

documents. Simulations will be based on industry practice and/or include instruction from working professionals.

The completion of all assessments is compulsory and must be completed in the format requested by the trainer. Assessments allow trainers to evaluate a students' competency for a unit of competency. If a student does not complete the required assessment they may be assessed as 'not competent' for a unit of competency. To be awarded the Advanced Diploma certification, students must have successfully completed all units of competency.

## 6.5 Attendance Requirements

SFS expects all students to maintain 100% attendance. To achieve the Diploma and Advanced Diploma qualification, you must maintain a minimum attendance rate of 80% throughout the course.

SFS monitors attendance through class rolls being taken in each class by relevant tutors, and by QR code student card scan in and out each day at the SFS reception desk.

SFS expects students to email SFS Student Services Officer; [donald.tare@waterloostudios.com.au](mailto:donald.tare@waterloostudios.com.au) prior to class commencement at 9am if they are unable to attend a class due to illness, so the tutor will be informed that you will not be attending that day.

If a student fails to inform the school of any non-attendance they will be contacted and requested to provide a reason. In any case where the stated reason for absence is determined as unsatisfactory, that student may be suspended from classes for up to one week. If a student misses too many classes, they may be assessed as not maintaining satisfactory course progress and may be determined as 'not yet competent' for a unit of competency. This may mean they are unable to successfully complete all units of competency and may be at risk of not completing their qualification.

## 6.6 Course Progress

SFS is required to monitor, record and assess the course progress of each student for the course in which the student is currently enrolled. SFS students are expected to maintain satisfactory course progress and complete their course within the expected course duration. SFS will systematically monitor course progress and identify students 'at risk' of not progressing within the course and provide them with counselling and offer additional support to complete their studies.

### 6.6.1 Monitoring course progress

Attendance and assessment results are recorded and monitored throughout the semester by trainers. Where it becomes apparent that a student is 'at risk' of not meeting satisfactory course progress this will be reported to the Director of Education who may recommend that an intervention strategy be introduced. Any student identified as 'at risk' will be reported at staff meetings so an action plan can be discussed.

The Director of Education will contact (in writing) each student who is deemed to be 'at risk' and arrange an appointment for an academic counselling session to be held within two weeks of that determination.

During the academic counselling session, the Director of Education will determine what additional support will be provided to the student. This may include:

- Developing an individual learning contract to address any specific needs
- Provision of additional classes or lessons
- Allowing students to redo assessment tasks
- Re-assessment of tasks by another qualified assessor
- Negotiating extended deadlines for assessment tasks
- Arranging alternative assessment tasks and projects according to the needs of the student
- Arranging appropriate support services or counseling to assist a student

These or other appropriate intervention strategies are pro-actively applied and an action plan negotiated with the student to ensure deadlines and criteria for satisfactory completion are understood and agreed. Course progress will be monitored and reviewed through either special mechanisms identified in the action plan or through the standard processes as outlined above.

A record of the academic counselling session and any additional support to be provided will be documented and placed on the student's file. Outcomes of the academic counselling session will be reported at staff meetings.

### 6.6.2 Board of Studies

A Board of Studies (BOS) will convene each semester to review course delivery and student progress. BOS is comprised of each member of the core teaching team for the current semester of each year group. Students who are identified by the BOS process as performing at a level that indicates they may become 'at risk' will be monitored to determine whether early intervention is required.

### 6.6.3 Continuing failure to meet course progress requirements

If after an intervention strategy has been put in place, it is determined that a student's progress is not satisfactory and it is unlikely the student will be able to complete the course within the specified duration, the student will be notified in writing that they have not made satisfactory progress, and of the likely consequences of this.

