



**DIPLOMA OF SCREEN AND MEDIA  
Student Handbook**

Sydney Film School  
242 Young St  
WATERLOO NSW 2017

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

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| 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>CUA51020<br/>Diploma of Screen and Media Course Guide</p> |

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

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## 1. Welcome

Dear SFS Filmmaker,

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

You have joined a great tradition of entertainers and storytellers that goes back long before the invention of cinema.

Filmmaking is the most collaborative art form and, in my opinion, one of the most rewarding. It is the bringing together of technical and creative skills, technology, imagination, teamwork, and the lived experiences of a diversely skilled group of artists, all with the goal of creating a moving and memorable experience for an audience.

Films connect us to each other, and to the world around us. They reflect every facet of our humanity. They change us. They challenge us. They inspire us. They remind us of our fears and our flaws, and of our unlimited potential as human beings, all through the power of story.

As a filmmaker, you take up the privilege and responsibility of telling these stories.

I hope your experience at Sydney Film School is as fun, challenging, and rewarding as it can possibly be. I hope you can find the courage to try everything, push yourself beyond what you think you are capable of, and to support and encourage your peers in doing the same.

I look forward to seeing your creative voice develop and grow, and watching the films you create, both here in our school and in the future throughout your career.

Enjoy the ride!

Kind regards,

Simon Hunter  
Executive Chairman  
Waterloo Studios, Sydney Film School and Sydney Actors 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 course in:

Filmmaking - CUA51020 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 number 03361F.

### 2.4 SFS Philosophy

SFS is a creative hub for filmmakers. SFS combines modern teaching methods with contemporary screen technologies to educate talented students who are passionate about screen storytelling.

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

SFS's facilities provide production environments for learning modelled on real industry practice, undertaken in tailor-made film, sound and production studios.

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 CUA51020 Diploma of Screen and Media

CUA51020 Diploma of Screen and Media is a one-year practical, hands-on introductory course, where students experience multiple aspects of live-action filmmaking.

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

Students work across a slate of scripted and documentary films under industry-analogous 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 those films that qualify for production and are completed to a satisfactory standard are submitted for screening at the Sydney Film School Festival.

To successfully complete the CUA51020 Diploma of Screen and Media qualification you must complete the 15 units of competency outlined below

#### UNITS OF COMPETENCY

|           |                                                                      |
|-----------|----------------------------------------------------------------------|
| CUAPPR515 | Establish and maintain safe creative practice                        |
| CUAPPR411 | Realise a creative project                                           |
| CUACAM411 | Shoot different screen content                                       |
| CUAPOS411 | Edit digital content for fast turnaround                             |
| CUASOU410 | Record sound on location                                             |
| CUAWRT402 | Write extended stories                                               |
| CUAWRT512 | Develop storylines and treatments                                    |
| BSBCMM411 | Make presentations                                                   |
| CUAPPR415 | Develop and discuss ideas for own creative work                      |
| CUAPPM512 | Realise productions                                                  |
| CUADRT512 | Direct performers for screen productions                             |
| CUAPOS511 | Edit complex media productions                                       |
| CUASOU417 | Edit sound                                                           |
| CUAIND512 | Enhance professional practice using creative arts industry knowledge |
| CUAIND412 | Provide freelance services                                           |

### 4. Entry, Selection Process and Enrolment Process

#### 4.1 Entry Requirements

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

- Are minimum 18 years of age for International Students and 17 years of age for Domestic Students.
- Must have English-language 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.

### 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 three 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
  - First Aid facilities
  - Medical services
  - Work Health and Safety
  - 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.

SFS will 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 <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 allocated email accounts, Google Drive, and the relevant Google Classroom pages for any schedule changes, assessment information or school correspondence. Emails are sent to students' SFS email accounts for regular updates of school and industry information/news.

Student emails and approved document-sharing services such as Google Drive are 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 aXcelerate. All students are required to familiarise themselves with aXcelerate as it is the method through which assessments will be administered and submitted.

aXcelerate contains unit information including assessment criteria, assessment tasks and class outlines. Tutors can post tasks, comments, instructions, documents, videos to the Classroom page and students can respond. All interactions via aXcelerate and Google Drive are moderated by Director of Education, who has access to every aXcelerate page and student production folder.

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 and Equipment

**Closed shoes must be worn at all times inside Waterloo Studios.** The industry standard is that film and television crew wear all black. Black pants such as jeans, cargo pants, army or work pants are recommended as more pockets the better. For outdoor shoots, sun hats and caps must always be worn. Black jumpers and jackets in the colder months should be worn where appropriate.

