



SAE INSTITUTE & QANTM COLLEGE
STUDENT HANDBOOK



BRISBANE | BYRON BAY | SYDNEY | MELBOURNE | ADELAIDE | PERTH

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Student Handbook
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1 WELCOME

Welcome to SAE Institute and Qantm College, and to your chosen course of study. You are now the member of an association comprising thousands of students who, like you, have chosen to be part of the SAE Institute and Qantm College global network. We are confident that you will find your learning experience fun, stimulating and academically challenging, and when you graduate, you will be well equipped to begin a rewarding career in the creative media industries.

As a fundamental part of the SAE Institute and Qantm College ethos, our courses provide you with hands-on, practical experience that is second-to-none, placing you well ahead of the game when seeking employment. We hope that during your studies, you will discover and master the multidisciplinary aspects that are uniquely part of creative technology education.

Studying at SAE Institute or Qantm College gives you the opportunity to network with others who, like you, will become future industry leaders. We encourage you to take full advantage of the opportunities and unique experiences that SAE Institute and Qantm College have to offer, and wish you the best of luck during your studies and for your future endeavours.

2 PURPOSE OF THE STUDENT HANDBOOK

The purpose of the Student Handbook is to provide you with an informative overview about the things you need to know while studying at SAE Institute or Qantm College.

The Student Handbook is supported by a Campus Guide (available for each Campus), International Student Supplementary Handbook (for International students), SAE and Qantm Course prospectus, SAE and Qantm Brochures and SAE/Qantm Policies and Procedures, which together provide you with a comprehensive suite of information to assist you with your studies.

It is important you take the time to read through these documents thoroughly to make sure you understand all the expectations and requirements relating to your studies. Do not hesitate to contact Student Administration if you have any queries about your studies.

3 VISION, MISSION AND COMMITMENT

Vision

To be the world's leading educator for the creative media industries.

Mission

- We provide specialist vocational and higher education courses worldwide to inspire and develop our graduates.
- Our courses emphasise practical experience, the needs of students and industry credibility.
- Our students access the latest knowledge and outstanding facilities to enhance their skills.
- We are globally networked as a professional community in creative media.
- Excellence in academic and student services.

Commitment

To achieve the objectives set out in our mission statement, SAE Institute and Qantm College are committed to the continuous improvement of services to students. To assist students to attain the graduate outcomes required for successful careers and a lifelong learning journey in a rapidly-evolving Industry, the Institute works closely with employers, our Academic staff, students and graduates, to hone our curricula, facilities, teaching and support mechanisms. Feedback from students is a key element in this process, and we are committed to positive, sustainable change underpinned by a process of consultation.

4 INSTITUTIONAL GOVERNANCE

SAE Institute Pty Ltd trading as SAE Institute and Qantm College ('the Institute') is registered as an Australian Higher Education Provider (HEP) under the Commonwealth of Australia's Tertiary Education Quality Standards Agency Act 2011 and Higher Education Support Act 2003 (HESA).

The Institute's Higher Education courses are accredited by the Tertiary Education Quality and Standards Agency (TEQSA), which is an agency of the Australian Government Department of Industry, Innovation, Science, Research and Tertiary Education (DIISRTE).

The Institute is a Registered Training Organisation (RTO) approved to deliver nationally recognised training qualifications within the Vocational Education and Training (VET) sector and is regulated by the Australian Skills Quality Authority (ASQA).

The following provides a brief description of the internal governance committees that oversee the Institute's activities:

Executive Management Group (EMG):

The EMG is responsible for the efficient and profitable conduct of the Institute's business functions including the effective implementation of institutional plans, efficient and effective operation of institutional campuses and facilities, and accountable for budgetary performance.

Academic Board (AB):

The AB is the peak academic body of the Institute. It is the principal academic body responsible for establishing and maintaining the highest standards of teaching, learning, scholarship and research, and provides independent, authoritative advice on all academic matters.

Board of Studies (BoS):

The BOS may be formed by the SAEQ Academic Board for each location/campus within the Institute. Each BoS provides sound, authoritative and independent advice on key academic strategies and directions in regards to the delivery of higher education courses. Each BoS supports; assists and promotes the growth and development of courses of study through the maintenance and improvement of academic standards in teaching and learning. The BoS is also a forum where the student voice shall be heard and considered.

Program Advisory Committees (PAC):

The PAC is formed by the SAEQ Academic Board for each discipline area within the Institute that it deems appropriate. Each PAC will provide the Academic Board with industry and content specific advice and guidance in relation to the development and ongoing revision of the Institute's courses, and shall be responsible for ensuring effective consultation with stakeholder groups.

5 ABOUT SAE INSTITUTE

SAE Institute was established by Dr Tom Misner in 1976 as the world's first practical audio engineering college to address a growing demand for skilled audio engineers. The mission of our first campus was to provide aspiring audio engineers with the best practical and hands-on education possible, a creed we have upheld to this day. Whilst audio engineering continues to be a very important part of SAE's focus, the institution has continued to expand and diversify its courses to include other creative media specialisations.

SAE Institute has become a successful global network of campuses offering a variety of courses in audio engineering, digital film making, multimedia, animation, music business and electronic music production, all of which are delivered using SAE Institute's proven teaching method that combines sound theoretical knowledge with invaluable hands-on training.

6 ABOUT QANTM COLLEGE

Qantm College was established by five top universities in partnership with the Australian Government in 1996, to provide leading practical education in the field of creative media. Qantm College is now one of Australia's most successful and innovative creative digital media educators, providing specialist courses in animation, games design, games programming, interactive digital media and graphic design.

Qantm College maintains a strong involvement with key members of the digital media industry to ensure a synergy exists between education and the industry. This allows Qantm College to incorporate unique features into its courses that benefit you in both education and employability.