## 6.7 Course Evaluation

At the end of every semester SFS requests students complete a Learners Survey. This anonymous survey forms part of SFS's continuous improvement process. The survey gives SFS staff valuable feedback from students regarding:

- competence and effectiveness of trainers and teachers
- overall satisfaction with the education and training
- appropriateness and effectiveness of assessment
- clarity of training plan and approach
- extent to which training stimulated students to learn
- relevance of the training for work
- assessment of competencies developed in the training
- quality and appropriateness of learning resources
- support provided to help students learn
- participation in active learning linked with high quality outcomes

SFS will provide students with a response on the feedback form the Learners Survey and outcomes they can expect from SFS staff to continually improve SFS's education and training services.

The anonymous student feedback is also shared with relevant tutors as part of SFS's continuous improvement program.

## 6.8 Physical and High-Risk Activities

At various occasions throughout the course, SFS students may be required to participate in training activities that require a high degree of physical conditioning. The nature of some of these activities means a certain degree of risk may be involved. While detailed risk assessments are conducted on all SFS activities, some degree of risk may remain.

SFS Students must ensure they maintain a high degree of physical conditioning and are aware of all safety requirements at all times. Students should pay close attention to all instruction during such activities, and to monitor their own performance, taking responsibility to act in a manner that does not endanger themselves or any other person. Students should advise trainers and assessors of any limiting conditions or injuries which may affect participation in physical and other high-risk activities.

## 6.9 Class times

### 6.9.1 Start Time

Classes must start at their stated time. Students are expected to be in class, ready to go at the start of class.

It is suggested you arrive at least 5 minutes before the start of your class.

### 6.9.2 Finish Time

Classes must end at their stated time. SFS shares the facility with SFS and TDP, and classes are scheduled to meet the teaching needs of all three partners.

The facility is also available for external commercial hire around scheduled classes – these sessions are noted in the live Timetable for staff and students to see.

## 7. Fees

### 7.1 Domestic Student

Money payable by the student on acceptance of this offer

Course Deposit (Non-refundable)	\$500
Material fees	\$0 (It is expected that you purchase an external hard drive to assist your studies and wear theatre blacks to all scheduled classes at SFS)
<b>Total Money due to the School on Acceptance of Offer</b>	<b>\$500</b>

Remaining tuition fee is payable by the student to the School at the agreed payment dates. This is set out in this agreement. The payment points are every month during semester, on or before the nominated dates, across the duration of the course.

#### 7.1.1 Payment Options

Payment can be made by the following option.

By EFT Transfer – Account details below.

Please note; Money transfers must be in Australian Dollars and all bank charges are to be incurred by the remitter.

#### 7.2.1 Details of Schedule Payments

Diploma and Advanced Diploma of Screen and Media (4 semesters) \$14,000

Please refer to individual payment schedule on your Letter of Offer for progress Payment breakdown and due dates for payments.

\*To secure your place in the SFS course pre-payment is due no later than 14 days prior to the commencement of the course.

\*\* This is SFS's standard payment schedule. All students must adhere to the above payment schedule unless an individualized payment plan has been approved by the SFS Executive Chairman.

### 7.2 International Student

Money payable by the student on acceptance of this offer

Course Deposit (Non-refundable)	\$1000
Overseas Student Health Cover (Compulsory)	\$0 (if organised and paid for by student) \$1000 (to be paid on Enrolment if organised by SFS)
Material fees	\$0 (It is expected that you purchase an external hard drive to assist your studies and wear theatre blacks to all scheduled classes at SFS)
Other Charges (Optional)	
Airport Pickup	Nil
Home Stay	Nil
Guardianship	Nil
<b>Total Money due to the School on Acceptance of Offer</b>	<b>\$1000 + \$500 (if SFS is to organise Overseas Student Health Cover)</b>

Remaining tuition fee is payable by the student to the School at the agreed payment dates. This is set out in this agreement. The usual payment points are every semester (21 or 22 weeks), at least 2 weeks before the start of a semester, across the duration of the course. The student may exercise their choice to pay more upfront that is a greater amount than the identified amount in the payment schedule. That is their choice depending on circumstances. Fees paid in advance will be retained in a separate designated account by the School.

Please note that the Confirmation of Enrolment (CoE) will not be issued until payment of the due amount with this offer and the signed Letter of Offer are received by the student services department.

