



STUDENT HANDBOOK

Apprentices and Domestic Fee- For- Service Students 2024



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INTRODUCTION

USING THIS HANDBOOK

Welcome to Superior Training Centre. 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 metal fabrication.

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 national provider code is #41122. STC is authorised to issue a range of nationally recognised qualifications as detailed on STC's scope of registration at www.training.gov.au.

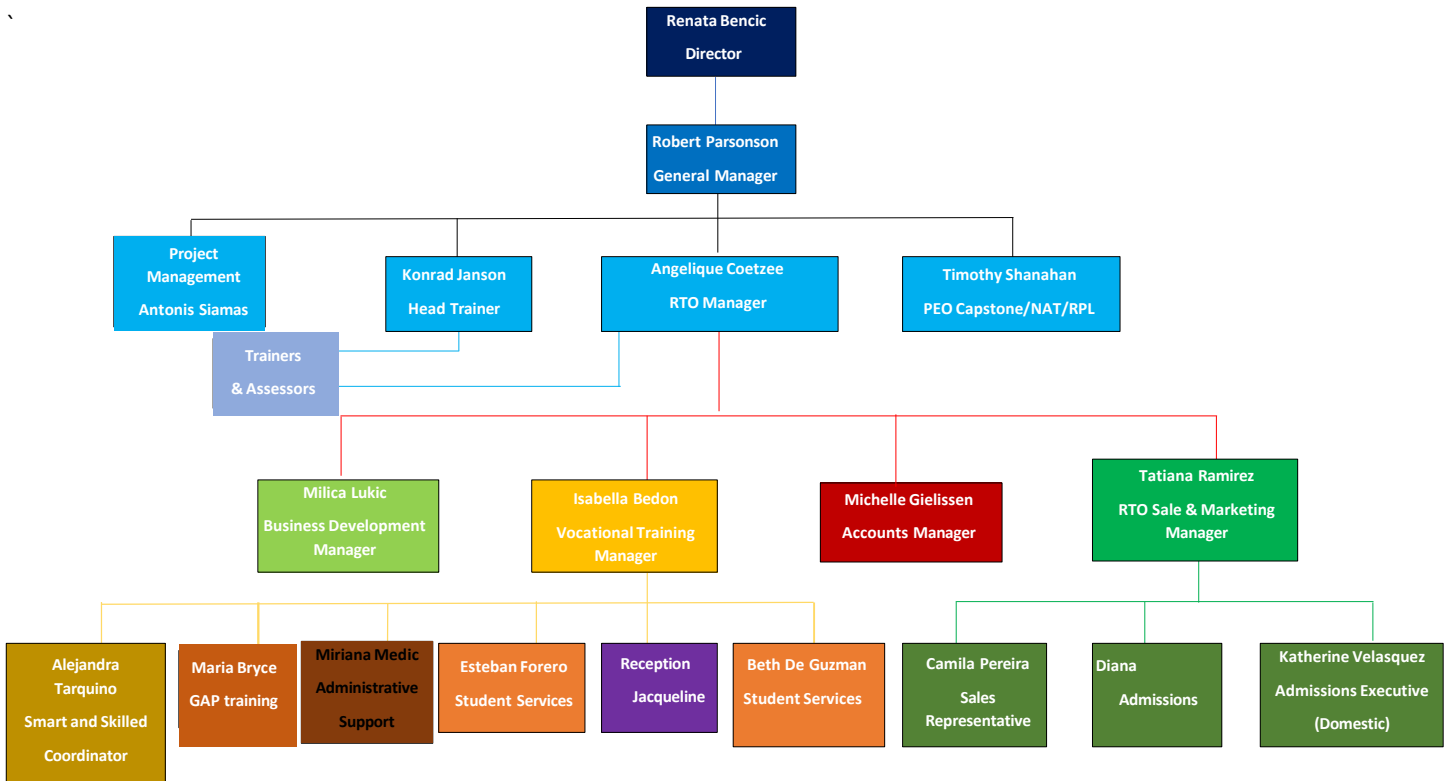
- **UEE22020 Certificate II in Electronics (Career Start)**
- **UEE20120 Certificate II in Split Air Conditioning and Heat Pump Systems**
- **UEE21920 Certificate II in Electronics**
- **UEE32220 Certificate III in Air Conditioning and Refrigeration**
- **UEE30820 Certificate III in Electrotechnology Electrician**
- **MEM30322 Certificate III in Engineering - Fabrication Trade**
- **UEE40620 Certificate IV in Electrotechnology - Systems Electrician**
- **UEE43322 - Certificate IV in Electrical - Renewable Energy**

(RTO) registered by the Australian Skills Quality Authority (ASQA).

