



SYDNEY  
ACTORS  
SCHOOL

**DIPLOMA OF SCREEN AND MEDIA, ADVANCED DIPLOMA OF SCREEN AND MEDIA &  
DIPLOMA OF MUSICAL THEATRE  
Student Handbook**

Sydney Actors School  
242 Young St  
WATERLOO NSW 2017

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

Approving Authority	Executive Chairman
Date Implemented	February 2013
Current Version	January 2024
Date of Review	December 2025
Reviewed by	Director of Education Director of Waterloo Studios
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 Diploma of Screen and Media Course Guide CUA60620 Advanced Diploma of Screen and Media Course Guide CUA50220 Diploma of Musical Theatre Course Guide</p>

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

1. Welcome

Dear SAS Actor,

It with great enthusiasm I welcome you to Sydney Actors School.

The beginning of a journey is always exciting. There are friends to be made, challenges yet to be faced and personal growth to explore. Becoming an actor enables an artist to explore many lives outside of their own, whilst learning about their own character in the process.

The greatest joy we garner from your development as an actor are the breakthroughs you make as a person. Bringing your personal authenticity to a role that breathes a character to life.

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

We look forward to sharing the next two years with you, encouraging you to find that authentic voice and inspiring you to achieve great performances.

Enjoy your journey.

Best regards,



Simon Hunter  
Executive Chairman  
Sydney Actors School

## 2. About Sydney Actors School (SAS)

### 2.1 Overview

SAS offers training to aspiring actors, focusing on developing and maintaining a successful career in the film and TV industry. SAS opened in 2013 with its first student intake of screen acting students. Designed as a creative hub, SAS melds traditional teaching methods with screen technologies to educate and inspire its students.

SAS offers a full time Advanced Diploma course in:

- Acting - CUA60620 Advanced Diploma of Screen and Media

A full time Diploma course in:

- Acting - CUA51020 Diploma of Screen and Media

And a full time Diploma course in:

- Musical Theatre - CUA50220 Diploma of Musical Theatre

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

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

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

### 2.2 RTO (Registered Training Organisation)

SAS 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. SAS is a CRICOS provider, CRICOS registration no. 03361F

### 2.4 SAS Philosophy

SAS is a creative hub for actors and musical theatre performers. SAS melds traditional teaching methods with screen technologies to educate talented students.

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

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

We aim to inspire, motivate and create the optimal environment for students to learn, to challenge and to grow as actors and musical theatre performers.

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

## 2.5 Code of Conduct

SAS 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 SAS 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 SAS's enrolment, orientation and induction processes as relevant. The SAS 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 SAS 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 SAS Management
- Utilise all SAS equipment, resources and facilities in a proper and respectful manner
- At all times behave in a way that upholds SAS values and the integrity and good reputation of SAS
- 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 SAS teaching staff, not sanctioned by SAS
- Not engage in fraternisation with current full-time or teaching staff outside of structured classes or SAS 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 SAS students, paid employees, contractors, temporary staff and volunteers. By enrolling as a student at the SAS, 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 SAS students, paid employees, contractors, temporary staff and volunteers.

Any breach of the Code of Conduct may result in SAS 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

SAS 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 SAS 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 SAS 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 SAS.

SAS 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

SAS 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 SAS.

Discrimination includes attitudes and/or behaviours that do not conform to relevant laws and the broader values of SAS. 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 SAS. School / workplace bullying puts the health, safety and wellbeing of students and employees at risk and is a breach of the Code of Conduct. SAS 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, SAS 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

SAS 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

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

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

## 2.12 Trainers

All trainers and assessors at SAS 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.sydneyactorsschool.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).

SAS 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 SAS 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 CUA60620 Advanced Diploma of Screen and Media

The CUA60620 Advanced Diploma of Screen and Media is completed in two semesters, over a year, four days per week.

Throughout the year you will be thoroughly trained in multiple acting techniques and continually advised on all professional aspects of the industry. This includes approaching acting agents, building your public profile, managing your finances, and creating your personal brand.

To successfully complete the CUA60620 Advanced Diploma of Screen and Media qualification you must complete the 16 units of competency; 4 core units, 7 elective units and 3 units taken from SAS' flagship Acting program 10923NAT and have 3 credit transfer units from the Diploma of Screen and Media as outlined below:

UNITS OF COMPETENCY	
<b>CORE UNITS</b>	
CUAIND611	Work professionally in the creative arts industry
CUAPPR515	Establish and maintain safe creative practice ( <i>CREDIT TRANSFER</i> )
CUAPPR613	Engage in the business of creative practice
CUAPPR615	Evolve ideas for professional creative work
<b>ELECTIVE UNITS</b>	
BSBPEF501	Manage personal and professional development
CUADRT611	Establish creative vision for screen productions
CUAPOS511	Edit complex media productions
CUAPPM512	Realise productions ( <i>CREDIT TRANSFER</i> )
CUAPPR512	Develop sustainability of own professional practice ( <i>CREDIT TRANSFER</i> )
CUAPPR611	Originate a body of independent creative work
CUAPPR612	Collaborate in professional creative projects
CUAWHS612	Develop strategies for maintaining resilience in a competitive environment
CUAWRT512	Develop storylines and treatments
NAT10923007	Integrate specialised vocal and physical skills for screen performance ( <i>10923NAT UNIT</i> )
NAT10923008	Analyse a range of scripts and deliver prepared performances for stage and screen ( <i>10923NAT UNIT</i> )
NAT10923012	Produce an acting showreel and voiceover demo ( <i>10923NAT UNIT</i> )

The CUA51020 Diploma of Screen and Media is a pre-requisite for this course.

#### 3.2 CUA51020 Diploma of Screen and Media

The CUA51020 Diploma of Screen and Media is completed in 2 semesters, over one year, four days per week.

Throughout the year you will be trained in foundational acting techniques for stage and screen.

As outlined below, to successfully complete the CUA51020 Diploma of Screen and Media qualification you must complete 15 units of competency; 4 core units, 9 elective units and 2 units

taken from SAS' flagship Acting program 10923NAT:

UNITS OF COMPETENCY	
<b>CORE UNITS</b>	
CUAIND412	Provide freelance services
CUAIND512	Enhance professional practice using creative arts industry knowledge
CUAPPR411	Realise a creative project
CUAPPR515	Establish and maintain safe creative practice
<b>ELECTIVE UNITS</b>	
CUAAIR412	Refine on-air presentation techniques
CUACAM411	Shoot different screen content
CUACAM412	Shoot screen content in a multi-camera environment
CUACAM511	Shoot material for screen productions under special conditions
CUAMWB403	Prepare to work with confronting material and processes in the creative industries
CUAPOS411	Edit digital content for fast turnaround
CUAPPM512	Realise productions
CUAPPR415	Develop and discuss ideas for own creative work
CUAPPR512	Develop sustainability of own professional practice
NAT10923003	Apply a range of acting skills to screen media and live performance (10923NAT UNIT)
NAT10923005	Develop vocal skills for screen media and live performance (10923NAT UNIT)

### 3.3 CUA50220 Diploma of Musical Theatre

The CUA50220 Diploma of Musical Theatre is completed in 2 semesters, over one year, three days per week.

Throughout the year, you will learn foundation skills for a broad-based career in the performing arts. In addition to singing, acting and movement/dance, students will learn the business skills to create their own content and events.

To successfully complete the CUA50220 Diploma of Musical Theatre qualification, you must complete 16 units of competency outlined below:

UNITS OF COMPETENCY	
<b>CORE UNITS</b>	
CUAIND412	Provide freelance services
CUAMPF417	Develop vocal techniques
CUAPRF511	Refine performance techniques
CUAPRF513	Prepare for and perform in competitive environments
CUAPRF514	Refine musical theatre techniques



CUAWHS511	Maintain a high level of fitness for performance
<b>ELECTIVE UNITS</b>	
CUAACT411	Use acting techniques in performance
CUAACT412	Develop and apply acting techniques for musical theatre
CUACHR411	Create and perform dance pieces
CUAMWB401	Develop and implement own self-care plan in the creative industries
CUAMWB402	Manage feedback on creative practice
CUAPPR512	Develop sustainability of own professional practice
CUAPRF413	Use different performance techniques
CUAPRF418	Perform solo in a musical theatre context
CUAPRF419	Perform in a musical theatre ensemble
CUAVOS411	Develop singing techniques for musical theatre

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

##### 4.1 Entry Requirements

There are no academic pre-requisites or vocational requirements for 10923NAT Advanced Diploma of Acting for Contemporary Screen Media, CUA60620 Advanced Diploma of Screen and Media, CUA51020 Diploma of Screen and Media or CUA50220 Diploma of Musical Theatre. However, SAS requires that applicants:

- Minimum 18 years of age preferred. Applicants turning 18 years of age in the year of admission will be considered through an interview and audition process
- Must have writing skills to a level where you can competently 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 with heightened language
- Must have English language speaking skills at a level where you can speak, recite and be readily understood when performing 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 SAS website.