### 7.2.1 Additional Conditions

The following conditions should be satisfied before the Confirmation of Enrolment (CoE) is issued:

1. You must satisfy all SSVF conditions before the CoE is issued:
  - Financial Document as Bank Statement or Income Statement of sponsor
  - ID of sponsor
  - Statement of purposes (should be included of course value, future career, intention of study and others)
2. Your CoE will be cancelled immediately if falsified documents and/or intentionally misleading

### 7.2.2 Payment Options

Payment can be made by the following options

1. By EFT Transfer - Account details below.

Please note: Money transfers must be in Australian Dollars and all bank charges are to be incurred by the remitter.

### 7.2.3. Details of your Schedule Payments

Diploma and Advanced Diploma of Screen and Media (4 semesters) \$19,000

Please refer to individual payment schedule on your Letter of Offer for progress Payment breakdown and due dates for payments.

## 7.3 Administration fees

These are fees for services we provide to students in addition to tuition fees (GST is added)

Application Fee (Non-refundable)	Nil	RPL fee per unit	\$150
Course Deposit (Non-refundable)	\$1000	Credit transfer fee per unit	\$50
Overdue tuition fee - 7 days	\$210	Assessment re-sit	\$180
Overdue tuition fee - 14 days	\$200	Interim academic transcript	\$20
Re-enrolment fee	\$500	Interim attendance letter	\$20
Change of COE details	\$100	Re-issue of final documents	\$100
Cancellation and course variation fee	\$250	Replacement qualification testamur	\$100
Transfers processing fee	\$250	Student Card - Replacement	\$20
Refund processing fee	\$250	Locker Allocation - Key Deposit (refundable upon key return at graduation)	\$20

## 7.4 Tuition Fee Refund Policy

The following is the summary extracted from the School's tuition fee refund policies. The full detail of our refund policy can be found at the SFS website: [www.sydneyfilmschool.edu.au](http://www.sydneyfilmschool.edu.au). The refund policy applies to both commencing and re-enrolling students. It is set out in the Student Handbook and below. All requests for a refund must be submitted on the appropriate refund application form and must be accompanied by official documentary evidence of the grounds for the request.

Your course deposit is not refundable.

Refunds apply only to tuition fees and will only be paid to the applicant through an Australian Dollar draft.

The School's policy on the refund of fees has been determined in accordance with the Education Services for Overseas Student Act 2000 (ESOS Act 2000) and the Education Services for Overseas Student Regulations 2001 (ESOS Regulations 2001). This policy applies to all students irrespective of who pays the fees.

The student must submit the Refund Application before the case is processed. All refunds incur a \$250 administration fee except where it is specifically stated. All bank transfer fees will be deducted from the refund amount.

The following conditions are applied for both the Sydney Film School and Student defaults. The amount of refund is determined as follows:

#### 7.4.1 Total Refund of Tuition Fee

In the unlikely event that the School is unable to provide the course for which an offer has been made. An alternate offer of a place will be offered at no extra cost to the students as well as the refund option.	A total refund will be granted under these circumstances
An offer of a place is withdrawn by the School. (The exception is when the offer was made on the basis of intentional incorrect information).	
The applicant is unable to obtain a visa from an Australian Diplomatic Office.	

Applications for a total refund on the above grounds must be lodged at least 2 weeks prior to the commencement of the semester for which the offer is made. The student must provide a certified copy of the official letter of visa application rejection by the Department of Immigration and Border Protection (DIBP) along with their application, in order for the refund application to be approved.

