



Southern Cross
Education Institute



2023

Pre-Enrolment Handbook

Find out more at scei.edu.au

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Welcome

We are delighted you are considering to study with us.

The purpose of this document is to provide you with all the related information in regards to studying with Southern Cross Education Institute to enable you to make an informative decision.

I hope that this **Pre-Enrolment Information Handbook** will provide a comprehensive introduction to our Institute, to our goals and achievements as well as many opportunities that we offer to prospective students.

If you have any additional questions that may not be covered in this Pre-Enrolment Information Handbook please do not hesitate to contact our Business development office on:

Melbourne 03 9602 4110

Adelaide 08 8212 8745

enroll@scei.edu.au

About Us

Southern Cross Education Institute (SCEI) is a Vocational Education and Training (VET) provider. Initially in 2003 the business known as “Victorian Training and IT Solutions” was set up by the Director, Azeezur Rahaman to deliver training and consulting to a vast array of clients including many government departments such as Victoria Police, Justice Officials and State Government Education Departments. In 2006, Southern Cross Education Institute Pty Ltd was registered with ASIC and an application commenced for registration with VRQA as a VET provider. The approval from VRQA was granted in 2007 for domestic students and CRICOS registration followed in 2008 for overseas students.

As a Registered Training Provider (RTO) that meets Federal and State education standards, SCEI is fully committed in meeting compliance under the National Vocational Education and Training Regulator Act 2011. In delivering nationally recognised training package qualifications, extremely high standards must be met and it is for this reason that SCEI only employs the best staff and trainers capable of delivering above and beyond in all areas of compliance expectation including internal/external auditing and creating and assessing internal systems to monitor all aspects of being an education provider including focus on professional development, continuous improvement and self-assessment through key performance indicators. Today, SCEI is poised on sustainable growth and delivering quality education services with approved courses targeting both domestic and international students.

Our Vision

Our vision is to be respected national quality education provider to international and domestic students as well as regards by all its stakeholders as ethical, innovated and sustainable organization.

Our Mission

To deliver quality educational services to students that lead them to obtain experiences and knowledge to advanced their prospects of undertaking further studies and or employment.

Our Values

R	Respect
E	Encouragement
S	Service
P	Professional
E	Enriching
C	Complaint
T	Trustworthy

Accreditations

Southern Cross Education Institute (SCEI) is a registered training organization which delivers nationally accredited education and training.

SCEI is registered with the Australian Skills Quality Authority (ASQA) RTO Number 121952 and is an approved CRICOS provider CRICOS CODE 02934D.

Our students can access Austudy and Abstudy approved programs (subject to eligibility) and VET STUDEN LOANS for eligible Diploma and Advanced Diploma courses.

SCEI has gained APHRA's accreditation since 2016 to deliver a Diploma of Nursing program and has established robust relationships with industry partners ensuring ongoing successful bilateral stakeholder advantages of clinical placements and recruitment opportunities.



Our Staff

The SCEI team is rich in diversity and professional expertise. Our staff are from a range of professional and cultural backgrounds, all of whom welcome the opportunity to be of service to you.

Your first contact will be our fantastic reception staff. They have a wealth of knowledge and are eager to support all students regardless of how difficult or complicated your request or concern may be, they are the ones with the answers, guidance and solutions.

Teaching staff at Southern Cross Education Institute provide students with quality training in accredited and non-accredited courses; both staff and management at SCEI are committed in helping students achieve their chosen qualification. Friendly administration and student support staff, provide students with the best possible environment to ensure that their learning experience is both practical and enjoyable.



Melbourne Campuses

155 – 161 Boundary Road North Melbourne

The Melbourne Head Office multi-level campus is located ten minutes by car from the Melbourne CBD. Trams leave Elizabeth Street every ten minutes and your departure at the #22 Tram stop on the corner of Racecourse Road and Boundary Road will leave you with a quick walk across the road to the main campus. Free street parking is available.

The 155 Campus is home to our Diploma of Nursing students as well as Certificate III in Pathology. Currently our Ageing and Disability courses are delivered from this campus.

41 Boundary Road, North Melbourne

Melbourne's second multi-level campus at 41 Boundary Road is a five-minute walk from the main campus. Free onsite and street parking is available.