Required equipment:

- USB flash drive
- Portable hard disk drive (at least 2 TB)
- Pad and pens for notetaking

If you have difficulty sourcing this equipment please contact the Director of Education.

Recommended equipment:

- Clip board
- Personal laptop or home computer
- Back pack
- Rain jacket
- Umbrella

### 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 refrigeration, 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 with the General Manager.

### 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 on the ground floor of Waterloo Studios.

### 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 SAS. If you 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 and vape free.

Smoking and vaping 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

|                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|----------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Student Contact / Welfare Officers<br>Contactable during office hours only | Director of Education: Simon Hunter<br>Email: <a href="mailto:simon.hunter@waterloostudios.com.au">simon.hunter@waterloostudios.com.au</a><br>Tel: 02 9698 2244<br><br>General Manager: Ashley Curry<br>Email: <a href="mailto:ashley.curry@waterloostudios.com.au">ashley.curry@waterloostudios.com.au</a><br>Tel: 02 9698 2244<br><br>Student Services Officer: Donald Tare<br>Email: <a href="mailto:donald.tare@waterloostudios.com.au">donald.tare@waterloostudios.com.au</a><br>Tel: 02 9698 2244 |
| Police, Fire, Ambulance EMERGENCY ONLY                                     | 000                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Redfern Police Station (Open 24 hours)                                     | 1 Lawson St, Redfern NSW 2016<br>T: (02) 8303 5199                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| St Vincent's Hospital Emergency                                            | 390 Victoria St, Darlinghurst NSW 2010<br>T: 02 8382 1111                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Medical Centres                                                            | Bourke Street Medical Centre<br>3/782 Bourke St, Waterloo NSW 2017<br>T: (02) 9667 0803<br><br>My Health Medical Centre<br>East Village Shopping Centre<br>2-4 Defries Ave, Zetland NSW 2017<br>T: (02) 8076 7288                                                                                                                                                                                                                                                                                       |
| Dental Surgery                                                             | Smiles at Waterloo<br>Shop 85, 788 Bourke St, Waterloo NSW 2017<br>T: (02) 8999 4304                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Post Office                                                                | Australia Post Business Centre<br>Surry Hills Shopping Centre<br>Shop 27, 2-38 Baptist St, Surry Hills NSW 2010                                                                                                                                                                                                                                                                                                                                                                                         |
| Department of Immigration and Border Protection (DIBP)                     | Sydney CBD Office<br>Ground Floor, 26 Lee Street, Sydney NSW 2000<br>Counter hours: 9am – 4pm Mon – Fri<br>T: 131 881                                                                                                                                                                                                                                                                                                                                                                                   |
| Law Access                                                                 | W: <a href="http://www.legalaid.nsw.gov.au">www.legalaid.nsw.gov.au</a><br>T: 1300 888 529                                                                                                                                                                                                                                                                                                                                                                                                              |
| Public Transport                                                           | W: <a href="http://www.transportnsw.info">www.transportnsw.info</a><br>T: 131500                                                                                                                                                                                                                                                                                                                                                                                                                        |

## 5.22 Mental Health Support Services

|                                                                                                                  |                                                                                            |
|------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|
| Beyond Blue<br>Help and support for depression and anxiety                                                       | W: <a href="http://www.youthbeyondblue.com">www.youthbeyondblue.com</a><br>T: 1300 22 4636 |
| Headspace<br>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><br>T: 1300 22 4636       |



|                                                     |                                                                                |
|-----------------------------------------------------|--------------------------------------------------------------------------------|
| Lifeline<br>Help and support for Life crisis issues | W: <a href="http://www.lifeline.org.au">www.lifeline.org.au</a><br>T: 13 11 14 |
|-----------------------------------------------------|--------------------------------------------------------------------------------|

## 6. Course Information

### 6.1 Course Calendar

#### 6.1.1 Diploma of Screen and Media

| 2024 (Jan) Start Date | Description                | Duration        |
|-----------------------|----------------------------|-----------------|
| 23 Jan 2024           | Orientation Week           | 1 week          |
| 29 Jan 2024           | <b>Semester 1 - Term 1</b> | <b>10 weeks</b> |
| 5 Apr 2024            | Mid-Semester Break 1       | 1 week          |
| 15 Apr 2024           | <b>Semester 1 - Term 2</b> | <b>10 weeks</b> |
| 21 Jun 2024           | Mid-Year Break             | 3 weeks         |
| 15 Jul 2024           | <b>Semester 2 - Term 1</b> | <b>10 weeks</b> |
| 20 Sep 2024           | Mid-Semester Break 2       | 1 week          |
| 30 Sept 2024          | <b>Semester 2 - Term 2</b> | <b>10 weeks</b> |
| 12 Dec 2024           | Graduation Day             | 1 day           |

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 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 aXcelerate pages.

