

SOUTH SYDNEY COLLEGE



Pride in Excellence

INTERNATIONAL STUDENT HANDBOOK

Knit Group Australia Pty Ltd | RTO 45279 | CRICOS 03648B

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Welcome to South Sydney College



This handbook explains the general rights, responsibilities, support arrangements and international-student requirements that apply while you study with South Sydney College (SSC). It is designed to be read together with the current information issued for your individual course and enrolment.

How to Use this Handbook and Where to Find Current Information

SSC uses a source-of-truth approach so that important facts are maintained in the document responsible for that information rather than being independently repeated in multiple publications.

Information	Where to find the current information
Current course availability	SSC website and the current Course Information Sheet for the course.
Course code, exact title and CRICOS code	Current Course Information Sheet.
Entry requirements, including English	Current Course Information Sheet.
Duration, delivery mode, approved location, work placement and intakes	Current Course Information Sheet and your written agreement; your timetable shows scheduled activities.
Assessment and reassessment arrangements	Course Information Sheet and the assessment instructions issued for the relevant unit/task.
Tuition, material/resource and other course-specific fees	Course Information Sheet / approved fee information and your written agreement.
Payment, refunds and student/provider default	Overseas Student Written Agreement / Letter of Offer and current Fees Administration and Refund Policy.
Complaints and appeals	This handbook and the current Complaints and Appeals Policy and Procedure.
Student support, conduct, rights and responsibilities	This handbook and the current applicable SSC policies/procedures.
Course progress and intervention	Current Course Progress and Intervention Policy and Procedure.
Transfer, deferment, suspension or cancellation	Current applicable SSC policy/procedure and forms.
Younger overseas student welfare	Current Managing Younger Overseas Students Policy and Procedure and the student's approved welfare arrangements.

About SSC and the Regulatory Framework

South Sydney College is the trading name of Knit Group Australia Pty Ltd. SSC is a Registered Training Organisation (RTO 45279) and a CRICOS registered provider (CRICOS 03648B). SSC is regulated by the Australian Skills Quality Authority (ASQA) for its RTO and relevant CRICOS operations.

SSC operates under the applicable VET and international education framework, including:

- Education Services for Overseas Students Act 2000 and Education Services for Overseas Students Regulations 2019.
- National Code of Practice for Providers of Education and Training to Overseas Students 2018, as amended.
- National Vocational Education and Training Regulator Act 2011 and the 2025 Standards for Registered Training Organisations, including the Outcome Standards, Compliance Requirements and Credential Policy.
- ELICOS Standards 2018 for SSC ELICOS delivery.
- Privacy Act 1988, Australian Consumer Law and applicable work health and safety, anti-discrimination, equal opportunity and child-protection laws.

Official regulator and government information should be used for current legal and visa requirements. SSC staff may explain SSC processes and provide general referrals, but do not provide individual immigration or migration advice unless legally authorised to do so.

Before You Start: Orientation and Course Information

Before you commence, read the current documents issued for your enrolment. Your Course Information Sheet and written agreement contain the course-specific information you need to make an informed decision and understand your enrolment.

- course code/title, CRICOS course code and expected duration;
- entry and English-language requirements;
- delivery mode, approved location/s, scheduled study arrangements and any work placement;
- assessment and reassessment arrangements;
- tuition, materials/resource and other applicable fees; and
- payment and refund arrangements.

All overseas students are required to complete SSC orientation at the commencement of study. If you cannot attend the scheduled orientation, including because of late arrival, contact Student Services so SSC can arrange an alternative way for you to receive and complete the required orientation information.

Orientation covers the information relevant to your study and adjustment to life in Australia, including support contacts, emergencies, health and legal services, facilities, course progress and participation, complaints and appeals, employment rights, personal safety, use of SSC systems and any additional information relevant to students under 18.

Living and Studying Australia

You are responsible for maintaining your student visa conditions. Visa requirements can change. For current visa conditions, including work conditions, use official Department of Home Affairs information and VEVO.

SSC staff can provide general information about your enrolment, Confirmation of Enrolment (CoE), SSC processes and where to find official information. For advice about your individual migration or visa circumstances, contact the Department of Home Affairs or an appropriately authorised migration professional.

Overseas Student Health Cover (OSHC)

You must maintain appropriate OSHC for the period required by your visa. You may choose an approved OSHC provider. If SSC arranges OSHC on your behalf, the relevant arrangement and cost will be shown in your enrolment documentation. For current OSHC requirements, use official Australian Government information.

Employment rights and workplace support

International students have workplace rights and protections in Australia. The Fair Work Ombudsman provides information and assistance about pay, workplace conditions, entitlements and resolving workplace issues. SSC can provide general information and referrals at no additional cost. Current visa work conditions must be checked with the Department of Home Affairs/VEVO.

Living costs and personal arrangements

Living costs vary and government estimates change. Use current Study Australia and Department of Home Affairs information when planning accommodation, transport, food, health, communication and other living expenses. Do not rely on old cost figures in superseded SSC publications.

Student Support, Wellbeing and Critical Incidents

SSC provides access to support intended to help students participate in their course, achieve satisfactory progress and adjust to study and life in Australia. Support is identified at enrolment and throughout the course, and is provided or arranged according to the student's needs and the applicable SSC support processes.

- academic, study, language, literacy, numeracy and digital support;
- course progress and intervention support;
- welfare support and referral to counselling, health, legal or other specialist services;
- help understanding SSC systems, course requirements and administrative processes; and
- age- and culturally appropriate support where relevant.

SSC does not charge students for making a referral to an external support service. The external service may charge its own fee, and students will be advised where this is known.

Critical incidents and emergencies

In an emergency involving immediate danger, call 000. SSC maintains a Critical Incident Policy and Procedure covering response, follow-up and records. Current SSC emergency and welfare contact details are provided at orientation and through Student Services. Report a serious safety or welfare concern to SSC as soon as possible.

Young Overseas Students

Additional requirements apply where an overseas student is under 18. Course-specific age entry requirements are stated in the current Course Information Sheet. Where SSC accepts responsibility for a student's accommodation, support and general welfare, SSC manages those arrangements in accordance with the National Code and its Managing Younger Overseas Students Policy and Procedure.

- SSC issues and manages the required Confirmation of Appropriate Accommodation and Welfare (CAAW) where SSC accepts welfare responsibility.
- Accommodation must be approved as appropriate to the student's age and needs and is monitored while SSC holds welfare responsibility, including a suitability check at least every six months.
- SSC maintains current contact details for the student, parent/legal guardian and persons responsible for accommodation/welfare.
- The student is given a nominated welfare contact and information about emergency assistance, personal safety and how to report actual or alleged sexual, physical or other abuse.
- Third parties involved in accommodation or welfare must meet SSC requirements and are subject to SSC monitoring.
- Students must not change approved accommodation or welfare arrangements without first contacting SSC and obtaining any required approval.
- When a younger student transfers provider, or where enrolment is suspended/cancelled, welfare responsibilities are managed so that there is no unlawful gap in approved arrangements.

If you are under 18 and feel unsafe

Contact Student Services or your nominated welfare contact immediately. If there is an immediate risk to safety, call 000.

CRICOS Vet Study, Attendance and Participation

This section applies to students enrolled in SSC CRICOS-registered VET courses. Your individual Course Information Sheet and timetable show the delivery arrangements that apply to your course.

SSC CRICOS VET courses are offered on a full-time basis. Course duration is based on at least 20 scheduled course contact hours per week, unless ASQA has approved otherwise. Scheduled course contact hours may include scheduled classes, course-related information sessions, supervised study, mandatory and supervised work-based training and examinations.

Self-paced reading, homework, assessment preparation or optional LMS activity completed in your own time does not count towards the minimum 20 scheduled course contact hours unless the activity itself forms part of the approved scheduled course contact arrangement.

VET online/distance delivery is limited by the National Code. SSC must ensure at least two-thirds of the units of competency or modules delivered to an overseas VET student are provided face-to-face, and at least one unit in each compulsory study period is offered face-to-face, subject to the applicable National Code provisions.

Attendance and participation

You must participate in the scheduled learning, training and assessment activities shown on your timetable. SSC records attendance and participation as important indicators of engagement and course progress and uses this information when monitoring whether you can complete within the duration of your CoE.

International VET students are expected to attend scheduled classes regularly and participate in required training and assessment activities. SSC monitors student attendance regularly and contacts students where attendance is unsatisfactory. Where students successfully complete assessments without regular attendance, SSC will review their course duration and adjust it where required.

ELICOS Study, Attendance and Progress

This section applies to students enrolled in an SSC ELICOS course. ELICOS requirements are separate from the VET study arrangements described above.

ELICOS minimum study requirement

An SSC ELICOS course must include at least 20 hours of face-to-face scheduled course contact each week. Online or distance learning may only be additional to the approved face-to-face schedule.

SSC monitors ELICOS attendance and course progress. ELICOS students are expected to maintain at least 80% attendance. SSC records attendance, identifies students who are absent for more than five consecutive days without approval or are at risk of not meeting attendance/progress requirements, and implements intervention and reporting processes in accordance with the applicable policy and the National Code.

Before any report for unsatisfactory attendance or progress is made, the applicable warning, intervention and complaints/appeals requirements are followed. The detailed attendance calculation, evidence requirements, intervention triggers and reporting process are set out in SSC's current ELICOS attendance/course progress arrangements.

Assessment, Reassessment, RPL and Credit Transfer

Assessment requirements vary by training product and unit. The current Course Information Sheet and the assessment instructions issued for each task are the controlled sources for assessment and reassessment arrangements.

Before assessment, students must be informed of the assessment process, including the assessment method and conditions, required evidence, applicable timeframes, how results and feedback are provided, and the reassessment/retraining arrangements that apply if the required standard is not initially met.

Assessment attempts and reassessment fees

The number of permitted attempts, when retraining or reassessment is required, and any applicable reassessment charge must be stated in the current Course Information Sheet and/or assessment instructions issued to you. Do not rely on an older fee table or generic LMS message. Ask your trainer or Student Services for the current controlled information before reassessment.

Assessment task outcomes may be recorded as Satisfactory/Not Yet Satisfactory and unit outcomes as Competent/Not Yet Competent, as applicable. Students receive feedback on gaps and may use the complaints and appeals process to challenge an assessment decision.

Recognition of Prior Learning (RPL) and Credit Transfer (CT)

You may apply for RPL or Credit Transfer where eligible. Current eligibility, evidence, process and fees (if any) are set out in the relevant SSC information. If RPL or Credit Transfer changes the expected duration of an overseas student's course, SSC will adjust the study plan/CoE and PRISMS records where required.

Course Progress and Intervention

SSC monitors course progress throughout your studies. Satisfactory course progress is determined under the current Course Progress and Intervention Policy and Procedure and the requirements of your course. SSC also considers participation in required training and assessment when identifying whether a student may be at risk.

If you are at risk of not meeting course progress requirements, SSC will contact you and may require you to participate in an intervention strategy. Support may include academic assistance, study planning, counselling, additional supervised learning or practice, or other measures appropriate to the identified need.

If SSC determines that you have not met the satisfactory course progress requirements and intends to report the matter in PRISMS, SSC will provide written notice of the intention and the reasons. You will have 20 working days to access SSC's internal complaints and appeals process. Reporting occurs only after the applicable complaints and appeals requirements have been completed or otherwise satisfied.

Changes to Study Load, Deferment, Suspension and Cancellation

A change to your study plan, course duration or enrolment status must be approved and recorded in accordance with SSC's current policy and the ESOS framework. Do not stop attending or reduce your study load without formal approval.

Reduced study load / course duration

A reduced study load or extension of course duration is only permitted in circumstances allowed by the ESOS framework and SSC policy. Where approved, SSC will provide a revised study plan and update the CoE/PRISMS record where required.

Student-requested deferment or suspension

Deferral or suspension requested by a student is assessed under SSC's current policy, including applicable compassionate or compelling circumstances and evidence requirements. Decisions are documented and PRISMS is updated where required.

Provider-initiated suspension or cancellation

Where SSC intends to suspend or cancel an enrolment, the student will normally receive written notice of the proposed action and the reasons, and 20 working days to access SSC's internal complaints and appeals process. The suspension or cancellation will generally not take effect until the internal appeal process is completed. An exception may apply where the health or wellbeing of the student or others is likely to be at risk.

Changes to enrolment may affect a student visa. SSC provides general administrative information; students should use the Department of Home Affairs or an appropriately authorised migration professional for advice about their individual visa circumstances.

Changes to SSC course arrangements

Where a proposed change to a CRICOS course requires regulatory approval, SSC will obtain the required approval before implementing the change. Affected accepted or enrolled students will be informed directly where the change is relevant to them. Current course facts are then updated through SSC's controlled publication process.

Transfers Between Registered Providers

If you wish to transfer to another registered provider before completing six calendar months of your principal course with SSC, you must submit a written transfer request and a valid offer of enrolment from the receiving registered provider.

SSC assesses the request under its current Overseas Student Transfer Policy and Procedure, including whether the transfer is in your best interests and whether there are reasonable grounds to approve or refuse the request. SSC does not charge a fee for requesting a release.

If SSC refuses the request, you will receive the reasons in writing and information about your right to access the complaints and appeals process within 20 working days. Approved transfers are recorded in PRISMS as required. Additional requirements apply to students under 18, including parent/legal guardian support and continuity of approved welfare arrangements.

After completing six calendar months of your principal course, a release from SSC is generally not required under Standard 7. Students should consider possible visa implications and obtain current Home Affairs information.

Fees, Refunds and Tuition Protection

Your current Course Information Sheet and written agreement contain the fees and payment arrangements applicable to your enrolment. This handbook does not reproduce a generic fee schedule because course-specific fees and inclusions must be current and consistent with the approved source.

Written agreement before payment

SSC will not accept a tuition or non-tuition fee from an overseas student before the applicable written agreement has been accepted. Acceptance of the written agreement may occur at the same time as payment.

The written agreement identifies the applicable tuition and non-tuition fees, payment periods/options and refund arrangements. Course-specific material/resource fees must have a clear amount/basis and describe the goods or services included.

Refunds

Refund entitlements are determined under the student's written agreement, SSC's current Fees Administration and Refund Policy and applicable Australian law. Where a statutory refund calculation applies, including applicable student visa refusal circumstances, SSC uses the Education Services for Overseas Students (Calculation of Refund) Instrument 2024.

Provider default and Tuition Protection Service (TPS)

If SSC is unable to start or continue delivering a course as agreed, the provider default requirements under the ESOS framework apply. Within the required provider obligation period, SSC will arrange an accepted suitable alternative course or refund the student's unspent tuition fees in accordance with the applicable legislation. Where SSC does not meet its provider default obligations, eligible students may receive assistance through the Tuition Protection Service (TPS).

SSC's refund arrangements do not remove or limit rights that apply under Australian Consumer Law.

Complaints and Appeals

SSC provides a fair, accessible and confidential internal complaints and appeals process. You may make a complaint or appeal about matters involving SSC, its staff, education agents or other parties providing services on SSC's behalf.

- Formal complaints and appeals are lodged under the current Complaints and Appeals Policy and Procedure.
- SSC will commence assessment of a formal complaint or appeal within 10 working days of receiving it and will finalise the process as soon as practicable.
- You will have a reasonable opportunity to present your case and may be accompanied or assisted by a support person.
- SSC will provide the outcome in writing, including the reasons for the decision.
- If the internal process is unsuccessful, SSC will advise you about an appropriate external complaints/appeals process at minimal or no cost and provide the relevant external review information within 10 working days of completing the unsuccessful internal process.
- Where a complaint or appeal results in a decision or recommendation in your favour, SSC will implement the decision/corrective action as soon as practicable.

For forms, lodgement instructions and current external review options, refer to SSC's current Complaints and Appeals Policy and Procedure or contact Student Services.

Student Conduct, Safety, Access and Equity

SSC is committed to a safe, respectful and inclusive learning environment. Students must follow reasonable SSC rules, lawful instructions, safety procedures and the conditions of their enrolment.

Student Code of Conduct

- attend and participate in scheduled learning and assessment as required;
- behave respectfully and do not bully, harass, discriminate against, threaten or harm others;
- follow work health and safety instructions and report hazards, incidents and unsafe conditions;
- use SSC facilities, equipment, systems and learning resources appropriately;
- act honestly in assessment and submit authentic work;
- comply with emergency procedures and directions from authorised SSC staff; and
- raise concerns appropriately through Student Services, feedback or the complaints and appeals process.

Serious or repeated misconduct may lead to disciplinary action, including possible suspension or cancellation, subject to the applicable policy and complaints/appeals rights.