The 155 Campus is home to our Diploma of Massage and General English students.

Adelaide Campus

14 – 16 Grote Street, Adelaide

The multi-level Adelaide Campus is situated right on the edge of the CBD and is within easy walking distance from all forms of public transport within the CBD area as well as the Adelaide Central Markets. Public parking is available at a number of street locations close by. Buses stop outside the front door to the campus every ten minutes.





Getting Started

Pre Training Review (Domestic students ONLY)

To insure that your personal aspiration as adequately meet and aligned with your chosen course of study it is compulsory for every prospective student to participate in a face – face pre-training review with an SCEI staff member. Through this review we will be able to identify your learning need and any support that we can offer you to enable you to complete your course. SCEI staff member will also facilitate a Language, Literacy and Numeracy (LLN) test. This is a compulsory legislative requirement to identify your LLN needs and suitability for your chosen course.

However, all prospective students interested in the Diploma of Nursing program must demonstrate the English language requirements that are in line with the NMBA English Language Skills Registration Standard and the ANMAC Enrolled Nurse Accreditation Standards.

For more information, please refer to the Diploma of Nursing information on our [website](#).

Orientation Day

All students due to commenced their training journey with SCEI are required to attend a compulsory orientation session. This will give an opportunity to meet your student welfare officers who will provide you with important information related to your course, our policies and procedures, our expectations of you as a students and general campus life. During this session you will also be participate in the tour of your campus and meet your trainers, receive information in regards to our student's platform MySCEI and our other fabulous staff members.

Orientation session is also an opportunity for you to ask any questions that you may have insuring that you are ready for your first study day with us.

Information Technology requirements and student's MySCEI platform (Moodle)

Information Technology has an important part to play in today's society and every workforce. Students have at their disposal a computer lab in each of our campuses as well as Wi-Fi which will enable you to access the student platform MySCEI (Moodle). Moodle is a Learning Management System where students can access all there course content, assessment materials, pre-reading, instruction for self-directed learning and also submit their assessments. Upon enrolment you will receive a welcome email which will provide you with log-in details for Moodle as well as your SCEI email addresses. The SCEI student email account is a preferred form of communication between the student and the Institute.

Unique Student Identifie

Every student who undertakes nationally recognised vocational education and training (VET) in Australia will be able to access their enrolment and achievement record from a single authoritative source. Under the new initiative, students will be able to get a full transcript of the entire accredited VET training they have undertaken since 1 January 2015, or an extract of it that shows the particular achievements they want it to.

Anyone undertaking nationally recognised training from 1 January 2015 will need a USI.

The USI must be provided to Southern Cross Education Institute by the student upon enrollment/ during the orientation. For more information on how to get a USI number please visit <https://www.usi.gov.au/>.

Required Learning Resources

The cost of textbook, student uniform (applicable for courses that have compulsory work placement) and other course associated resources are not covered by the tuition fee. Student will be expected to purchase essential textbooks and /or equipment to assist them in meeting the course requirements. You should understand that without the compulsory course requirement they will be disadvantaged and may not be able to achieve competency.

For more information regarding compulsory resources required for your course of interest please refer to the [Course Resource Guide](#) on our website.

Timetable and training schedule

Upon your enrolment, with your welcome to SCEI email, you will receive your individualised training plan. This document will outline the days your classes are scheduled as well as duration of each term, your unit of competence as well as your term breaks.

Credit Transfer / RPL

If you have completed a similar qualification previously at SCEI or another college, you may be eligible for a credit transfer/RPL which can save you time and/or money on your studies!

Please fill in a Credit Transfer Request Form available from our website and make sure to provide your transcript(s).

If you need any help, feel free to contact us for more information. The credit transfer / RPL application is required to be submitted prior to enrolment or at the latest during the first week of your course.

National Police Clearance Certificate

All students must obtain a National Police Record Check, at their own expense, prior to commencing work placement. Further information on the National Police Record Check and the how to apply refer to:

Victoria: <https://www.police.vic.gov.au/national-police-records-checks>

South Australia: <https://screening.sa.gov.au/types-of-check/national-police-checks>

Information about a student's criminal history will not be released without a student's written consent other than for law enforcement purposes. The student is responsible to notify the Course Coordinator/ Student Welfare Officer of any infringement or change in status with regard to disclosable outcomes on their police record.

Working with Children Check

You may have the opportunity to work with patients under the age of 18. The Working with Children (WWC) Act 2005 introduces mandatory screening processes for people who volunteer or work with children. All students must hold a current WWC, which is valid for 5 years from issue, before attending professional practice experience.

The WWC is free if applied for as a volunteer (i.e. student) but is not valid for employment. Information regarding applications for Working with Children Check is at:

South Australia: <https://www.dcsi.sa.gov.au/services/screening>

Victoria: <https://www.workingwithchildren.vic.gov.au/>

Immunisation

It is a requirement by many of the healthcare facilities where you will attend clinical placement that you have evidence of current immunisations.

Immunisations that are required:

- Diphtheria, pertussis, tetanus (DTPa) – ADT booster every 10 years following childhood immunisation
- Measles/mumps/rubella (MMR) – documented 2 doses of measles containing vaccine (for those born during or after 1966) or documented positive serology.
- Varicella (chickenpox) – Documented course of 2 injections or documented positive serology
- Hepatitis A & B
- Influenza (highly recommended each year and some facilities require this as mandatory for attending placement)

The Australian Immunisation Handbook provides information relating to all immunisation requirements available at <https://immunisationhandbook.health.gov.au/>

Further information relating to immunisation and other nursing placement matters can be found by visiting:

South Australia:

<https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/clinical+resources/education+and+training/excellence+in+health+education/clinical+placement+information+for+students>

<https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/clinical+resources/clinical+programs+and+practice+guidelines/immunisation+for+health+professionals/health+care+worker+immunisation+requirements>

Victoria:

<https://www.health.gov.au/health-topics/immunisation/health-professionals/immunisations-for-health-care-workers>

<https://www2.health.vic.gov.au/public-health/immunisation/adults/vaccination-workplace/vaccination-healthcare-workers>

<https://www.health.gov.au/health-topics/immunisation>

Studying at SCEI

Delivery Style

All SCEI courses are delivered on campus in a traditional face to face classroom setting.

The interactive face to face sessions consists of lectures, tutorials as well as various activities and workshops. This is an interactive form of learning that gives you an opportunity to engage more with your classmates and education staff face-to-face by asking questions or by expressing your thoughts and ideas.

Upon enrollment you will be provided with your timetable / individualise training plan which will outline all your scheduled classes as well as your stimulated practical sessions.

Weekly support classes provide students additional support to enhance the learning of individual units, assist in consolidation of learning and ensure readiness for summative assessments.

Teaching and Learning

Teaching and Learning at SCEI is supported through excellence in learning design, assessment, learning engagement, resources and continuous improvement practices.

Throughout the course students are encouraged to be active participants making the most of learning opportunities, seeking and utilising feedback throughout the learning process.

Students are expected to undertake a level of self-directed learning which consists of approximately from 5 up to 11 hours per week (depending on a program of study) and includes the completion of relevant assessments, pre-reading requirements, accessing e-Books and E-Learning programs.



Classroom Attendance Requirements

All SCEI students must aim for a 90% attendance rate for all scheduled classes and for the compulsory practical skills lab sessions is 100%. However, the absolutely minimum attendance rate for all scheduled theoretical classes is 80%.

Classroom Expectations

It is expected that all students and staff will be respectful of each other. Campus is a simulated work environment. It is expected that students will dress and behave in a professional manner at all times

This means:

- Punctuality
- No food (including sweets) or drink to be consumed in the classroom (water is allowed) or the skill lab
- Mobile phones turned off or on silent and NOT answered or accessed during class time
- Allowing opportunity for others to speak
- Only leaving the classroom when the session is complete or as per trainer's instruction
- Remain attentive and alert at all times
- Appropriate and clean clothing, SCEI prescribe uniform is compulsory for all skill lab session.
- Personal hygiene attended to daily.

As adult learners it is expected that you will take responsibility for your own learning. Trainers are here to facilitate your learning. It is up to you to make the most of all learning opportunities, including making time to undertake additional reading to supplement your learning

- Complete your pre-reading prior to attending each scheduled class
- Complete assigned work as per the due dates set by your trainer
- Participate in all classroom and laboratory activities
- Seek clarification if you do not understand something.
- Make the most of all learning opportunities

Practical Skills / Simulated Work Environment

All SCEI students must aim for a 90% attendance rate for all scheduled classes and for the compulsory practical skills lab sessions is 100%. However, the absolutely minimum attendance rate for all scheduled theoretical classes is 80%.

Assessment

SCEI is committed to an assessment system that ensures that assessment both complies with the assessment requirements of the training package and is conducted in accordance with the Principles of Assessment and the Rules of Evidence. Your trainer will use a range of methods to gain evidence of your competence. You will be given "Assessment Tasks" that give you the opportunity to demonstrate your skills and knowledge in a number of ways.

These may include written and verbal tests, written assignments, case studies and projects, practical "hands on" tasks, as well as simulations and role-plays. In this way you are able to demonstrate your competence over a period of time, as you progressively acquire more skills, knowledge and competence.

The scheduling of assessments is stated in the Unit Delivery and Assessment Plan for each unit of competency. The trainer and assessor will discuss unit assessments with you on commencement of the unit and inform you of the due dates for each task.

Trainers and Assessors facilitate learning and professional relationships by guiding, mentoring, role modelling, and challenging students to be self-directed, reflective, and creative.

Assessment Submission / due dates

All student's assessments are submitted via mySCEI student portal. According to the PP77 Assessment policy and procedure the due dates for all theoretical assessment task is two weeks after the end date of the classroom delivery. All work placement / professional practice record books are due a week after the work placement / professional practice completion.

If the student fails to submit their assessment by the due date and an extension has not been approved prior to the assessment due date, student must pay a late submission fee of \$200 for their work to be assessed.

Assessment Outcome

All course work will be graded satisfactory(S) or unsatisfactory (US). Students who do not achieve a satisfactory(S) will be awarded the result of unsatisfactory (US) and will be provided feedback on the areas that need to be rectified. Should additional support be required it is the student's responsibility to request additional assistance or clarification as soon as possible after receiving initial feedback.

Re-assessment

Based on the level of understanding demonstrated, you will be asked to address the gaps in your evidence by submitting part or all of your assessment.

Should the result of unsatisfactory (US) be recorded on your 3rd attempt, you will be counseled by the Course Coordinator and provided options in regards to your continuance in the program based on your ability to meet the academic requirements. Options will include withdrawal or repeating the unit or semester at a cost. This decision will be based on the overall understanding you have demonstrated.

Academic Appeals

If the student is dissatisfied with the assessment outcome, he/she has the right to appeal the decisions made by SCEI. Refer to PP11 Complaints and Appeal policy and procedure.

Assessment writing standards

SCEI has specific assessment writing standards in place that students must follow. These include:

- Font Calibri or Times New Roman
- Font size 12
- Font colour black
- Single line spacing
- Footer on every page includes; name, student number, unit code and assessment number
- No borders, shading or graphics except where required in diagrams
- Margins; top 2.54 cm, bottom 2.54 cm, left 2.54 cm and right 2.54 cm

Copyright and Correct Referencing

You may only copy material in accordance with the Australian Copyright Act 1968. For study and research purposes, you are allowed to copy: One chapter or 10% of a book; or one chapter, or 10% of the number of words of text materials in electronic form; or one article per issue of a journal, magazine or newspaper – or more than one article if each article relates to the same subject matter. Internet material, artist, dramatic, film, and musical works are also covered by copyright legislation.

It is essential for the students to use correct referencing to indicate the sources of information they have used in their assignments or written work. At Southern Cross Education Institute, the accepted style of referencing is APA referencing.

APA Style uses the author-date citation system. This system allows readers to find sources cited in the text in the reference list,

where each source is listed alphabetically. To insert citation in text, include the author's surname and year of publication. For a direct quotation, include the page number or specific location of the phrase or sentences in the original work.

Academic Misconduct - Cheating, Plagiarism, and Collusion

Southern Cross Education Institute takes a systemic approach to the treatment of plagiarism in academic work.

The Assessment and Submission policy is intended to promote honesty in learning and assessment and respect for the work of others. Contravention of this policy will result in students being penalised.

For the purpose of this policy, plagiarism means presenting another person's work as one's own work by presenting, copying or reproducing it without acknowledgement of the source.

Plagiarism includes presenting work for assessment that includes:

- phrases, clauses, sentences, paragraphs or longer extracts from published or unpublished work (including the Internet) without acknowledgement of the source; or
- the work of another person, without acknowledgement of the source

For information about assessment procedures, refer to PP77 Assessment policy and procedure.

The following gives an indication to the types of behavior that constitutes 'Academic Misconduct' within Southern Cross Education Institute.

- Failure to comply with directions from Southern Cross Education Institute in the support strategies to complete unit of competency/ qualification
- Students must not request the loan of or lend assessments or devices to other students
- Students must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another source except in accordance with the conventions of the field of study
- Students must not use another person's concepts, results or conclusions and pass them off as their own
- In cases where the assessment task is intended to be individual work not group work, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment
- Students must not ask another person to produce an assessable item for them

For more information about how to avoid an allegation of Academic Misconduct and the consequences of Academic Misconduct, please refer to PP96 Academic Misconduct Policy and Procedure.

Work placement / Pre-professional practice placement requirements

Courses in the health and community sector do require that a student undertakes a nominated number of hours of work placement / professional practice experience in SCEI approved health and/or community health services, arranged by SCEI, at set periods throughout or the end the course.

The nominated work placement / professional practice is displayed in our course information guide on our website.

The compulsory requirements for students going to work placement / professional practice is to:

- Attend minimum of 80% of scheduled classes
- Submit all the assessments of each semesters
- Be awarded satisfactory pass in the theoretical assessments of each unit of competency
- Attend all the practical /lab skills session and achieve satisfactory pass in all the required practical skills

100% attendance is required for all rostered shifts during the work placement / professional practice. Students are required to

notify both host organization / Health facility and work placement assessors / clinical facilitator of all absences. Please note that clinical placement days are compulsory and must be undertaken on scheduled, consecutive days.

This means that you will need to plan ahead for leave in relation to other work you are engaged in outside your course.



Course or Campus Transfer

You can apply for an internal transfer if you want to transfer:

- from one SCEI VET program / course to another, and/or
- your course to a different SCEI campus.

You can only transfer between the same course type (e.g., from Certificate III course to another Certificate III, or Certificate IV to another Certificate IV, etc.) and only if you haven't completed your course. If you wish to transfer from one course level to a higher course level (e.g. Certificate III to a Certificate IV or a diploma level) your application will be subject to course entry requirements as well as the English / LLN requirement's. In some cases, you may be asked to resist the pre-training review and or/ LLN test. If you're completing your current course and wish to enrol on another, you'll need to apply as instructed on our Apply now section of our website.

Transferring course or campus is part of a **competitive selection process**. This means that you'll be competing with other students for a place in the course.

Course Transfer

The minimum eligibility requirements for a course transfer are:

- being a current SCEI student (you must maintain your enrolment)
- meeting the prerequisites for the new course
- performing at an appropriate level in your current course
- successful completion all your course work to date

To apply for course transfer, you will be required to submit the FOR82 Change of course request form available from **mySCEI**, pay the administrative fee of \$250 and submit your request to the student services department.

While you're waiting for the outcome of your application, you need to:

- stay enrolled in your current course and
- pay any course fees owing for your current enrolment.

You may see some feedback from the student services officer about your application.

If successful, you'll receive an offer for your course preference. You might receive a conditional offer while results for the following are pending:

- English language tests
- LLN test
- outcome of pre training review/ interview.

You'll still need to respond by the deadline, so you should accept your conditional offer while you wait for your results

If your request has been declined, you'll be notified earlier. You can re-apply to transfer in the next intake or discuss alternative paths for entry with the student service department.