Once an initial audition date has been set by the Recruiting and Admissions Manager applicants must select and prepare two monologues from the suggested lists on the Sydney Actors School website before your acting audition:

- One Contemporary Screen Monologue
- One Contemporary Stage Monologue
- One Musical Theatre Song (Musical Theatre course ONLY)

Your monologues must be memorised and fully prepared for the acting and musical theatre auditions.

Following your first audition, you may receive another phone call inviting you to attend the Call Back acting audition.

The Call Back Audition will be run almost like a workshop with all auditionees working together.

Those auditioning should be prepared to perform their two monologues again.

This time you will be invited to workshop the monologue on the floor with Sydney Actors School staff guiding you.

The Sydney Actors School Acting course maintains a rigorous schedule, 4 days per week over 2 years. At this phase of the audition process, you will be required to disclose any existing injuries or psychiatric / physiological conditions which may possibly impact or effect your progression through the acting course.

- You will be required to complete and submit the form provided in advance of the call back audition.
- Information disclosed remains private and confidential between the applicant, Sydney Actors School Director of Education and Sydney Actors School Student Services Officer, and it serves purely to assist in individual student management and duty of care.

If you did not receive a Call-Back Audition, we regret that you will not be receiving an offer this time. An email confirming this and thanking you for your audition will however be sent to you.

Only a maximum of 16 places per year (per class Group A or B) are offered for the Sydney Actors School acting course. These people will consequently receive an email to inform them of the successful outcome of their audition and they will be offered a place in our acting school.

Finally, we regret that it is not possible to give individual feedback on matters relating to your audition.

#### 4.3 Selection of Students

Recruitment of students is undertaken in an ethical and responsible manner. SAS will ensure that a student's application and selection processes comply with access and equity principles.

##### 4.3.1 Application Process

All applicants will be required to participate in an audition, call back audition and interview to demonstrate aptitude and adaptability prior to an offer for our courses being made. The audition and subsequent recall audition will be reviewed by the Director of Education, industry experts and members of core teaching staff. Following the audition process, the panel will make a selection of the best applicants who will be offered a place in the course.

SAS will consider special circumstances (for example international students, located interstate or COVID-19 restrictions) in which you cannot attend in person for the audition and will contact you about how you can submit an audition video online. This will be reviewed by the audition panel.

All applicants that have been determined by the panel to be successful at the Auditions will be required to complete and submit a confidential Student Health Form at this time (Information disclosed in Student Health Form has no bearing on a student's acceptance into the course; it is solely for SAS to be informed and provide support and/or assistance if needed to all students).

SAS is looking for people who are passionate and committed to a career in acting, who demonstrate existing skills and acting ability, and have the potential to benefit from training.

#### 4.4 Enrolment Process

If a student is successful at auditions, 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 SAS or SAS can organise this for international Students for a fee.

Once an international student has enrolled with SAS, 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 SAS website.

#### 4.5 International Student Requirements

##### 4.5.1 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 6.0 or TOEFL IBT (Internet based test) level 70-78 or equivalent. Special consideration may be given to International Students that excel in the audition process but do not achieve the IELTS or TOEFL scores required.

##### 4.5.2 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.

##### 4.5.3 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>

##### 4.5.4 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.

#### 4.6 Recognition of Prior Learning and Credit Transfer

SAS 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. SAS 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 SAS 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.

##### 4.6.1 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.

##### 4.6.2 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 SAS

### 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 course progression
- Requirements to obtain the qualification including assessment and satisfactory course progress requirements
- Assessment Information including how skills and knowledge will be assessed
- 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 SAS 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 SAS 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

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

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

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

#### 5.5 Privacy

SAS adheres to the information privacy principles set out in the Privacy Act 1988. SAS will only collect personal information by fair and lawful means which is necessary for the functions of SAS (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 SAS 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 SAS in an accessible format for a period of 30 years. Please refer to the procedures relating to Personal Information available on the SAS website.

#### 5.6 School Communication

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

Google Classroom and student email are the only forums through which communication with tutors must occur.

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

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

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

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

#### 5.7 Making Public Comment

The official spokesperson for SAS 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 SAS owned or personal social media, are always to demonstrate a respect for SAS as your education provider. This type of activity is regarded as public comment.

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

SAS 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 SAS Dress Code

The SAS Acting ensemble is expected to wear 'theatre blacks' to each day of class. Black attire should be free from logos or slogans and should be flexible and comfortable enough to participate in physical skills classes. SAS recommends black tights or shorts, and loose-fitting black t-shirts, singlets or jumpers/sweaters.

Students should have access at all times to closed-in sneakers or running shoes at SAS; for physical skills classes (if required) or Technology Craft classes in the Soundstage or on location.

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

### 5.12 Student Common Area and Kitchen

A student common area and kitchen is provided for SAS 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 SAS. It is the student's responsibility to have cutlery and dinnerware that they may require.

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

### 5.13 Room Bookings

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

### 5.14 Access to Technical Assistants

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

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

#### 5.15 Student files and data management

All files related to student project work and any extracurricular activities are the sole responsibility of the student. SAS 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 Working as an Actor During Course Time

The Director of Education must first approve any outside acting work undertaken during the course which may affect a student's training time. Students must supply the Director of Education with a job brief, call sheets, rehearsal commitments and other relevant material prior to gaining approval.

The following criteria are guidelines for any student considering outside acting work during their studies:

- SAS may support work that gives professional experience and/or financial gain to the student
- SAS will not support work of any kind that will interfere with attendance, completion of assessments OR impact on other students
- SAS will not support work where full documentation is not provided OR where ongoing post production commitments could interfere with studies
- If a student accepts paid work that occurs during course hours, that significantly affects rehearsal or production time, the Director of Education may remove the student from a project with notice.

#### 5.17 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 SAS facilities and equipment, and other issues that affect their studies. The Student Council will be encouraged to develop SAS'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. Meetings occur every third Thursday of the month and meeting minutes are reported to the SAS Staff.

#### 5.18 Printing / Photocopying

SAS 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 SAS is located downstairs opposite Rehearsal 1.

#### 5.19 Student Parking

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

#### 5.20 Smoking at SAS

SAS is smoke free.

Smoking is prohibited in all areas of the Sydney Actors 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.

#### 5.21 Concession Opal card

In partnership with Transport for NSW, the Concession Opal card is available for eligible full-time students at SAS. Further information on the Concession Opal card is at

<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.

## 5.22 Emergency Contacts

Student Contact / Welfare Officers Contactable during office hours only	Director of Education: Rebecca Johnston Email: <a href="mailto:rebecca.johnston@sydneyactorschool.edu.au">rebecca.johnston@sydneyactorschool.edu.au</a> Tel: 02 8399 3380  Student Services Officer: Donald Tare Email: <a href="mailto:donald.tare@waterloostudios.com.au">donald.tare@waterloostudios.com.au</a> Tel: 02 8399 3380  Recruiting and Admissions Manager: Nicola Lloyd Email: <a href="mailto:nicola.lloyd@waterloostudios.com.au">nicola.lloyd@waterloostudios.com.au</a> Tel: 02 8399 3380
Police, Fire, Ambulance EMERGENCY ONLY	000
Redfern Police Station (Open 24 hours)	1 Lawson St, Redfern NSW 2016 T: (02) 8303 5199
St Vincent's Hospital Emergency	390 Victoria St, Darlinghurst NSW 2010 T: 02 8382 1111
Medical Centres	Bourke Street Medical Centre 3/782 Bourke St, Waterloo NSW 2017 T: (02) 9667 0803  My Health Medical Centre East Village Shopping Centre 2-4 Defries Ave, Zetland NSW 2017 T: (02) 8076 7288
Dental Surgery	Smiles at Waterloo Shop 85, 788 Bourke St, Waterloo NSW 2017 T: (02) 8999 4304
Post Office	Australia Post Business Centre Surry Hills Shopping Centre Shop 27, 2-38 Baptist St, Surry Hills NSW 2010
Department of Immigration and Border Protection (DIBP)	Sydney CBD Office Ground Floor, 26 Lee Street, Sydney NSW 2000 Counter hours: 9am – 4pm Mon – Fri T: 131 881
Law Access	W: <a href="http://www.legalaid.nsw.gov.au">www.legalaid.nsw.gov.au</a> T: 1300 888 529
Public Transport	W: <a href="http://www.transportnsw.info">www.transportnsw.info</a> T: 131500

## 5.23 Mental Health Support Services

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



## 6. Course Information

### 6.1 Course Calendars

Course calendars and all other related course information can be found on the SAS website; <https://www.sydneyactorschool.edu.au/courses/>

### 6.2 Course Structure

Students will be supplied with a Guide for their course.

Each Course Guide outlines:

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

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

### 6.3 Semester Timetable

All students have viewing privilege of the aXcelerate timetable for their year group, to give them the opportunity to see ahead of each session; where their class will be located in the facility, assessment submission dates, performances etc.

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

### 6.4 Assessments

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

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

Assessment will be based on activities carried out over a period of time. Assessment will ensure access to a range of specialist facilities and resources, written documentation and industry documents. Simulations will be based on industry practice and/or include instruction from working professionals.

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

### 6.5 Attendance Requirements

SAS expects all students to maintain 100% attendance. To achieve the Advance Diploma or Diploma qualifications, you must maintain a minimum attendance rate of 80% throughout the course to graduate.

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

SAS expects students to email SAS Student Services Manager; 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. If a student misses too many classes, they may be assessed as not maintaining satisfactory course progress and may be determined as 'not yet competent' for a unit of competency. This may mean they are unable to successfully complete all units of competency and may be at risk of not completing their qualification.

## 6.6 Course Progress

SAS is required to monitor, record and assess the course progress of each student for the course in which the student is currently enrolled. SAS students are expected to maintain satisfactory course progress and complete their course within the expected course duration. SAS 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 and Student Services Manager. 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 SAS requests students complete a Learners Survey. This anonymous survey forms part of SAS's continuous improvement process. The survey gives SAS 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

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

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

## 6.8 Physical and High-Risk Activities

At various occasions throughout the course, SAS students may be required to participate in training activities that require a high degree of physical conditioning, e.g. movement classes, screen combat and so on. The performance nature of some of these activities means a certain degree of risk may be involved. While detailed risk assessments are conducted on all SAS activities, some degree of risk may remain.

SAS 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. SAS shares the facility with SFS and TDP, and classes are scheduled to meet the teaching needs of all three partners.

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

## 7. Fees

### 7.1 Domestic Student

Money payable by the student on acceptance of offer

Material fees	\$0 (It is expected that you purchase an external hard drive to assist your studies and wear theatre blacks to all scheduled classes at SAS)
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 in Table E, 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.

### 7.1 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 SAS course pre-payment is due no later than 14 days prior to the commencement of the course.

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

### 7.2 International Student

Money payable by the student on acceptance of this offer

Acceptance Fee (Non-refundable) <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) \$570 (to be paid on acceptance of this offer if organised by SAS)
Material fees	\$0 (It is expected that you purchase an external hard drive to assist your studies and wear theatre blacks to all scheduled classes at SAS)
Total Money due to the School on Enrolment	\$1000 + \$1200 (if SAS 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.

### 7.3 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: Physical copy Digital copy	\$100 \$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 SAS website: [www.sydneyactorsschool.edu.au](http://www.sydneyactorsschool.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.

#### 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 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 28 hours (CUA51020 and CUA60620) and 21 hours (CUA50220) structured training per week. Depending on the course, hours may vary such as up to 8 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 international students may seek paid work during semester time. Please refer to <https://www.homeaffairs.gov.au/trav/stud/more/work-conditions-for-student-visa-holders> for more information.

#### 7.9 Information sharing

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

#### 7.10 Complaints and Appeals

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

### 8. 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 Actors 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 Actors 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 Actors 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 Actors 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 Actors 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 Actors 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 Actors 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 Actors 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 Actors School training.

### Enrolment and Payment

Once your eligibility has been confirmed, Sydney Actors 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 Actors 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 Actors 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 Actors School Registrar with your request via post, email or in person.

If you feel that Sydney Actors 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 Actors 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 Actors 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 Actors School ensures that it complies with the VET Tuition Assurance requirements covered in the VET Guidelines 2013 (the VET Guidelines). In the event Sydney Actors 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 Actors 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 Actors School.

## 9. SAS Policies and Procedures

Students will be required to observe and comply with the following Policies and Procedures available at <https://www.sydneyactorschool.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

## 10. Legislative and Regulatory Requirements

- SAS 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+O+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)

SAS 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 SAS WHS policy is available on the SAS website.

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