Access, equity and inclusion

SSC supports equal access and participation and does not tolerate unlawful discrimination, harassment or victimisation. Students who require support or reasonable adjustment should contact their trainer or Student Services. Reasonable adjustment may change how assessment is conducted but cannot remove the competency, evidence, authenticity or safety requirements of the training product.

Privacy, Records and Keeping Your Details Current

While you are in Australia, you must keep SSC informed of your current residential address, mobile phone number, email address and emergency contact details and notify SSC of changes within 7 days. Keeping these details current allows SSC to communicate with you and meet its student-support and ESOS obligations.

Privacy and information sharing

SSC handles personal information in accordance with applicable privacy law and its Privacy Policy. Personal information may be disclosed to relevant Commonwealth, State or Territory agencies, the

Department of Home Affairs and the Director of the Tuition Protection Service where required or permitted by law. Information that SSC is required to report under the ESOS framework may be recorded in PRISMS and made available to relevant Australian Government agencies.

Records retention

SSC maintains student and compliance records securely. For nationally recognised VET, SSC retains all assessments submitted by a student for at least two years after the student completes the training product and retains records of AQF certification documentation issued for at least 30 years. SSC also retains ESOS records for the applicable statutory periods, including written agreements, transfer records and critical-incident records where required.

Qualifications and Statement of Attainment

For nationally recognised VET, SSC issues AQF certification documentation in accordance with the current Standards and applicable USI requirements. Students who successfully complete all requirements of a qualification are issued the applicable qualification and record of results. Where a student completes one or more units but not the full qualification, SSC issues a Statement of Attainment for the units successfully completed, where applicable.

Keep your personal and USI details accurate so that certification can be issued correctly. Contact Student Services if your name or other details change.

Key Information Sources and Document Control

For current information, use the authoritative sources below rather than old screenshots, saved brochures or cached webpages.

Information	Where to find the current information
SSC course information and policies	SSC website and current controlled documents issued by Student Services / Admissions.
Training product and RTO registration	National Training Register (training.gov.au).
CRICOS provider/course registration	Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).
Student visa conditions / VEVO	Department of Home Affairs.
Workplace rights	Fair Work Ombudsman.
Living and studying in Australia	Study Australia and relevant State/Territory international student resources.
Tuition protection	Tuition Protection Service (TPS).
RTO / ESOS regulator information	Australian Skills Quality Authority (ASQA).

Document control and review

Document control field	Current entry
Document owner	Compliance Manager
Approver	Chief Executive Officer / authorised SSC approver
Version	4.1 - September 2026
Status	Approved
Review frequency	At least annually and earlier when a review trigger occurs.
Review triggers	Changes to ESOS/National Code/RTO requirements; CRICOS courses, duration, locations or delivery modes; fees/refunds; third-party arrangements; under-18 welfare; student systems/portals; key government information or links; audit/validation/continuous-improvement findings.

Version history

Version	Summary of changes
V4.1 - September 2026	Streamlined to SSC source-of-truth publication model; removed static course/location/intake/fee information; separated VET and ELICOS requirements; updated assessment/reassessment references, student support, attendance monitoring, under-18 welfare, course progress, enrolment changes, transfers, fees/refunds/TPS, complaints/appeals, records, regulatory terminology and document-control triggers.

Version	Summary of changes
V4.0 - August 2026	Interim compliance update following handbook rectification review.

Student declaration

I confirm that I have been provided with, or have access to, the current information applicable to my enrolment, including this International Student Handbook, my Course Information Sheet and my written agreement. I understand that course-specific details and fees are maintained in those controlled sources and that I should contact SSC if information appears inconsistent or out of date.

I understand that personal information I provide to Knit Group Australia Pty Ltd trading as South Sydney College may be disclosed to relevant Commonwealth, State or Territory agencies, the Department of Home Affairs and the Director of the Tuition Protection Service where required or permitted by law. I understand that SSC is required under the ESOS framework to report certain enrolment and other information through PRISMS.

I understand my responsibility to comply with my student visa conditions, SSC enrolment requirements, scheduled study and assessment obligations, the Student Code of Conduct, and to keep my contact details current.

Student name	
Student ID	
Student signature	
Date	

End of International Student Handbook