### 6.3 Semester Timetable

The SFS Timetable is hosted within aXcelerate. Occasionally changes will be necessary to the timetable. Students will be informed of changes made to the timetable.

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 documents.

### 6.4 Assessments

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

- written and oral questioning
- observation of performance/s

- 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 Diploma certification, students must have successfully completed all units of competency.

Failure to complete all assessments satisfactorily may result in students being deemed not competent to safely fulfill their roles on student productions.

## 6.5 Attendance Requirements

SFS expects all students to maintain 100% attendance. To achieve the 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.

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.

If a student misses a class for any reason, they will be required to complete the training covered in that class in their own time in a manner agreed upon by their tutor and the Director of Education. This ensures that students are competent to safely complete their roles on student productions.

Failure to attend all classes may result in a student being deemed not competent to safely fulfil their roles on student productions.

### Lockout Policy

Students are not permitted to enter class after the scheduled start time. If you arrive late to class you'll be required to wait until a break to ask permission to enter, and will be required to catch up on your scheduled training in another room in the building. Please contact Donald Tare and the Director of Education in advance of your class to notify the school that you will be late, in order for the school to determine whether your documented absence will be recorded or excused.

## 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 counselling 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 SAS 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 daily live Timetable for staff and students to see.

## 7. Fees

All Fee information is available on the website at <https://sydneyfilmschool.edu.au/fees/> & <https://sydneyfilmschool.edu.au/vet-student-loans/>.

### 7.1 Domestic Student Fees

Money payable by the student on acceptance of offer

|                                                      |                                                                                                                                                                                 |
|------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Material fees                                        | \$0<br>(However, it is expected that you purchase an external hard drive to store post-production project work and portfolio work, and personal headphones for hygiene reasons) |
| Total Money due to the School on Acceptance of Offer | \$0                                                                                                                                                                             |

Full fee-paying students are required to pay the remaining tuition fees 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.

Please note that the Confirmation of Enrolment (CoE) will not be issued until the signed Letter of Offer is received by the Student Admission Manager.

Notes:

- (a) Currency is in Australian Dollar

#### 7.1.1 Payment Options

Payment can be made by the following option.

By Electronic Fund Transfer for domestic payments OR Telegraphic Transfer for payments from overseas.

Notes: 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

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 Fees

Money payable by the student on acceptance of this offer

|                                                                                                                                                                                                         |                                                                                                                                                                                 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Acceptance Fee (Non-refundable)<br><i>*This acceptance fee will be deducted from your total tuition fee as stated in Table A and is valid for 1 year from the date of issue on this Letter of Offer</i> | \$1000 (to be paid on acceptance of offer)                                                                                                                                      |
| Overseas Student Health Cover (Compulsory)                                                                                                                                                              | \$0 (if organised and paid for by student)<br>\$600 (to be paid on acceptance of this offer if organised by SFS)                                                                |
| Material fees                                                                                                                                                                                           | \$0<br>(However, it is expected that you purchase an external hard drive to store post-production project work and portfolio work, and personal headphones for hygiene reasons) |
| Total Money due to the School on Enrolment                                                                                                                                                              | \$1000<br>+ \$600 (if SFS is to organise Overseas Student Health Cover)                                                                                                         |

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 20 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 Admissions 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

By Electronic Fund Transfer for domestic payments OR Telegraphic Transfer for payments from overseas.

Notes: 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

Please refer to the 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                     | Nil    | Assessment re-sit (After 2 attempts)                                       | \$180         |
| Acceptance Fee (Non-refundable)     | \$1000 | Interim academic transcript                                                | \$20          |
| Re-enrolment fee                    | \$500  | Interim attendance letter                                                  | \$20          |
| Refund Processing fee               | \$250  | Re-issue of final documents                                                | \$100         |
| Change of COE details               | \$100  | Replacement qualification:<br>Physical copy<br>Digital copy                | \$100<br>\$50 |
| Cancellation / course variation fee | \$250  |                                                                            |               |
| RPL fee per unit                    | \$150  | Student Card - Replacement                                                 | \$20          |
| Credit transfer fee per unit        | \$50   | 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 policy. Full details 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 acceptance fee is not refundable.**

***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.***

***Fees in Table F are only valid for 1 year after a student decides to defer.***

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

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*. |

#### 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 PRIOR to census date                                                                                | Tuition fees will be held by the School until new course commencement date.   |
| Student defers enrolment and commencement date AFTER census date                                                                                   | No refund                                                                     |

#### 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 circumstances 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. VET Student Loans

VET Student Loans is an Australian Government loan program that helps eligible VET students pay their tuition fees. If you're studying a diploma or advanced diploma, you may be eligible for a VET Student Loan.

