



**STAR COLLEGE**  
A U S T R A L I A

# Student Handbook

*A World of Possibilities*



## Enquiries

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

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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 20 60 00

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.

Mission statement – Mission, Vision and Values

Our Mission at Star College Australia is to provide Relevant Education, Inspiring Educators and an Outstanding Experience.

Our Vision is to be recognised as Australia’s leading RTO.

Our Values are Determination, Passion, Trust, Growth and Excellence.



Bryce Roadley

CEO

## About the RTO

Star College Australia Pty Ltd (RTO Code 41267) trading as Star College Australia is a nationally registered training organisation, and as such adheres to the Standards for Registered Training Organisations (RTOs) 2015, under the subsection 185(1) of the National Vocational Education and Training Regulator Act 2011.

## Mission statement – Mission, Vision and Values

Our Mission at Star College Australia is to provide Relevant Education, Inspiring Educators and an Outstanding Experience.

- Our Vision is to be recognised as an exceptional provider of education, with real learning outcomes for students.
- Our Values are Determination, Passion, Trust, Growth and Excellence.

## Code of practice

Star College Australia maintains a highly ethical, responsible and committed approach to providing high standards of vocational education and training. Our major objectives include safeguarding the educational interest, welfare of students and staff, while maintaining the standards of our training in line with the Vocational Education and Training (VET) Quality Framework regulated by the Australian Skills Quality Authority (ASQA).

Star College Australia provides staff, tutors and assessors who:

- are qualified and experienced
- act professionally at all times
- are dedicated to providing the highest level of skills, knowledge and training
- treat all students with respect
- undertake their duties with honesty, integrity and diligence
- maintain student confidentiality
- conduct fair, valid, flexible and reliable competency-based assessments
- represent Star College Australia ethically at all times.

Star College Australia recruits students in a responsible and ethical manner and provides a caring, happy learning environment where all students, irrespective of age preference and sexual gender, sex, marital status, religious beliefs, ethnicity and nationality receive encouragement and help at all times. Star College Australia and teaching staff are committed to nurturing the individual potential of each student.

- Star College Australia recognises the rights of all students, abides by the anti-discrimination and equal opportunity regulations and ensures all students also abide by these laws.
- Star College Australia treats all students fairly, providing external advice and support when needed.
- Star College Australia provides a grievance handling procedure and opportunities for extending the course without additional cost.
- Star College Australia encourages student feedback at every stage of their course which is acted on for continuous improvement.

- Star College Australia undertakes to work as a team, and understands and respects the contribution of each team member.
- Star College Australia strives for total student satisfaction with all aspects of training, and takes every opportunity to ensure this occurs and that grievances are resolved fairly.

## Legislation

We are subject to a range of legislation related to training and assessment as well as general business practice including matters such as your safety, privacy, and rights to name a few. There are also a number of legislative requirements that you will be made aware of throughout your course.

This legislation is continually being updated and all staff are made aware of any changes through our internal improvement processes. If you want to view current legislation please visit the Australasian Legal Information Institute website – [www.austlii.edu.au](http://www.austlii.edu.au).

The legislation that particularly affects your participation in Vocational Education and Training includes:

## Commonwealth legislation

- Age Discrimination Act 2004
- Copyright Act 1968
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Human Rights and Equal Opportunity Commission Act 1986
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act 1988
- Skilling Australia's Workforce Act 2005
- Work Health and Safety Act 2011
- Standards for Registered Training Organisations (RTOs) 2015
- Australian Qualifications Framework (AQF)
- Further Education and Training Act 2014
- Vocational Education and Training Act 2005

## Student selection, enrolment and orientation procedure

### Student selection

Students are selected on merit, (their capability to complete the course) based on the published criteria. Star College Australia ensures that throughout the process of selection and admission, applicants are treated fairly, courteously and expeditiously.

### Entry requirements

Our courses are designed so that students of all experience levels and ability are able to benefit from our wide range of foundation, vocational and high-level skills training.

- Language, literacy and numeracy (LLN) proficiency

- Computer literacy
- Ability to achieve a Diploma level qualification
- Undertake Pre-enrolment Questionnaire and Interview

## Application and enrolment

### Step 1

Complete and sign the application form. You will also need to provide your Unique Student Identifier (USI) and relevant supporting documents as required.

### Step 2

The college will contact you and organise any required paperwork, completion of any outstanding forms, and schedule a time for you to complete your Information Session (IS).

### Step 3

After the IS you will complete a Pre-enrolment questionnaire and interview. Your application and will be assessed by the college and you will receive notification within five (5) working days if you have been successfully granted a position in your chosen qualification.

### Step 4

If you have met all entry requirements, you will be provided information of your official start date and the next orientation workshops.

### Step 5

Your first introductory days of study will include three half-day workshops. You will receive:

- Course resource materials
- Student ID.

### Step 6

An Individual Learning Plan (ILP) and Student Support Plan (if applicable) will be developed by your tutor.

## Location

Face-to-face training is provided at our Gold Coast and Darwin offices and in other locations we hire professional facilities. In addition, workplace training will be arranged in your workplace or Star College Australia will provide work placement at another venue.

## Orientation

Students are given a full orientation on their commencement day. The orientation program is designed to give you important information that will familiarise you with your college, support services and your course. It will:

- cover the information contained in the Student Handbook, including your rights as a student
- ensure you are familiar with the facilities, classes and resources
- meet your tutors and additional support staff
- outline your course timetable, class requirements and attendance

- outline your overall course assessment requirements
- provide you with essential evacuation and emergency plan procedures
- outline where to access more information, as required.

## Support services

Star College Australia is committed to providing educational and support services to students throughout their study. The nature of the support will be determined based on an assessment of the individual's needs. Once the individual's needs are identified a support plan will be developed. Students who feel or know they require additional support, are encouraged to state this upon enrolment.

The following provides some examples of the support services we provide:

- **Language, Literacy and Numeracy (LLN):** Assessment methods may be modified to enable individuals to be assessed and alternative assessment options may be provided where special needs are identified.
- **English language support:** Extra literacy courses may be recommended
- **Physical capabilities:** Access to classrooms
- **Assistive Technology:** Increased font size, speech to text or text to speech.
- **Additional tutorials:** Workshops on presentation skills, report writing and communication.
- **Assistance in using technology:** Computer software training (Word, Excel, Power Point)

## Student assistance program

Star College Australia is committed to the well-being of students and supports students to achieve their personal and vocational goals. The Student Assistance Program is a referral service that provides information regarding local services which offer support and advice for a range of issues. The service enables students to access relevant information for the following key areas of wellbeing and welfare concern:

- Grief and loss
- Situational crisis
- Family
- Drugs and alcohol
- Disability services
- Mental illness
- Trauma
- Violence
- Financial hardship
- Challenges relevant to indigenous Australians
- CALD issues
- Adolescent
- Accommodation
- Support groups
- Legal advice.

Student information and referral resources are available for students at the Star College Australia campus. Please speak to the College for further information.

## Issuing of results

In order to be eligible for the qualification, students must be assessed as Competent (C) in all units of competency listed in their course. If students are assessed as Not Yet Competent (NYC) they will be given feedback and asked to resubmit assessment for further consideration. When you have completed a unit of competency your results is entered into our student management system and your evidence is kept on file according to regulatory requirements.



Should you withdraw from the course you are issued with a Statement of Attainment for the units of competency you have successfully completed.

**Please note:** Under the Standards for Registered Training Organisations (RTOs) 2015, AQF testamurs must be issued within 30 calendar days of the learner's final assessment being completed.

## Evaluation of training

Star College Australia continually strives to improve its courses, resources, training and assessments. Throughout the duration of your course you will be asked to provide feedback regarding your training, which we hope you take the time to fill out. Your responses are discussed at various validation and management meetings where your ideas may improve our practices and essentially your course.

We would like to thank you in advance for completing our surveys, and helping us to continually improve our systems.

## Copyright

All marketing, training, resource, course and assessment material is copyrighted in whole by Star College Australia and may not be reproduced in any form without the express written permission of Star College Australia.

## Policies

Star College Australia maintains an ethical and responsible approach in the provision of education, training and assessment of all students, with its major concerns centred on safeguarding the educational interest and welfare of students and staff. With this in mind, it is imperative that you obtain, read, and understand each of the policies mentioned in this handbook.

## Cancellation and refund

The policy of Star College Australia is to be fair and equitable when dealing with refunds. Any fees are refunded in accordance with Star College Australia refund policy.

Students who wish to withdraw from a VET unit of study/course must notify the college in writing, include the following information:

- Name, address and contact details
- Student ID
- Course of study being undertaken
- Reasons for cancellation

### REFUND POLICY

Fees – Refunds (CoP) Refunds are provided by Star College Australia on the following basis:

- No refund will be given for any units once they have been commenced or learning and assessment material has been supplied to students.
- No refund is applicable for a unit of competency which has been commenced and or completed by a student wishing to withdraw from a course.
- Students will be permitted to transfer between courses only in exceptional circumstances as determined by Star College Australia. If a student wishes to transfer to a different course that costs more than the original course they will need to pay any additional fees.
- Should Star College Australia advertise to run a course and cancels (e.g. for lack of enrolments) a full refund will be made.

- Students may be granted an extension to finalise and submit all assessment tasks and complete any additional training sessions in exceptional circumstances. All requests for extensions must be approved by Star College Australia.
- If a student has elected to pay for their course in instalments, they must make all payments by the due date. If a student misses a payment their course may be suspended: no assessments will be marked until the student has made the payment. • All course cancellations must be received in writing and addressed to the Director of Star College.
- In cases of extreme hardship, a request for a refund must be submitted to Star College Australia for the refund to be processed and will be at the discretion of the Director/CEO.

## Access and equity

Star College Australia applies access and equity principles across all policies and procedures to promote full and equal participation of students in its courses, to foster an environment free of discrimination and harassment, and to assist students to identify and achieve their desired outcomes.

For a full version of our access and equity policy, please visit the Star College Australia website.

## Record keeping and privacy

Star College Australia is firmly committed to honouring your privacy. In the course of our business, Star College Australia may collect information from students' enrolment applications, either electronically or in hard copy format, including information that personally identifies individual users. Star College Australia may also make records of communications between individuals and Star College Australia.

In collecting personal information, Star College Australia will comply with the requirements of Schedule 1A of the Higher Education Support Act 2003, the Vet Provider Guidelines and the Information Privacy Principles set out in the Privacy Act 1988 (Cth).

All collected information is private, confidential and access is restricted to authorised personnel only. The privacy of our students is paramount. For a full version of our privacy policy and procedures, please visit the Star College Australia website.

## Access to records

Students have the right to view copies of their records, and to request corrections of any incorrect information on those records. Students can request access to view their own records, including a print out of the computerised records held on the Star College Australia database. If students want to access their records at any time, they must fill out and submit a Request for Access to Records Form. Student Services will make copies of the requested documents and send to the student via registered mail.

## Conduct

Students are expected to conduct themselves in a courteous and orderly manner at all times when attending a Star College Australia. It is expected that all Star College Australia tutors, staff and students will be treated with courtesy and respect at all times. Star College Australia encourages students to act in a way that allows reasonable freedom to fellow students to pursue their studies at Star College Australia, and to participate in their learning. Star College Australia also promotes the proper use of Star College Australia's facilities, its information, and the property of other students or staff.

## Non-Academic misconduct and discipline

Star College Australia reserves the right to review the enrolment status of any student whose conduct or performance is not of an acceptable standard or if there is a breach of any policy stated within this handbook. Penalties for breaches of rules or unsuitable or disruptive behaviour will be imposed depending on the nature and severity of the breach. A warning will be given for minor breaches and students will be suspended from training for more serious breaches. Students may be requested to leave the course where major or repeated breaches have occurred and where all discipline avenues have been exhausted. Please refer to the Code of Practice for the rules and regulations that apply to all students and staff. Non-academic misconduct includes but is not limited to the following:

- Behaviour in manner that tarnishes Star College Australia's reputation and name
- Stealing Star College Australia, other students' or staff property
- Damage Star College Australia, other students' or staff property
- Engage in unlawful activities on Star College Australia premises, including any premises used by Star College Australia for events off-campus
- Misuse Star College Australia equipment
- Threaten, harass, abuse, discriminate or vilify Star College Australia staff members or students
- Disrupt classes and/or fail to follow tutors' and other Star College Australia personnel's reasonable directions
- Falsify medical certificates
- Vandalism
- Provide college with false documents e.g. qualifications, statements of attainment, evidence, references etc.
- Non-payment of fees by the due date
- Non-attendance without substantial reason and supporting documentation
- Not abiding by the Code of Practice
- Non-adherence to any policy or behavioural standard outlined in this handbook
- Failing to adhere to the WHS requirements.

## Plagiarism

Plagiarism refers to the use of another person's work, thoughts and/or intellectual property without appropriate reference or acknowledgment of that source. Star College Australia has a policy on Academic misconduct, which includes plagiarism.

You are required to sign a Star College Australia cover sheet for each unit of competency that you submit. Your signature is a declaration that all the work you submit for your assessment tasks is authentic and has been completed by you.

If you are found to have engaged in any form of academic misconduct Star College Australia reserves the right to investigate and additional requirements or a penalty may be imposed. You will have the right to appeal any decision made by Star College Australia as per the Complaints and Appeals policy. For more details, please speak to your Training Coordinator and request a copy of the relevant policies.

Star College Australia regards cheating/plagiarism as a very serious offence, it will not be tolerated and can result in instant dismissal from your course. Any person found cheating or plagiarising in a particular unit of competency will be asked to explain and provide further evidence of competency which may include repeating that unit of study. A second offence may be subject to instant dismissal from the course, at the National Faculty Leader's discretion.

Assignments, projects and essays must be the student's own work, and not copied directly from any other source. This includes material from staff, students or the internet. Where a student has cheated in particular in copying another student's work, the assessment will be marked as a NYC, and the unit will need to be undertaken again at the students expense.

Whenever a student uses the words or work of another person either by direct quotation, paraphrasing or by the use of the other's ideas, the author and the source must be identified through the use of formal referencing. Star College Australia asks students to use the APA referencing style for any material taken from published materials. Further information can be found at <http://www.citewrite.qut.edu.au/cite/qutcite.jsp>

### **Misconduct**

Behavioural misconduct can be described as the student having displayed wilful or deliberate behaviour that is inconsistent with the Star College Australia values and /or code of practice. In the event

there is a report of misconduct, the incident will follow the complaints procedure and may result in disciplinary action being taken against the perpetrator. Disciplinary action may include suspension or being withdrawn from class.

### **Drugs and alcohol**

Star College Australia is committed to protecting the safety, health and well-being of all employees, students and other individuals. We recognise that alcohol abuse and drug use pose a significant threat to our goals. We have established a drug-free college program that balances our respect for individuals with the need to maintain an alcohol and drug-free environment. Our drug-free college policy means that alcohol is not to be served or consumed at any college campus under any circumstances.

Guests or other individuals found to be in possession of or under the influence of alcohol or unauthorised substances on Star College Australia premises will be immediately asked to leave the premises.

### **Smoking**

Star College Australia is a smoke free zone. Smoking is not permitted inside any Star College Australia or its surrounds. Students wishing to smoke must do so outside and away from Star College Australia premises. Please listen to the instructions of the CEO and staff as to where the designated smoking area is. Students are not to stand in front of the building and smoke, as it portrays an unprofessional image of Star College Australia. For details on the Queensland Government Smoking Policy, please visit the Queensland Public Service Commission:

□ <http://www.psc.qld.gov.au/publications/assets/policies/smoking.pdf>.

## **Complaint and grievance handling**

### **Definitions**

Star College Australia defines a complaint as an expression of dissatisfaction with any aspect of the service or training we have provided. It is distinct from feedback where a client, student or other person or agency gives advice or comment on what our organisation does or the service we deliver.

Appeals are regarded as a formal request for a change or a confirmation of a decision. Appeals can be made in regards to an assessment decision or in regards to the initial outcome of a complaint.

Star College Australia is committed to developing and maintaining an effective, timely, fair and equitable grievance handling system which is easily accessible to all complainants.

A grievance can be defined as a person's expression of dissatisfaction with any aspect of Star College Australia's services and activities, including both academic and non-academic matters, such as:

- the enrolment, induction/orientation process
- the quality of education provided
- academic issues, including student progress, assessment, curriculum and awards in a VET course of study
- handling of personal information and access to personal records
- the way someone has been treated.

Star College Australia will ensure that a student is kept informed of the process and outcomes during the complaints and/or appeals process. Star College Australia will investigate any complaints or appeal lodged for any of our business.

Formal complaints must be submitted in writing marked to the attention of the CEO. All complaints will be acknowledged within 24 hours. The complaint process commences upon receipt of a formal complaint and all reasonable measures are taken to finalise the process within 28 days. Where Star College Australia considers that more than 60 working days are required, notification will be sent to the student, and Star College Australia will regularly update the student of progress. If the complainant is dissatisfied with the outcome of their formal grievance they may escalate it further. For full details of the complaints and appeals policy and procedure please refer to the Star College Australia website.

Financial complaints and appeals will be provided with information pertaining to the next level of review, this includes:

*If you wish to further appeal this decision you may lodge an appeal with the AAT. The current fee to lodge an application with the AAT for the review of a decision is \$861 (GST exempt). Please refer to the AAT website for contact details of the nearest AAT location or Phone: (07) 3361 3000 / 1300 366 700*

## Complaints

If you are unhappy with any aspect of the service or training we have provided you should discuss the issue with your Trainer in the first instance. If you do not feel comfortable in raising the issue with your Trainer, or if your complaint is not resolved satisfactorily, notify your Training Coordinator. You will be asked to make your complaint in writing using the formal complaints form.

### Note:

The complaints form is available from our website under student downloads:

<https://www.StarCollegeAustralia.edu.au/information/study-us/current-students/student-downloads>

If your initial complaint relates to suspected criminal or illegal activity it will be immediately referred to the police for action.

If your Training Coordinator is unable to resolve the issue, you can arrange an appointment between yourself, the State Manager and, where applicable, your sponsoring organisation. The meeting should take place within 14 days of your discussion with your Training Coordinator. Should your meeting with the State Manager not resolve the issue, the matter will be escalated to the National Operations Manager who will review the facts and meet with you and where applicable your sponsoring organisation. The National Operations Manager may request the State Manager or the Chief Executive Officer to be present. This meeting should take place within 14 days of your discussion with the State Manager. For more information please see the complaints process on our website.

## Appeals process

The student may lodge an appeal directly to the College within 28 days of being advised of the outcome of a complaint or assessment. The student will receive acknowledgement within 24 hours of receipt of the appeal.

For appeals regarding assessment, the appellant may seek reassessment, mediation or arbitration by a 3rd party/panel acceptable to all parties.

For non-assessment appeals, all parties will meet to seek conciliation. If unsuccessful, the matter will be referred to a 3rd party/panel acceptable to all parties. The student will be notified of the result of the appeal within 28 days.

Should there be no resolution, an external independent party will be asked to mediate at a date that is suitable for both parties. Star College Australia agrees to abide by the independent ruling. Note: each step of this process will be documented and you will be requested to submit your complaint in writing.

## Appeals of assessment decisions (academic appeals process)

If you do not agree with the outcome of your assessment you have the right to appeal the decision. You have 14 days from when the assessment outcome is recorded to discuss your concern with your Trainer/Assessor.

If you are unable to come to an agreement with your Assessor, you must report your intent to appeal the assessment outcome to your Training Coordinator and complete the Assessment Appeals form. If required, the Training Coordinator will assist you in completing the form. The Training Coordinator will lodge the form with the State Manager within 24 hours of receipt. The State Manager will then arrange for a different Trainer/Assessor to moderate (review) the assessment which has been appealed.

If the original outcome is upheld, you will be notified of the decision and given a final opportunity to appeal the decision. If the assessment outcome is altered you will be notified and the moderated outcome will be recorded.

## Work Health and Safety

Star College Australia is committed to providing a safe working and learning environment for all staff, students and visitors. Star College Australia emphasises that WHS is everybody's responsibility. All staff, students and visitors are informed of WHS requirements and responsibilities during induction and orientation sessions.

To mitigate risk of harm, Star College Australia conducts risk assessments and audits to ensure safe work methods are utilised. Where external training venues are hired, Star College Australia ensures in the contracts that all WHS policies and procedures are in place.

Students have a responsibility to:

- Carry out their studies and work in a manner which will not put at risk their personal health and safety or that of any other person;
- Refuse to carry out work or undertake any activity which is demonstrably unsafe or has the potential to cause harm;
- Report any incident or hazard that they are aware of (whether deemed major or minor) while at work, immediately to a trainer or supervisor;
- Follow safe work methods, which includes ensuring no undue stress or risk of lifting, lowering, pushing, pulling, carrying, holding, moving or restraining an object;

- Use and leave a classroom in a safe condition. This includes ensuring there is no food or liquid next to computers and other equipment;
- Be aware of the actions required in the event of an emergency. The Evacuation Diagram for each location is displayed prominently in that area;
- Follow the directions of fire wardens during an emergency evacuation or drill;
- Do not wilfully handle, strike or inflict damage on any object or equipment;
- Request training or information if they believe they lack the skills required to do their job, study or any associated task in a safe manner;
- Discuss any work, health and safety issues, including ergonomic concerns, with their supervisor.

## Emergency response and preparedness

All students are familiarised with the Fire and Emergency Management Plan. The Fire and Emergency Management Plan outlines the procedures for handling various types of emergencies, for example, fire, explosion, medical emergencies, or with hazardous chemicals.

The Queensland Building Fire Safety Regulation 2008 and the Work Health and Safety Act 2011 require the development of the Fire and Emergency Management Plan and the training of employees/workers to perform key roles. The Star College Australia Fire and Emergency Management Plan outlines:

- Evacuation diagrams are clearly visible throughout the premises;
- Emergency exits and routes are clearly signed and remain clear of obstruction;
- All students are informed of the location of emergency exits, routes and assembly points;
- All students are informed of the Emergency Evacuation procedure and the staff members who perform the Fire Warden and First Aider duties;
- Fire and Emergency Evacuation training and drills are conducted on a regular basis;
- Staff members who are nominated as Fire Wardens are trained and identified on notice boards;
- Staff members who are nominated as First Aiders are trained and identified on notice boards;
- The Fire and Emergency Management Plan is reviewed at predetermined intervals, when there is a change to conditions and after an emergency evacuation event.

### First Aiders / First Aid kits

First Aid kits are supplied at Star College Australia and their locations are identified during student orientation. First aiders are identified on notice boards and during orientation, all students are to make themselves aware of where their work area first aider is situated. If a student requires first aid assistance they should seek the assistance of the first aider located at their campus and report the situation to their CEO immediately.

### Participate in environmentally sustainable work practices

It is every student's responsibility to look after the environment and use work practices that help sustain the environment. We can do this by:

- turning off light switches whenever possible
- minimising water usage
- not putting chemicals or dangerous liquids down drains
- minimising paper usage – using electronic methods where possible
- minimising wastage of products.

We ask every student to be aware of our environmentally sustainable work practices and help keep our environment green.

## Safety and security

Star College Australia is committed to ensuring all students and staff are safe and secure on college grounds or in transit to and from your study. Please speak to your tutor or Student Support Officer if you have any safety or security concerns

### Safety on college grounds

- Get to know the layout of your college including safe paths and exits
- Report anything suspicious occurring in or around the college
- Report any threatening behaviour
- Do not leave valuables such as wallets or mobile phones unattended
- Avoid isolated areas and move around the college with other students where possible
- Avoid leaving the college alone
- Always ensure someone is aware of your timetable and knows when to expect you at class or home.

### Safety on transport

- Use a timetable to plan your travel and avoid unnecessary delays
- Choose well lit busy areas rather than dark quiet spots when travelling
- Travel close to the guard or driver
- Where possible exit transport into well-lit busy areas • Be aware of who is around including who gets off with you
- Consider carrying a personal alarm.

### Safety on the street

- Stay alert as awareness is your best defence
- Cross the street if you feel unsafe
- Be confident and aware of your surroundings
- Keep to well-lit major roads and paths at night, do not take short cuts through parks
- If approached for money, advise you have no cash, avoid eye contact and move toward other people
- If you are being followed, change direction and seek a safe place
- Keep personal items such as wallets and bags close to your body or out of sight
- Have your keys ready to quickly enter your home or car.

## Computer policies

All computers and printers are sensitive machines and students must ensure to take care when utilising Star College Australia equipment and technology. If any computer problems arise please notify a Star College Australia staff member immediately. Do not delete, copy or move files from the computer system unless instructed by a Star College Australia staff member.



### **Downloading and copyright**

Please note that internet access is free of charge to all students. All students should be courteous in regards to downloading materials. Students must not download large files, including music and videos. The internet speed becomes slow when large files are downloaded. All websites accessed on Star College Australia's network are recorded for security and policy enforcement purposes.

Students must not download illegal, copyright, or pornographic materials at any time. Students who do so will face academic suspension and possible expulsion from Star College Australia.

Star College Australia's monitors file downloads across the Star College Australia network and will notify management of any abuse.

### **Software copyright policy**

Students are advised that it is against Star College Australia policy to permit any such copying. Software companies are entitled to take legal action against a person/s who infringes copyright law by the illegal copy and transfer of software installed onto any Star College Australia computers.

### **Printed material copyright policy**

Students may make copies for the purpose of study and/or research, of one or more articles on the same subject in a publication, provided the copies do not exceed 10% of the whole.

## **Student Information**

### **Unique Student Identifier (USI)**

A Unique Student Identifier (USI) is a reference number linked to an online account that allows you to see all of your training results from all providers. The USI account will be linked to the National VET Data Collection making it easier for you to find and collate your VET achievements into a single authenticated transcript.

You will be required to give your USI to Star College Australia when you enrol to study. Please note that your enrolment may be delayed if you do not have a USI number and no certificates, transcripts or statements of attainment will be issued without this number.

Individuals can create their USI for free and the process is quick and easy. For further information on the USI scheme or how to create your USI, please visit the Department of Industry website:

<http://usi.gov.au/Students/Pages/steps-to-create-your-USI.aspx>

If you require assistance creating a USI, please speak to your Tutor or Student Support Officer.

### **Student ID card**

Each full time student attending an accredited course is issued with a Star College Australia student card. The use of this card identifies you as a student. The card is essential as a means of identification as a Star College Australia student, when on and off the premises.

### Personal property

Star College Australia cannot be held responsible for students' personal property. It is up to each student to look after their personal property and students should not leave valuables unattended.

Please note that there is no secure storage available for students at the college.

### Mobile phones

Mobile phones must be switched to silent at all times when you are at college. Important personal calls may be taken, however you must excuse yourself from the classroom and limit any interruptions to yours and others' study. Please be considerate of others at all times.

### Change of details

Students are required to notify Star College Australia, in writing, of any change of address or contact phone number, including mobile phone numbers and email addresses. Any information given by the student to the college is considered private and confidential.

### Dress code

Students should remember that personal presentation is very important to their future success.

Students are required to dress in clean and appropriate clothing. Students are also expected to maintain a high standard of hygiene and to avoid strong perfumes or other odours which can be uncomfortable for others.

*Examples of appropriate and inappropriate clothing is listed in the table below:*

Appropriate	Inappropriate
Runners, sandals	Thongs, bare feet, muddy workbooks
Appropriate skirts	Torn and tattered clothing of any kind
Appropriate dresses	Mid-drift tops
Casual dress	Singlet shirts or sleeveless shirts
Suits	Obscene or offensive clothing
Appearance must be clean, neat and tidy at all times	Men's headwear

We believe that this policy works well in developing a business-like attitude, and impressing future employers who visit the College.

## Star College Australia Scope

BSB50215 Diploma of Business

## Schedule of Course fees

### Fees and charges for BSB50215 Diploma of Business

**Total course fee: AUD \$7600 is an exclusive fee that includes recommended textbooks and learning materials**

Within 30 days of receiving enrolment confirmation and invoice  Subsequent payment plans can be arranged	\$1000.00
Direct Debit with Payadvantage	Please speak to our admin team for more information
Interest free loans from Certegy Ezipay	Please speak to our admin team for more information
Funded Training <ul style="list-style-type: none"> <li>This may be available in certain States and Territories for eligible candidates.</li> </ul>	Please speak to our admin team for more information

*\*Please be advised that qualifications cannot be issued until your enrolled course is payed in full.*

## Student management system and access to student records

Once you are a student with Star College Australia we will create a student record for you. All student records are stored on Star College Australia's Student Management System (SMS). This includes records of enrolment, attendance, progress and outcomes, online / eLearning units and personal details.

You can obtain a copy of your current student records at any time by contacting your Training Coordinator and requesting your records. Your records cannot be given to a third party without your written consent. For more information on privacy please see section '5.2 Privacy' in this handbook or contact your Training Coordinator for a copy of Star College Australia's privacy policy.

## Pathways

One of the key objectives of the Australian Qualification Framework (AQF) is to provide a pathway of learning which is flexible, transparent and systematic. AQF qualifications link with each other so that students can build on previous skills and knowledge. The diagram following shows qualification types delivered by Star College Australia as linked to AQF levels 1-6.



## Student and learning support

### Student engagement framework – Face to Face training

To benchmark and support student engagement the Star College Australia Team has implemented a number of tools as part of our Student Engagement Framework. The engagement strategies may include:

#### 1. Class room visits

Your training coordinator from time to time may visit your classroom. Training Coordinators are available over phone and email and will be in contact with you periodically throughout your course. If you need any assistance with your studies, your co-ordinator is here to help.

## **2. Surveys**

From time to time, during your course you will be asked for feedback regarding your course. Your feedback is valuable and enables you to influence have your say in how your course can be improved or changed. You can also provide feedback to your co-ordinator at any time.

## **3. Assessment support sessions**

Your Trainer and Training Coordinators may contact you directly if you are falling significantly behind or if assessments are overdue. Trainers will set up a time with you to provide additional support where necessary.

## **4. Study workshops**

For each face to face training program that commences, study workshops may be included. This ensures that if you do fall behind with assessments you are given the opportunity both halfway through and at the end of the course to work on your assessments.

## **5. Graduation**

Star College Australia programs include a graduation ceremony. The size and style of graduation will vary. Some graduations may be a simple presentation with morning tea, while others may be a larger event held at an external venue.

## **Student engagement framework – Online Training**

To benchmark and support student engagement the Star College Australia Team has implemented a number of tools as part of our Online Student Engagement Framework.

Engagement strategies may include:

### **1. Contact from your Training Coordinator**

Periodically throughout your enrolment your training coordinator will contact you via phone, email, eLearning platform message or text message. Your training coordinator is available Monday – Friday during business hours via phone, email or online platform message.

### **2. Training workshops**

Some training programs will have face to face workshops included. These maybe a compulsory component of your particular training program. During these workshops you will have the opportunity to work with your trainer to demonstrate and practice practical industry skills. There

will also be talks from industry experts and an opportunity to meet other students studying online.

### **3. Guest speakers**

At your compulsory training workshops, guest speakers will be presenting on a variety of relevant topics. Guest speakers can be industry specialists, relevant workers, academics, government department representatives or even previous students.

### **4. Assessment support sessions**

Your Trainer and Training Coordinators will contact you directly if you are falling significantly behind or if assessments are more than 2 weeks overdue. Trainers will set up a time with you to provide additional support where necessary. You may also be invited to partake in one to one study planning or mentoring.

### **5. e-Class**

Your trainer is available via email, online platform message and phone during the duration of your course. Once a week your trainer will be online at a designated time, they will be starting discussion topics in the forums and be available on eChat. This is an ideal time to log into your eLearning platform and get involved in group discussions and work on your assessments.

### **6. Book your tutor**

You can book a tutor for a 20min one on one session (online) to guide you if you need assistance with a topic or question. To do this contact your training co-ordinator for more information on how to book this service.

## **Language, literacy and numeracy support**

Star College Australia aims at all times to provide a positive and rewarding learning experience for our students. At the time of enrolment you are asked to provide information regarding your language, literacy and numeracy (LLN) as well as any other special/additional learning needs. In the event of LLN becoming an issue, your Training Coordinator will contact you to discuss the options open to us.

Where certain levels of LLN competency is essential for a course or unit of study, we will make

every effort to ensure that you are adequately supported to complete your training. Star College Australia's approach to LLN is explained in detail in our Language, Literacy and Numeracy Policy. Contact a member of staff at either our Sydney or Darwin office should you wish to obtain a copy.

## Assessment

Assessment is the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard expected in the workplace, as expressed by the relevant endorsed industry/enterprise competency standards of a Training Package or by the learning outcomes of a VET accredited course.

Star College Australia undertakes the assessment of units of competency through a process of systematically gathering, interpreting, recording and communicating information on student performance.

Each training program will have a training and assessment strategy designed in response to needs of clients and matching the requirements of the training package. All assessments will meet the Principles of Assessment and comply with the Rules of Evidence being fair, flexible, valid and reliable, and providing for sufficient, authentic and current evidence to be collected.

Star College Australia ensures that assessments are delivered by assessors in accordance with the Standards for Registered Training Organisations 2015, in particular Standard 1.13.

Assessments are conducted through flexible arrangements either as part of a workplace simulated environment or in partnership with our clients through employment-based events to ensure they reflect workplace conditions and issues that may arise in the industry.

The evidence you submit will be assessed and you will be given feedback. Each individual assessment task will be marked as either satisfactory or not yet satisfactory. A mark of 'competent' or 'not yet competent' will be given for the whole unit of competency. If you are assessed as Not Yet Competent, you will be given some suggestions for improvement and asked to resubmit your material and/or redo your assessment.

If you have a change of address or need to update any personal information held by Star College Australia please contact your Training Coordinator.

## RPL and credit transfer

There will only be a financial advantage for credit transfer if the student provides the academic results from the other provider prior to the census date of the cluster that contains that unit. RPL will be charged at the same rate as the course units and will require proof of competency and currency.

### What is a credit transfer?

Star College Australia will recognise any units of competency a student holds and has evidence of the exact or equivalent unit of competency that is scheduled to be delivered within a training program a student is enrolled in with Star College Australia.

During the enrolment process students will be asked if they would like to apply for a Credit Transfer a copy of either the full qualification including the transcript, or a Statement of Attainment is required. We will also need the student's permission to verify the documentation with the issuing body.

To apply for direct credit transfer students, need to provide their assessor with a copy of either the full qualification including the transcript or a Statement of Attainment. Students then need to complete an assessment task cover sheet and indicate that they are applying for direct credit in the comments section. The assessor will then advise you on whether direct credit can be granted.

Note: Direct Credit can only be granted for units of competency that are listed as 'current' on [www.training.gov.au](http://www.training.gov.au). Should a unit of competency that you hold have been superseded, a direct credit transfer application may be denied and the Star College Australia representative will advise of other options which could include recognition of prior learning and assessment only pathways for the unit(s) of competency that a student is applying for.

As a Registered Training Organisation, Star College Australia is committed to complying with Commonwealth and State legislation and regulatory requirements relevant to our operations. We have developed policies and procedures that assist in maintaining compliance with relevant legislation and regulations and we are required under the terms of our registration with the Australian Quality Skills Authority to ensure that information is provided to all our clients regarding current legislation that significantly affects them.

Details of legislation are listed below, and should you wish to access any of our policies in more detail first visit our website [www.starcollegeaustralia.edu.au](http://www.starcollegeaustralia.edu.au) or phone our office on 1300 206 000 and speak to any member of staff.

For further information regarding commonwealth legislation you can also visit

<http://www.comlaw.gov.au/>.

## Recognition of Prior Learning (RPL)



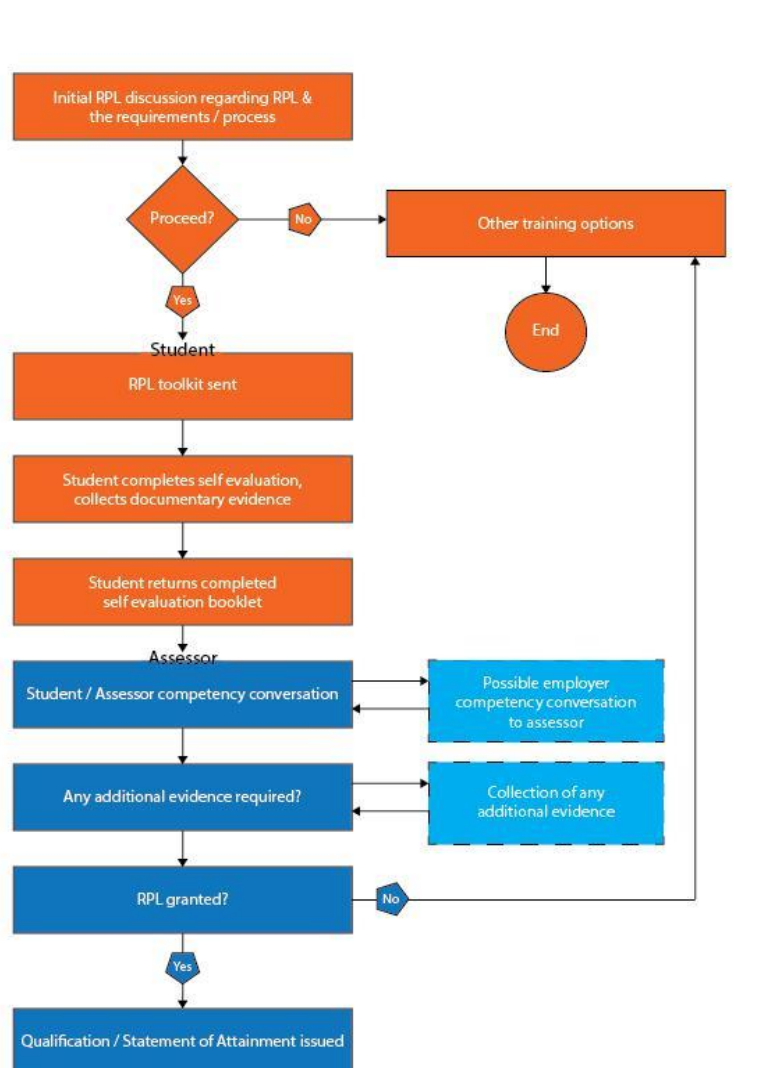
Students who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL) this is in accordance with the Star College Australia Recognition of Prior Learning Policy.

The Recognition of Prior Learning (RPL) process conducted by Star College Australia provides acknowledgement of all skills and knowledge gained through the life experiences, work experience, previous training and formal education of applicants.

Star College Australia's RPL process examines evidence submitted by applicants within the following key principles:

- Adopting a focus on the competencies held rather than on how, when or where the learning occurred.
- A demonstrated commitment to recognising the prior learning of adults.
- Providing access to the RPL process for all students prior to and during enrolment.
- