

Handbook

for International Students

2024



1/13 York Road, Ingleburn, NSW 2565 (Original Campus)

Level 1, 8 Oxford Road Ingleburn, NSW 2565 (New
Campus 2024)

55 Stanley Road Ingleburn, NSW 2565 (Workshop)

Level 3, 187 Thomas St Haymarket, NSW 2000 (CBD
Campus)

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Welcome!

Welcome to the Superior Training Centre (STC) and thank you for choosing to study with us. Whether you are seeking a new career path or looking to update your skills, our team of friendly and dedicated staff will assist you to make the most of your training experience with us.

This handbook is to be issued to all those students who are looking to enrol with Superior Training Centre Pty Ltd (STC) to develop their trade skills and knowledge in electrotechnology, refrigeration and air conditioning and engineering fabrication trade.

This handbook sets out students' rights, obligations & responsibilities. STC takes pride in the quality of courses and services it delivers and works within the Standards for Registered Training Organisations 2015.

Our **RTO** – Registered Training Organisation code is 41122 and our CRICOS code is 03591C

Please take some time to read this handbook and familiarise yourself with its contents. This handbook is for guidance and full policies, procedures and forms and a copy of this handbook are available on the STC website at <https://www.stc.nsw.edu.au/student-support-downloads/>

Some terms used in this handbook:

DHA – Department of Home Affairs - responsible for student visas and immigration

DoE - Department of Education – responsible for ESOS, PRISMS– responsible for ASQA and regulation of RTOs

PRISMS - Provider Registration and International Student Management System – linking data between immigration and education departments

ESOS – Education Services for Overseas Students – legislation to protect international students.

The ESOS [National Code](#) is a series of nationally consistent standards. They support us to deliver quality education and training to you – all our overseas students! We must comply with the National Code to keep on providing great education services to our overseas students.

CRICOS – Commonwealth Register of International Courses for Overseas Students – registration needed to deliver courses for international students.

OSO - Overseas Student Ombudsman – The [OSO](#) investigates complaints about problems that overseas students have. If you have any issues with our education services, please talk to us first! The Ombudsman can help you if you need extra support. Their services are free, independent and impartial.

DESE – Department of Skills and Employment

RTO – Registered Training Organisation

TPS – Tuition Protection Service

ASQA – Australian Skills Quality Agency – Responsible for RTO registration and regulation

1. Studying with the Superior Training Centre

The Superior Training Centre is in Ingleburn NSW and is easily reached by public transport or by car. The area is well serviced with plenty of parking space. We encourage all students to use public transport.

Studying Location Superior Training Centre

Address:

Original Campus - 1/13 York Road, Ingleburn 2565 NSW

Classrooms and Workshops for Air Conditioning and Refrigeration

New Campus - Level 3, Oxford Road, Ingleburn 2565 NSW

Administration Offices and Classrooms

Workshop for Practical Training - 55 Stanley Rd Ingleburn

Workshops for Electrical and Engineering (Metal Fabrication)

Tel: 02 9618 6809

City Campus - Level 3, 187-189 Thomas St Haymarket NSW (near Central Station)

Classrooms only

Email: info@stc.nsw.edu.au

Web: www.stc.nsw.edu.au

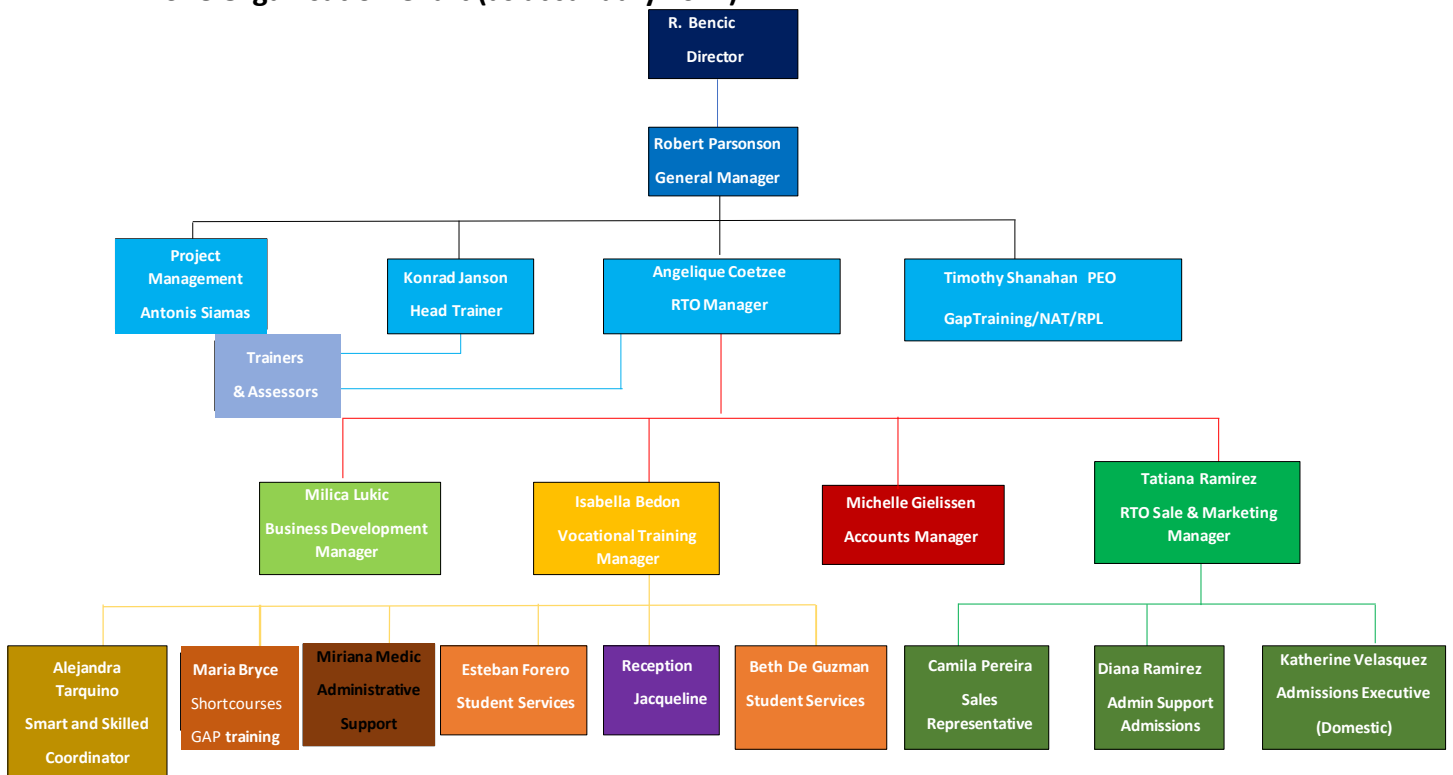
2. Contact Information

Superior Training Centre International Student Support Officer:

If you require support or assistance with your course or aspects of your stay in Australia, please contact the **Student Services Staff**. They will direct you to the appropriate support.

See the chart below for the staff member that can help you.

STC Organisation Chart (as at January 2024)



3. Courses Provided by Superior Training Centre

STC is authorised to issue a range of nationally recognised qualifications as detailed on STC's scope of registration at www.training.gov.au.

- UEE22020 Certificate II in Electronics (Career Start) – not available to international students.
- UEE20120 Certificate II in Split Air Conditioning and Heat Pump Systems
- UEE21920 Certificate II in Electronics – not available to international students.
- UEE32220 Certificate III in Air Conditioning and Refrigeration
- UEE30820 Certificate III in Electrotechnology Electrician
- MEM30322 Certificate III in Engineering - Fabrication Trade
- UEE40620 Certificate IV in Electrotechnology - Systems
Electrician– not available to international students.
- (RTO) registered by the Australian Skills Quality Authority (ASQA).

4. Your Rights as an International Student, Orientation and Support Services

Your rights as an international student

Under the ESOS framework, students have rights. You can expect to receive current and accurate information about

- Your training program
- Superior Training Centre
- Our services and facilities.

Before you start your course you will receive a written letter of offer from STC to accept and sign, that provides detailed and up to date information on:

- The course program fees (including refunds),
- study options
- other important information relevant to the degree
- STC's obligations with respect to your personal information

STC will also provide you with information about:

- Our Services for you
- The requirements of you for satisfactory academic progress
- Support services available
- STC Complaints and Appeals Policy (internal and external complaints and appeals).
- Information on deferring, suspending, or cancelling enrolment.

You will also receive this information as part of our Orientation Program and our ongoing Student Support service.

Your responsibilities as an international student

All students are required to adhere to the STC **Code of Conduct** for students.

As a holder of a student visa, it is your responsibility to:

- Understand and satisfy your student visa conditions at all times.
- Follow the work conditions attached to your visa.
- Maintain Overseas Student Health Cover (OSHC) for the period of their stay in Australia
- Inform STC of any change of address or contact details within 7 days
- Maintain satisfactory course progress and attendance in their programs.

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A breach of student visa conditions may result in the cancellation of your Confirmation of Enrolment (CoE) with STC. Additionally, STC is required to monitor your progress to ensure that you finish study within the duration of your CoE. Before making any decisions about study you must consider your obligations under your student visa.

Additional information on studying in Australia is available from the [Department of Home Affairs](#).

Superior Training Centre will ensure that you get all the support you need to adjust to life and study in Australia and to be successful in your studies. Prior to commencing your studies, you will be required to participate in a **compulsory orientation program** that will include information on internal and external support services available to assist in the transition into life and study in Australia. Such services include welfare services, accommodation services, academic, and career advice, IT support, student learning assistance, English language support, and social inclusion activities;

- Legal, emergency, and health services
- Facilities and resources
- Organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer, and complaints and appeals processes.
- Any student visa conditions relating to course progress and attendance.

The enrolment forms you complete will also help us understand the support you might require. If you believe you have additional needs, make sure that this is discussed at the orientation. To provide you with support we offer the following:

- Training and mentoring from appropriately qualified educators including their phone, social media (such as Whatsapp) and email contact details
- Review of learning materials with the student and providing information in a context you can understand
- Providing extra time to complete tasks if required
- Providing access to supplementary services such as after class assistance
- Providing supplementary exercises to assist understanding
- Job placement assistance
- Referral to external support service

Contact us at any time to discuss your support needs and/or to access any of the above.

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Superior Training Centre Student Services

If you require support or assistance with your course or aspects of your stay in Australia, please contact the Student Services staff who will direct you to the appropriate support. If you are having trouble contacting any of these persons please make an appointment with Superior Training Centre by phone on 02 9618 680

Emergency numbers:

Police, Fire, Ambulance - *Dial 000*

Local Medical Centres

Ingleburn Medical Centre

2 Nardoo St, Ingleburn NSW 2565

20 Victoria Rd Ingleburn NSW 2124 (Cnr. Victoria Rd & Church St) Phone: (02) 9829 2900

The following list of support agencies is for your information. Their inclusion here does not imply endorsement by Superior Training Centre.

Emergency Services Ambulance, Police or Fire	000	NSW Rape Crisis Centre	1800 424 017
Lifeline Crisis support, Suicide Prevent	13 11 14	Transport Infoline	131 500
Redfern Legal Centre*	(02) 9698 7277	Emergency Accommodation line	9318 1531
Headspace Mental Health Support	(02) 4627 9089	Ingleburn Medical and Dental Services	(02) 9829 2900
Beyondblue depression, suicide, anxiety disorders and other related mental illnesses	1300 22 46 36	Affordable Community Housing	1300 692 245
CISA Council of International Students Australia	0432400788	Poison Information Centre	13 11 26
NSW Fair trading	13 32 20	International students' hotline	1300 363 079
Police (non-emergency)	13 44 44	Ombudsman NSW	https://www.ombo.nsw.gov.au/

*Redfern Legal Centre for International students

Redfern Legal Centre provides legal services to international clients across NSW in most areas of accommodation, employment, family and civil law. <https://rlc.org.au/our-services/international-students>

There is now an App for international students in NSW for legal advice and links to services My

Legal Mate – sign up via StudyNSW NSW Government website at <https://www.study.sydney/student-welfare/my-legal-mate>

Lifeline

Telephone: 13 1114

Anyone can call Lifeline. The phone service offers a counselling service that respects everyone's right to be heard, understood, and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

5. Student Code of Conduct

The purpose of this code is to outline the way in which students of Superior Training Centre are expected to conduct themselves during their participation in training and assessment and outlines students' rights and responsibilities.

All students have the right to:

- Be treated fairly and with respect to all students and staff
- Study in supportive environment free from harassment, discrimination
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised
- Make appeals about procedural and assessment decisions
- Access the support they need to effectively participate in their training program
- Have access to their personal details and records
- Access the information Superior Training Centre holds about them
- Have their complaints and appeals dealt with fairly, promptly & confidentially
- Receive training, assessment, and support services that meet their individual needs;
- Be given clear and accurate information about their course, training, and assessment
- Provide feedback to Superior Training Centre on the client services

All students, throughout their training and involvement with Superior Training Centre, are expected to:

- Treat all people with fairness and respect and refrain from anything that could offend, embarrass, or threaten others.
- Not harass, victimise, or discriminate against or disrupt others (See below for definition).
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal, address, or other contact details change.
- Provide relevant and accurate information to Superior Training Centre in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities, and assignments honestly and without plagiarism or infringing on Copyright.
- Hand in all assessment tasks, assignments, and other evidence of their work with a completed and signed cover sheet.

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- Make regular contact with their Educator (Trainer / Assessor)
- Come prepared with all textbooks and standards needed
- Prepare appropriately for all assessment tasks and training sessions.
- Notify Superior Training Centre if any difficulties arise as part of their involvement in the course.
- Notify Superior Training Centre if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant
- For international students, comply with their student visa requirements under the ESOS Act

Academic Misconduct

Academic misconduct includes:

Plagiarism

Plagiarism is the act of misrepresenting as one's own original work the ideas, interpretations, words or creative works of another. These include published and unpublished documents, designs, music, sounds, images, photographs, computer codes and ideas gained through working in a group. These ideas, interpretations, words or works may be found in print and/or electronic media.

Plagiarism includes the following:

- Copying from another student
- Handing in another person's work with or without the author's knowledge
- Copying an entire source and presenting it as your own
- Copying sections from a source without appropriate acknowledgement
- Paraphrasing material from a source without appropriate acknowledgement
- Constant non-submission of assessments by their due dates.

Cheating

Cheating includes the following:

- Providing or receiving information from other students
- Copying from another student
- Bringing in unauthorized material to open-book in-class assessments
- Using unauthorised material in open-book in-class assessments
- Failing to follow Trainers' instructions on conduct during assessments.
- Plagiarism or cheating may result in a NOT Satisfactory or NOT Competent result for the unit and/or suspension or cancellation of enrolment.

Non-Academic Misconduct

Non-academic misconduct includes but is not limited to the following:

- Behave in a manner that tarnishes the STC's reputation and name
- Steal STC or other students' property
- Damage STC or other students' property
- Engage in unlawful activities on STC premises
- Misuse STC equipment
- Threaten, bully, harass, abuse, discriminate or vilify STC staff members or

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students

- Disrupt classes and fail to follow Trainers' and other STC staffs' reasonable directions
- Falsify Medical Certificates and other documents
- Physical fighting on STC grounds, in class and anywhere else on STC premises
- Provide STC with false documents e.g. Qualifications, Statements of Attainment, References
- Alcohol intoxication
- Being in possession of illicit drugs
- Being under the influence of illicit drugs

Forging Documents

If a student forges any documents, e.g. work placement timesheets, logbooks, supervisor report signatures, dates, medical certificates etc. they will be subject to instant dismissal from the course.

Academic and non-academic misconduct offences may result in the termination of a student's enrolment.

Student Behaviour

STC reserves the right to instantly terminate any student who participates in unlawful activity and will report any such behaviour to the legal authorities.

Harassment, Victimisation or Bullying

Superior Training Centre is committed to providing all people with an environment free from all forms of harassment, victimisation, and bullying. Superior Training Centre will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates, or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc. Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social, or psychological abuse by a staff member or student. Bullying falls under health and safety legislation. If you at any time feel that you are being harassed, victimized, or bullied by a staff member or student, you should attempt to peacefully communicate the problem to them. If the problem continues, you should lodge a complaint as per Superior Training Centre Complaints and Appeals procedure.

Classroom Behaviour

- Students should always respect their trainers and fellow students and not participate in any misconduct.
- Students are requested not to speak in languages other than English in the classroom.
- The use of inappropriate language/swearing is not permitted anywhere in the STC and most specifically will not be tolerated in the classroom.
- Students and staff should leave rooms neat and tidy.
- Students are not to enter in the staff areas.

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Mobile Phones

Mobile phones must be switched OFF at all times and not used in classrooms unless directed. They disrupt trainers, lessons, and students' concentration. Please be considerate to all.

If students continue to leave their mobile phones switched on, the STC reserves the right to confiscate the phones until the end of the day and/or ask the student to leave the class. Confiscated phones may be collected from the RTO Manager. Please note, if students need to be contacted as a matter of urgency, messages will be brought into class by STC staff.

Smoking or Vaping

STC is a smoke free zone. Students wishing to smoke or vape must do so outside and away from the front door. Amendments to the Smoke-free Environment ACT 2000 and Smoke-free Environment Regulation 2007 make it an offence to smoke within four (4) metres of the doorway to any public building (Jan 2013). Local council officers are authorised to issue on the spot fines for breaches of these regulations.

6. Work Health and Safety

Under the Occupational Health and Safety Act 2004, Superior Training Centre must provide a safe environment for staff and students, as well as providing information to staff and students in relation to health and safety.

Superior Training Centre has policies and procedures in place to ensure your safety and, on commencement of your course, you will be provided with information about health and safety.

- As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe which do not endanger the health and safety of others. Always ensure that you:
 - Immediately report hazards to your trainers
 - Seek assistance from a member of staff if you become ill or injured on campus
 - Only assist another person who is ill or injured if it is safe to do so. Call a member of staff for assistance
 - Complete an incident report as required
 - Ensure you are familiar with Superior Training Centre emergency evacuation procedures and, in the case of an emergency, follow the instructions given to you
 - Do not leave bags or personal belongings lying around where someone else could trip over them
- Do not smoke or drink alcohol on the premises
- Observe basic hygiene practices such as hand washing before handling and eating food

Some courses may require you to use dangerous, hazardous, and volatile substances. You will be given instructions on their safe handling. In the interest of health and safety, you must not interfere with, or misuse, any of these materials, and you must abide by the wearing of protective clothing and equipment if required to do so. Certain courses require the wearing of a uniform and/or Personal Protective Equipment (PPE) and clothing during classes, that you may need to supply. Entry into the class will be refused, unless specified protective clothing and/or uniform is worn. Some courses may also specify mandatory equipment requirements (MER), and students must obtain these to enable their participation in classes and/or the completion of the course. Information on the requirements in this area will be given during enrolment or class. STC has a duty to ensure the health, safety, and welfare of all employees, students, other workers, and visitors.

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At enrolment, you will be informed of any course requirements that you will need to provide, such as protective clothing and equipment (PPE). Close-toed footwear should always be worn while at STC. During an orientation session at your first attendance, you will be given information on what to do in case of an emergency, or if you are injured and require first aid.

- Know and observe details of emergency response and evacuation plans
- Do not undertake activities which may cause injury to self or others
- Be responsible for your own actions
- No smoking or vaping at the training and assessment facilities or offices
- Report all potential hazards, accidents and near misses to the RTO staff
- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment
- Keep training and assessment areas neat and tidy at all times
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area
- Observe hygiene standards particularly in eating and bathroom areas.

The Work Health and Safety Act is strongly enforced Australia-wide. It means that you cannot be placed at risk through anything that you may be asked to do by Superior Training Centre.

Should you be asked to do anything you feel is unsafe:

- Stop
- Advise the trainer of your worries and do not proceed
- Advise the trainer if you see anyone else doing anything unsafe

It is the STC's responsibility to ensure you are in a safe learning and working environment and must not allow any work to be done that is unsafe.

Clothing and Footwear

- STC is considered a construction workplace due to the nature of study and that students may be required to undertake practical training.
- Students are required to wear the STC High Vis shirt or similar long-sleeved shirt to all classes.
- Students must wear closed toe leather shoes and preferably steel capped work boots.
- Students must have PPE such as safety glasses and rated gloves for the work carried out (consult with your trainer)
- Some equipment will be given out by STC e.g. welding protection helmets and gloves
- Failure to have safe clothing and PPE are grounds for refusal to enter workshops and participate in lessons or assessments.

Fire safety

- STC will undertake to communicate the procedures involved in evacuation and the location of fire equipment to students at each facility; and to users of the office at least twice each year.
- All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers. Users **will consult available maps to determine location.**
- It is the user's responsibility to understand fire drill procedures displayed around the premises.
- Users are asked to attend any sessions on fire safety procedures and the use of fire safety devices.

Computer – Bring Your Own Device

- Students must supply their own device – an internet connect laptop or minimum 7 inch tablet to be able to login and complete tasks on the Learning Management System (LMS)
- Extended periods of work with computers can result in general fatigue and eye strain. Repetitive tasks and incorrect posture will result in consistent aches and pains.

Lifting

- Students, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by STC unless they do so voluntarily and taking all responsibility for any injury caused.
- Never attempt to lift anything that is beyond your capacity.
- Always bend the knees and keep the back straight when picking up items.
- If you have experienced back problems in the past, do not attempt to lift heavy objects at all. Ask someone else to do it for you.
- Use a trolley where appropriate. A trolley is available at each campus.

Work and study areas

- Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.
- Place all rubbish in the bins provided.

First aid

- Provision for first aid is available where training is delivered.
- All accidents must be reported to STC staff.
- The accident and any aid administered must be recorded by staff involved

Sick Leave

- Students that have symptoms of Covid-19 or flu should stay at home and notify the staff of STC.
- Students who feel they are unable to undertake any aspect of the qualification because of illness are required to submit a sick certificate from a registered medical provider to Superior Training Centre Pty Ltd.
- While missed assessments and deadlines will be entered onto the class rolls, these must be made up for before a certificate or qualification will be issued.

Staff Responsibilities For Access/ Equity & Equal Opportunity Issues

Superior Training Centre Pty Ltd has Student Services and you should direct all problems and information requests: they will refer issue to the best person.

The General Manager acts as the access and equity officer for Superior Training Centre Pty Ltd so if you are experiencing any harassment or discrimination, refer the matter to the General Manager in writing.

Superior Training Centre Pty Ltd:

- Aims to ensure that access to employment and training is available regardless of gender, socioeconomic background, disability, ethnic origin, age or race.
- Delivers training services in a non-discriminatory, open and respectful manner.
- Ensures staff are appropriately skilled in access and equity issues, including

cultural awareness and sensitivity to the requirements of students with special needs.

- Provides facilities updated to provide reasonable access to students of all levels of mobility, and physical and intellectual capacity.
- Conducts client selection for training opportunities in a manner that includes and reflects the diverse client population.
- Actively encourages the participation of students from traditionally disadvantaged groups and helps those most disadvantaged.
- Provides culturally inclusive language, literacy and numeracy advice and assistance that assists students in meeting personal training goals.
- Is accountable for its performance in adhering to the principles of this policy and welcomes feedback as part of its quality improvement system.
- Requires staff and students to comply with access and equity requirements always.

Superior Training Centre provides equal opportunity in education. Each of our staff members has responsibility for access and equity issues for all students with whom they train and work. They are expected to act in accordance with our Code of Practice, and all our students are made aware of their rights and responsibilities through this Student Handbook.

7. Your course and assessment

The training and assessment offered by Superior Training Centre focuses on providing you with knowledge and skills required to meet the standard of performance required in the workplace. Each component of your course is called a “unit of competency” Each unit of competency is linked to specific skills and knowledge required in the workplace for the qualification you selected.

Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Assessment methods are different depending on the qualification you have selected. In majority of cases these are written or oral questions/test, practical assessments, assignment, project and practical room observation.

Assessment

Assessment at STC incorporates the requirements of the RTO Standards 2015, and in particular, Standard 1. All assessments meet the assessment criteria of a training package on which the qualification is based. It is important to note that to be eligible for assessment, students must complete all Units of Competency requirements.

Your trainer/assessor will discuss the assessments that you are required to complete to complete your course. Instructions are provided to each student with every assessment. Make sure you consult with your assessor if you have any questions in relation to completing your assessments. Assessment is carried out by the comparison of your skills and knowledge against the requirements of the Packaging Rules for the qualification. It is in your long-term interests to ensure that all the skills necessary for the job have been mastered; our aim is to help you to learn those skills in the right way.

Assessment is competency based. This means that training is delivered based on units of competency developed by industry to national standards. Students' knowledge and skills are assessed against these units of competency based on what they 'can do' and know.

When students can demonstrate competency or show that they can demonstrate their understanding or skill, they can be assessed as competent. If a student is not successful on the first attempt, he/she is provided with feedback and given further opportunities to demonstrate competency. Your assessment tasks will be assessed as either **Satisfactory or Not Satisfactory**, and you will need to pass all assessments in a unit to achieve an overall outcome of Satisfactory. If you are found not satisfactory for one or more of your assessments, you have 2 further attempts to complete the assessment and pass. **This will incur an additional fee** (see Appendix I). Should you believe that your Assessor hasn't made adequate decision, you can lodge an assessment appeal as per Complaints and Appeals Policy (see Section 21 of the Handbook or the website under Student Support).

Forms Of Evidence

In general, basic forms of skills evidence include:

- Direct performance/workplace evidence - current or from an acceptable past period from: extracted examples within the workplace – via Exemplar Profiling a system used for all students and apprentices <https://exemplarsystems.com.au/solution/exemplar-profiling/>
- Simulations, including competency and skill tests, projects and assignments
- Supplementary evidence, from:
oral and written questioning, personal reports

Industry evidence of competency

As part of your assessment, you are required to work in the industry that you are studying in – electrician, air conditioning and refrigeration or engineering fabrication trade. Students need on the job experience to show they can do the work to the training and industry standards – in the interest of competency and safety.

International students can work 48 hours every fortnight (e.g 3 full 8-hour days per week) and unlimited hours in holiday breaks. Students should be employed within the first 6 months of starting the course. You will be set up an Exemplar Profiling account that logs your hours of work (electrotechnology electrician, air conditioning and refrigeration) or a 'Student Portfolio' for Third-party evidence verification folder (engineering fabrication trade) that includes pages that must be filled out as you do work related to your course.

You are required to have you supervisor on the job such as a licensed electrician sign off that your work is industry standard. To assist in assessing the evidence, you must take photos (on the app or printed) that show you doing the work described. The portfolio will be checked periodically. This portfolio will also assist you in gaining employment elsewhere.

Submitting Your Assessments

Students must submit written assessment tasks along with a completed and signed Assessment Task Cover Sheet. Written tasks will not be accepted without a signed coversheet.

Should you require to have a photocopy of your work, please see that, prior to submitting, you photocopy the assessment as we are unable to hand back the assessed document/task. Your assessment is kept as evidence in your file.

Trainers/Assessors employed by STC are required to have:

Vocational competencies at least to the level being delivered;

- b) Current industry skills directly relevant to the training and assessment being provided;
- c) Current knowledge and skills in vocational training and learning that informs their training and assessment; and
- d) Must hold the TAE40116 Certificate IV in Training and Assessment or TAE40110 Certificate IV in Training and Assessment qualification plus the following units:
 - either and the unit TAELN411 AELN411 or TAELN401A, and
 - either TAEASS502 or TAEASS502A or TAEASS502B
 - In addition, trainers and assessors must undertake professional development in the fields of knowledge and practice of vocational training, learning and assessment, including competency-based training and assessment.

Student Plagiarism, Cheating, and Collusion

Superior Training Centre has zero tolerance policy for plagiarism and cheating. Integrity is a key trait always expected from students, and only submit work that is your work with referenced acknowledgements of all texts and resources used in the development of the work. When you submit your assessments, you will be required to sign a declaration that the work provided is your own, and that you have not cheated or plagiarised the work or colluded with any other students.

Where a student is suspected of plagiarising, cheating, or colluding, Superior Training Centre will take the necessary steps to detect if this has occurred by comparing work with electronic reference materials, internet resources, and the work of other students.

If you are found to have done any of the above, you will be given an opportunity to respond. If the alleged case turns out to be true, we will be required to take disciplinary action which is likely to require you to re-sit the assessment. Disciplinary action may lead to the suspension or cancellation of your enrolment and that there are consequences to your visa after this.

8. Maintaining Your Enrolment and Course Progress

You must meet course progress requirements to satisfy the conditions of your visa. These course progress requirements will be clearly explained to you during the orientation program. Superior Training Centre will assist you to meet course progress requirements by monitoring your progress and providing you with the relevant support at an early stage. We can provide you with a range of support by providing extra time to complete tasks, reducing study load, or assisting through a study skills program – this called a **Student Intervention Strategy**. If after providing you with this support, you do not meet course progress requirements, you will be issued with a first warning letter stating that your course progress is unsatisfactory. You will also be invited to a meeting to discuss further support. Following the provision of this support, if your progress is still unsatisfactory, you will be sent a second warning letter and another invitation to a meeting to discuss unsatisfactory course progress and new or revised support arrangements will then be arranged.

Where you continue not to meet course progress requirements in two consecutive study periods (terms), you will be reported to DHA via PRISMS for not meeting course progress requirements and your enrolment cancelled.

You may appeal the decision to report you. However, an appeal will only be considered if Superior Training Centre has:

- not recorded or calculated the student's marks correctly
- not provided appropriate support as mentioned in this Handbook
- not implemented other policies such as assessment and feedback which could impact on the student's results
- or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress

Circumstances that are compassionate or compelling circumstances include (but are not limited to):

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes
- Major political upheaval or natural disaster in the home country resulting in a serious impact on student studies - travel back to home country.
- A traumatic experience which has impacted on the student and which could - include involvement in, or witnessing, a serious accident. These cases should be supported by psychologist reports
- Where Superior Training Centre is unable to offer a pre-requisite unit
- Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa;

Attendance

As well as meeting course progress requirements, you must also meet attendance requirements as part of your visa conditions. It is expected that you will attend all classes as they are currently scheduled – 16 hours at STC, online tasks, assignments, and 4 hours working in industry ; however, we understand that in some cases you may not be able to get to a class because of your personal circumstances such as illness or family matters. To maintain satisfactory attendance, you must attend at least **80% of your classes**. With regards being late: tolerance of 30 minutes is allowed. Later arrival will be noted as 'absent'. Where you are at risk of not meeting attendance requirements, we will contact you to arrange a meeting to discuss your attendance and any support needed to meet attendance requirements. Once you are warned about your attendance requirement and given relevant support, continued failure to uphold attendance requirements will result in Superior Training Centre reporting you to DHA.

In some cases, you may not be reported if attendance falls below 80%. Your attendance will not be reported if it is at least 70% and you are maintaining satisfactory academic performance. You may also not be reported in the case of compassionate or compelling circumstance (i.e. those beyond your control and which have an impact on your course progress or wellbeing). See the Completion, Progress and Attendance requirements in the **Student Downloads** section of our website

Attendance Procedures

Your attendance will be recorded by your Trainer when you attend the training facility and undertake assessment or review content and based on when you visit the learning management system (LMS). If you are sick or have a personal problem which cannot immediately be resolved, phone Student Services to let them know.

Sick Leave

Students who feel they are unable to undertake any aspect of the qualification because of illness are required to submit a sick certificate from a registered medical provider to Superior Training Centre Pty Ltd. While missed assessments and deadlines will be entered onto the class rolls, these must be made up for before a certificate or qualification will be issued.

Approved leave

Students must apply for Approved Leave in writing and submit supporting documentation such as a medical certificate from a registered medical practitioner. If leave is requested beyond 3 training days during the term, students may be required to defer their studies and reapply to enter a later course.

Deferral, Suspension, and Cancellation

Superior Training Centre Deferral, Suspension, and Cancellation Policy and related procedures outline the circumstances in which a student can defer, suspend, or cancel their enrolment with Superior Training Centre. It also outlines circumstances in which Superior Training Centre can initiate the suspension or cancellation of the student's enrolment.

Definitions

To defer or suspend enrolment means to temporarily put studies on hold. A student may request a temporary deferment or suspension to his or her enrolment on the grounds of compassionate or compelling circumstances.

Deferral is defined as postponement of the commencement of enrolment and suspension is a temporary postponement of enrolment. Note that a retrospective deferment or suspension may be justified if the student was unable to contact Superior Training Centre because of a circumstance such as being involved in a car accident.

Cancellation is where the student voluntarily withdraws or is required to withdraw from a course.

Deferral and suspension will be granted in compassionate or compelling circumstances. Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies
- a traumatic experience that has impacted on the student which could include involvement in, or witnessing of, a serious accident or crime. Such cases must be supported by police or psychologist's reports
- where Superior Training Centre is unable to offer a pre-requisite unit
- inability to begin studying on the course commencement date due to delay in receiving a student visa

Superior Training Centre may also initiate suspension or cancellation of a student's enrolment on the grounds of misbehaviour of the student or non-payment of fees. The Student Code of Conduct defines what is the behaviour expected by students and what might be defined as misbehaviour. Superior Training Centre Student Discipline Policy and Procedures will be followed to investigate the incident. In the case of student plagiarism, cheating or collusion, Superior Training Centre Student Code of Conduct will be followed.

Cancellation of the student's enrolment due to unsatisfactory course progress or attendance will be handled as per Superior Training Centre Course Completion, Progress and Attendance Policy and Procedures (P001).

Students may also initiate cancellation of their studies using Superior Training Centre Application for Withdrawal form. Students should note Superior Training Centre fees,

charges, and refunds policy and procedure in relation to withdrawal.

9. Course Credit

Course credit is where you are awarded advanced standing in a course because of existing qualifications, skills and experience you have. This means you are not required to participate in that part of the course you have enrolled in, saving you time and money.

Course credit can be awarded in three ways - through recognition of qualifications and statements of attainment issued by another Australian RTO, through credit transfer and through Recognition of Prior Learning (RPL). An explanation of each of these ways of gaining course credit is included below, as well as how to apply and the costs involved.

10. Recognition of Qualifications, Statements of Attainment Issued by Another RTO, and Recognised Prior Learning

Recognition of Prior Learning (RPL)

RPL involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system. RPL assesses this unrecognised learning against the requirements of a unit of competence in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment and requires the same application of policy and procedures outlined in the Assessment section of this manual.

RPL is a formal acknowledgment of skills/knowledge/competencies already obtained through:

- Formal education
- Work experience
- Life experience

If a student's prior learning through formal training or at work is relevant to the qualification then the student may be exempt from some components of the qualification. The advantage of a successful application is that students will not have to repeat a subject in which they have already achieved a competency.

All students are eligible to apply for RPL. An assessment fee of \$550 per unit of competency applies.

The granting of RPL will result in a reduction in student tuition fees. The amount of fees reduction is dependent on the number of units for which RPL has been granted and the qualification which the student is enrolling in.

Steps to apply for RPL

1. Students wishing to apply for RPL should complete the following steps:
2. Students will be required to complete an Application for RPL form and attach supporting documentary evidence and pay an initial fee of \$250.
3. Applications for RPL skills recognition will be processed by the head trainer promptly and applicants will be informed in writing of the application outcome within 15 working days. Where RPL has been granted, students will be informed of the amount of reduction in tuition

4. fees and the commencement date of their qualification. The letter will also inform applicants of their ability to appeal the decision if not satisfied, by writing to the head trainer within 14 days.
5. Appeals to the head trainer shall be accepted in cases where RPL skills recognition is not granted. Appeals must be made within 14 days of the original decision.

Credit Transfer (CT)

As a condition of registration, STC is required to recognise and grant Credit Transfer for Nationally Recognised qualifications from other RTOs. This is called national recognition.

Steps to apply for CT

1. Students to review the unit descriptions in the qualification outline and make an initial self-assessment of the units for which they wish to apply for Credit Transfer.
2. Contact STC and lodge an application along with evidence to support the application. Qualifications and Statements of Attainment issued by other RTOs must be originals or appropriately certified copies.
3. The Head Trainer or appointed trainer, will review the CT application form and note on the form whether the units applied for are approved or not.
4. The granting of CT will result in a reduction in student tuition fees for fee-paying students. The amount of fee reduction is dependent on the number of units for which CT has been granted and the qualification which the student is enrolling in.
5. Applicants are advised of the decision in a CT letter within 5 working days. Where Credit has been approved, students will be informed of the amount of reduction in tuition fees and the commencement date of their qualification the letter will also inform applicants of their ability to appeal the decision if not satisfied, by writing to the head trainer.
6. Appeals to the head trainer shall be accepted in cases where the applicant is not satisfied with the decision.
7. Appeals must be made within 14 days of the original decision.

A copy of the Credit Transfer Application and the Letter are placed in the Credit Transfer folder and stored in Student Administration.

11. Superior Training Centre's Fees and charges

A \$250 non-refundable application fee applies to all our courses. You can find up to date fees and charges information in the course outline for your course and other fees at **STC Price List Appendix 1**.

These fees and charges will be shown in a **written agreement** that we will send to you with a letter of offer once your application has been accepted. You will receive a tax invoice for the amount you are required to pay. The tax invoice will provide you with the Superior Training Centre nominated account for payment, of fees held in advance. You can pay your fees by

direct bank transfer. All prepaid fees are protected in line with the requirements of the VET Quality Framework and with the ESOS Framework. The VET Quality Framework legislates the provision of training and assessment in Australia and the ESOS Framework regulates the standards for provision of education to international students.

Course fees include all administration, materials, and tuition fees. Any optional textbooks or materials that are not required for completion of the course are not included in the course fees. Course fees also include up to 2 attempts at each assessment per unit. Kindly be advised that absence in one of these attempts for any reason unless medical (medical certificate to be provided) will be counted as one attempt. You will not be allowed to sit assessment if you haven't attended at least 80% of hours in particular Unit of Competency. However, if after these attempts you have not passed, you will either be issued with a Statement of Attainment for the parts of the course that you have passed, or you will be required to re-sit a portion of the course. To re-sit a part of the course you require to gain your qualification, a re-sit the entire unit must be paid.

Also, students who fail the assessment (of in case where there are few assessments in the unit) two times or have a 'non genuine result' which is classified at less than 40% assessment result, will be redoing entire unit – meaning going back to class, paying additional fees to redo the unit (**see STC Price List Appendix 1**). Students will be sent an invoice from the Accounts and will redo the unit upon payment.

Note, if student has failed a unit which is a prerequisite for further units, STC will need to stop the student from attending further classes until Unit of Competency that needs to be repeated is passed.

Note: not all Units of Competency are delivered at the same time. They are delivered according to STC's Training Schedule. Student should keep in mind that potential delay in continuing studies, after the resit of the failed Unit of Competency.

This might affect the duration of your studies and an extension of a CoE might be considered - speak to student services. Note: all CoE extensions will incur a fee – example: extension of three months is equivalent to an Instalment amount (see Appendix II).

12. Refunds

Our refund policy is included in the agreement that you are required to sign to indicate acceptance of the offer of enrolment. All the terms and conditions are specified in that agreement. Application fees are non-refundable. The refund information in the agreement sets out the circumstances in which you can apply for a refund as follows. For more information on our refund and fee policy, visit our website <https://www.stc.nsw.edu.au/student-support-downloads/>

Refund General Rules

- a) The refund process reflects the commitment by Superior Training Centre to hold places as booked by students and the amount of administrative resources consumed at the various stages.
- b) Refunds must be requested in writing, using the Refund Request Form, to the Director of Superior Training Centre.
- c) The Director of Superior Training Centre will process refund requests and students will be advised of the outcome of their request for a refund, in writing, within 14 days.

- d) The Accounts Manager of Superior Training Centre will arrange payment, if approved, within 14 days of notification of the outcome.
- e) Refunds will be paid in Australian Dollars into the nominated bank account.
- f) To allow prompt settlement of refund requests, all advanced payments will be held in a nominated bank account by Superior Training Centre until the course start date.
- g) All requests for refund will be processed on an individual basis, taking into account impact on follow on units /modules if applicable.
- h) The term “commencement” in this policy refers to the first day of the first program.
- i) Issues regarding payment are to be handled at the first available opportunity and directed to the Administration Manager of Superior Training Centre. All Refund Requests and issue refunds are to be logged

In unforeseen circumstances where Superior Training Centre is unable to provide the course or where the numbers of students enrolling are insufficient to run the course, course fees will be refunded in full. Enrolled students will be contacted and will be offered a place in an alternative course or a full refund. Where an enrolled student elects to receive a refund, there is no need to request a refund in writing. A full refund will be made within 5 days of communicating with the enrolled student that the course will not be offered. Students who elect to enrol in another course will have their enrolment automatically transferred and a new agreement and tax invoice will be provided to the student.

TPS Tuition Protection Service

The [Tuition Protection Service](#) is an Australian government-run placement and refund service for international students. It is highly unlikely you would ever need this service! TPS help you on the rare occasion that STC would be unable to refund or deliver a program that you have paid for. If we could not fulfil our legal obligations to make alternative course replacements or provide a refund, the TPS would assist you to find an alternative place or provide a refund of any unspent tuition fees. The TPS will ensure that you are able to either:

- Complete your studies in another course or with another institution, or
- Receive a refund of your unspent tuition fees

Change To Conditions

Superior Training Centre Pty Ltd reserves the right to change fees, conditions, course times or course commencement dates at any time without notice.

TABLE OF REFUNDS

Type	Timeframe	Amount Refunded	Documents
VISA Refusal before commencement	At any time	All FEES minus the NON-REFUNDABLE application fee of AUD \$250	Refund Request Proof of VISA Refusal
VISA grant or renewal Refusal	After the course has commenced	Only FEES applying, and paid, from the date of refusal	Refund Request Proof of VISA Refusal
VISA grant or renewal Refusal for breach of visa conditions after commencement	At any time	Nil	Refund Request Proof of VISA Refusal
Student Default			
Withdrawal, or Enrolment Cancellation	Greater than 28 days before commencement of the course	All FEES repaid minus the NON-REFUNDABLE application fee of AUD \$250, minus AGENT Commissions Paid	Refund Request Letter of Offer DSC Form
Withdrawal, or Enrolment Cancellation	Less than 28 days before commencement of the course	50% of FEES minus the NON-REFUNDABLE application fee of AUD \$250, minus AGENT Commissions Paid	Refund Request Letter of Offer DSC Form
Withdrawal, Transfer or Enrolment Cancellation	After the course has commenced	Nil	Nil
STC Terminates the students enrolment for failure to comply with STC policies, misbehaviour, or unsatisfactory course progress or attendance.	At any time	Nil	
Student cannot commence or continue the course because of illness or a disability	At any time	Refund of any monies paid will be provided to students at the discretion of STC Director	Refund Request Form
Death of a close family member of the student (parent, sibling, spouse or child);	At any time	Refund of any monies paid will be provided to students at the discretion of STC Director	Refund Request Form
Compelling or Compassionate, Circumstances prevented the student from commencing or	At any time	Refund of any monies paid will be provided to students at the discretion of STC Director	Refund Request Form

continuing their studies including political, civil, or naturalevents.			
Provider Default by Superior Training Centre			
STC withdraws course before course has commenced	At any time	Full Refund	Nil
STC withdraws course after the course has commenced	At any time	Refund less fees already used	

Refund Process

Any request for refunds must be made in writing via email, using the “Application for Refund” (see Appendix II). Students should state their reasons for requesting a refund and attach any relevant documentary evidence such as a medical certificate. You will be advised of the outcome of your request for a refund in writing within 5 working days and all refunds will be paid within 5 working days of this notification.

13. Change in Visa Status

Students are to refer to the [DHA web site](https://immi.homeaffairs.gov.au/change-in-situation) for information and their local DHA office for advice on how the potential change to visa status may impact upon his or her visa.
<https://immi.homeaffairs.gov.au/change-in-situation>

14. Complaints and Appeals Process for Deferral, Suspension, or Cancellation

Where Superior Training Centre initiates the suspension or cancellation of a student's enrolment, the student will be notified of this intention and will be informed that they have **20 working days** to access Superior Training Centre Complaints & Appeals Policy & procedure (See section 21), unless extenuating circumstances relating to the welfare of the student apply.

Extenuating circumstances relating to the welfare of student may include where the student refuses to maintain approved care arrangements (only for students under 18 years of age; is missing; has medical concerns, severe depression psychological issues which lead the provider to fear for the student's well-being; has engaged, or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or is at risk of committing a criminal offence.

Superior Training Centre will not notify the DOE of a change in enrolment status until the internal complaints and appeals process is completed.

Students may choose to access external appeals process as per Superior Training Centre Complaints and Appeals Policy. In the case of an external appeal, Superior Training Centre is not required to wait for the outcome of the external appeal before notifying DOE, of the change to the student's enrolment status.

In most cases, Superior Training Centre will continue to provide learning opportunities to students during the appeal process. However, where it is considered that a student should not attend classes during the appeals process, students will be provided with work that can be completed outside of the classroom environment.

The availability of complaints and appeals processes does not remove the right of the student to act under Australia’s consumer protection laws.

15. Your Feedback

Your feedback is important to us and assists in ensuring that our services meet your needs. Please help us by completing the surveys that are provided to you by your educator throughout the course. We also welcome feedback from you at any time by email, phone, and through our suggestion box in our reception area (upstairs).

16. Education Services for Overseas Students

The Australian Government wants overseas students in Australia to have a safe, enjoyable, and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework which includes the Education Services for Overseas (ESOS) Act 2000 and the National Code 2007. For more information about your rights and responsibilities under the ESOS Framework, visit the following website: <https://www.studyinaustralia.gov.au/english/australian-education/education-system/esos-act>

If you are unable to access this information, contact us via email or phone, and we will provide the information to you. You also have certain rights and responsibilities under the following legislation as discussed below.

17. National VET Regulator and the VET Quality Framework

As a student in Australia's vocational education and training (VET) sector, you should, expect high quality training in your area of interest that leads to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation that is registered with the Australian Skills Quality Authority, we are required to comply with the [Standards for Registered Training Organisations \(RTOs\) 2015](#)

. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

18. Privacy Act

In collecting your personal information, Superior Training Centre will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2000 and the National VET Data Policy (see Appendix III).

This means that we will:

- Inform you of the purpose for which the information is collected
- Only use the personal information that you provide to us in relation to your study with us
- Ensure your personal information is securely handled and stored
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing personal information e.g. for statistical purposes

We will not disclose your personal information to another person or organisation unless:

- We have made you aware that information of that kind is usually passed to that person or organisation
- You have given written consent

- We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person
- The disclosure is required or authorised by or under law
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue

For all international students, Superior Training Centre is required to provide personal information to the Department of Education, Skills and Employment, and Department of Home Affairs (DHA), and other State/Territory government agencies in relation to administering the ESOS Act and the migration Act 1958. Students are advised about this exchange of information during their orientation and provide their informed consent when signing their written agreement with Superior Training Centre during their enrolment.

19. Access to Your Records

You may access or obtain a copy of the records that Superior Training Centre holds about you at any time. This includes personal information and records of participation and progress. If you want to access or obtain a copy of records, you must make a request in writing using the Access to records request form giving at least 10 days' notice. There is no charge to access your records, however a fee of 20 cents per page applies for photocopies. Written requests should be made through Superior Training Centre administration Staff

Within 10 days of receiving a request, you will be advised that Access to records may be provided by:

- making copies of documents held in a file
- giving access to the student to review their file
- other means necessary to grant access to current and up-to-date records

Where access is provided to review the contents of a file, this will occur in the presence of a Superior Training Centre staff member. A student may request a Record of Results at any time via email or phone without using the Access to Records Request Form.

20. Amendment to Records

If you consider the information that we hold about you to be incorrect, incomplete, out of date, or misleading, you can request that the information be amended. Where a record is found to be inaccurate, a correction will be made. Where you request that a record is amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record.

21. Complaints and Appeals Policy

Superior Training Centre Complaints and Appeals Policy and related procedure have been developed to ensure that Superior Training Centre responds effectively to individual cases of dissatisfaction. This policy outlines Superior Training Centre approach to managing complaints and appeals and ensures that all clients, students (domestic and international), employers, and other stakeholders are aware of the steps to take to have their dissatisfaction addressed appropriately.

This policy provides an avenue for all complaints to be addressed in a fair, efficient, and

confidential manner. There is no cost to any person to access the complaints and appeals process. This policy ensures compliance with the VET Quality Framework, and the National Code Standard 10: Complaints and appeals. International students will be informed of, and provided with information pertaining to Superior Training Centre compliance policy and the complaints and appeals procedure during their orientation.

A "complaint" refers to a person's expression of dissatisfaction with any service provided by Superior Training Centre; whereas an "appeal" refers to a request to review a decision that has been made previously.

Complaints and Appeals Systems

Despite all efforts of Superior Training Centre to provide satisfactory services to its students, clients, workplaces and others, complaints may occasionally arise requiring formal resolution. Individuals are encouraged, wherever possible, to resolve difficulties directly with the person(s) concerned to deal with the issue before it becomes a formal complaint. Superior Training Centre administration staff and trainer/assessors are available to assist students to resolve their issues at this level and/or to assist the student with lodging the relevant documentation for the submission of formal complaint.

Complaints and appeals may be made in relation to any of Superior Training Centre services, activities, and decisions. Complaints may involve the conduct of STC Trainers, assessors, other staff, third parties or a learner of STC. Examples below:

- the selection process
- the enrolment, induction, and/or orientation process
- the quality of training and assessment provided
- training and assessment matters, including student progress, assessment, curriculum and awards in a course of study
- access to records
- decisions made by Superior Training Centre
- the way someone has been treated

Superior Training Centre is committed to developing and maintaining an effective, timely, fair, and equitable complaints and appeals system which is easily accessible and offered to complainants at no charge.

Superior Training Centre aims to:

- Develop a culture that views complaints and appeals as an opportunity to improve the organisation and how it works
- Set in place a complaints and appeals handling system that is client focused and helps Superior Training Centre to prevent these events from recurring
- Ensure that any complaints and appeals are resolved promptly, objectively, with sensitivity, and in complete confidentiality
- Ensure that, in the case of international students, complaints are resolved promptly as to not impact on the student's study time in Australia as determined by their visa;
- Ensure that the views of each complainant and respondent are respected and that any party to a complaint or appeal is not discriminated against nor victimised
- Ensure that there is a consistent response to complaints and appeals

All formal complaints and appeals will be responded to efficiently to ensure an effective resolution within a reasonable timeframe. This timeframe is usually 20 working days or as

soon as practicable. However, in some cases, particularly if the matter is complex, the resolution may take longer.

All formal complaints and appeals and their outcomes will be recorded on the Complaints and Appeals Register with a detailed record of the complaint and outcomes. This will be kept permanently to allow all parties to the complaint or appeal appropriate access to the records if required. Records of complaints and/or appeals made by a student will be saved in the student's file. Complaints and appeals will be reviewed by management to identify root causes of the complaint or appeal and to identify any areas requiring improvement to prevent similar recurrences in the future. There is no cost to access the complaints and appeals process with Superior Training Centre. All records relating to complaints and appeals will be treated as confidential and will be covered by Superior Training Centre Information Privacy policy and related procedure do not replace or modify those or any other responsibilities which may arise under other policies, statute, or any other law. Nothing in this policy and related procedure limits the rights of individuals to take action under Australia's Consumer Protection laws. This policy does not circumscribe an individual's rights to pursue other legal remedies.

Making a Complaint

PROCESS	ACTIONS	PERSON RESPONSIBLE	TIMELINE
Self-resolution	If appropriate, try to resolve the matter directly with the person concerned.	<ul style="list-style-type: none"> Complainant Respondent 	As soon as possible
Stage 1 Complaint procedure	<p>The person in charge will attempt to resolve the complaint through informal processes, such as discussion and mediation to provide a solution to the student</p> <p>To fill out form "C019 Complaints Form Stage 01 (Admin)"</p> <p>To fill out form "C026 Improvement Requested Form" If needed</p>	<ul style="list-style-type: none"> Manager (approval) Complainant Respondent 	Action should normally be taken between 5 working days. However, commence assessment of the complaint within 10 working days of it being made in accordance with STC's complaints handling and appeals process and policy. Outcome will be finalized as soon as practicable.
Stage 2 Formal complaint procedure	<p>Superior Training Centre may appoint an investigation and make findings. The person does not determine outcomes until manager's approval</p> <p>To fill out form "C019 - Complaint Form Stage 01 (Student)"</p> <p>To fill out form "C026 - Improvement Request"</p>	<ul style="list-style-type: none"> Manager; or Respondent 	Action should normally be taken between 20 working days
Determination of Outcomes	Under Stage 1 and 2 complaint procedure, the person in charge will consult with the manager for determining outcomes, through discussion and consultation with the parties.	<ul style="list-style-type: none"> Manager Respondent 	

Internal Appeal	<p>Appeals against a decision made by Superior Training Centre during the complaints process may be made in writing to the Director using the Complaints and Appeals form or another written format</p> <p>To fill out "C019B - Complaints and Appeals Information and Form Stage 3"</p>	<ul style="list-style-type: none"> • Director 	<p>Appeals will normally be determined within 20 working days</p>
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Important: A complainant can be accompanied and assisted by a support person at any relevant meeting

Lodging an appeal

Appeals against a decision made by Superior Training Centre during the complaints process may be made in writing to the Director using Appeals form or another written format. When making an appeal, the student should provide as much detail as possible to enable Superior Training Centre to investigate appropriately and determine a solution. This should include:

- The issue that is the cause for appeal
- Any evidence that supports the appeal
- Details about the steps that have already been taken to resolve the issue
- Any suggestions for how the issue might be resolved

The receipt of the appeal will be acknowledged via email within 2 working days of receiving the appeal. Upon

receiving the appeal, the Director will investigate the matter and ensure that Superior Training Centre has accurate, complete, and relevant information. This may include gaining extra details from the appellant (the person who made the original complaint) and any other involved parties about the issue.

These consultations will preferably be conducted face-to-face. The Director will decide on an appropriate resolution and advise the appellant in writing of the how the matter will be resolved along with reasons for the decision within 20 working days of the appeal being made. If the matter is particularly complex, the matter may take longer to resolve. If the student remains dissatisfied, they may lodge an external complaint or appeal.

Where the internal appeals process recommends a deferral, suspension, or cancellation of an international student's enrolment initiated by the registered provider, the overseas student must be given a notice of intention to report and 20 working days to access the registered provider's internal complaints and appeals process.

The Director will notify The Department of Education (DoE) through PRISMS of the change to the student's enrolment. The student then has 28 days in which to:

- Leave Australia
- Show the Department of Home Affairs (DHA) a new Confirmation of Enrolment (CoE) with another provider.
- Provide DHA with evidence that he or she has accessed an external appeals process

The overseas student does not have to be given the opportunity to appeal a provider-initiated deferral, suspension, or cancellation of enrolment when the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk. The registered provider must keep evidence to support this. This may include, but is not limited to when the overseas student:

- refuses to maintain approved care arrangements if they are under 18 years of age.
- is missing.
- has medical concerns, severe depression or psychological issues which lead the provider to fear for the overseas student's wellbeing.
- has engaged or threatens to engage in behaviour that is reasonably believed to endanger the overseas student or others; or
- is at risk of committing a criminal offence.

External Appeals

Where the appellant remains dissatisfied with the outcome of the complaints and appeals process, the appellant can access an external complaints or appeals process at their own cost. Appellant must ensure they have accessed the internal processes first. Superior Training Centre must advise the overseas student within 10 working days of concluding the internal review of the overseas student's right to access an external complaint handling and appeals process at minimal or no cost.

- NSW Fair Trading: <http://www.fairtrading.nsw.gov.au/-ConsumerAffairs>
- ASQA – External complaints appeals: <https://www.asqa.gov.au/students/complaints>

Note: ASQA can only deal with complaints about:

- the information provided by an RTO about its course/s
- the delivery and assessment of training received
- the qualifications issued or to be issued

International students may also lodge an external appeal to the Overseas Students Ombudsman who offers a free and independent service to overseas students who have a complaint or want to lodge an external appeal about a decision made by Superior Training Centre. Students can view the Overseas Students Ombudsman website <https://www.ombudsman.gov.au/How-we-can-help/overseas-students> or call on 1300 363 072 for further information. Superior Training Centre will be bound by the external reviewer's recommendations and the Director will ensure that any recommendations made are implemented within 28 working days of receipt of the decision made by the external reviewer.

Appealing an Assessment Decision

An appeal of an assessment decision may be made in writing to the Director using Appeals Form or other written format within 20 working days of the assessment decision being made. The request must include reasons why the assessment appeal is being made.

Upon receipt of the appeal, an internal review of the assessment will occur, and the Director may request further information from the appellant.

The assessment will then be reviewed which may involve:

- the appointment an independent, qualified assessor to review the assessment
- the original assessor reviewing the assessment decision

All reasonable measures will be taken to ensure that an assessment appeal is resolved within 20 working days.

The Director will ensure that the appellant is advised in writing or email of the outcome along with reasons for the decision within this timeframe.

Enrolment Status during Complaints and Appeals Process

For international students, where a student chooses to access this policy and procedure, Superior Training Centre will maintain the student's enrolment while the complaints and appeals process is ongoing.

Except in cases of suspected serious misconduct, students must continue to attend classes. There may be some cases where it is considered more appropriate for the student to complete work outside of the classroom environment, and this will be discussed with the student when the complaint or appeal is lodged. For international students, Superior Training Centre will maintain a student's enrolment throughout the internal appeals process. In the case of an external appeals process, it will depend on the type of appeal as to whether Superior Training Centre maintains the student's enrolment as follows:

If the appeal is against Superior Training Centre decision to report the student for unsatisfactory course progress or attendance, the student's enrolment will be maintained until the external process is completed and has supported or not supported Superior Training Centre decision to report.

If the appeal is against Superior Training Centre decision to defer, suspend, or cancel a student's enrolment due to misbehaviour, Superior Training Centre will notify the DOE through PRISMS of a change to the student's enrolment after the outcome of the internal appeals process, not the external appeals process as outlined above.

For international students, maintaining the student's enrolment means that Superior Training Centre will not notify the DOE of any change to the student's enrolment status through the PRISMS.

22. Graduation

Once you have successfully completed all the Units of Competency required by your course, you will receive your Certificate at the office or via mail. The Certificate lists the qualification gained and all the individual units that make up the subjects within the course.

This is an important document and should be stored carefully. You must present it if you are applying for a trade license or for credit transfer in courses at any other RTO. It may also be required by an employer or other person.

23. Issuing of Qualifications and Statements of Attainment

On completion of your course and payment of final course fees, we will issue you with a qualification or statement of attainment within 21 days. Qualifications will be accompanied by a record of results showing the units of competency achieved in the course. A record of results will be provided with a statement of attainment where requested.

A statement of attainment showing any units completed will be issued if you partially complete a qualification such as in the case of withdrawal. Superior Training Centre has the right to with/hold the issuance of qualifications until all fees related to the course have been paid except where Superior Training Centre is not permitted to do so by law.

24. Re-Issuing Statements and Qualifications

Records of qualifications and statements of unit achievement are kept on record for a period of at least 30 years. Students can request copies of any of these statements or qualifications at any time for an additional charge. If you need additional copies of your qualification, application must be made to the General Manager of Superior Training Centre Pty Ltd in writing with proof of identity provided. Ideally, you should attend Superior Training Centre Pty Ltd to confirm it is you asking for the copy of the qualification and to state why you need it. Other people or companies will NOT be able to get a copy of your qualification or academic record if they cannot clearly establish that:

- You have authorised this information to be released
- They are the person or company to whom the information is to be transferred
- The necessary fee has been paid

Refer to the current written agreement for details.

25. Student Forms

For access to any form mentioned in this handbook, please visit our website www.stc.nsw.edu.au or contact our office or alternatively email our office on info@stc.nsw.edu.au

26. Feedback

Superior Training Centre Pty Ltd actively wants and appreciates your feedback. It regularly undertakes evaluations of all courses and activities to achieve continuous improvement. You can use the QR Code in the common areas and notice board or obtain a Student Feedback Form(C054) from Student services. We monitor compliance with standards and our policies and procedures using evaluations at the completion of courses.

Any grievances or deficiencies are documented on a Corrective Action Record to ensure appropriate follow up action is taken.

SECTION 2 OFFSHORE STUDENTS – Students applying from outside Australia

27. Admissions and Enrolment

1. Application Form

International students can download an application online using the *Application Form or Online Application* accessible (from the *Home Page* of the STC website). Information for international students regarding their educational requirements for admission, available courses, dates, fees, overseas student health cover, recognition of prior learning, enrolment confirmation and refund policy can be found on the *International Student* section of the STC website at *International Students* section of our website. International Students also need to make a Genuine Temporary Entrant SSVF Checklist and Declaration.

International students studying in Australia with an Australian training organisation will need a **Unique Student Identifier - USI**.

All international students in Australia will have been issued with an Australian Visa. This will allow them to use their passport with an Australian visa, once they arrive in Australia, as a form of ID when creating their USI.

2. Letter of Offer

Successful applicants will receive a Letter of Offer within two weeks of receipt of their application. The Letter of Offer will request payment of Study Period 1 fees and evidence of Overseas Student Health Cover (OSHC). Applicants will receive their Confirmation of Enrolment (CoE) once these fees have been paid.

3. Confirm Admission Criteria (see below)

- a) Establish English Language Proficiency levels.
4. Sight evidence of medical insurance – Overseas Student Health Cover (OSHC).
5. Confirmation of Enrolment (CoE)

If all entry and admission criteria are met and an application and fees have been received, the student will be issued a Confirmation of Enrolment (CoE) so that visa applications may commence.

Course Commencement

Once the student visa (See below) is granted, the student will receive confirmation of course commencement including a Student ID Number and timetable etc.

6. Track Student Progress & Default

The following student defaults will be reported to the Secretary and the Tuition Protection Service (TPS) will be notified via PRISMS within five business days:

- Student payments are not forthcoming
- Student fails to arrive for their course
- Student fails to attend scheduled classes

If STC is unable to deliver the nominated program due unforeseen circumstances, the Secretary and the TPS Director will be notified via PRISMS within three business days. Student data such as attendance and assessment results must be tracked and recorded in the STC student management system.

Criteria for Admission

1. The minimum entry requirement is the completion of the overseas equivalent to an Australian Senior Secondary Certificate (*see table below Yr. 12 equivalence*), completed at the end of Year 12 in Australian secondary schools.
2. All applicants are required to complete the STC Application Form and copies of academic transcripts should be included with this application.
3. A phone interview is required by all international students to ensure the applicant clearly understands the nature of the program and the commitment they are making, that any questions are addressed. If the student needs to attend an Academic English Preparation course and has not achieved enough proficiency for an interview then arrangements can be made with an education agent or others for interpretation.
4. An international student whose first language is not English should be able to speak, read and write English well. To be accepted for enrolment, an international student must produce evidence of English Language Proficiency at the following level (or equivalent) prior to an offer of enrolment being made and also report the name of the English language test, the date the student took the test and the score the student received on PRISMS.
5. Assessment Minimum IELTS 5.5 (band score) for the courses

- Other tests of English – indicative only

TOEFL iBT Score	IELTS Band	Pearson Test of English
71 – 78*	5.5	43-50*
90-99*	6.5	56-60*
100–108*	7.0	63-67*

6. Completion and success in an approved Academic English Preparation course from a recognised ELICOS provider as an alternative for students without the required level of English.
7. Payment of the course fees for Study Period 1 (Initial Tuition Fee) is required prior to the processing of enrolment. Tuition fees for each subsequent Term are due two weeks prior to the commencement of the Term (ie. Term 2 fees are due two weeks before the commencement date for Term 2 etc).
8. Australian Government regulations require all international students to have Overseas Students Health Cover (OSHC) for their period of time in Australia. A student visa will not be granted until the Overseas Students Health Cover has been paid.
9. A signed International Student Acceptance Agreement, payment of the Initial Tuition Fee and evidence of OSHC (recorded policy number, start and finish dates) must be received by the Administration before a Confirmation of Enrolment (CoE) will be issued, which is required for the application of a student visa with the Department of Home Affairs (DHA).
10. Before enrolment is finalised by STC, all international students must be in possession of the appropriate student visa as issued by DHA and have provided a copy to STC Admissions for the student file.
11. Students who are on a current student visa must apply for a new visa to align with a statement of intent (in relation to Genuine Temporary Entrant -GTE, criteria) to study a trade related course at Superior Training Centre

Student Transferring To Superior Training Centre

Superior Training Centre, as the receiving registered provider must not knowingly enrol the student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study except where:

1. The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered
2. The original registered provider has provided a written letter of release
3. The original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course, or
4. Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

28. Visas

Once you receive your electronic Confirmation of Enrolment, you will need to apply for your visa. Information about applying for a visa can be found at

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>

This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, permission to work, Overseas Student Health Cover, and charges associated with the visa application. You may wish to use a registered migration agent to assist you with your application.

Ensure that you allow enough time between lodging your application and the start of your course, as applying a visa can be a lengthy process. If your visa is not approved, you will receive a full refund for the fees that you have paid, except for the non-refundable fees listed in the refund policy.

29. Living and studying in Australia

You can find lots of useful information about living and studying in Australia at www.studyinaustralia.gov.au. The website also includes a useful guide about studying and living in Australia that you can download. Some of the information included on this website is also included in this guide.

Arranging travel and documents to bring

Costs of travelling to Australia are not included in your course fees, and you will need to arrange payment for your travel to Australia. You should plan to arrive in location at least 2 weeks before your course orientation to give you time to settle in.

The nearest international Airport is Kingsford Smith Airport in Mascot. It is 8 kilometres south of the Sydney CBD and 37 km from Ingleburn.

You will need to prepare a folder of official documents to bring with you to Australia including:

- Valid passport including a valid student visa.
- Your Confirmation of Enrolment (CoE).
- Insurance policies.

- Original or certified copies of documents such as your birth certificate
- Medical records
- Educational qualifications as advised by Superior Training Centre at the time of confirmation of enrolment

If you are travelling with your family you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

Entry into Australia

When you arrive in Australia, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is returned.

Once you have passed through the immigration checkpoint, you should collect your bags ensuring that you check your baggage is not missing or damaged. If something is missing or damaged, advise airport personnel of your problem at the baggage counter. Staff at the baggage counter will assist you in locating missing baggage or in lodging a claim for damage to your belongings.

Once you have your luggage, you will go through customs where your luggage may be checked. Make sure that you are not bringing any items which are prohibited under the Australian law.

You should declare any items that you are bringing into the country on the form given to you on the plane. If customs officers decide that the item(s) you are bringing in are unsafe, they will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs.

For further information pertaining to allowed or contraband items, visit the website at

<https://info.australia.gov.au/information-and-services/passports-and-travel/customs-and-quarantine>

Arriving in Australia through Kingsford Smith Airport

<http://www.sydneyairport.com.au/>

On the plane, you will be given an Incoming Passenger Card to complete. You will need to fill in your flight details and customs information. Make sure you have your passport and Incoming Passenger Card ready for the Entry Control Point. When you have passed through the Entry Control Point, you will collect your baggage and exit via Customs and Quarantine (AQIS).

Traveller's Information Service at Kingsford Smith Airport

Sydney "Airport Ambassadors" are airport personnel who await to assist incoming visitors to Australia. They wear bright blue jackets to ensure that they are easily identifiable and stand out. Airport Ambassadors are located throughout Terminals 1 and 2, including at well-marked information desks:

International Terminal (T1)
- Departures Level Between
check-in counters "G" and
"H"

Opposite check-in counter "D", near front terminal entrance
Opposite SYD Airport Tax and Duty-Free Store after immigration and
security screening International Terminal (T1) -Arrivals Level
Opposite passenger exit A and B Domestic Terminal (T2) -Arrivals Level Opposite baggage
carousel number 2.

Public Transport in NSW

Before you set out, find out about accessible public transport, staying safe during your trip, travelling with equipment or animals, and more.

Please visit the website <http://www.transportnsw.info/en/index.page> for information pertaining to train times, bus times, transport status, tickets, best routes, and maps.

NOTE: International students in NSW are not eligible for concession cards or fares.

Also, please ensure that you purchase an OPAL card before using public transport or you can also use credit and debit cards on public transport. Further information on Opal can be seen here: <https://www.opal.com.au/>

- Local taxi companies
- Taxis Combined 9-13 O'Riordan Street Alexandria, NSW 2015 Ph.13 33 00
- Premier Cabs 33 Woodville Road Granville, NSW 2142 Ph. 13 10 17
- UBER

Travelling to Your Accommodation

By Train

Sydney Airport is located just 13 minutes by train from the city. There are train stations located at both the International and Domestic terminals which operate as part of the Airport Link train service. The Domestic Terminal train station is located directly between T2 and T3 terminals and is accessible from within the terminals from the Arrivals level.

The International terminal train station is located at the northern end of the terminal and is accessible from the Arrivals level.

For more information about Airport Link including fares, maps, and travel planners, visit the Airport Link website (www.airportlink.com.au) or contact them by phone (**+61 2 8337 8417**)

For the latest information about the Sydney train network including service, trackwork updates, and other Sydney train information, visit the Sydney Trains website (www.sydneytrains.info).

You can use a valid credit or debit card but make sure that you purchase OPAL and adhere to its rules (<https://www.opal.com.au>) **International students are NOT eligible for concession fares.**

Keeping in Contact

Before you leave home, you should provide your family, friends, and your education provider in Australia with flight and accommodation details for your trip to Australia. Do not change these details without informing them. Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

Arranging Your Finances

The currency of Australia is the AUD (Australian Dollar). In best case scenario you would have your currency changed to AUD before you arrive. If not, currency exchange kiosks are available around the Sydney Kingsford Smith Airport.

Currency exchanges are also available around Sydney CBD , and many banks are also able to exchange foreign notes for AUD.

The amount of money you will need to bring into Australia will depend on whether you have already paid for your accommodation before your arrival. Think about how much money you will need to last you for 3 months. Although you can work on a student visa it can take time to find and start a job and hours are limited.

Find out more about money matters by visiting <https://www.studyinaustralia.gov.au/English/Live-in-Australia/Living-costs>

Accommodation

Superior Training Centre has several approved home stay agencies who can organise a home stay family or individual for international students. Home stays are a great way to get to know your new community and culture and to improve your English. There are a few different types of home stay arrangements. Most will require a written set of guidelines or obligations for both the host family and the student.

Full Board

In Australia, "full board" implies that with payment of a fee, you generally receive:

- ✓ Your own bedroom (with bed, desk, lamp and wardrobe)
- ✓ Three meals a day (self-serve breakfast and lunch, plus a cooked dinner)
- ✓ Electricity, gas, and water bills included in rent fee
- ✓ Involvement in family activities

The average cost for full board is around AUD \$300+ a week depending on the location. In most of the cases phone and Internet are at extra charge.

Part board

In Australia, "part board" implies that with payment of a fee, you generally receive:

- ✓ Your own bedroom (with bed, desk, lamp and wardrobe)
- ✓ Electricity, gas, and water bills
- ✓ Use of kitchen and laundry

Board in Exchange

"Board in exchange" generally means that you shall receive free or low-cost accommodation in return for household duties (e.g. some general cleaning or looking after the children). Be careful and establish what are the fair hours you need to provide.

Other Accommodation

Also, there are other types of accommodation. Sydney rents are quite high and you will need to prepare well in advance for the selection and application process (different depending on the rental agency) as well as 4 weeks bond in advance. Weekly rental costs vary from suburb to suburb and according to the size and quality of accommodation. Please visit www.realestate.com.au for overview of rental fees and rental processes.

Utilities (Electricity, Gas, Water etc) vary depending on the provider and you should consult number of providers prior to selecting one.

More Accommodation Information

You can find further information here:

<https://www.study.sydney/live/accommodation>

If you are bringing family with you

As per conditions laid out for the international students, your family must meet visa requirements as well. Ensure that their health insurance is covered. Australian Department of Home Affairs outlines which are the visa conditions for your family (family members include your partner and your children under 18 years of age)

You will need to provide proof of your family relationships with official documents which can include birth certificates and marriage certificates. For more details, visit **<https://www.homeaffairs.gov.au/>**

Where you have dependent children that need to attend childcare or school, you should be aware of the costs arising from that. Find out more about childcare at <https://www.childcarefinder.gov.au/>

For NSW Schools please visit <https://www.deinternational.nsw.edu.au/study-options/study-programs/international-student-program>

To find out more about your application processes please email info@stc.nsw.edu.au

30. Health

Emergencies

For emergencies, dial 000 for services such as ambulance, police, or firefighters. When you dial 000, you will be asked for the service you need and details on the current emergency. You will also be asked for your name, address, and telephone number.

Australian police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics.

Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts, call 000 no matter how small or large the fire may be.

Ambulance

Ambulances provide immediate medical attention in an emergency as well as emergency transportation to the nearest hospital. To access an ambulance, call 000. Other Medical Assistance Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital and at some medical centres. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals', and you can also find them by searching on the internet. If you need to go to a hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) at a local medical centre.

Overseas Student Health Cover

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from the date you arrive. The Department of Home Affairs requires you to maintain OSHC for the duration of your time on a student visa in Australia.

You can choose to take out OSHC with a provider recommended by us, or with the Australian OSHC provider of your choice. There are five providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and decide which provider is right for you:

- Australian Health Management OSHC www.ahmoshc.com
- BUPA Australia www.overseasstudenthealth.com
- Medibank Private www.medibank.com.au/Client/StaticPages/OSHCHome.aspx
- OSHC World care www.oshcworldcare.com.au
- NIB OSHC www.nib.com.au/home/newtonib/overseasstudents

OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia. It will contribute towards the cost of most prescription medicines and to the cost of an ambulance in an emergency. For more information on what your OSHC insurance covers as well as what to do if you need treatment,

refer to the Department of Health and Ageing's (DOHA) Frequently Asked Questions.

OSHC does not cover dental, optical, or physiotherapy. If you want to be covered for these treatments, you will need to buy additional private health insurance such as:

- Extra OSHC provided by some OSHC providers; or
- International travel insurance; or
- General treatments cover with any Australian private health insurer. You can find a list of these providers and search for the one that suits you best at www.privatehealth.gov.au or www.iselect.com.au

31. Working in Australia

As a student visa holder, you can work up to 48 hours a fortnight during term time and as full time during STC term breaks and end of year holidays. You can phone or check

<https://www.homeaffairs.gov.au/>

Visit the following website to find out more about working in Australia, including how to find a job.

<https://www.studyinaustralia.gov.au/English/Live-in-Australia/work>

32. Living Costs in Australia

Migration regulations in Australia require international students to show evidence that they can contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia. While international students can supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they don't have to rely on such work to meet all their expenses.

- The Australian Government has announced an increase to the amount of savings international students will need to apply for a student visa. This requirement has not been updated since 2019 and needs to increase because of higher living expenses.
- From 1 October 2023, student visa applicants will need to show they have a minimum of AU\$24,505 in savings to cover annual living costs.
- For partners coming with you - AUD\$8,574
- For a child coming with you - AUD\$3,670

Students must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia. The figures above **are indicative only and costs can vary significantly** depending on where you live in Australia. You should be prepared in case your living costs are greater than the indicated figures. For more information visit the Department of Home Affairs website. Also see [cost of living site](#) in Studying in Australia.

Budgeting

Once you have settled in, you should work out a budget that covers costs which include clothing, food, accommodation, transport, entertainment, and childcare expenses (if applicable). It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes.

The Insider Guides 'Cost of Living Calculator' is also a useful, practical tool to help estimate your [cost of living](http://www.insiderguides.com.au/cost-of-living-calculator/) in Australia www.insiderguides.com.au/cost-of-living-calculator/.

Shopping

All Australian major town centres and capital cities shopping facilities with opening hours generally 9.00am to 5.30pm seven days a week with late night shopping until 9.00pm on Thursdays. Some supermarkets are open 24 hours, seven days a week.

Mainstream grocery stores in Australia include Coles, Woolworths, IGA, and Aldi. Major department stores in Australia include Myer and David Jones, Big W, Kmart, and Target.

Clothing

While there are no set rules on clothing in Australia, many workplaces, restaurants, clubs, and bars have a dress code. Australian people generally dress in modern clothing influenced by personal taste, status, place of work, lifestyle, and location. The cost of clothing in Australia can vary. There are several quality variety stores such as K-Mart and Big W where you can find low cost clothing and shoes of all varieties. Department and specialty stores such as Myer and David Jones carry more expensive higher end clothing labels.

33. Appendices

Appendix I STC Price List as at January 2024

Item	Price
EFPOS Payment	0.91% surcharge
Duplicate of original certificate (re-issue)	\$70 AUD
Change of Certificate of Attendance to Statement of Attainment	\$50 AUD
Progress Report with Head Letter	\$50 AUD
Statement of Attainment (Copy)	\$70 AUD
Exemplar Profiling Account (external service)	\$50 AUD per annum
Re-Enrolment	\$100 AUD
Replacement ID Card	\$50 AUD
Student is absent on Assessment Day and Medical Cert is not received	\$200 AUD (during COVID 50%)
Late tuition fee payment (Domestic – International)	2% of tuition fee due
Unit Failed: <ul style="list-style-type: none"> - With less than 40% assessment - Failed second attempt - Student does not complete nominal hours of the unit 	\$700 AUD
Individual tutoring (If needed)	\$100 AUD / per hour
Special assessments arrangements	\$250 AUD
Extra appointment with In-House Assessor	\$150 AUD
Extra Gap training Practical (If failed)	\$200 AUD
Extra Gap Training Resit (if failed after review + resit)	\$100 AUD

Extension of Enrolment NAT Gap Training Course (If not completed within allocated time- extension of 3 months)	\$2000
CRICOS Extension COE term price – 3 months	\$3000

What is included in Materials Fee?	
International Student	FEE FOR SERVICE
*Admin Fee	Admin Fee
Text Books, Access Fee – Energy Space Learning Portal	Text Books, Access Fee – Energy Space Learning Portal
Access to tools (student should supply own basic tools)	Third-Party Verification Folder
Third-Party Verification Folder	Student ID Card
T-Shirt	Print outs
Student ID Card	
UEENEEF102A Booklet	
Copies at School – Stationary Costs	
Student Services + amenities fee	

***Admin Fee:**

Completion Letter

Attendance of WPL Scanned (Individually)

TPV Scanned

Letterhead confirming Workplace Hours

Confirmation of Enrolments

Graduation documents

Appendix II Refund Request Form

Refund Request Form			
Details		Refund Type	Tick
RR No (Admin Staff):		VISA Refusal	
Date:		VISA Renewal Refusal	
Name:		VISA Breach of Condition	
Student ID:		Withdrawal	
Course:		Transfer	
Course Intake:		Cancellation	
Section 1			
I request a refund for the following:			
Invoice Number:			
Amount:			
Reason: (Please attach any supporting documentation)			
Section 3			
Acknowledgement			
<p>I understand that my request for a refund will be processed in accordance with Superior Training Centre Refund Policy. I also understand that I shall have 20 days to access the Complaints and Appeals process, should I not agree with the outcome or decision.</p>			
Print Name:		Signature:	
Authorisation			
Authorisation for Processing			
Action to be taken:	APPROVED	DENIED	ADJUSTED AMOUNT
Comments:			
Signed:		Position:	
Print Name:		Date Processed:	
Amount to be refunded:			

Admin Use Only

Refund Register				
Logged in Refund Register:	Yes	No	Date:	
Logged By:			Signature:	
Refund Processed				
Formal Letter Sent:	Yes	No	Date:	
Sent By:			Date:	
Appeal of Decision				
Appeal Lodged:	Yes	No	Date:	
CAF Number:			Date:	

Appendix III NATIONAL VET DATA POLICY

INFORMATION REGARDING YOUR PRIVACY

In December 2020 the National VET Data Policy was updated and a summary of the information regarding the protection of your personal details is below.

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. As of 1 January 2015, all students undergoing nationally recognised training in Australia must have a Unique Student Identifier. If you do not already have a USI you will need to obtain one prior to starting your course. A USI can be created at www.usi.gov.au Without your provision of personal information we will be unable to enrol you in your chosen course.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority. How the NCVER and other bodies handle your personal information The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DOE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable: administration of VET, including program

administration, surveys and data linkage understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf. The NCVER does not intend to disclose your personal information to any overseas recipients. For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy or contact us for a printed copy.

If you would like to seek access to or correct your information, in the first instance, please contact STC using the contact details listed below. DOE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DOE will handle your personal information, please refer to the DOE VET Privacy Notice at <https://www.DoE.gov.au/national-vet-data/vet-privacy-notice> or contact us for a printed copy.

Surveys You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted. Any survey you receive which comes directly from Superior Training Centre (STC) is required to be completed please. Contact Information At any time, you may contact Superior Training Centre (STC) to: request access to your personal information, correct your personal information, make a complaint about how your personal information has been handled or ask a question about this Privacy Notice

Legislative Compliance

We must comply with the following legislation within the operations of our college:

- Workplace Health and Safety Act 2011
- Affirmative Action (Equal Employment Opportunity for Women) Act (1986)
- Anti-Discrimination Act 1977 (Commonwealth)
- Copyright Act 1968 - Sect 1 Short title
- Copyright Act, 1879. 42 Vic No 20 (modified 2006)
- Environmental Planning & Assessment Regulations 2000 (NSW Fire provisions)
- Equal Opportunity Acts 20010
- Information Privacy Act 2000
- National Vocational Education and Training Regulator Act 2011
- National Work Health and Safety Act and Regulations (Commonwealth)
- Privacy Act and National Privacy Principles (2001)
- National VET Data Policy 2020 (revised Nov 2021)
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Specific legislation noted in course materials.
- Workers Compensation Regulation 2003
- Workplace Injury Management and Workers Compensation Regulation 2002

Australian Skills Quality Authority www.asqa.gov.au