### What is a VET Student Loan?

A VET Student Loan is a loan from the Australian Government that helps eligible students pay their tuition fees. Your loan is repaid through the Australian tax system when you reach the minimum income threshold for repayment. The minimum income threshold for repayment is set by the Australian Government each year and is published on Study Assist. Repayments continue until you have repaid your entire debt. It is important to note that your loan will remain a personal debt until it is repaid and it may reduce your take-home (after-tax) wage and your borrowing capacity. You may wish to seek independent financial advice before applying.

The amount you can borrow for your tuition fees is determined by the Australian Government.

A VET Student Loan is only for tuition fees and doesn't cover additional costs such as textbooks, materials, or accommodation.

### Am I eligible for a VET Student Loan?



The Australian Government has approved Sydney Film School to deliver a number of courses eligible for a VET Student Loan. Search our website to find out if a VET Student Loan is available for your course. Courses that are approved for a VET Student Loan, and the cap on the loan amounts that students can borrow per course, are set by the Australian Government. A full list of approved courses is provided in the VET Student Loans (Courses and Loan Caps) Determination 2016.

In order to apply for a VET Student Loan you must provide current and updated evidence against each of the following criteria (prior to enrolment). Otherwise, you will be liable to pay the full cost of your course. Please note: Centrelink benefits do not affect your eligibility or the loan amount you can access.

1. Residency:

- Australian citizen, or
- eligible permanent humanitarian visa holder who usually resides in Australia, or
- New Zealand citizen on Special Category Visa (SCV subclass 444) who meets the long term residency requirements.

Please note: New Zealand citizens on a Special Category Visa must provide an International Movement Record evidencing that:

- you first began living in Australia at least 10 years before applying for a VET Student Loan, and at that time, were a child under 18 years of age and did not have a spouse or de-facto partner, and
- you have been in Australia for at least eight of the 10 years immediately prior to applying and at least 18 months of the last two years.

2. Academic suitability:

- Australian Year 12 Certificate of Education; or
- International Baccalaureate Diploma Programme (IB) diploma; or
- successful completion of an Australian Qualifications Framework certificate IV or higher qualification (where the language of instruction is English), or at a level in a framework that preceded the AQF that is equivalent to level 4 or above in the AQF or;

If you cannot provide the above documents, you will be required to display competence at Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy. Sydney Film School will assess your competence using the Australian Government approved assessment tool – Core Skills Profile for Adults.

3. Tax File Number (TFN):

- Name, Address and Date of Birth currently held by the Australian Taxation Office (ATO).

Please note: if your details held at the ATO are not current, we will be unable to enrol you. Check your details are correct by logging into your myGov account prior to enrolment.

If you don't already have a TFN you can apply for one online via the Australian Taxation Office (ATO) website. If you apply for your TFN but don't receive it before enrolment, you can get a Certificate of Application for a TFN from the ATO. Upload your certificate to your electronic Commonwealth Assistance Form (eCAF) before you submit it.

Once you receive a TFN let Sydney Film School know and update your eCAF as soon as possible.

4. Unique Student Identifier (USI):

What is a USI? A USI is a Unique Student Identifier. The Commonwealth Government requires all students who are studying in a nationally recognised training course to have a USI. If you already have one, please ensure you use the same USI when you enrol for any training. If you don't have a USI, you can go to <https://www.usi.gov.au/> to register before you apply to enrol. Alternatively, you can do this as part of your enrolment.

- Have your USI ready when you enrol.
- Your Name, Address and date of birth must match your details held at the Australia Tax Office (ATO) and the details you provided at enrolment.

Please note: if you don't have a USI or your name, address and date of birth held on the USI Registry do not match your details held by the Australia Tax Office (ATO) we will be unable to enrol you.

If you don't already have a USI or need to update your details go to the USI website.

5. CHESSN

What is a CHESSN? A CHESSN is a Commonwealth Higher Education Student Support Number which is allocated to all students when they first access a Commonwealth Government loan. It is important that students only have one CHESSN, as any student loan they take is recorded against their CHESSN. If you already have a CHESSN, please supply that number. Otherwise, Sydney Film School will provide you with one during your application process.

### Additional Eligibility Criteria

You must also meet each of the following criteria in order to be eligible for a VET Student Loan.

1. You do not exceed the FEE-HELP limit:
  - You can borrow up to the FEE-HELP limit to pay your course fees (for 2019, the FEE-HELP limit is \$104,440 for most students).
  - Any amount you borrow under VET Student Loans, VET FEE-HELP, or FEE-HELP will be added together until you reach the FEE-HELP limit.
  - The FEE-HELP limit is a lifetime limit and is not reset or 'topped up' by any repayments you make.
2. You are studying the approved course primarily at a campus in Australia.
3. You have read the USI website..
4. You have submitted the electronic Commonwealth Assistance Form (eCAF) five (5) business days prior to your first census day and no less than two business days after enrolling.  
Please note: If you intend to study more than one course, you will need to complete one eCAF for each course you wish to access a loan for. If you do not complete and submit your eCAF by the deadline, you may need to make an alternative payment arrangement for your tuition fees.

2024 Census Dates for Sydney Film School:

February 19, 2024  
June 3, 2024  
September 16, 2024

5. You have submitted the VET Student Loans engagement and progression form.  
From 1 July 2017, a student engagement and progression requirement applies to all students wishing to continue to access a VET Student Loan. Depending on the duration of your course, you may be requested to complete this survey more than once. If you do not complete the survey within the required time you will not be eligible to continue to access a VET Student Loan.

### How will my course fees be charged?

Tuition fees are charged per Units of Study (UoS) and your course will have a least three fee periods with payments spread proportionately across the duration of your course.

Once enrolled but prior to your first census day for your course, Sydney Film School will provide you with a Statement of Covered Fees confirming that your enrolment has been accepted and the amounts of the course tuition fees that will, and will not, be covered under a VET Student Loan.

In addition to the Statement of Covered Fees, you will receive a VET Student Loan Fee Notice at least 14 days before census day that will show you the amount of tuition fees that will, and will not, be covered under a VET Student Loan for that particular fee period.

If you withdraw your enrolment on or before the census day, you will not incur the tuition fees for that fee period. This applies to fees covered by the VET Student Loan and any gap or upfront fees paid for that fee period. No administration fee applies.

After the census day has passed and you have submitted your Commonwealth Assistance Form (eCAF), Sydney Film School will send you a Commonwealth Assistance Notice (CAN) that provides you with further information about your debt. If you believe your CAN is incorrect, you should contact Sydney Film School Registrar immediately.

If you intend to study more than one course, you will need to apply for a VET Student Loan for each course you wish to access a loan for. The amount you can borrow for your tuition fees will be determined by the cost of each course.

### Additional fees and charges

A VET Student Loan is only for tuition fees and doesn't cover additional costs such as textbooks, materials, or accommodation. Details of any additional costs for your course are detailed on the relevant course information page.

In addition, a 20 percent loan fee applies to VET Student Loans for full fee paying or fee for service students. The good news is you don't have to pay the loan fee upfront, it will be added to your VET Student Loan.

### How do I enrol and pay?

Applying for a course does not guarantee you a place in that course. Your place is only guaranteed once you have met all eligibility requirements and you have enrolled. Enrolling means that you are committing yourself to study, and to paying the associated fees.

The tuition fees and applicable charges are required to be paid at enrolment or by scheduled instalment dates either by yourself, a nominated third party (e.g. your employer), or as identified within a contract for the delivery of Sydney Film School training.

### Enrolment and Payment

Once your eligibility has been confirmed, Sydney Film School will assist you to enrol in your course. Your VET Student Loan is repaid through the Australian tax system when you reach the minimum income threshold for repayment. The minimum income threshold for repayment is set by the Australian Government each year and is published on Study Assist. Repayments continue until you have repaid your entire debt.

It is important to note that your loan will remain a personal debt until it is repaid and it may reduce your take-home (after-tax) wage and your borrowing capacity. You may therefore wish to seek independent financial advice before applying for a VET Student Loan.

You have up until the census day to apply for a VET Student Loan. If you do not apply by the census day or have formally withdrawn, you will be liable for the tuition fees payable for that fee period.

### How do I apply for a VET Student Loan?

You cannot apply for a VET Student Loan until 2 business days after you enrol but you must submit your application on or before your first census day for your course.

Two business days following your enrolment, Sydney Film School will advise the Australian Government that you wish to apply for a VET Student Loan. The Australian Government will email you your login details and password to access and complete an eCAF (the Australian Government's electronic Commonwealth Assistance Form).

Please note: You must complete and submit your eCAF to the Commonwealth before your first census day. If you do not submit your eCAF by the census day, you will be liable for the tuition fees payable for that fee period.

### What are my rights and responsibilities?

If you are considering applying for a VET Student Loan you should familiarise yourself with your rights and responsibilities. For further information please see:

- VET Student Loan Information Booklet
- Australian Government's Department of Education website
- Study Assist website

### How do I withdraw or apply for a re-credit?

You can request to withdraw from your course by contacting the Sydney Film School Registrar. Please see our policies page for more information.

If you withdraw your enrolment on or before the census day, you will not incur the tuition fees for that fee period. This applies to fees covered by the VET Student Loan and any gap or upfront fees paid for that fee period. However, if you withdraw from your course after the census day, you will incur a VET Student Loan debt and will be liable for any gap payments applicable to those unit(s).

### What if I have special circumstances?

If you withdraw after the census day or are unable to successfully complete a unit, and believe this was due to special circumstances, you may apply to have your FEE-HELP balance re-credited for the unit of study. To apply for a re-credit, you need to contact the Sydney Film School Registrar with your request via post, email or in person.

If you feel that Sydney Film School's decision about your re-credit request is unfair, you also have a right to ask for an internal appeal of the decision.

### Tuition Assurance

The purpose of this policy is to outline Sydney Film School procedures to regulate the payment of all student fees and charges, as well as protection of students in the event that the institution ceases to provide a course of study.

All fees are reviewed annually. All fees and charges are stated in and are to be paid in Australian dollars (unless delivery is through an offshore campus or partner). Tuition fees are payable per semester, in advance. Students must review the Student Agreement or International Student Agreement for visa holders, before the commencement of the course of study. This agreement includes payment dates and options. No student may commence studies unless tuition fees are paid or, for those students who are eligible, a VET Student Loan Assistance form has been lodged.

Sydney Film School provides a tuition assurance arrangement for persons who are enrolled in courses of study the institution offers. The exception to this is overseas students, who are covered under the Tuition Protection Scheme (TPS).

### Statement of VET Tuition Assurance

Sydney Film School ensures that it complies with the VET Tuition Assurance requirements covered in the VET Guidelines 2013 (the VET Guidelines). In the event Sydney Film School ceases to provide a VET course of study in which a student is enrolled, the student is entitled to a choice of:

1. a) Course Assurance Option: an offer of a place in a similar VET course of study with a second provider without any requirement to pay the second provider any tuition fee for any replacement units; OR
1. b) Tuition Fee Repayment Option: a refund of the student's up-front tuition fee payments and/or a re-crediting of any VET Student Loan balance for any unit of study in which the student is enrolled or commences but does not complete.

A Statement of Sydney Film School Tuition Assurance can be found here.

### Procedures

Fees are charged on the basis of a student being 'domestic' or 'international'.

- A domestic student is defined as any student who is an Australian or New Zealand citizen, an Australian permanent resident or holder of an Australian permanent humanitarian visa.
- An international student is any student who requires a student visa, is a temporary resident (visa status) of Australia or who is NOT an Australian or New Zealand citizen, an Australian permanent resident or holder of an Australian permanent humanitarian visa. This category includes both international onshore and international offshore students.

If, after the census date of the semester, a student's tuition fees are not paid or the student has not undertaken the appropriate steps to defer the payment of tuition fees through the VET Student Loans Assistance form lodgement, or the student has not made alternate arrangements, then the student's enrolment in the subject or unit may be automatically cancelled. The student may receive a fail grade for the unpaid subject or unit and may be removed from class.

Students with outstanding fees will not be issued any academic transcripts and will not be permitted to graduate. Students will also be refused the following services:

1. access to assessment results;
2. access to buildings and computer labs;
3. access to e-learning course material;
4. course enrolment;
5. access to facilities.

If a student's enrolment was cancelled due to outstanding fees, they may request to be re-enrolled. A student whose enrolment was cancelled will carry the debt and will not be permitted to enrol until the outstanding amount has been paid in full or an agreement has been made between the student and Sydney Film School.

## 9. 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

## 10. 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>

#### 11. 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.