#### 7.4.2 Partial Refund of Tuition Fee

The amount of partial refund is determined as follows. Administrative fees and applicable deductions are applied:

Withdrawal from a course on illness and compassionate grounds	Refund will be decided on a case by case basis.
If a student holds a valid student visa at the time of enrolment with the School, but after commencing their course, their current visa expires, and a subsequent visa application is applied for and rejected.	Refund for any tuition fees paid will be calculated on a pro-rata basis (calculated on a weekly basis as per the semester calendar) minus any applicable deductions*.
Student transfers to a second course within SFS without completing the first course.	The tuition fee paid for the current six-month period of the 1 <sup>st</sup> course will be credited on a pro-rata basis towards the tuition fee of the 2 <sup>nd</sup> course. All other tuition fees paid toward the 1 <sup>st</sup> course will be credited in full towards the tuition fee of the 2 <sup>nd</sup> course. If the credited amount is greater than the total cost of the second amount, the difference will be refunded within 28 days of commencement of the second course.

If the School has paid an amount to a representative in relation to recruitment, the refund will be further reduced by that amount.

#### 7.4.3 No refund

If a student withdraws from the course on or after the course commencement date.	The student will not be eligible for a refund for the fees for that semester.
--	---

False or misleading information in application forms or during study	Automatically disqualifies you from any refunds
Student is terminated due to serious breach of the School rules or a breach of visa conditions including non-attendance or unsatisfactory progress	No refund
Student defers enrolment and commencement date	Tuition fees will be held by the School until course commencement date.
Student is seeking a refund for enrolment in the principle (main) course of study, as applied for on their current Student Visa	No refund for any tuition fees paid for the first six (6) months of the principle course. Any additional tuition fees, paid beyond the first six (6) months, that are deemed refundable, will be payable back to the student minus any applicable deductions*.

#### 7.4.4 How to claim a refund

##### 7.4.4.1 Provider Default

Where the refund is generated because of a School default, the School will initiate the refund process on the date of the decision and notify the student within 10 working days from the decision date. A refund letter with calculations showing fees to be refunded will be sent to the student. No administration fee is charged.

##### 7.4.4.2 Student Refund Request

To claim any refund, you must complete a Refund Application Form and return together with your receipt of course fees and certified copies of any supporting documents (such as Visa rejection letter, etc.) to the School. The refund will be paid in Australian dollars and you will be provided with a letter explaining how the refund was calculated. It will be posted to your address in your home country within 14 days from the receipt of the Refund Application form.

##### 7.4.5 Appeal and Refund Payment

In both situations, the student will have 10 working days to lodge an appeal if he/she is not satisfied with the School's decision. The payment will be processed within 10 working days from the end of the appeal period. The refund will be paid in Australian dollars to the person or bank account nominated in the Refund Application Form regardless who initially paid the tuition fee. For overseas refund payment, an international money transfer fee will be deducted from the refund amount. This will vary between banks but is approximately \$25.

#### 7.5 Change of address and contact details

During the period of your enrolment you are obliged to keep your contact details up to date. All students have to provide the School an email address and we communicate accounts and financial with you using that address. You must inform us of any change of address details, as soon as you change your accommodation arrangements.

Failing to inform the School your correct address is a breach of your visa conditions.

#### 7.6 Full time study hours

The courses are designed around a full-time study load of 20 hours structured training per week. Depending on the course, hours may vary such as 5 hours per week of self-directed learning. You must maintain consistent attendance which is monitored.

#### 7.7 Course progress

You must pass 100% of your units and attend a minimum of 80% of class time. Failing to progress means breaching your student visa conditions.

#### 7.8 Working hours

Full time students may seek paid work to a maximum of 40 hours per fortnight (2 weeks) during semester time. You are allowed un-limited work during term breaks or holidays. Working over 40

hours per fortnight during semester is a serious breach of your student visa conditions. Please refer to <https://www.homeaffairs.gov.au/trav/stud/more/work-conditions-for-student-visa-holders> for more information.

### 7.9 Information sharing

Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Governments (both Federal and State levels) and designated authorities and, if relevant, the Tuition Protection Scheme. In other instances, information collected during your enrolment can be disclosed without your consent where authorised or required by law, this may include circumstance of any suspected breach by the student of a student visa condition.

### 7.10 Complaints and Appeals

You are entitled to access the Complaints and Appeals process should you be dissatisfied about the course or School decisions. This information is available in the Student Handbook and the website. You should also be aware that this agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection law.

## 8. SFS Policies and Procedures

Students will be required to observe and comply with the following Policies and Procedures available at <https://www.sydneyfilmschool.edu.au/policies-and-procedures/>

- Attendance Policy
- Complaints and Appeals Policy
- Course Progress Intervention Policy
- Course Credit Transfer Policy
- Expected Duration and Study Load Policy
- Pricing Fees Payment Refunds Policy
- Recognition of Prior Learning RPL Policy
- Student Welfare and Support Policy
- Student Course Variations Withdrawal Policy
- Equipment Use Policy for Student Access
- Application Form RPL & Credit Transfer
- Course Cancellation, Withdrawal, Refund Form
- Complaints Form
- Equipment Borrowing Form
  
- Diploma and Advanced Diploma of Screen and Media

## 9. Legislative and Regulatory Requirements

- SFS is bound by and operates within the following legislative and regulatory requirements:
- National Vocational Education and Training Regulator Act 2011
- <https://www.comlaw.gov.au/Details/C2015C00186>
- VET Quality Framework
- <http://www.asqa.gov.au/about-asqa/national-vet-regulation/vet-quality-framework.html>
- Standards for VET Accredited Courses
- <http://www.asqa.gov.au/course-accreditation/standards-for-vet-accredited-courses.html>
- Standards for Registered Training Organisations (RTOs) 2015
- <https://www.comlaw.gov.au/Details/F2014L01377>
- The National Code 2007
- <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx>
- Education Services for Overseas Students (ESOS) Act 2000
- <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Act/Pages/default.aspx>
- Higher Education Support Act 2003
- <http://education.gov.au/higher-education-support-act-2003-and-guidelines>

- Tuition Protection Service (TPS)
- <https://tps.gov.au>
- Work Health and Safety Act 2011
- <http://www.workcover.nsw.gov.au/law-and-policy/legislation-and-codes/work-health-and-safety-legislation>
- Workers Compensation Act 1987
- [http://www.austlii.edu.au/au/legis/nsw/consol\\_act/wca1987255/](http://www.austlii.edu.au/au/legis/nsw/consol_act/wca1987255/)
- Anti-Discrimination Act 1977
- [http://www.austlii.edu.au/au/legis/nsw/consol\\_act/aa1977204/](http://www.austlii.edu.au/au/legis/nsw/consol_act/aa1977204/)
- Children and Young Persons (Care and Protection) Act 1998 No 157
- <http://www.legislation.nsw.gov.au/maintop/view/inforce/act+157+1998+cd+0+N>
- Privacy Act 1988
- <http://www.comlaw.gov.au/ComLaw/Management.nsf/current/bytitle/32AA97DFE9AA8326CA256F7100071D25?OpenDocument&mostrecent=1>
- Copyright Act 1968
- <https://www.comlaw.gov.au/Details/C2015C00372>
- Copyright Amendment Act 2006
- <http://www.comlaw.gov.au/Details/C2006A00158>

#### 10. Work Health and Safety (WHS)

SFS guarantees to meet its duty of care to staff, students and visitors by providing a healthy and safe environment in which to work and study. The SFS WHS policy is available on the SFS website.

In case of fire, everyone at SFS is to make their way to the nearest exit and meet at the corner of Young, Hunter and Powell Streets for roll call. Designated Fire Exits are at Young Street and Hunter Street.

Reminder: SFS is a Smoke Free Environment. Smoking is NOT permitted in any area of SFS – including the front staff carpark, picnic table or bench. If you wish to smoke, you must leave the premises and grounds.

11. Declaration

I have read, understood and agree to comply with the information outlined in the Student Handbook.

I will also observe and comply with SFS Policies and Procedures available on the SFS website.

Student's Name (print): .....

Student's Signature: .....

Date: .....

PLEASE COMPLETE THIS PAGE AND RETURN TO THE STAFF OFFICE