



STAR COLLEGE
A U S T R A L I A

Student Handbook

RTO 41267

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Welcome to Star College Australia

Congratulations on taking the first step to achieving your dream of furthering your education.

Star College Australia strives to provide you with a compelling education that broadens your horizons, challenges your perceptions, and gives you the ability to expect nothing less than excellence.

This student handbook provides you with the information you will need throughout your study with Star College Australia. On occasion, amendments may be required to sections of this handbook to ensure it is kept current with policies, legislation and other areas associated with your study.

To help us maintain our high standards, please take time to read this information and complete the Student Handbook Acknowledgement Declaration that accompanies this handbook.

If you have any questions about Star College Australia or our procedures and policies, please feel free to ask any of our friendly staff, by calling 1300 206 000.

Furthermore, your suggestions are always welcome. We look forward to starting you on your journey of learning and hope to launch you into your future career.



Bibe Best
Managing Director



1. About Star College Australia

1.1 About the RTO

Star College Australia Pty. Ltd. (RTO 41267) is a nationally registered training organisation regulated by the Australian Skills Quality Authority (ASQA). We operate in accordance with the Standards for Registered Training Organisations 2025 and other applicable Commonwealth, state and territory requirements.

Nationally recognised qualifications and Statements of Attainment issued by Star College Australia are recognised throughout Australia.

Our current nationally recognised training products can be viewed on the [National Training Register](#) and through the Star College Australia website.

1.2 Mission, Vision and Values

Mission	To empower people through practical, high-quality education that builds confidence, capability and opens a world of possibilities for employment, further learning and personal growth.
Vision	To create a world of possibilities through education — developing capable people, strengthening industries and building pathways that positively impact individuals, workplaces and communities.
Values	Empowerment Determination Growth Trust Excellence

1.3 Our Commitment to Quality

Star College Australia is committed to providing quality and consistency in the development and provision of all services, products and operations.

We provide training and assessment that is relevant to industry, suited to the needs of students and delivered by appropriately qualified trainers and assessors. Students receive clear, accurate and current information about the training product and the services that apply to their enrolment.

SCA also values feedback from students, staff, industry and other stakeholders. Feedback helps us identify what is working well and where improvements can be made.

1.4 Competency-Based Training

Vocational education and training is based on competency. This means that your training and assessment focuses on whether you can demonstrate the skills and knowledge required to perform to the standard described in the relevant training product. Qualifications are comprised of Units of Competency, which have been determined by the relevant industry bodies and categorised into National Competency Standards for specific industry areas.

Unlike some school or university programs, nationally recognised VET units are generally not graded using percentages or letter grades. Instead, your assessor determines whether you have satisfactorily demonstrated the requirements of the unit.

To be awarded a qualification, you must successfully complete all units required by that qualification.

Course Specific Information

This handbook does not replace course information. Your course brochure or enrolment information provides the code and title, duration, mode, location, work placement requirements, assessment requirements, fees and other conditions that apply to your chosen training product.

1.5 Our Details

DETAIL	INFORMATION
Registered Training Organisation	Star College Australia Pty. Ltd. — RTO 41267
Head Office	18 Rawlins Street, Southport QLD 4215
Telephone	1300 206 000
Email	admin@sca.edu.au
Website	www.sca.edu.au

2. Before You Enrol

2.1 Choosing the Right Course

We want your training to support your employment, career or further-study goals. Before enrolment, our team will provide information about the course you are considering and may discuss your previous education, work experience and future goals with you. In some circumstances, we may recommend an alternative pathway.

For example, a student interested in a higher-level qualification may benefit from beginning with a lower-level qualification where they have limited previous industry experience. This does not mean that every student must follow the same pathway – Our role is to provide information and advice so that you can make an informed decision about whether the training product is suitable for you.

2.2 Information Provided Before Enrolment

Before you enrol or are required to pay fees, Star College Australia will make relevant course information available to you.

Depending on the training product, this information will include, where applicable, the course code and title, duration, delivery mode, training location, commencement and scheduling arrangements, assessment and completion requirements, fees and refund/withdrawal conditions, available government subsidies, work placement, student support, any third-party delivery arrangements, any equipment or technology you are required to provide, entry, licensing or industry requirements, and information about Recognition of Prior Learning (RPL) and Credit Transfer.