Business Locations

- **Unit 1, 13 York Rd, Ingleburn NSW 2565** – Original campus Workshops Air Conditioning and Refrigeration
- **L1 8 Oxford Rd, Ingleburn NSW 2565** (opening in 2024)- – New Campus - Administration Office and classrooms
- **55 Stanley Rd Ingleburn NSW 2565** Workshops Electrotechnology, Engineering Fabrication Trade
- **Level 3, 187-189 Thomas St Haymarket NW 2000** – CBD Campus 3 Classrooms

1. ORGANISATION CHART



2. INFORMATION

Code of Conduct

STC Staff and students operate within a Code of Conduct, and we ask all staff and students attending to co-operate in adhering to the guidelines so we can all work and study in a harmonious and productive environment. See Section 5 Your Rights and Responsibilities and the full policy at <https://www.stc.nsw.edu.au/student-support-downloads/>

Superior Training Centre (STC) is committed to providing high standards of vocational education and training and other client services. The following handbook describes the standards of our vocational education and training and other client services and addresses the requirements of the RTO Standards 2015.

Delivery of Training

Students will receive all the training for which they have enrolled. To be awarded a qualification, all assignments and assessments must be completed to a satisfactory level and submitted in accordance with instructions and within timeframes prescribed. Students are advised of the specific requirements to receive a qualification in their area of study as part of enrolment and when training delivery commences.

STC takes responsibility for the quality of the training and assessment being provided to students and for the issuance of AQF certificates.

Steps for Student Recruitment, Selection and Enrolment

Recruitment

STC advertises its courses on-line, in various newspapers, directories, on **social media** and promotes courses at careers expos and school visits. Interested applicants are requested to telephone **STC** to enquire about the qualification content.

Admissions staff explain the various qualifications offered to fee-for-service applicants including details of qualification duration, qualification outcome and other requirements.

Apprentices are usually directed to a training provider by their employer or apprentice support provider through 'user choice'.

As part of this process, all applicants are invited to inspect **STC** facilities and participate in an interview. Applicants are requested to bring copies of documents related to previous school or tertiary education and/or work history to the interview.

Students are recruited responsibly and ethically at all times and recruitment is consistent with the requirements of qualifications and curriculum, RTO Standards

The recruitment process and all operational procedures incorporate access and equity policies. The organisation prohibits discrimination towards any group or individuals in any form, inclusive of:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Homosexuality (male or female, actual or presumed)
- Age (in relation to compulsory retirement)
- Physical or intellectual or psychiatric disability or individuals who have any organism capable of causing disease.

Programs are designed and wherever possible facilities set up to enhance flexibility of delivery. It is our goal to maximise the opportunity for access and participation by disadvantaged students.

Selection/Academic Suitability

Superior Training Centre (STC) ensures that all applicants seeking to enrol are treated fairly and equitably. STC has open, fair, clear and transparent procedures that are based on clearly defined entry criteria for making decisions about the selection of students. Entry criteria and application procedures are published in STC's marketing materials and on STC's website for the information of students and those seeking to enrol with STC.

Students are selected provided they have the following:

For Certificate Level qualifications: Minimum Year 10

Students must complete an interview and the mandatory LLN test and achieve competence

Students must meet qualification entry requirements as prescribed in the relevant Training Package. STC is committed to non-discrimination when recruiting and selecting students and always complies with equal opportunity and anti-discrimination 2018 legislation.

Enrolment

Successful applicants are provided with all relevant information to enable the applicant to make an informed decision about the course they wish to enroll in. A position in their preferred course once STC has confirmed that they meet entry requirements. The best way to enrol in any of the courses is to email or call us. You will be given:

- This Student Handbook
- Information on Recognition of Prior Learning
- Information sheet with Fee Schedule and costs associated with our course
- Refund information

- Complaints and appeals information
- Course information and outcomes

When you have been accepted into the course you must pay a course deposit to secure your position. No certificate or qualification will be issued until all course tuition fees have been paid.

The Admissions staff will make a decision about your enrolment based on the information you provide, so it is important that you provide us with everything we require.

Information You Are Obligated To Give Us

- Current contact details
- Identification documents
- Citizenship and/or residency status documents
- **If you are not an Australian or New Zealand citizen, proof of eligibility to study in Australia**
- Unique Student Identifier or permission for us to create one for you
- Verified copies of any qualifications you wish to claim Recognition of Prior Learning or Credit Transfer for

Unique Student Identifier (USI)

As part of the enrolment process, STC staff shall collect details of students USI and/or facilitate the creation and recording of the USI. This process addresses in general the requirements of RTO Standard 3.6

Orientation

An orientation session is arranged for all students. At the orientation, students are provided with details of how to access the current version of the STC student handbook (STC Website). They are also provided with information on their timetable, textbooks, Exemplar Profiling and STC facilities and safety. The orientation session also provides students with an opportunity to ask questions and meet STC personnel.

Safety

STC is committed to providing a safe environment in which to participate in training and assessment. The following guidelines are provided as a basis for safe practice in the training environment:

- 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 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 Pty Ltd.

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 he must not allow any work to be done that is unsafe.

Clothing and Footwear

- STC is considered a construction workplace due 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.

Electrical equipment

- Electrical equipment that is not working should be reported to RTO staff.
- Electrical work should only be performed by appropriately licensed or trained personnel. Students, trainers and assessors should not undertake any tasks related to fixing electrical equipment such as lighting or electrical training aids.

Fire safety

- STC will undertake to communicate the procedures involved in evacuation and the location of fire equipment to students at each facility for each training and assessment event; 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 facilities

- **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.
- Current workplace health and safety guidelines indicate that people working for long periods at computers should organise their work so as to allow a five to ten minute rest every hour. This rest should include a change of position and stretching exercises as appropriate.
- Posture can be improved by adjusting chair height so that the operator's feet are comfortably placed on the floor (or footrest) and your arms are at an approximate 90- degree angle.
- The screen should be positioned to avoid reflection from lights and windows and at a suitable distance so that it can be easily read.

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 specifically offers assistance to 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 Pty Ltd 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.

3. FEE STRUCTURES

Compulsory Fees

The tuition fees for each qualification provided by Superior Training Centre Pty Ltd, and fees for Recognition of Prior Learning are summarised in the Fee Schedule you will receive from administration prior to enrolment. Contained in this Fee schedule is detailed information regarding total fees, payment terms, the nature of guarantees, fees and charges for additional services, refund policy, and fees paid in advance.

Fee payment schedules may be negotiated on an individual basis with the General Manager. Non-payment of fees may result in cancellation of your registration and will result in non-awarding of a qualification or Statement of Attainment.

If you are studying a NSW Government-funded/subsidised course, your fees are set by the NSW Government and you will be informed of these when you enrol.

Refund Policy

Students are provided with the Refund Policy and student enrolment form prior to enrolment. Refund information is always available from the STC website

- Fee Refund Applications are considered on a case-by-case basis
- The request for refund is made in writing to the General Manager using the Fee Refund Application which is available from the website or upon request
- The General Manager is the person responsible for approval of fee refund applications
- Superior Training Centre Pty Ltd defaults if a course does not commence on the designated day or is cancelled. No student will be disadvantaged
- Apprentices and subsidized training is paid in arrears and no refunds are given.
- Superior Training Centre Pty Ltd.'s dispute resolution process does not circumscribe the student's right to pursue other legal remedies. This agreement does not remove the right of either party to take further action under Australia's consumer protection laws for unpaid and overdue fees
- Students may contact the Australian Skills Qualifications Authority to make a formal complaint
- This refund policy is subject to review from time to time in accordance with the change to conditions policy outlined below

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,	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,	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 continuing their studies including political, civil, or natural events.	At any time	Refund of any monies paid will be provided to students at the discretion of STC Director	Refund Request Form

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.

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.

4. RECOGNITION OF PRIOR LEARNING (RPL)

National Recognition

Superior Training Centre Pty Ltd recognises the qualifications presented by any student, if they are original or verified copies, from any Australian Registered Training Organisation (RTO). Students must map those qualifications to the course currently being undertaken.

To apply for recognition of qualifications, please scan and email to STC the original qualifications or Statements of Attainment with proof of verification by an authorised person, and complete the application for National Recognition through the General Manager. We may also sight your original documents to verify them.

Recognition Of 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.
- 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 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.
- 4.** 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.
8. A copy of the Credit Transfer Application and the Letter are placed in the Credit Transfer folder and stored in Student Administration

5. YOUR RIGHTS AND RESPONSIBILITIES

Use Of Your Personal Information

Your personal details and student records may be made available to:

- any Commonwealth Government agency and/or
- any State Government agency and/or
- when requested by a court or tribunal

(See Appendix IV National VET Data Policy)

Welfare & Guidance Services

We endeavour to provide welfare and guidance to all students. In the first instance, you should speak with a Trainer who may help you find appropriate persons or organisations to resolve any matter you are worried about. This includes:

- Learning pathways and possible RPL opportunities
- Provision for special learning needs
- Provision for special cultural and religious needs
- Provision for special dietary needs
- Any other issue

Rights and Responsibilities

To ensure you gain the maximum benefit from your time with us, we reserve the right to remove any person(s) who displays dysfunctional or disruptive behaviour. Such behaviour will not be tolerated and, if a second episode occurs, then you may be asked to leave the course. You must be of good behaviour and respect the rights of others.

Working with others within Superior Training Centre is not a requirement by Law, but rather is seen by Superior Training Centre Pty Ltd as necessary to maintaining a free and amiable study environment for all students, and as such will be strictly enforced by STC. Being involved in the Superior Training Centre community requires maturity and understanding. If you have any concerns about how you should act, speak with your Trainer or the General Manager.

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.
- Make regular contact with their Educator (Trainer / Assessor)
- Come prepared with laptop computer/tablet, 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

In The Event Of Non-Compliance With Our Rules The Following Applies

- A Trainer or the General Manager will contact you to discuss the issue or behaviour and to determine how the issue might be rectified. This will be documented, signed by all parties and included on your personal file
- If your behaviour continues or the issue is unresolved, you will be invited to a personal interview with the Head Trainer or General Manager to discuss this issue further and to make you aware of our complaints procedure that is available to you. This meeting and its outcomes will be documented, signed by all parties and included on your personal file

- Should the issue or behaviour continue, you will be provided with a final warning in writing and given a time frame in which to rectify the issue. A copy of this letter will be included on your personal file
- Should the issue or behaviour continue, training services will be withdrawn and you will be notified in writing that your enrolment has been terminated

While we hope these situations do not happen, we are committed to a very transparent process to ensure that all parties are satisfied with the final resolution.

Privacy And Confidentiality Records Access

Superior Training Centre Pty Ltd is committed to protecting the privacy of your personal information.

You have the right to see and review your personal and training file at any time provided you organise it with the General Manager with a minimum of 2 days' notice.

We have a Privacy Policy that sets out the way we handle personal information, including the use and disclosure of personal information and rights to access your personal information. We collect information that is *directly* relevant to effective service delivery, and that is required under Australian law. STC follows the National VET Data Policy 2020 (see Appendix 4)

Superior Training Centre Pty Ltd exercises strict control over confidential information. If a party other than those listed above requests your personal information we require your written consent prior to the release of any information.

On your enrolment form, there is a place to sign to say that we can provide information to Government agencies about your enrolment, attendance and performance. We do this as required by State and Federal Government agencies.

Discrimination And Harassment

It doesn't matter how old you are or whether you were born in Australia or overseas - the Equal Opportunity legislation and federal anti-discrimination laws protect your rights. It is against the law for someone to treat you unfairly (discriminate) or harass you (hassle or pick on you) because of your actual or assumed:

- Age
- Carer status
- Disability or impairment
- Gender
- Lawful sexual activity
- Marital status
- Physical features
- Political belief or activity
- Pregnancy
- Country of origin
- Religious belief or activity
- Sexual orientation

It is also against the law for someone to sexually harass you. If you make a complaint (or help someone else make a complaint), it is against the law for someone to harass or victimise you because you have done so. It is also against the law to authorise or assist another person to discriminate or harass someone.

Discrimination in education occurs if a personal characteristic is used when:

- Deciding who will be admitted as a student, including refusing to accept a student's application
- Denying or limiting access to benefits
- Any other unfair treatment based on a personal characteristic defined by law

Sexual harassment is behaviour of a sexual nature that is unwelcome, unasked for and unreturned. If a reasonable person would have foreseen that the behaviour would offend, humiliate (put down) or intimidate (threaten or scare) the other person, then the law classifies this as sexual harassment. Sexual harassment can be physical, verbal or written. It can include words, statements or visuals that are transmitted by paper, phone, fax, e-mail, office intranets, video conference or any other means of communication.

If any of these things happen to you, or you feel they might be happening to someone else, speak to your Trainer immediately and tell them about it. If you do not want to speak with your Trainer, then you should speak to the General Manager for assistance.

We are an alcohol and illegal drug free centre; undertaking any part of your study intoxicated or affected by illegal drugs may result in suspension or termination from the course. If you are caught selling or undertaking any other illegal activity, you may be reported to the Police for appropriate action.

If you act unsafely, you may be required to undergo additional training to demonstrate that you understand the safety requirements and are able to comply with them.

Attendance Procedures

Your attendance will be recorded automatically based on when you visit the learning management system (LMS), and by your Trainer when you attend the training facility and undertake assessment or review content. 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 course, students may be required to defer their studies and reapply to enter a later course.

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 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 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.

Classroom Behaviour

- Students should respect their trainers and fellow students at all times 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.
- Come prepared with an internet connected laptop/tablet, all textbooks, and Australian standards needed
- Students and staff should leave rooms neat and tidy.
- Students are not to enter in the staff areas.

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 Campus Manager or Careers Advisor. Please note, if students need to be contacted by their families as a matter of urgency, messages will be left on the student message board or in some cases brought into class by STC staff.

Smoking or Vaping

STC is a smoke free zone. Students wishing to smoke 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.

Complaints And Appeals Procedures

Superior Training Centre Pty Ltd maintains a supportive and fair environment, which allows training participants, staff and stakeholders to lodge complaints. Ideally, complaints are resolved as amicably as possible prior to a formal process being necessary. Where informal resolution has not been possible, this formal process is available. We will adhere to the National Complaints Code to respond to complaints about vocational education and the organisation itself. This means that our complaints process is:

- well publicized and explained
- accessible so you can lodge complaints and appeals by phone, electronically or in writing
- fair and protects your rights
- free so you can lodge a complaint without charge
- handled in a manner that protects your privacy
- transparent, equitable, objective and unbiased
- comprehensive so it can effectively resolve a variety of complaints such as student dissatisfaction, assessment outcomes, poor service, fraud, misconduct etc.

Types of Complaint

There are different types of complaints. Complaints may involve the conduct of STC Trainers, assessors, other staff; third parties or a learner of STC. More examples below:

- The selection processes

- The enrolment, induction, and/or orientation process
- The quality of training and assessment provided
- Training and assessment matters, including student progress, assessment, curriculum, and qualifications in a course of study
- NSW Smart and Skilled Consumer protection (for students on NSW Government subsidized courses)
- Access to records
- Decisions made by Superior Training Centre
- The way someone has been treated

Find below the main three types of complaints:

Complains about administration or process

Students may make a complaint relation to administrative issues or processes including complaints of mismanagement, miscommunication, students are not informed changes accordingly, unreasonable decisions, inconsistent application of STC policy or procedure, denial of procedural fairness, failure to provide rights.

Complaints about academic decisions and matters

Students may make a complaint about academic decisions and matters where any of below apply:

- Complaint relates to a lack of procedural fairness or inconsistent application of Superior Training Centre or procedure
- The matter has not been able to be resolved under the relevant STC policy or procedure

Complaints about a person

Students may make a complaint relating to the behavior of:

- Other students of Superior Training Centre
- Administration Staff
- Trainers

NSW Smart and Skilled Consumer Protection

Superior Training Centre is an Approved Provider to deliver Approved Qualifications under the NSW Smart and Skilled training which is subsidised by the NSW Government. To ensure consumer satisfaction and protection, Superior Training Centre also adheres to the consumer protection requirements of the NSW Government.

Students undertaking NSW Government subsidised training that have a complaint must also refer to NSW “Smart and Skilled Consumer Protection Policy” for details of additional support from the NSW Department of Industry, Skills and Regional Development.

How Complaints Are Handled

Superior Training Centre follows a three stage complaints procedure:

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 	

*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. Appellants have number of external agencies for complaints escalation and independent such as:

- In relation to consumer related issues, you may refer to NSW Office of Fair Trading.
- In relation to the delivery of training and assessments services, please refer complaint to the National Training Complaints Service via the following number: 13 38 73 or visit the website at: <https://www.dewr.gov.au/national-training-complaints-hotline>
- In relation to the delivery of training and assessment services by the RTO, please refer complaint to the national regulator ASQA via the following link: <https://www.asqa.gov.au/complaints/complaints-about-training-providers>
- In relation to matters relating to privacy, please refer to the Office of the Australian Information Commissioner via the

following details: <https://www.oaic.gov.au> or call on 1300 363 992

***Appealing an Assessment Decision**

An appeal of an assessment decision may be made in writing to the General Manager 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 General Manager 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, another assessor

All reasonable measures will be taken to ensure that an assessment appeal is resolved within 20 working days. The General Manager will ensure that the appellant is advised in writing or email of the outcome along with reasons for the decision within this timeframe.

Important: A complainant can be accompanied and assisted by a support person at any relevant meetings

More information: <https://www.stc.nsw.edu.au/download/p003-complaints-and-appeals-policy/>

6. SUPPORT & ASSESSMENT

Language, Literacy and Numeracy (LLN)

We aim always to provide a positive and rewarding learning experience for all our students. Our enrolment form asks students to provide information regarding their literacy and numeracy (LLN) requirements or any other special learning needs. In the event of LLN becoming an issue, the Trainer will contact you to discuss the requirements of the course. In addition, you may be required to complete a language and literacy assessment prior to course commencement.

The General Manager may ask you to undergo formal testing and possible English remedial courses to improve your English speaking or writing ability, at your own expense. Numeracy problems will be accommodated through using other forms of assessment.

Where language, literacy and numeracy competency are essential for course students, we have made every effort to ensure that you are adequately supported to enable you to complete your training.

Support Services

The teaching staff of Superior Training Centre Pty Ltd are available to provide general advice and assistance with matters such as studying, homework, accommodation, English language problems and counselling regarding study issues. **Trainers are available after every class to speak with students if they have any issues.** Students requiring special or intensive assistance will be referred to an appropriate external service. Any costs associated with the external service will be at your own expense.

Flexible Learning Strategies and Assessment Procedures

We customise our training and assessments to meet your specific needs. If you are having difficulty achieving competency in any Unit of Competency please discuss the matter with your Trainer. Where possible, alternative learning and/or assessment strategies will be provided to you. This may, for example, be on or off-the-job assignments or projects.

Competency-Based Training And Assessment

Competency involves the achievement of skills and acquisition of knowledge, and their application to a specific standard of performance required in the workplace. These are listed in the course brochure and the course details listed on <https://training.gov.au/>

In competency-based training you must demonstrate the skills you are learning. These are recorded to provide evidence of your skill should anyone ask in the future. You will be asked to perform tasks within the group and you must be aware at all times you are learning and being assessed, even in a group activity.

Assessment

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 (See Failure to Submit Policy).

Assessment at the 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

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 TAE40116 AELLN411 or TAE40110 AELLN401A, 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.

Forms Of Evidence

In general, basic forms of skills evidence include:

- Direct performance evidence - current or from an acceptable past period from:
 - extracted examples within the workplace – via Exemplar Profiling
 - simulations, including competency and skill tests, projects and assignments
- Supplementary evidence, from:
 - oral and written questioning
 - personal reports

Monitoring Course Progress Policy

Superior Training Centre (STC) monitors, records and assesses the progress of each student for each unit and cumulatively at the end of each unit of study and at the end of each term for Face-to-Face students. This will ensure that the student is always in a position to complete the course within the expected duration as specified by the course end date.

Satisfactory progress is achieved when a student successfully completes the assessment requirements for each unit or cluster of units within the timeframes specified in the course timetable/ information.

STC courses are delivered over four terms in a calendar year.

Where a student is identified at risk of not making satisfactory course progress, STC will contact the student and arrange counselling with an STC Careers Advisor, to implement STC's intervention strategies as outlined below.

Monitoring Procedure

Student work is assessed by the trainer who then forwards a summary of the outcomes to the Education Manager.

The outcome for each unit is entered into the student management system. The student management system provides a cumulative student record for each unit.

A progress report can be run at any time, but will be run at the end of each Term. This will identify any student who is failing to successfully complete any unit requirements as specified in the course timetable. This report is provided to the Head Trainer, who will speak with the trainer and the student in the first instance to identify whether the student is in danger of not achieving satisfactory progress.

Any student identified through this process of being at risk of not achieving satisfactory progress will be contacted in writing and called to attend a counselling session, either in person or via zoom. At the counselling session the Student Services will, in consultation with the student, establish a support/intervention program to help the student achieve satisfactory progress. Strategies will be determined on a case-by-case basis and will take into account the student's current and previous results, attendance records and any previous implemented intervention/counselling strategies.

Strategies may include any of the following:

- One-to-one assistance from the trainer;
- An individual assessment submission plan designed specifically for the student;
- Assistance with academic skills;
- Additional session/s to hone student skills

The implementation of the support/ intervention strategies may be requested by the trainer or the student at any time throughout the course if concerns are held about progress. The Head trainer will consider and generally approve any such request.

A summary of the support/intervention action to be implemented will be recorded on the in the Student Management System, in the student's file portfolio. Notes on any meetings that occur will also be noted in RTO Manager and kept in the student's file portfolio.

Unsatisfactory Course progress

Unsatisfactory course progress is defined as a student failing to successfully complete and achieve competency in at least 50% of the course requirements in a term.

Where a student is assessed as having made unsatisfactory progress for two consecutive study periods even after implementation of the support/intervention strategy, STC will determine that the student is making unsatisfactory progress in the course and may cancel the student's enrolment. The student will have to justify why their enrolment should not be cancelled.

Students whose enrolment has been cancelled will be issued with a Statement of Attainment for any unit/s in which they have achieved competency

Reporting unsatisfactory progress

Before cancelling the student's enrolment STC will notify the student in writing of the intention to cancel their enrolment due to unsatisfactory course progress, and advise the student they have 28 days to access STC's appeals process prior to having their enrolment cancelled. During any such period the student's enrolment is kept current.

A student's enrolment will not be cancelled until the outcome of all the appeal steps has been finalised and the appeal has been unsuccessful or if the student does not access the appeals process during the 28-day period.

7. GRADUATION

Once you have successfully completed all the Units of Competency required by your course, and completed all profiling evidence requirements (Exemplar Profiling) 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.

Incomplete Qualifications

If you leave the course having completed and deemed competent in only some Units of Competency, you are entitled to a Statement of Attainment for those Units of Competency. This is a list of those units you are competent in after assessment.

Reissuing Qualifications

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. A charge of \$70.00 applies.

Ideally, you should attend Superior Training Centre 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

8. FEEDBACK

Superior Training Centre Pty Ltd actively wants and appreciates your feedback. We regularly undertake evaluations of all courses and activities to achieve continuous improvement. We encourage you to obtain a Student Feedback Form or use the QR Code in the common areas.

We monitor compliance with standards and our policies and procedures using evaluations at the completion of courses.

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

9. SUPPORT AGENCIES

The following list of support agencies is for your information.

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
NSW Fair trading	13 32 20	Poison Information Centre	13 11 26
Police (non- emergency)	13 44 44	Ombudsman NSW	https://www.ombo. nsw.gov.au/

10. APPENDICES

Appendix I Receipt of Student Handbook

I herewith confirm that I have read this Student Handbook prior to enrolment and understand the contents. I agree that I will follow the rules and requirements that are listed here and will follow these rules and requirements always.

I have been given orientation training talking about the requirements under the National Training Packages and the course requirements including further study options.

Name: _____

Signature: _____

Induction Date: ____/____/____

Appendix II National VET Data Policy

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 (DESE), 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.

DESE 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 DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.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 NCVET 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 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

Appendix III Legislative Compliance

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

- 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

For access to Australian Legal Information Institute databases of Commonwealth, State legislation see www.austlii.edu.au For access to Occupational Health and Safety legal obligations see www.nohsc.gov.au

legislative and regulatory requirements relating to VET see the following web sites:

- NSW Department of Education and Training www.det.nsw.edu.au
- Australian Skills Quality Authority www.asqa.gov.au