Transferring from one campus to another

The minimum eligibility requirements for a course transfer are:

- being a current SCEI student (you must maintain your enrolment)
- course / class number availability at the requested campus
- performing at an appropriate level in your current course
- successful completion all your course work to date

To apply for campus transfer, you will be required to submit the FOR37 Application to transfer Campus request form available from **mySCEI**, pay the administrative fee of \$250 and submit your request to the student services department.

While you're waiting for the outcome of your application, you need to:

- stay enrolled in your current course and
- pay any course fees owing for your current enrolment.

You may see some feedback from the student services officer about your application.

If successful, you'll receive a:

- formal approval including your new training plan,
- contact details of the student support officer at your designated campus,
- date and time for induction to your new campus location.

As part of the approval, you will be also required to complete a new enrolment data form providing your new contact details including residential address.

If your request has been declined, you'll be notified either in person or in writing.

*International Student's – if your transfer request will likely course a delay in your nominated course end date and there is a gap longer of 8 weeks your campus transfer request is likely to be denied., unless you can prove that for a longer break you will go back to the home country and resume your studies at the later date. In this case you will be asked to apply for course suspension as well.

Student Support

SCEI provides various student supports:

Learning Support

Learning support classes are held each week, where students can access help for course work from learning support teacher including; paragraphing, sentence structure, using headings and sub-headings general formatting and literacy. The learning support teacher can also offer guidance on managing your workload and research skills.

Welfare Support

SCEI welfare officers are trained professionals and are there to assist students with problems that have a negative impact on their studies. They are available Mon to Fri 9:30 am to 5:30 pm.

Academic progress, course monitoring and support - Our welfare officers liaise with the academic staff to identify and support students who are at risk of not meeting course progress requirements.

Aboriginal and Torres Strait Islander Support

SCEI offers individual assistance and support for Aboriginal and Torres Strait Islander students. The welfare officer is available to ensure your study experience is a positive one, that you are well supported and have the best possible chance of success in your chosen field of study.

SCEI links with the congress of Aboriginal and Torres Strait Islander Nurses and Midwives (CATSIN) mentoring program to support students from Aboriginal and Torres Strait Islander backgrounds. For further information contact: <http://catsin.org.au/formembers/mentoring/>



For further
Information

<https://www.scei.edu.au/students/>

Policy and Procedures

The following Policies and Procedures are provided for further information and guidance and are accessible online at www.scei.edu.au or from SCEI reception.

PP03	Students fees and charges policy and procedure
PP04	Enrolment process policy and procedure
PP05	Refund Policy and Procedure
PP08	Critical Incident Policy and Procedure
PP09	Student support services policy and procedure
PP11	Complaints and appeals policy and procedure
PP12	Monitoring International Student Academic Progress Policy and Procedure
PP13	Monitoring International Student Attendance Recording, Monitoring and Reporting Policy and Procedure
PP14	International Student Attendance Recording, Monitoring and Reporting Policy and Procedure
PP15	Credit transfer policy and procedure
PP27	Access and equity policy and procedure
PP40	Work Based training and assessment PP
PP52	Occupational Health and Safety Policy and Procedure
PP71	Bullying and Harassment Policy
PP73	Reasonable Adjustment Policy
PP77	Assessment policy and procedure
PP79	Student Rules Policy
PP80	Recognition of prior learning policy and procedure
PP84	LLN Policy and procedure
PP88	Student and stakeholder's feedback policy and procedure
PP91	Library Borrowing Policy and Procedure
PP95	Examination Policy and Procedure
PP96	Academic Misconduct Policy and Procedure
PP97	Academic Appeals Policy and Procedure
PP98	First Aid Policy and Procedure
PP99	Student Misconduct Policy and Procedure
PP257	Pre-Training Review Policy and Procedure
PP321	VET Student Loans Fee and Commonwealth Assistance Notices Policy and Procedure
PP519	Online programs and course delivery policy and procedure

Frequently Asked Questions

Questions

When do I have to come on Campus?

SCEI does not provide any distance or on-line classes. As a general rule, all competencies are assessed on campus, therefore you must attend all your scheduled sessions as well as complete the work placement requirements (if applicable) as per your timetable. Students must attend a minimum of 80% of scheduled classes for a study period to be in compliance with the Institutes attendance policy. For more information regarding the attendance please read "PP14 International student attendance recording, monitoring & reporting" policy found on our website.

How will my training day be structured?

All training at SCEI is scheduled for 20hr per a week over two and a half days. For example, if your timetable may state the following:

Monday	Tuesday	Wednesday
9:00 am – 6:00 pm	9:00 am – 6:00 pm	9:00 am – 1:00 pm (support day)

Each trainer will advise you of their proposed plan for the day. For the full day training you may expect the following:

- 9:00 am – 9:30 am - Question and answer session. This is your opportunity to ask your trainer questions relating to the unit or alternatively make an appointment to see them at a later time.
- 9:30 am – 12:30 pm - Lecture style training
- 12:30 pm – 1:30 pm - Lunch break
- 1:30 pm – 3:30 pm - Lecture style training
- 3:30 pm – 5:00 pm - Class activities / in class assessment or independent research.
- 5:00 pm – 6:00 pm - Question and answer session

What do I do if I am sick and can't come to class?

If you are unwell and unable to attend your scheduled class, you should email your trainer advising them of your absence and the reason for it. You will need to provide a medical certificate to your trainer as evidence. For more information regarding the attendance please read "PP14 International student attendance recording, monitoring & reporting" policy found on our website.

What happens if I am late to class?

Trainers will have marked the roll at 15 minutes past the designated class commencement time and then, again at 1 hour past the designated class commencement time (as per your timetable). Please note the trainers have the right to refuse you entry if you are late for class until morning tea break. For more information, please read the classroom rules located in your classroom.

Do I need to buy any textbooks?

Students are expected to have purchased all the compulsory textbooks at the commence of training, as the cost of the textbooks is generally not included in your tuition fee.

All resources required for your course of interest please are outlined in the [Course Resource Guide](#) on our website.

Am I allowed to use my phone in class?	Students are strongly discouraged from using their mobile phone during the class. It is quite disruptive to your fellow class mates as well as your trainer. If you receive a telephone call during a break, then the call must be taken in an area that is not within the proximity to a classroom.
What if I need help with my assessment?	<p>If you need any help regarding your assessment just off all you should speak, or email your trainer straight away. If it is a quick clarification the trainer will help you on the day or alternatively they may ask you to make an appointment for one on one tutorial session.</p> <p>You may also look for some other resources in your local library. You may find books, journals or videos which may help you. Ask the library staff for assistance.</p> <p>Some students also seek assistance from their fellow class mates, which is great as long as you are not copying or plagiarizing. Further information about copying or plagiarizing can be found later in this introduction document</p>
When is my assessment due?	<p>All assessments are due two (2) week after the last unit delivery date. The trainer will also advise you of your due dates at the start of each unit.</p> <p>More information regarding assessments can be found in the "PP77 Assessment" found on our website.</p>
What if I can't submit my assessment by the due date?	<p>If you are unable to submit your assessment by the due date you must speak to your trainer first and apply for extension using "FOR84 Application for Extension of Assessment Due Date". The application must be submitted to your trainer BEFORE the due date. The form FOR84 is located in each classroom. Based on the individual circumstances your trainer will verbally advise you if your extension has been approved as well as the new assessment due date. Please note student can only apply for extension once.</p> <p><i>If the student fails to submit their assessment by the due date and an extension has not been approved prior to the assessment due date, student must pay a late submission fee of \$200 for their work to be assessed.</i></p>
I have been asked to resubmit my assessment due to Plagiarism. What does this mean?	<p>According to the PP77 you are required to reference your work.</p> <p>At SCEI the accepted style of referencing is APA referencing style. SCEI has very strict guidelines regarding authenticity of student's work. Copying someone else's work, being fellow class mates or copy and paste from the internet, is not acceptable.</p> <p><i>If your trainer suspect that your work has been plagiarized they will issue you a verbal warning. If the offence is committed second time you will be issued with a warning letter and will be asked to resubmit your assessment.</i></p> <p>For more information's regarding Research and Referencing please read the APA Style Referencing Guide located in student resources on mySCEI.</p>
I have received a mark of US. What do I do now?	<p>As per the PP77, the student has the right to resubmit a unit of competency up to 3 times at no fee.</p> <p>If you have received a mark of US, your trainer will provide you with a feedback as well a suggestion for improvement. They will also give a resubmission due date.</p> <p>If you have resubmitted a unit three times and have been marked US you will be asked to see a Welfare officer. More information regarding resubmission can be found in the "PP77 Assessment policy" found on our website.</p>

What if I can't finish my course?	<p>If for some reason you are unable to finish your course you will need to make an appointment with a Welfare officer. You must apply for cancellation of Enrolment using the FOR06. Please note the request for cancellation will only be approved as per the "PP16 Deferring, Suspending or Cancelling the Student Enrolment" found on our website.</p> <p>Students will have to apply, using the FOR29 Student request form, for a statement of attainment / results.</p> <p>Please refer to PP05 REFUND & OUTSTANDING TUITION FEE POLICY/PROCEDURE found on our website.</p>
What are the learning activities?	The learning activities are described in each learner's assessment. As you complete each assessment task, you will be learning and applying new skills. Speak to your trainer who can assist you if you are having any difficulties.
How will I be assessed?	<p>Each unit has its own individual assessment tasks. Traditionally you will have a class assessment, project/ research task and work placement (if applicable)</p> <p>Your trainer will assess the assessments you submit according to their nature and will advise you if there is anything further for you to do.</p>
I have finished all the course requirements, so how do I go about getting my award?	<p>Once the student has met all the course requirements they need to apply for a certificate using the FOR29 Student Request Form located on MySCEI student platform.</p> <p>It usually takes up to 30 working days for an award to be issued. For more information, please refer to the PP30 Certificate Issuance policy found on our website.</p>
How do I organise work placement?	<p>For vast majority of courses SCEIs' work placement officers will organise student's work placement. Once the work placement has been organised you will be notified of your commencement date as well as host provider's location by your trainer / work placement co-ordinator.</p> <p>Please note: SCEI will endeavour to arrange work placement for students within a 25 km radius of student's residential address and where applicable, accessible via public transport. However, this is not always possible and should a student refuse the placement or leave the work placement prior to completion (without extenuating circumstances), additional fees and charges will be applicable as outlined in PP40 Work based Training and assessment policy as well as PP102 Nursing professional PPE policy.</p>
Can I print my assessments on campus?	Yes, you can. Students can print on campus once they have purchased printing credit. For cost and more information please talk to our reception staff.
How do I organise my Student ID card?	<p>Once you have attended orientation, you can go to reception to organise your Student ID Card. To assist the reception staff during this process, please have your student number ready (as per your training plan in your Welcome email). Our reception staff will take a photo of you and your student ID card will be ready for collection within the 24hr.</p> <p>Please note students must carry their student ID card at all times when they are on campus.</p>
What amenities can I find on campus?	<p>All of our campuses have number of amenities for student use:</p> <ul style="list-style-type: none"> - Kitchen including microwave, fridge, vending machines - Wi - Printing - Student common areas - Vending machines

How do I log into the campus computer?	<p>To access our computers, you will need to use the following:</p> <p>User name: student</p> <p>Password: P@ssw0rd</p>
Can I take a break during a term?	<p>No, you cannot. Each course has pre allocated holidays. For more information, please refer to your training plan.</p> <p>If a student wishes to have holidays / break during term times they must make an appointment with the Welfare officer. Any break during term time will be treated as suspension of study.</p>
How do I pay my fees?	<p>Tuition fees can be paid by:</p> <ul style="list-style-type: none"> - Electronic transfer: <ul style="list-style-type: none"> o Account name: Southern Cross Education Institute o BSB: 063 003 o Account Number: 10151060 - Credit card over the phone - In person on campus
Can I change my course after the start date and how do I do this?	<p>Yes, you can. To change your course after you have commenced your study you will need to make an appointment with the Welfare Officer. They will give you accurate career guidance advice. If the change of course is approved by them they will ask you to complete the FOR88 Change of course request form.</p>
I need help with my visa application, can SCEI help with this?	<p>No, we cannot. We are an education provider and are not equipped with knowledge and skills to provide advice regarding immigration matter. You can either go to the immigration department website or speak to educational agents.</p>



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