Students should carefully review this information before enrolment. If you are unsure about any requirement, speak with Student Services before committing to the course.

2.3 Pre-Enrolment and Course Suitability

Before accepting your enrolment, Star College Australia will consider whether the selected training product is suitable for you. This process may take into account your existing skills and knowledge, previous education, work and life experience, language, literacy and numeracy, digital literacy and the training and assessment requirements of the course.

The purpose of this process is to help both you and Star College Australia determine whether the course is appropriate and whether any support should be put in place. Before your enrolment is confirmed, we will advise you whether the selected training product is suitable for you based on the outcome of the pre-enrolment review.

Funding eligibility is a separate check

Being eligible for a government subsidy does not automatically mean a course is suitable for you. Where funding applies,

funding eligibility and course suitability are assessed separately.

2.4 Language, Literacy, Numeracy and Digital Literacy (LLND)

Different training products have different demands. Some require higher levels of reading, writing or numeracy, while others may require students to confidently use computers, online learning systems or workplace technology.

As part of the pre-enrolment process, you may be asked to complete an LLND assessment, questionnaire or other suitability activity. This is not simply a pass-or-fail test. It helps us understand whether the course is suitable and whether you may benefit from additional assistance.

Where support needs are identified, we will discuss appropriate options with you. These may include additional trainer assistance, study support, digital assistance, reasonable adjustment or referral to an appropriate external service.

2.5 Course Entry and Industry Requirements

Some qualifications and Skill Sets have specific entry or industry requirements. These may include previous qualifications, prerequisite units, workplace access, employment in a particular role or access to particular workplace activities.

Students entering community services or other regulated industries may also need to meet screening requirements such as a police check, Working with Children clearance, NDIS Worker Screening, vaccination or health requirements. Any requirements that apply to your course will be explained in the relevant course information.

It is your responsibility to provide required evidence and maintain any required checks or licences throughout your training where applicable.

3. Enrolment and Getting Started

3.1 Enrolment Steps

1	Application	Complete the required application and enrolment information for your course
2	Evidence & Recognition	Provide identification, your Unique Student Identifier (USI) and supporting evidence. At enrolment, tell us if you are applying for RPL or Credit Transfer and provide the available evidence
3	Suitability	Complete the pre-enrolment suitability process, including LLND activities where applicable
4	Requirements	Provide evidence for prerequisites, placement, concessions or government funding where relevant
5	Confirmation	Receive confirmation of your enrolment, fees, delivery arrangements and commencement information
6	Orientation	Complete orientation and access your learning resources, trainer and support contacts

3.2 Unique Student Identifier (USI)

A Unique Student Identifier, or USI, is your individual education number for nationally recognised vocational education and training in Australia. Your USI helps maintain a record of your nationally recognised training.

Students must have a valid and verified USI before Star College Australia can issue nationally recognised certification. You can create or manage your USI [here](#). If you need help with your USI, please contact Student Services.

In limited circumstances a student may be entitled to an exemption. If you believe this may apply to you, please discuss it with us.

3.3 Orientation

Orientation helps you understand how your training will operate and what you need to do to successfully participate in the course. Orientation may occur before your course commences, during your first class, online or through an individual trainer session.

Your orientation may include information about your training schedule, trainer contact details, learning resources, assessment requirements, student systems, work placement, attendance and participation, student support and safety procedures. You will also be reminded of your rights and responsibilities as a student and how to access complaints and appeals processes.

4. Your Training

4.1 Training and Learning

Star College Australia uses a range of learning approaches depending on the training product, delivery mode and student cohort. Training may include trainer-led sessions, group discussions, projects, case studies, demonstrations, practical activities, workplace activities, online learning, independent study, role plays and simulated workplace activities.

Your training is structured to provide appropriate opportunities to develop and practise the skills and knowledge required by your course.

The amount of training required will differ depending on the qualification and may also be influenced by the experience and existing skills of the learner cohort.

4.2 Delivery Modes

MODE	WHAT IT MAY INCLUDE
Face-to-Face	Trainer-led sessions at a training venue, which may include theory, discussion, practical tasks and simulated activities.
Online / Distance	Learning using online resources and digital systems, supported by trainer contact, scheduled activities and assessment requirements.
Blended	A combination of face-to-face, online, distance, workplace or virtual training.
Workplace / On-The-Job	Training and/or assessment that takes place in a suitable workplace and may involve employer or supervisor participation.
Traineeship / Apprenticeship	Training delivered under a registered training contract and training plan, including required employer and workplace participation.

4.3 Training Schedule and Participation

You will be provided with information about your expected training schedule and course duration. Depending on your delivery mode, this may include class dates, trainer visits, unit sequences, assessment due dates, work placement periods and expected completion dates.

Training schedules may occasionally change due to unforeseen circumstances. Where a change materially affects your training, Star College Australia will advise you as soon as reasonably practicable.

Regular participation is important. Students are expected to attend or participate in scheduled training where required, complete learning activities, submit assessments within agreed timeframes and communicate with their trainer if circumstances affect their progress.

If you begin to fall behind, please contact us early so that available support options can be discussed.

4.4 Trainer and Learning Support

Your trainer is your main point of contact for questions about course content, learning activities, assessment requirements and assessment feedback.

Student Services can assist with enrolment, fees, funding, changes to personal information and general administrative enquiries.

Star College Australia will provide or identify the learning resources required for your training. You will also be advised before enrolment if you are expected to supply particular technology, equipment, protective clothing or other resources.

5. Work Placement & Workplace Training

Some qualifications require students to complete mandatory vocational placement or practical activities in a workplace. Work placement allows you to apply the skills and knowledge developed during training in a real workplace environment and may provide important assessment evidence.

If your qualification requires placement, your course information will explain the required hours or activities, any screening requirements and the evidence you will need to complete. If you would like to use your current workplace or suggest another placement provider, speak with your trainer before making formal arrangements.

Placement must be approved before it is used for training and assessment. While undertaking placement, you are expected to behave professionally, follow workplace policies, maintain privacy and confidentiality, comply with health and safety requirements and attend as arranged.

If you are unable to attend your placement, notify both the workplace and Star College Australia as soon as possible.

You must successfully complete all mandatory placement requirements before your qualification can be issued.

Do not assume a workplace is approved

A preferred workplace may still need to be checked before placement begins. Do not commence placement hours until Star College Australia has confirmed the required arrangements.

6. Student Support, Inclusion & Wellbeing

6.1 Support Services

Students may require different levels of support during their training. You are encouraged to speak with us as early as possible if you are experiencing difficulties.

SUPPORT AREA	EXAMPLES
Learning support	Trainer assistance, study planning, additional practice, tutorials and clarification of assessment requirements.
LLND support	Support with language, literacy, numeracy and digital literacy where this can be provided without changing the required competency standard.
Digital support	Help accessing learning systems, digital resources or submitting assessment.
Reasonable adjustment	Changes to the way training or assessment is accessed or undertaken to accommodate individual needs while preserving the training product requirements.
Wellbeing support	Information, practical study support and referral to appropriate external services.
Career / pathway support	Information about employment pathways, further study or transition options where available.

Where Star College Australia cannot provide specialist assistance directly, we may provide information about appropriate external services. External services may charge their own fees. Where possible, this will be made clear before you access the service.

6.2 Reasonable Adjustment

Students with disability or other individual needs may request reasonable adjustment to training or assessment. Reasonable adjustment is intended to provide equitable access while maintaining the integrity of the training product.

Depending on the circumstances, an adjustment may involve additional time, accessible resources, assistive technology, alternative communication methods or changes to the assessment environment.

Reasonable adjustment cannot remove an essential requirement of a unit of competency or lower the standard of performance you must demonstrate. Requests are considered individually and where appropriate, in consultation with the student. Students are encouraged to discuss their needs before enrolment or as soon as they become aware that assistance may be required.

6.3 Diversity, inclusion and cultural safety

Star College Australia aims to provide a learning environment where students are treated with dignity and respect. Students should be able to participate in training without discrimination, bullying, harassment or victimisation.

We respect students from different cultures, languages, backgrounds, identities, ages and circumstances and aim to provide equitable access to training and support. Cultural safety means recognising and respecting cultural identity and creating an environment where students can participate without fear of discrimination, prejudice or cultural disrespect.

If you have concerns about discrimination, inclusion or cultural safety, please contact Student Services or use the complaints process.

6.4 Wellbeing

Study can sometimes be affected by personal, family, financial, health or wellbeing issues.

If your circumstances begin to affect your ability to participate in training, please speak with your trainer or Student Services.

Depending on the situation, we may be able to assist through additional support, a change to training arrangements, an individual support plan or referral to an appropriate service.

Star College Australia staff are not counsellors or emergency service providers.

If you require specialist mental health, medical or crisis support, we encourage you to contact an appropriate qualified service.

Urgent Help

If you or another person is in immediate danger, call 000.

For crisis support, students may also contact:

Lifeline - 13 11 14

1800RESPECT - 1800 737 732

Other specialist services may be listed on our website or provided by Student Services.

6.5 Students Under 18

Where Star College Australia enrolls a student under 18 years of age, additional safeguards and arrangements will apply as relevant to support the student's safety and wellbeing.

Depending on the training product and circumstances, this may include parental/guardian involvement, additional consent and supervision arrangements, workplace safeguards and compliance with applicable child safety requirements. Any additional requirements will be explained before or during enrolment.

7. Assessment & Academic Integrity

7.1 How Assessment Works

Assessment is the process used to determine whether you have demonstrated the skills and knowledge required by your training product. Different units require different types of evidence.

Assessment may include written questions, projects, practical demonstrations, workplace observations, presentations, case studies, portfolios, logbooks, supervisor reports, professional discussions and simulated workplace activities.

Before undertaking assessment, you will be provided with information about what you are required to do and the standard expected. Assessment is conducted by appropriately qualified assessors.

7.2 Principles of Assessment

PRINCIPLE	WHAT IT MEANS
Fairness	Your individual needs are considered, appropriate reasonable adjustment is applied where required, the process is explained, and you can challenge an assessment decision.
Flexibility	Assessment reflects the individual learner and context, recognises existing competency and uses methods appropriate to the unit and circumstances.
Validity	Assessment covers the skills and knowledge required by the unit and supports a sound judgement of competence.

PRINCIPLE	WHAT IT MEANS
Reliability	Evidence is interpreted consistently so assessment decisions are comparable across assessors and contexts.

7.3 Rules of Evidence

RULE	WHAT IT MEANS
Validity	The evidence relates directly to the skills and knowledge required.
Sufficiency	There is enough quality evidence to support the competency decision.
Authenticity	The evidence is your own work or performance.
Currency	The evidence demonstrates current competence.

7.4 Results and Reassessment

Individual assessment tasks may be recorded as Satisfactory or Not Yet Satisfactory. Once all assessment requirements for a unit have been considered, the unit outcome may be recorded as Competent or Not Yet Competent.

If an assessment is not satisfactory, your assessor will provide feedback explaining what further evidence, training or practice is required. You may be given an opportunity for further training and reassessment in accordance with the arrangements applying to your course.

Any limits on included reassessment attempts and any additional reassessment fees will be advised before enrolment and before an additional fee is charged.

7.5 Academic Integrity

All assessment submitted to Star College Australia must accurately demonstrate your own skills and knowledge.

Academic misconduct may include copying another student's work, allowing another person to complete assessment on your behalf, submitting copied material without acknowledgement, falsifying evidence or providing information you know to be false. Workplace documents, logbooks, supervisor reports and practical evidence must also be genuine.

Use of Artificial Intelligence

Artificial intelligence tools may be useful for learning, research and idea development but their use must not prevent Star College Australia from determining whether you personally have the required skills and knowledge. Your trainer or assessment instructions will explain whether and how AI tools may be used for a particular assessment.

Where AI use is permitted, you may still be required to explain your reasoning, demonstrate the relevant skills yourself and appropriately acknowledge any assistance used. Submitting AI-generated work as your own where AI use is not permitted may be treated as academic misconduct.

Where academic misconduct is suspected, the matter will be considered fairly and you will be given an opportunity to respond before a final decision is made.

8. RPL & Credit Transfer

8.1 Recognition of Prior Learning (RPL)

Recognition of Prior Learning, commonly known as RPL, is an assessment process that considers skills and knowledge you already have through paid employment, volunteering, previous training, life experience or other formal or informal learning. If you wish to seek RPL, you must identify this as part of the enrolment process and lodge the RPL application and available evidence at enrolment, before training or assessment commences for the relevant unit.

Evidence may include work samples, workplace records, position descriptions, supervisor reports, photographs or videos, previous training records, interviews or practical demonstrations. RPL is not automatically granted because of the number of years you have worked in an industry. The evidence and assessment process must meet the same training product requirements, principles of assessment and rules of evidence that apply to other assessment pathways.

Your assessor must be satisfied that the evidence is valid, sufficient, authentic and current. RPL decisions will be documented and made fairly, transparently and consistently. If gaps are identified, Star College Australia will explain any further evidence, gap training or assessment required. If RPL is not granted, you may complete the unit through training and assessment.

RPL and Credit Transfer should be requested as early as possible, preferably at or before enrolment and before training or assessment commences for the relevant unit.

8.2 Credit Transfer

Credit Transfer recognises nationally recognised training you have already successfully completed. You may be eligible where the completed unit is the same as a unit in your current training product or has been formally identified as equivalent.

Evidence must be AQF certification documentation, such as a Statement of Attainment or a qualification with its Record of Results, or an authenticated VET transcript. Star College Australia will authenticate the evidence, including by using the USI transcript service where authorised or by contacting the issuing organisation where required.

Where Credit Transfer is granted, you will not be required to repeat training or assessment for the recognised unit. If the unit is not the same or formally equivalent, Star College Australia will explain the reason and may discuss an alternative pathway such as RPL or gap training where appropriate.

8.3 Fees and Funding Implications

Any applicable RPL fees and any funding, fee or course-duration implications associated with RPL or Credit Transfer will be explained before the application and enrolment arrangements are finalised. Government-funded enrolments are also subject to the applicable funding rules. To avoid unnecessary training, assessment or fees, RPL and Credit Transfer applications must be made at enrolment.

9. Fees, Refunds & Withdrawals

9.1 Fees and Payment Arrangements

Before enrolment, you will be provided with information about the fees and charges that apply to your course.

The amount you pay may depend on whether you are a Fee for Service student, receive government subsidised training, qualify for a concession or are undertaking an apprenticeship or traineeship. You will be advised of the total fees payable, any payment plan arrangements and any additional charges that may apply.

Course-specific fees are not listed in this handbook because they may change and can differ between training products and funding arrangements. Where Star College Australia accepts prepaid fees, these will be managed in accordance with applicable regulatory requirements. You should ensure you understand your payment arrangements before enrolment.

9.2 Payment Plans

Where an approved payment plan is offered, SCA will tell you the amount and due date of each payment before you agree to the plan. If you are experiencing difficulty meeting an agreed payment, contact Student Services promptly.

9.3 Withdrawal, Deferral and Transfer

If you decide to withdraw from your course, please notify Star College Australia as soon as possible. Before finalising a withdrawal, we may discuss available options with you. Depending on the circumstances, these could include additional support, transfer to another course or a deferral.

Deferral and transfer options are not available in every situation and may be affected by training-product requirements or government funding rules. When your enrolment ends, Star College Australia will confirm any completed units, outstanding fees and any refund entitlement.

Where you have successfully completed nationally recognised units, you may be entitled to receive a Statement of Attainment. Students receiving government funding should also be aware that withdrawing or transferring may affect current or future funding eligibility.

9.4 Refunds

Star College Australia maintains a Refund Policy explaining when a student may be entitled to a full or partial refund. Refund entitlement may depend on when you withdraw, whether training has commenced, the services already provided and whether government funding requirements apply.

Where Star College Australia is unable to provide agreed training or assessment, affected students will be provided with appropriate options, which may include a transfer, alternative completion arrangement, fee adjustment or refund. The current Refund Policy should be read before enrolment.

Queensland Government funded students should also refer to the Annexure: *Queensland Funding Skills Assure Supplier & Career Boost* of this handbook as additional refund requirements may apply.

Government Funded Students

Additional student-contribution and refund conditions may apply to subsidised training. The relevant state or territory funding information provided to you forms part of your enrolment information. Queensland students should read the annexure in this handbook.

10. Complaints & Appeals

You may raise a concern without fear of disadvantage. We encourage early resolution where appropriate, but you do not have to raise a concern directly with the person involved if you are uncomfortable doing so.

10.1 Complaints

A complaint is an expression of dissatisfaction about a service, action, person or situation. Complaints may relate to Star College Australia, a trainer or assessor, another staff member, a contractor or another aspect of your training experience.

Where appropriate, students are encouraged to raise concerns early so they can be addressed promptly. You are not required to discuss a complaint directly with the person involved where you do not feel comfortable or safe doing so.

Complaints will be considered objectively and handled with appropriate confidentiality. All relevant parties will be provided procedural fairness. This means people affected by the complaint will have an appropriate opportunity to understand the matter and respond.

Star College Australia will document the complaint, consider relevant information and communicate the outcome. Reasonable timeframes for acknowledging, responding to and resolving complaints are set out in the current Complaints Policy and will be communicated to you. Where a complaint cannot be finalised within the expected timeframe, you will be advised of the reason and kept informed of progress. If you are dissatisfied with the outcome, further review or appeal options are available under the Complaints and Appeals processes.

10.2 Appeals

An appeal is a request for Star College Australia to review a decision. You may appeal decisions including an assessment outcome, RPL decision, disciplinary decision, cancellation of enrolment or another decision that adversely affects you.

Assessment appeals will not be determined solely by the assessor who made the original decision. You will be given an opportunity to explain why you believe the decision should be reconsidered.

Where requested, access to review by an independent party will be available at no or low cost to the student. You will be advised of the outcome of your appeal and any further review options available.

Current Process and Forms

The current Complaints Policy, Appeals Policy, forms and reasonable timeframes are available through Student Services and the Feedback and Complaints section at www.sca.edu.au/feedback. Students are encouraged to provide feedback at any time through their trainer, Student Services or Star College Australia's student feedback processes.

11. Student Rights & Conduct

11.1 Your Rights

As a Star College Australia student, you have the right to receive clear and accurate information about your training and to be treated fairly and respectfully.

You have the right to quality training and assessment, appropriate support, reasonable adjustment where applicable, privacy and a safe and inclusive learning environment.

You also have the right to apply for RPL and Credit Transfer, receive feedback on assessment, lodge a complaint and appeal relevant decisions. Students should feel able to raise legitimate concerns without fear of disadvantage.

11.2 Your Responsibilities

Training is a partnership between the student and Star College Australia. Students are expected to provide accurate information, participate appropriately in training and assessment and complete their own work. You should meet agreed assessment and participation requirements, maintain regular communication with your trainer and notify us if circumstances change. You are also expected to treat other students, staff,

workplaces, facilities and equipment with respect. Students undertaking work placement or workplace training must comply with applicable workplace requirements.

You are responsible for paying agreed fees and keeping your contact details current. Star College Australia systems, devices, internet access and learning resources must be used lawfully and responsibly. Do not remove or damage College equipment, access or download unlawful or inappropriate material, or copy, share or reproduce Star College Australia learning, assessment or other copyrighted material without permission. Most importantly, if you need assistance, we encourage you to ask for help early.

11.3 Student Conduct and Misconduct

Star College Australia expects students to behave in a respectful and professional manner. Behaviour that may result in disciplinary action includes bullying, harassment, discrimination, sexual harassment, violence or threats, abusive behaviour, deliberate damage to property, serious disruption to training, academic misconduct and behaviour that creates a safety risk.

Students must not attend practical training, classes or work placement while impaired by alcohol or unauthorised drugs. Where a concern arises, Star College Australia will consider the nature and seriousness of the matter.

Except where immediate action is required to protect safety or integrity, the student will generally be told about the concern and given an opportunity to respond before a final decision is made. Possible outcomes may include counselling, additional support, a warning, conditions on participation, temporary suspension or cancellation of enrolment.

Where immediate safety or serious misconduct is involved, Star College Australia may take temporary action while the matter is investigated. Students will be advised of any relevant appeal rights.

11.4 Training and Assessment Records

We keep the student, training, assessment and certification records required by the VET regulatory framework and applicable contracts. Some assessment records are retained for prescribed periods, while certification records are retained for longer periods in accordance with regulatory requirements.

11.5 Certification

AQF certification documentation is issued in accordance with regulatory requirements. Where the applicable requirements are met, certification is issued within 30 calendar days after completion of assessment, provided you have completed or withdrawn as relevant, met applicable USI requirements and paid all agreed fees associated with the training product.

If you successfully complete one or more units but do not complete the full qualification, you may receive a Statement of Attainment for the units successfully completed, where applicable.

11.6 Replacement Documents

You may request replacement certification documentation. An administration fee may apply where permitted and will be advised before reissue.

11.7 If Star College Australia ceases operations

If Star College Australia is unable to continue operating or delivering your course, we will provide affected students with information about available transfer, completion, certification and refund options and meet our regulatory record-transfer obligations.

12. Health and Safety

Star College Australia is committed to providing a training environment that is safe for students, staff and visitors. Students must follow reasonable health and safety instructions, emergency procedures and safe operating practices. Any hazards, injuries, incidents or near misses should be reported as soon as possible.

Students must use equipment appropriately and wear personal protective equipment where required. Emergency and evacuation procedures will be explained at relevant training locations.

If you have a health condition that may affect your ability to safely participate in practical training, placement or another course activity, you are encouraged to discuss this confidentially with an appropriate staff member. Providing relevant information allows us to consider appropriate support and safety arrangements.

Work placement students must also comply with the health and safety procedures of the placement workplace.

13. Privacy and Student Records

Star College Australia collects personal information so that we can process your enrolment, provide training and assessment, support your participation, issue certification and meet regulatory and reporting obligations. This may include contact and identification details, education and employment history and, where relevant, information about learner support or reasonable adjustment needs. Sensitive information, including health or disability information, will only be collected where reasonably necessary and with your consent or where collection is otherwise permitted or required by law.

Personal information is handled in accordance with applicable privacy legislation, including the Privacy Act 1988 and Australian Privacy Principles where they apply, and applicable VET data, reporting and student identifier requirements. At or before collection, students are provided with the relevant privacy notice. As an RTO, Star College Australia may be required to disclose information to authorised organisations such as NCVET, Commonwealth agencies, state or territory training authorities, ASQA and the Student Identifiers Registrar, or where otherwise authorised or required by law.

Star College Australia takes reasonable steps to protect personal information from misuse, interference, loss and unauthorised access, modification or disclosure. Personal information and student records are retained for the periods required by law, the VET regulatory framework and applicable contracts, and are securely destroyed or de-identified when no longer required, where permitted.

You may request access to, or correction of, personal information held about you and may make a privacy complaint. The Star College Australia Privacy Policy explains how to do this, how privacy complaints are handled and any likely disclosure of personal information to overseas recipients. The current Privacy Policy is available through the Privacy Policy link at www.sca.edu.au or from Student Services. The enrolment Privacy Notice provides further information about VET data disclosures.

Please tell us promptly if your name, residential address, email, phone number or other relevant information changes. Star College Australia also maintains training, assessment and certification records for the periods required by applicable regulatory requirements.

14. Changes To Your Training

14.1 Delivery Changes

Training arrangements sometimes need to change. This may include a trainer, schedule, venue, mode or unit sequence. Where a change materially affects you, we will provide clear information about the change, any effect on your training or fees, and the options available to you.

14.2 Superseded or Changed Training Products

Where a training product is replaced, deleted or otherwise changes on the National Register, we will manage your training in accordance with the applicable transition requirements. We will explain whether you can complete, need to transfer to a replacement product, or have another pathway available.

14.3 Unable to Contact a Student

If we are unable to contact you or you stop participating, we will make reasonable attempts to contact you using the details on file before closing your enrolment, where appropriate. Keep your phone, email, address and emergency contact details current.

14.4 If We Cannot Continue Delivery

If Star College Australia cannot continue delivery of an agreed service, we will contact affected students and provide information about transfer, completion, certification, fee adjustment and refund options that apply.

ANNEXURE

Queensland Skills Assure Supplier & Career Boost



15. Queensland Skills Assure Supplier & Career Boost

This annexure is Queensland-specific

The national sections of this handbook apply to all students. This annexure adds information for students enrolled under Queensland Government subsidised training through Star College Australia's SAS arrangements.

Skills Assure Supplier Status

Star College Australia is an approved Skills Assure Supplier (SAS). Eligible Queensland residents may be able to access subsidised training for approved training products. Funding is subject to student eligibility, training product eligibility and Star College Australia's approved SAS delivery arrangements.

Career Boost Pathways

Eligible students may access either:

PATHWAY	ENTITLEMENT
General Training	Eligible students may access one subsidised Certificate IV, Diploma or Advanced Diploma qualification
Apprenticeship / Traineeship	Eligible Queensland apprentices and trainees may access one eligible higher-level apprenticeship or traineeship at Certificate IV or above
Skill Sets	Eligible students may also access up to two subsidised Skill Sets in priority industries or sectors, subject to applicable eligibility and product requirements

Funding is not automatic

Meeting general eligibility criteria does not guarantee a funded place. The selected training product must also be eligible for subsidy and available under Star College Australia's approved SAS delivery arrangements.

Queensland Student Contribution Fees and Concessions

Students accessing Queensland Government subsidised training may be required to pay a student contribution fee. The amount you pay may depend on the training product, funding pathway and whether you qualify for a concession.

Applicable student contribution fees will be advised and confirmed prior to enrolment in accordance with current Queensland Government funding requirements and Star College Australia's approved funding arrangements.

Some students may qualify for a reduced concessional contribution fee. Where a concession is claimed, you may need to provide evidence before the concessional fee can be approved.

Queensland Refunds

Queensland Government funded students are also subject to the refund requirements applying under Star College Australia's Skills Assure Supplier arrangements. Where applicable training has not commenced, student contribution fees will be refunded in accordance with current Queensland Government requirements.

Where a student withdraws after commencement, any applicable refund will take into account the training already delivered and the portion of training that has not been delivered. The Star College Australia Refund Policy provides the full refund conditions.

Queensland Privacy & Reporting

Students receiving Queensland Government subsidised training should be aware that Star College Australia must collect, verify, retain and report information required for administration, monitoring, audit and evaluation of funded training. This may include information about your eligibility, enrolment, participation, competency outcomes and funding.

Relevant information may be provided to the Queensland Government where required under the applicable funding arrangements. You will be provided with applicable privacy information as part of your enrolment process.

Career Boost General Training students may also be offered assistance following completion to connect with employers, explore career opportunities or identify further education and training pathways. This support does not guarantee employment, promotion or entry to further study.

Vocational Placement for Queensland Funded Students

Some Queensland Government funded qualifications require mandatory vocational placement. Where placement is required, students may be required to identify or arrange a suitable placement workplace. Star College Australia will provide guidance and may assist with placement arrangements where required. All placements must be approved by Star College Australia and meet the training product and applicable funding requirements before placement commences.

Students are expected to participate in placement arrangements, provide required screening evidence and comply with workplace requirements. Placement attendance and evidence must be completed as required before the qualification can be issued.

Current Queensland Information

RESOURCE	WHERE TO FIND IT
Star College Australia Funding QLD	www.sca.edu.au/funding
Queensland Department of Trade, Employment and Training	www.dtet.qld.gov.au
Queensland Subsidised Training List	Check the current QSTL through the Department website or CLICK HERE

16. Useful Terminology & Contacts

16.1 Reference for Common VET Terms

TERM	MEANING
AQF	Australian Qualifications Framework – the national framework for regulated qualifications in Australian education and training.
Assessment	The process of collecting evidence and making a judgement about whether competency has been achieved.
Competent (C)	The unit outcome used when you have demonstrated the required skills and knowledge.
Not Yet Competent (NYC)	The unit outcome used when the required standard has not yet been demonstrated.
Credit Transfer	Recognition of the same or formally equivalent unit already completed and evidenced through valid certification documentation.
LLND	Language, literacy, numeracy and digital literacy.

TERM	MEANING
RPL	Recognition of Prior Learning — an assessment process that considers skills and knowledge gained through prior learning and experience.
RTO	Registered Training Organisation.
Statement of Attainment	AQF certification documentation for one or more successfully completed units where a full qualification has not been completed.
Training product	A training package qualification, skill set, unit of competency, accredited course or module.
USI	Unique Student Identifier — your lifelong education number for nationally recognised training.

16.2 Key Contacts and References

CONTACT / RESOURCE	DETAILS
Star College Australia	1300 206 000 admin@sca.edu.au www.sca.edu.au
USI	www.usi.gov.au
National Register	www.training.gov.au
ASQA	www.asqa.gov.au
Queensland training and funding	www.dtet.qld.gov.au

16.3 Student Acknowledgement

I acknowledge that I have been given access to the Star College Australia Student Handbook and understand that course-specific information, current policies, legislation and any state or territory funding requirements may also apply to my enrolment. I understand that any application for Recognition of Prior Learning (RPL) or Credit Transfer must be identified and lodged as part of the enrolment process and before training or assessment commences for the relevant unit.

Student name

Signature

Date

16.4 Document Control

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Enquiries

If you have further enquiries or need more clarification, please contact our office.

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