7 CAMPUS LOCATIONS

NEW SOUTH WALES		
SAE Institute Byron Bay 373-391 Ewingsdale Road Byron Bay NSW 2481 T: +61 2 6639 6000 F: +61 2 6639 6066 E: byron@sae.edu W: www.byronbay.sae.edu	SAE Institute Sydney 55-57 Wentworth Avenue Sydney NSW 2000 T: +61 2 8241 5200 F: +61 2 8241 5222 E: sydney@sae.edu W: www.sydney.sae.edu	Qantm College Sydney L3, 74-78 Wentworth Avenue Surry Hills NSW 2010 T: +61 2 8241 5300 F: +61 2 8241 5322 E: infosydney@qantm.com.au W: www.sydney.qantm.com

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SAE Institute and Qantm College Brisbane Cnr Jane Street & Riverside Dr West End QLD 4101 T: +61 7 3017 4333 F: +61 7 3003 0953 E: brisbane@sae.edu or infobrisbane@qantm.com.au W: www.brisbane.sae.edu and www.brisbane.qantm.com	SAE Institute and Qantm College Melbourne 235 Normanby Road South Melbourne VIC 3205 T: +61 3 8632 3400 F: +61 3 8623 3401 E: melbourne@sae.edu or infomelbourne@qantm.com.au W: www.melbourne.sae.edu and www.melbourne.qantm.com

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For specific information about your chosen campus, please refer to the relevant [Campus Guide](#). International Students should also refer to the [International Student Supplementary Handbook](#).

8 GENERAL CAMPUS REGULATIONS

8.1 Access Key

If required, access keys are issued prior to course commencement. These keys remain the property of the Institute, and each key is programmed with information specific to you. Your key should therefore not be lent to anyone. Access keys allow user-specific access to certain on-campus facilities, and also track the use of practical resources and other access points. Lost keys should be reported to the Student Administration Department without delay, so that it can be deactivated and another one issued.

8.2 Student ID and Guest Registration

You will be issued with a student ID card upon course commencement. The ID card must be worn at all times when on campus. You may not access campus facilities without a valid student ID. Any guests who accompany you to a campus are required to sign in and out and obtain a visitor's pass which must be worn visibly at all times whilst on campus. A registered student must accompany their guests at all times. Guests may be signed in at the reception during normal office hours or at the Supervisor's Office after hours. You are responsible for ensuring any guests brought onto campus premises behave in an appropriate manner and comply with all campus rules set out in this handbook. Loss of ID cards should be reported to the Student Administration Department on campus as soon as possible.

8.3 Campus Opening Hours and Holidays

Campus opening hours, holidays and closures are published on the Institute's websites and in the relevant [Campus Guide](#).

8.4 General Guidelines for All Resources

You should be aware of rules and regulations regarding the use of campus facilities and equipment. For specific guidelines regarding the use of equipment and shared work spaces such as studios, see the relevant [Campus Guide](#).

8.5 Smoking, Alcohol and Illicit Substances

Smoking is only permitted within designated areas outside the campus. Illicit substances may not be consumed anywhere on campus premises and students not adhering to this ruling will face disciplinary proceedings.

Alcohol may only be consumed in designated areas within the campus grounds at management-approved or sanctioned events. Alcohol may not be taken into any practical work areas or classrooms. Drunkenness and antisocial behaviour will not be tolerated.

8.6 Eating and Drinking

Eating and drinking is not permitted in any studios, computer labs or classrooms. There are designated areas set aside for this purpose, and you are requested to clean up after yourself.

8.7 Mobile Phones

Mobile phones must be switched off at all times during classes. In the event of an emergency where a mobile phone may be required, please discuss this with the instructor/lecturer prior to class commencing.

8.8 Personal Equipment

Equipment not listed as part of the Institute's stock is not covered by the campus insurance policies and any equipment brought onto the campus by you or your guests is at your own risk. For this reason, equipment belonging to you or your guests may not be stored on the premises without prior consent from campus management.

8.9 Computing Facilities

During your time at the Institute, you will have access to the computing facilities on campus. The Institute has implemented regulations for you to follow in order to keep these facilities operating at the best possible standard for your continued use. Please take note of the following rules and regulations:

- All computing facilities on campus are the property of the Institute and are available for use by registered students only;
- Any wilful or deliberate act to jeopardise the integrity of the computing facilities, their operating systems, system programs or other stored information could result in financial reimbursement or exclusion;
- Copying software and running file-sharing applications are strictly prohibited. Software licensing regulations apply;
- The Institute reserves the right to periodically format and re-install computers as part of published maintenance schedules;
- The Institute accepts no responsibility for the backup and long-term storage of students' digital material;
- Responsibility for backing up any important coursework lies exclusively with you. It is highly recommended you purchase an external hard-drive to store your course work;
- Assignment extensions will not be given where data has been lost due to your failure to follow correct backup procedures. This ruling also applies in the event of data being lost from a computer that is not owned or operated by the Institute.

8.10 Student E-mail Accounts

You will be issued a Gmail account which will be accessible for the duration of your studies. The Gmail account gives you access to Gmail, Google Calendar, Google Docs, and Google talk.

This e-mail account will be used as the main form of communication from the Institute to you in relation to all aspects of studying with the Institute. It is a requirement that students take responsibility for checking their Gmail accounts on a regular basis for official communications from the Institute.

The email address will be your student number (i.e. 123456) @student.qantm.com.au. Or australia.saestudent.com

You will be given 1 month after completion of your course before your account is deleted. An email will be sent to you prior to completion, outlining the exact date your account expires.

8.11 Use of Campus Resources for Commercial Purposes

Campus facilities exist for educational purposes only. Generally, you are not permitted to use campus facilities for material gain. If you are intending on releasing (for commercial gain or otherwise) material that has been produced utilising campus resources, you are required to obtain permission to do so from campus management. Such applications must be made in writing. Please refer to [Intellectual Property Policy](#).

8.12 Equipment Usage and Insurance

All students attending the Institute are insured against accidents whilst on the property. Any accidental damage, general wear and tear, and breakdown of equipment are also covered. However, you should be aware that you are liable to pay for any damage caused to college property, either through theft or negligence on your part to observe correct operating procedures. Failure to report breakages that occur during a student's session may also result in that student being held liable for repair/replacement costs.

8.13 Health and Safety, Accident Reporting and Personal Injury

In order to comply with the Federal Government Workplace Health and Safety (WHS) requirements, the Institute takes a consultative approach to WHS. Each campus has a WHS Officer, to whom any hazards or WHS incidents should be reported. WHS concerns may also be raised through your student representatives at the Board of Studies.

Qualified first aid officers are present on campus to administer first aid when required. Basic first aid equipment is also stored on campus. In the event of sustaining an injury whilst on campus, you should bring the matter to the attention of a staff member immediately.

In the event of an emergency, such as fire, the campus may need to be evacuated. You will receive information regarding evacuation procedures during orientation, fire drills will be held intermittently, and evacuation plans are also posted around the campus. You will be required to follow the directions of a fire warden at all times during an evacuation.

8.14 Emergency Procedures

Fire Exits

There are fire exits located at designated points throughout each campus and all exits are clearly marked. For security reasons, some exits may be alarmed and should only be used in the event of an emergency.

Fire Drills

In compliance with relevant Workplace Health and Safety legislation, the Institute will initiate fire drills at random intervals. These procedures help to ensure all staff and students are aware of the appropriate procedures in the event of a real emergency.

Action in the Event of Discovering a Fire

In the event of being the first to discover a fire:

- Immediately alert a campus staff member;
- Trigger the alarms by activating a 'break-glass' panel if there is one at your location;
- Assist any person in immediate danger only if safe to do so;
- Close but do not lock any doors;
- Attempt to put out the fire only if safe to do so;
- Follow emergency evacuation procedures published throughout the campus premises.

Using Fire Extinguishers

When using a fire extinguisher you should:

- Always keep an emergency exit clear behind you;
- Direct the extinguisher stream at base of flame;
- Direct the extinguisher in a side-to-side sweeping motion;
- If it becomes clear that you are not successfully extinguishing the fire, retreat and close the door.

Emergency Evacuation

The following procedures apply for emergencies such as:

- Fire or explosion in the building or one adjacent to it;
- Gas leak;
- Ventilation system contamination;
- Natural disaster;
- Civil disorder.

In the event of an emergency evacuation, the following procedures should be adhered to:

- Do not panic;
- Immediately vacate the building;
- Do not collect personal possessions;
- Use all available emergency exits;
- Do not use lifts;
- Gather at the designated point(s) well away from the building.

Emergency Contacts

For Police, Fire and Ambulance, phone 000, or 112 from a mobile (even if out of range). This is a free call from any phone, even a phone box or disconnected mobile phone. When dialling 000 an operator will ask which service you require – ambulance, police or fire. In the event of a medical emergency, ask for AMBULANCE. In the event of a crime ask for POLICE and in the event of a fire or emergency evacuation ask for the Fire Brigade. Local emergency telephone numbers are also listed in the [Campus Guide](#).

8.15 Vehicle Access and Parking

All students are asked to follow Road Traffic Authority rules. Most campuses do not provide student car parking, however, where available, you may use the car park at your own risk and only whilst present on campus. You are requested to park in the designated areas and secure your vehicle.

9 CAMPUS STAFF

The staff body consists of three main groups:

- Campus Management
- Academic Staff (Campus Academic Coordinators, Department Coordinators, Lecturers, Unit Coordinators, Studio and Technical Supervisors)
- Student Services Staff (Administration, Student Services Advisor, IT Support Officer, Librarian)

The major roles and responsibilities of key academic staff are outlined below. Staff contact details specific to each campus can be found in each [Campus Guide](#).

National Academic Coordinator

The National Academic Coordinator has responsibility to ensure that there is a national consistency in academic course standards between SAE Institute and Qantm College Campuses in Australia, to ensure reliable implementation of academic policies and procedures, and to ensure that the quality assurance measures and resolutions of the Academic Board are put into practice.

Campus Academic Coordinators

At campus level, the smooth running of each course is the responsibility of the Campus Academic Coordinator. After lecturing, tutorial, supervisory staff and Unit Coordinators, Campus Academic Coordinators form the major point of contact between you and the Institute about all matters relating to your course of study.

Department Coordinators

Department Coordinators provide leadership within their respective disciplines and ensure that course content and staff are up to date with professional and academic standards. Department Coordinators assist the Campus Academic Coordinator in ensuring that the highest levels of quality in teaching and course content are maintained.

Lecturers

Lecturers are responsible for the preparation and delivery of formal classroom and studio-based lectures, tutorials and seminars, and such other duties as may be assigned from time to time.

Unit Coordinators

Unit Coordinators are usually a nominated Department Coordinator or lecturer who is responsible for all aspects of the delivery of a designated unit of study in a degree course. The primary role of the Unit Coordinator is to ensure that a designated unit of study is effectively delivered in accordance with the approved unit outline and the relevant policies of the Academic Board, in particular but not limited to the [Learning and Teaching Policy](#) and the [Student Assessment Policy](#).

Tutors

Tutors are the first port of call in regards to any course matters. Tutors are available to support you during tutorial sessions and they report directly to the lecturer and course coordinator.

Studio and Technical Supervisors

Studio and Technical Supervisors are employed at all campuses and across all disciplines. Their primary role is to support students during practical sessions using campus resources and equipment, and as such, supervisors are expected to have professional and technical knowledge of these resources. In the case of appropriately qualified staff, studio and technical supervisors may be called upon to fulfil roles as tutors.

In addition to the staff positions listed here, the Institute also relies on the participation of guest lecturers and staff from affiliated institutions. You are encouraged to acquaint yourself with all members of staff so that any queries can be dealt with quickly and efficiently.

10 COURSE DELIVERY AND ASSESSMENT

10.1 Course Delivery

The Institute's courses are delivered in a variety of modes, including:

- Lecture (teacher led sessions)
- Tutorial (interactive, learner-centred, opportunity to explore theory and concepts)
- Seminar (including oral presentations, demonstrations, can include guest speaker presentations)
- Workshop (practical hands-on sessions developing technical skills and abilities)
- Examination (formal assessment – oral or written)
- Excursion (off-campus, directed learning activities)

10.2 Online

If you are studying online, an email account is required. You will be sent passwords to obtain access to secure areas of the online system, which will allow you to access the necessary study materials. Online courses are not CRICOS registered and therefore International students cannot obtain or retain a student visa to study these courses in Australia.

10.3 Face-to-Face

If you are studying via face-to-face mode you will attend lectures, classes and tutorials led by qualified academic staff and guest lecturers. Academic staff will use a variety of resources and will usually supply students with notes in electronic format. Under certain circumstances, and negotiated on an individual basis, academic staff may provide learning resources in printed format.

If you are a diploma or certificate student, you will learn aspects about the particular topic being taught in class and then be given hands-on time to practice and extend your skills and abilities.

For degree students, typically lectures will provide the theoretical aspects of the course, while tutorials will provide an opportunity to analyse the topic and explore the practical application of the theory. Labs will provide you with hands-on time to practice and extend your ability.

Delivery hours within courses may include both instructional sessions and guided or otherwise directed prototype and production time for each course.

At some campuses, evening/night sessions (including lectures and tutorials) may be provided as required for students to complete their studies.

10.4 Study Hours

The hours of study in a week vary according to the mode of study.

Full-Time

If you are studying full time you can expect to be on campus up to 20 hours each week in accordance with your accredited course. However please note that you are expected to complete additional independent or self-directed study that will normally result in a typical full-time workload of 36 hours per week.

Part-Time

If you are studying part time you can expect to be on campus up to 10 hours each week in accordance with your accredited course. However please note that you are expected to complete additional independent or self-directed study that will normally result in a typical part-time workload of 18 hours per week.

Online Study

If you are studying online your study patterns may be more flexible, but you should anticipate that you would normally need to complete up to 36 hours of study per week if you are studying full time or up to 18 hours per week if you are studying part-time.

10.5 Class Allocation

You are pre-allocated into classes upon enrolment. If you would like to explore options for changing class or tutorial allocations you need to contact the Campus Academic Coordinator at the earliest opportunity. While the Institute will endeavour to accommodate such requests, any changes to class allocations will be subject to availability and class sizes.

10.6 Changes to scheduling

While we endeavour to avoid making changes to the weekly study schedule once it has been published, sometimes changes cannot be avoided. If this occurs, you will be given sufficient advance notification and new timetables will be provided to you.

10.7 Classroom Conduct

- You are not permitted in “Staff Only” areas;
- You will conduct yourself according to the guidelines throughout this handbook at all times; and in accordance with the Institute’s policies;
- Eating and drinking is prohibited in all computer labs and studios;
- You must adhere to the computing facility requirements outlined in this handbook.

10.8 Assessment Types

Student assessment is a mechanism for ensuring the attainment and maintenance of academic standards. Each mode of assessment measures and confirms the standard of student performance in relation to explicit learning outcomes, and provides students with both formative and summative feedback on their performance.

It is important to be familiar with the [Student Assessment Policy](#). This policy contains detailed information about assessment requirements, forms of assessment, submission requirements, extensions, moderation, appeals processes and grading. Refer to [Student Assessment Policy](#) online.

Assessment of theoretical work involves coursework, written tests, examinations and seminar contributions. Assessment of practical work involves progressive assessment, submission of logs, projects, and viva voce examination. These are graded by teaching staff and/or their nominated assessors. Assessment may involve one or more of the following formats and is clearly set out in the course documentation given to students at the commencement of each unit:

Written and Multiple Choice Exams

Written exams take the form of short questions and essays. In some circumstances, written exams are combined with a multiple-choice format. Multiple-choice exams usually run for two hours, and in some circumstances, can be combined with written questions.

Written Assignments

Written assignments take the form of essays, reports, work logs, portfolios, etc.

Seminars

These sessions are based around formal discussion groups. Following an initial meeting, you will be delegated particular topics for research and will be required to present findings at subsequent seminars. Marks are allocated according to the standard of these presentations.

Viva Voce / Practical

These examinations are designed to test your abilities under ‘real world’ conditions and normally take place at one of the Institute’s practical facilities. The duration of these examinations is normally one hour and you are questioned by examiners on a one-on-one basis.

Practical Assignments

You are required to complete a series of practical assignments utilising practical resources. Marks awarded for these assignments are normally weighted in accordance with the unit outlines.

10.9 Multiple Marking

Certain assignments, particularly those that carry a significant weighting towards final results, may be subject to the judgement of more than one assessor. This is undertaken to avoid bias that may arise as a result of the subjective nature of creative material. In addition, external examiners may be involved in the assessment and moderation between markers.

The Campus Academic Coordinator will normally be responsible for determining the final result.

10.10 Assignment submission

All assignments must be submitted as per the instructions detailed in the relevant assessment outlines, before the specified deadline unless explicitly instructed otherwise. You will be required to sign a submission slip confirming that all work is your own and that you have read and understood the Institute's policy on plagiarism and cheating.

Throughout your studies, some assignments will be submitted online using the student portal, whilst others will be submitted on campus directly to the unit coordinator or teaching staff member as directed. Selected assignments may be screened for integrity through a system called Turn-It-In. Turn-It-In is also made available for you to pre-screen your own work prior to submission.

Submissions containing multiple sheets, discs, CDs etc. must be neatly packaged and contained in such a way that no items are easily separable. All individual items must also be clearly named and labelled with your name and student number. The Institute is not responsible for the loss of any items that have not been correctly packaged or labelled.

You are responsible for ensuring the integrity of your submitted work. Damaged CD-ROMs etc. resulting from incorrect use of the equipment, failure to take sufficient precautions against damage (including poorly submitted or packaged items) or failure to check the integrity of the product prior to submission will require you to resubmit your work with penalty.

Further submission guidelines will be published for each assignment as required. You should ensure you are familiar with these and any other applicable information. Make sure you retain a backup copy of all work submitted for assessment for the duration of your course. Remember your assessment submissions may also be valuable in building your portfolio and finding work within the industry.

10.11 Extension to Assignment Deadlines

Extensions to assignment deadlines based on mitigating circumstances shall be at the discretion of the Department Coordinator, the Campus Academic Coordinator or the Campus Manager, and should be granted in writing.

10.12 Special Consideration

Campus Academic Coordinators may extend special consideration to a student in any course for which they are responsible, and in respect of any assessment item. You may apply for special consideration on the grounds of illness, accident, disability, bereavement or other compassionate circumstances. Refer to the [Student Assessment Policy](#) for further information.

10.13 Academic Honesty

You are expected to conduct yourself in your academic studies honestly and ethically, and are expected to carefully acknowledge the work of others in all your academic activities. For more information on academic honesty, plagiarism and guidance, see the policy entitled [Academic Honesty Policy](#).

10.14 Grievances

The Institute treats all grievances seriously and are committed to ensuring you have access to a transparent process for the resolution of grievances. Academic and non-academic grievances are addressed in the policy document [Student Grievance, Complaints and Appeals Policy](#).

10.15 Subject Advice and Educational Guidance

Throughout your course, the Campus Academic Coordinator and Department Coordinators are the first points of contact on academic matters, and should be consulted immediately for any advice. Where necessary, they will refer unresolved matters to an appropriate member of staff. For matters of a personal or confidential nature, the Student Services Advisor can be consulted directly. The contact details for staff of your local campus are listed in the relevant [Campus Guides](#).

The Institute monitors your progress for the duration of your course; however you should also be aware of the importance of self-monitoring. Lecturers and other academic staff may seek to discuss your progress with you, particularly if they feel cause for concern. If you are worried about your progress, you should seek advice without delay. If uncertain who to speak to, you should direct your concerns in the first instance to your campus' Student Services Advisor.

You will receive documentation from the Institute outlining the structure and content of your course. You should make yourself familiar with all course materials as soon as the course commences. Guidance on course materials will be given during class; however, you should source and thoroughly read all available course information and resources.

10.16 Career Path Advice and Opportunities

The Institute maintains active affiliations with the audio, multimedia, animation and film industries with a view to providing a good transition into the workplace for graduates. This means many graduates are successful in their efforts to find employment within the industry.

Over the years, a large number of employers have approached the Institute seeking staff with particular skill sets.

Your progress will be observed by staff who will advise in situations where a prospective employer is seeking someone with a particular range of skills and expertise. Should you meet the criteria, you will be put in touch directly with the individual or company seeking staff. The Institute also encourages prospective employers to forward descriptions of generic job opportunities, which are posted on the relevant campus notice boards. If you are seeking employment, you are encouraged to monitor these notices on a regular basis.

Relevant industry experience is crucial for the recruitment of staff, which means you will be learning under the tuition of experience rich teaching staff that are active within the creative industries. Staff members are well qualified to offer help and give guidance on matters related to prospective employment. You are encouraged to communicate with staff to seek career advice throughout your course in order to find the best possible employment outcome for your skills and interests.

The Institute has also established an Alumni association, which aims to encourage networking and help to develop employment opportunities for our graduates. For more information regarding Alumni, go to section 15 of this handbook.

The Institute endeavours to select a range of guest lecturers from within the industry. In addition (and where timetabling allows), you may have the opportunity to visit career seminars and other industry events, which may help to establish worthwhile employment contacts.

In some degree level courses, you may be required to undertake a period of work placement or an internship. In addition to preparing you for employment, this also allows the Institute to assess your suitability for employment in a 'real world' sense and thereby offers ample advice for the future.

The Institute has a policy of employing past and present students who exhibit relevant skills and abilities. There are also opportunities for current senior students within the facility. A number of current staff members are former students.

If you are interested in future job opportunities within the Institute, you should approach your local Campus Manager, Campus Academic Coordinator or Department Coordinator.

10.17 Studying and Working

Full-time students often ask if it is possible to study full-time and maintain a job. Studying and working simultaneously is dependent on your individual circumstances. The Institute endeavours to offer flexible study options where possible to assist students that choose to combine work and study. You need to make sure that you are aware of your obligations as a full time student and there may be circumstances where you will need to prioritize your studies so that your course progression is not affected.

While we endeavour to avoid making changes to the weekly study schedule once it has been published, sometimes changes cannot be avoided. This means you should be flexible with your commitments if you intend to maintain a part-time or casual job.

Further information regarding additional study support can be found under section 12.4 of this handbook.

11 STUDENT FEEDBACK AND EVALUATION

11.1 Continuous Quality Improvement

The Institute encourages you to provide feedback with regards to any aspect of your time at the Institute. Your feedback is valuable as it assists us to make your student experience the best it can be, and therefore evaluation questionnaires will be distributed to you throughout your course. The aim of this feedback process is to elicit views on the quality and experience of being a student in any of the Institute's programs. Questionnaires will invite general comments on your course, and also ask specific questions relevant to certain areas of study. In some instances, feedback on members of staff will be sought for reporting purposes. Your anonymity will be highly regarded unless otherwise specified.

Any issues identified within these questionnaires will allow management to standardise procedures and maximise the effectiveness of the courses. The report on student feedback will be an item for discussion during the Board of Studies meetings and will, where necessary, be reported upon during the annual monitoring process. The whole feedback process will also be reviewed on a regular basis to ensure it is effective in helping provide a good quality experience for you.

11.2 Student Council

The Institute operates a Student Council which is intended to promote communication between the student body and campus management. It provides a forum for constructive feedback and engagement with the Institute. The process aims to implement effective measures to optimise the learning experience for current and future students.

The Student Council is made up of elected students, normally consisting of one representative from each cohort from the February Intake each year. Candidates are elected by their peers, and Office holders will be elected from within the Student Council membership. Meetings between representatives and campus management are scheduled at regular dates. Your attendance at these meetings is not compulsory but highly recommended.

Representatives should be willing to:

- Gather information regarding student concerns, suggestions and criticisms, and table them at meetings with campus management and other key campus representatives;
- Be responsible for helping students to assimilate within the student body and the campus;
- Be a good role model for the rest of the student community;
- Provide feedback to peers on the outcomes of meetings.

Selected representatives and Officers acting on behalf of the student body will also be required to participate in formal Board of Studies meetings.

Each active member of the Student Council including representatives and Officers will be eligible for a Certificate of Contribution. This is not a formal qualification but provides each member with a document to demonstrate their proactive contribution to represent the student body.

11.3 Board of Studies

The Institute's Board of Studies is a formal subcommittee of the Academic Board that provides advice on key academic strategies and directions regarding the delivery of higher education courses.

The Board of Studies consists of campus academic staff members, and representatives from the Student Council to ensure the presence of a strong student voice. The Board of Studies supports, assists and promotes the growth and development of courses of study through the maintenance and improvements of academic standards in teaching, learning and research.

12 STUDENT SUPPORT SERVICES

The Institute is committed to supporting you throughout your studies to ensure you receive a high quality educational experience. In order to meet this commitment, the Institute provides a diverse range of personal, academic and professional support services throughout your learning journey.

12.1 Student Support Information and Resources

Specific details of the support services, initiatives and activities conducted and available at the Institute, are outlined in the [Student Support Services Policy](#) and [Student Engagement, Support and Retention Model](#) available on the Institute's websites.

The Institute's websites also include a dedicated section for Student Services and this includes information about the City in which each campus is located, accommodation options, costs of living, transport, local services, events and attractions and details of the Student Services Advisor, for your relevant campus.

The Institute has a comprehensive suite of resources available which have been developed to assist you whilst studying with the Institute. These resources consist of this Handbook, International Student Supplementary Handbook and International Enrolment Checklist (for International Students), Campus Guide (for each campus), Policies and Procedures. These resources are all available on the Institute's websites and/or the [Student Portal](#).

To access the Institute's websites, please visit: www.saeaustralia.edu.au or www.qantm.edu.au

12.2 Student Orientation Program

The Institute recognises the importance of providing a comprehensive orientation program for new students to support you with the commencement of your studies. Prior to the commencement of your course, you are welcomed to Campus life and are introduced to the important aspects of the Institute's operations, activities, regulations and the expectations of its students. You will participate in a formalised orientation session and will be presented with a comprehensive Orientation Package

that includes all the required administrative and organisational information and documentation related to your course enrolment.

12.3 Language Literacy and Numeracy Assessment and Support

The Institute is committed to providing guidance and support to those students who have any needs in relation to language, literacy and numeracy and recognise the importance of identifying these needs prior to your commencement of study. Therefore, you are also asked to complete a screening Language, Literacy and Numeracy (LLN) instrument during the orientation process in order to identify any specific learning needs that may warrant additional support for your studies.

If any specific needs are identified after taking the LLN, you will be provided support through LLN workshops conducted via the Library and Learning Centre (LLC).

The LLN is in no way an entry test, an academic test or an exclusionary measure. It is intended to be a screening tool aimed at identifying learning needs where support may be required or desirable for you to succeed.

12.4 Students with Disabilities or Special Learning Needs

The Institute is committed to providing equal opportunities for students with disabilities or special learning needs and promotes strategies to develop a flexible teaching and learning environment, which is able to meet the needs of a diverse range of students.

If you have a disability or special learning needs, you are encouraged to discuss your requirements with your Student Services Advisor, Campus Academic Coordinator or Campus Manager and to provide information (including medical or other professional advice) regarding the nature of any disability or special needs during your application and enrolment process. It is important that you provide the Institute with these details as early as possible so that we can assess your support needs and ensure you are provided every opportunity possible to be successful in your chosen course of study.

12.5 Student Administration Support

Each Campus of the Institute has a designated Student Administration department with experienced staff who can assist you with all aspects of your enrolment with the Institute. You are encouraged to attend the student administration office should you have any queries or concerns relating to your studies at the Institute.

The contact details for Student Administration staff at your local campus are listed in the relevant [*Campus Guide*](#).

12.6 Academic and Learning Support

The Institute employs Lecturers and Tutors who provide learning support for course discipline and specialised subject areas. You are encouraged to seek support and ask questions during your normal class times. In addition each academic staff member allocates time outside of teaching hours to assist you with their academic work. Teaching staff will notify you of their consultation times in the first week of the trimester.

Should you require learning support or assistance with practical sessions including computer related issues such software applications, network and related resources and computer related course work difficulties, you are encouraged to seek assistance from the Lab, Studio or Technical Supervisors.

In addition, you may seek further learning support in a course discipline or subject area (course related) either in groups or on an individual basis, depending on your requirements, from the Campus Academic Coordinator.

The contact details for Academic staff at your local campus are listed in the relevant [Campus Guide](#).

The Institute also conducts a number of academic, learning, IT and welfare workshops throughout the year to provide ongoing support throughout your studies. These workshops include:

- Transitioning to Tertiary Study;
- Time and Study Management;
- Library and Learning Centre Orientation;
- IT Systems;
- Academic Writing;
- Exam Preparation;
- Presentation Skills;
- Referencing and Copyright;
- CV and Interview Preparation.

These workshops are delivered by various staff including academic, student support and library staff through the Library and Learning Centre. Should you require further information about these workshops, contact details for the Library & Learning Centre at your local campus are listed in the relevant [Campus Guide](#).

12.7 Non-Academic and Welfare Support

Each campus has a Student Services Advisor (SSA) whose role is to serve as the primary point of contact for enrolled students seeking non-academic and general welfare support.

The Student Services Advisor is available to offer personal support in the following areas:

- Study skills;
- Course planning and scheduling support / time management;
- Special learning needs assessment;
- Social inclusion;
- Accommodation;
- Transport options;
- Local services;
- Policy/Procedure clarification;
- Healthy study.

Workshops in a number of these areas will be conducted during Orientation week and you are encouraged to attend.

All internal welfare related support services will be provided to you at no additional charge.

The Institute acknowledges that student life can be stressful and that at times, issues and problems you might encounter cannot always be easily resolved using prescribed Institute policies and procedures. In this instance, the Student Services Advisor will provide you with pathways to arranging external professional support and will facilitate your access to this assistance in strict confidence. If you are referred to external support services, you will not be charged for the referral however there may be charges associated with the external services provided to you, and you will need to cover these costs.

Should you have any concerns regarding your personal welfare, you should approach the designated Student Services Advisor at your Campus.

The contact details for the Student Services Advisor (SSA) at your local campus are listed in the relevant [Campus Guide](#).

12.8 Information Literacy Support

Each Campus has a Library and Learning Centre which is managed by a dedicated librarian or library officer. Library & Learning Centre staff provide information skills training and ongoing support to assist students to meet their learning needs. This includes:

- Accessing and using library resources;
- Using search engines and advanced search features;
- Information sources;
- Matters relating to ownership and copyright provisions;
- Referencing and citation.

Further information about the Library and Learning Centre is outlined in section 13 of this Handbook.

The contact details for the Library & Learning Centre staff at your local campus are listed in the relevant [Campus Guide](#).

12.9 Information Technology Support

You will be provided with access to advanced information technology resources including workstations, the student network, printing facilities and secure internet access, to successfully undertake your studies.

The Institute's network set-up allows you to store files and then access those files from any computer within that campus, allowing effective file storage and transportation. You are provided with space on the campus' local server within days of class commencement, and login details will be provided to you during orientation. Tutorials regarding the effective use of the server are also provided.

You will have access to a photocopier/printer in the Library and Learning Centre or other various locations depending on the campus (you may be charged for these facilities).

IT advice and support at each campus is provided by the IT Support Officer, who is also supported by the Institute's Central IT Department based in Melbourne.

The contact details for the IT Support Officer at your local campus are listed in the relevant [Campus Guide](#).

12.10 Web-based Information Systems Support

Web-based support services are available to assist you with the academic and organisational aspects of your studies.

The Institute's websites provide information regarding the history of the Institute, news and events, courses on offer, course fees and enrolment information. They also provide links to a number of student resources such as the Student Handbook, policies, procedures, the student portal, the e-library catalogue, staff lists and some Institute based support groups.

The SAEQ Student Portal is an in-house system available both internally and externally via a web interface. It is designed to provide the resources, assessment data and marking feedback for you as you undertake your studies. The portal is available for all enrolled students and supports your learning and educational experience by providing comprehensive academic and organisational information such as; timetables, student notices, the Institute's events, change of address, access to software download, enrolment details, college contact information, study resources, results and feedback, links to the library, handbooks, etc.

Should you encounter any issues with the web-based information systems, you should notify the Student Administration staff at your campus.

13 LIBRARIES AND LEARNING ASSISTANCE

13.1 General Information

Each campus has a Library and Learning Centre, which provides a range of services to support your study and learning needs. Access a range of print and digital resources, undertake some quiet study or collaborative work, print assignments or just relax in these spaces. Library tours and Information sessions during Orientation will give you an introduction to services and resources.

13.2 Opening Hours

Most campus Library and Learning Centres are open between 9am and 5pm, Monday to Friday. However, you should check with your campus student administration department or refer to the relevant [Campus Guide](#), as library opening times can differ from campus to campus.

13.3 How to Find Books, Journals and Other Resources

- Use the online catalogue to find books and other resources in the library collection;
- Choose a search category from the dropdown list, then type the keyword/s into the search field and hit enter;
- You can login to the catalogue to view information about your account, including loans, holds, or reading history.

13.4 Online Resources

You will have access to magazine and journal articles on a wide range of subjects including film, music, and computing, through library databases and subscriptions. Electronic books, online tutorials and digital videos, are also available to students and staff. Ask Library & Learning Centre staff for login details and a quick guide to using these resources. To access online resources follow the links to the [Library Portal](#) from the [Student Portal](#).

13.5 Loans

- You will need your ID card to borrow items;
- There is a limit of five items to be borrowed at any one time;
- Items from the general collection can be borrowed for one week;
- DVDs are available for overnight loan with a limit of 2 at a time;
- Journals, magazines and CDs are usually for use within the Library & Learning Centre only;
- Certain books and readings that are in heavy demand will be placed on reserve. Reserve items are for use within the Library & Learning Centre, or for short loan in some circumstances. These items are housed in a separate area of the Library & Learning Centre;
- Holds can be placed on items that are already on loan.

13.6 Overdue Books and Penalties

To avoid fines, renew your loans before the due date. If you have overdue items, borrowing privileges are suspended and access to other practical resources may be curtailed. Fines will be imposed for all overdue items. The full replacement price plus a fine will be charged for lost or

damaged items. Items are considered lost once they are four weeks overdue. If loans remain outstanding following course completion, exam results, certificates and other awards will not be issued. For a list of fines relevant to your campus, see the relevant [Campus Guide](#).

13.7 Learning Assistance and Study Skills

For guidance on how to write a logbook, set out an essay, or manage your time, take a look at the study guides located in the Library & Learning Centre or available from the Library Portal. These guides aim to help you develop good study skills and strategies, and provide you with important guidance on academic conventions, research and referencing.

13.8 Help and Support

Contact Library and Learning Centre staff in person, via email, phone, or chat for information about services, facilities or help finding information for assignments. Further Information and support materials are available from the [Library Portal](#) linked to the [Student Portal](#).

14 STUDENTS' RIGHTS AND RESPONSIBILITIES

The Institute is committed to maintaining the highest quality in education provision and have developed policies and procedures to ensure best practice across all aspects of its operations. You should be aware of, and adhere to the Institute's current policies and procedures.

The following policies and procedures can be viewed in detail online at www.saeaustralia.edu.au and www.qantm.edu.au

Policies

[Academic Honesty](#)
[Academic Quality Assurance and Improvement](#)
[Access and Equity](#)
[Academic Credit and Recognition of Prior Learning \(RPL\)](#)
[Code of Conduct](#)
[Critical Incident](#)
[Document Delivery and Inter-Library Loan](#)
[Email and Internet Usage](#)
[Intellectual Property](#)
[International Student](#)
[Learning and Teaching](#)
[Privacy of Information Policy](#)
[Reciprocal Borrowing](#)
[Standard Operating Environment \(SOE\)](#)
[Student Assessment](#)
[Student Discipline Rule](#)
[Student Consultation](#)
[Student Grievance, Complaints and Appeals](#)
[Student Orientation](#)
[Student Progression, Exclusion and Graduation](#)
[Student Selection, Admission and Transfer](#)
[Student Support Services](#)
[Tuition Fees and Refund Policy](#)
[Workplace Training](#)

Procedures

[International Student](#)
[Critical Incident](#)
[Student at Risk](#)

Student Consultation

Student Grievance, Complaints and Appeals

Below is an overview of your rights and responsibilities, which are outlined in detail within the policies and procedures listed above.

14.1 Student Selection and Admission

The Institute upholds the principle that all applicants seeking to enrol in a course are treated fairly and equitably.

The Institute has open, fair and transparent procedures that are based on clearly defined entry criteria. For more information refer to the Course Prospectus, Application Form and [Student Selection, Admission and Transfer Policy](#).

14.2 Student Declaration

You are required to complete a Student Admission Agreement accepting your offer for a place with the Institute. In this declaration you are expected to acknowledge that you:

- Meet the entry requirements specified for the course that you have applied for;
- Understand the details provided in this handbook;
- Have read and understood the policies and procedures;
- Undertake to abide by the Campus rules and regulations.

By signing the SAE/Qantm Student Admission Agreement, you are signing to agree to the above.

14.3 Code of Conduct and Student Discipline

The Institute's code of conduct affirms that you adhere to the highest standards of conduct in relation to your studies, and specifies minimum standards and obligations for you to uphold. In conjunction with the code of conduct, the student discipline rule specifies your responsibilities and rights regarding appropriate student conduct. For more information refer to the [Code of Conduct](#) and the [Student Discipline Rule](#) available on the Institute's websites.

14.4 Change of Address and Contact Details

The Institute requires you to keep your contact details up-to-date at all times. You must promptly notify student administration in writing of any changes to your contact details. A Change of Student Details form can be obtained from campus student administration. If you are an International student, you are reminded that it is a condition of your student visa that you notify campus student administration immediately of any changes. The Institute will communicate these changes to DIAC on your behalf.

14.5 Course Fees

You must ensure that your Course fees are always paid in advance and up to date. If you fail to meet this requirement, you may have restrictions imposed on access to resources or risk having your course cancelled. If you run into difficulty paying fees, you should consult the Campus Manager.

Please refer to the Institute's [Tuition Fees and Refund Policy](#) and [Fee Schedules](#) for further information.

If you are an Australian Citizen or holder of a permanent humanitarian visa, you may be eligible for FEE-HELP or VET FEEHELP assistance. Detailed information about eligibility and applying for FEE-HELP and VET FEE-HELP is available online at www.studyassist.gov.au and www.deewr.gov.au/vet/vetfeehelp

You should explore your opportunities for accessing these schemes as early as possible. Information booklets and application forms are available from Student Administration.

14.6 Cessation of Studies

Should you decide to withdraw from your course, you should advise Student Administration. You will be required to complete a 'Cessation of Studies' form and meet with the Campus Academic Coordinator and/or Student Services Advisor.

If you are electing to defer your studies and re-enrol in the course at a later stage, you should discuss your options with the Campus Academic Coordinator.

International students are reminded that withdrawing from your course may affect the status of your International Student Visa. The Institute is required to report to DIAC any international students that withdraw from their enrolled course, as specified in the ESOS Act 2000.

14.7 Refund of Fees

Where a student withdraws from a course, a refund, if payable, will be provided only to the person who made the initial payment and to no other person.

All requests for a refund must be made by completing an SAEQ Refund Form which is available for download from the [Student Portal](#).

In all circumstances where refunds are granted, students are provided with a statement showing how the refund amount was calculated. Refer to the [Tuition Fees and Refund Policy](#) for precise information on the refund of fees.

14.8 Academic Credit and Recognition of Prior Learning (RPL)

The Institute offers opportunities for prospective students with considerable industry experience and/or previous academic qualifications to apply for credit transfer or recognition of prior learning. For more information see [Academic Credit and Recognition of Prior Learning \(RPL\) Policy](#).

It is important that you submit applications as early as possible to ensure no issues arise with course progression and fee charges.

14.9 Attendance Requirements and Monitoring

The Institute has an 80% attendance requirement for all units of study. The Institute reserves the right to cancel your enrolment or take other remedial action as deemed necessary where you may be at risk of falling below this required minimum.

Exceptions will only be granted in the case of demonstrable mitigating circumstances and, should non-attendance have resulted from medical reasons, you will be required to present the appropriate medical certificates. In certain circumstances, non-attendance of theory classes may result in restrictions on the use of practical resources.

You must ensure that the relevant staff member has noted your attendance on the appropriate register for all theory and practical classes. Attendance is normally monitored periodically through screening of attendance registers.

If you are an International student, please be reminded that under the terms of the Education Services for Overseas Students (ESOS) Act 2000, the Institute is obliged to report failure to meet attendance requirements to the Department of Immigration and Australian Citizenship (DIAC). In such circumstances, there is a risk of your student visa being revoked.

If you are unable to attend a class, it is your responsibility to make contact with your teachers to obtain copies of handouts and notes for the class which you missed.

14.10 Late Arrival

If you arrive late for class without any mitigating circumstances, you will be marked absent. In addition, and at the discretion of the lecturer, you may be excluded from class until a suitable break in proceedings. If you are consistently late for class, you may have your course of study suspended.

14.11 Issuing of Qualifications

The Institute issues qualifications when all assessment decisions have been ratified by the relevant Board of Studies and endorsed by the Chair of the SAE/Qantm Academic Board.

The Institute issues qualifications for accredited training in accordance with the requirements of the Australian Qualifications Framework. Qualifications are valid only if, as a minimum, they include:

- The legal and trading name and logo of the Institute;
- Full name of the person being issued the qualification;
- Full name of the qualification title, and if relevant, the qualification field and in brackets an occupational or functional stream;
- Date issued/conferred;
- The signature of the CEO (VET Testamurs) and Chair of the SAE/Qantm Academic Board's (HE Testamurs);
- The AQF logo and/or AQF statement;
- The Institute's seal.

Full AQF qualifications are only issued where all components of an accredited course have been successfully completed, and are issued in the form of a Testamur supported by an Academic Transcript (Higher Education course) or Statement of Results (Vocational Education and Training course).

Partially completed AQF qualifications will be issued in the form of an Academic Transcript (Higher Education course) or Statement of Attainment (Vocational Education and Training course).

15 ALUMNI ASSOCIATION

The SAE/Qantm Australia and New Zealand Alumni Association offers our graduates information and services related to furthering their education and establishing industry contacts. It encourages the career development of graduate students and offers support in this development through the Alumni Association services, activities and the relationship with the Institutions industry partners. Its main focus is; the exchange of knowledge amongst association members, the identification and advertising of jobs and projects available to graduates, the establishment of connections to the industry, and the provision of support helps to ease the transition from study to entry into the digital media industry.

For more information about SAE/Qantm Australia and New Zealand Alumni Association, please visit: <http://www.saealumni.com.au/>

16 OTHER STUDENT INFORMATION

16.1 International Students

The Australian government wants international students to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for international students. These laws are known as the ESOS framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2007.

The ESOS Act 2000 determines, in part, the nature of the relationship the Institute will develop with international students.

International students' rights to study in Australia are embodied in the student visa, which in turn imposes conditions that international students must fulfil to stay in Australia. In addition, international students are required to have passed an English proficiency test (refer to the [Student Selection, Admission and Transfer Policy](#) for minimum language level requirements).

Your responsibilities

As an international student on a student visa, you have responsibilities to:

- Satisfy your visa conditions
- Maintain your Overseas Student Health Cover (OSHC) for the full duration of your visa;
- Meet the terms of the written agreement with the Institute;
- Inform the Institute if you change your address;
- Maintain satisfactory course progress;
- Follow the Institute's attendance policy.

Dependents of International students

International students who have school-aged dependents accompanying them to Australia must ensure their school aged dependents attend either a government or non-government school, which may attract full fees payable by them.

International students should explore the schooling options available for their school-aged dependents in the Australian city in which they intend to study. For visa matters visit www.immi.gov.au or phone 131 881.

Also refer to the *International Student Policy* and the *International Students Supplementary Handbook*.

16.2 Centrelink Funded Students

Centrelink will contact the Institute periodically to conduct enrolment checks for students who are receiving Youth Allowance, Austudy payment, ABSTUDY or Pensioner Education Supplements, to determine enrolment details, course progress, attendance and workload of study being undertaken at the Institute.

It is your responsibility to advise Centrelink of any changes to your workload, enrolment or any other changes that could affect their payment to you.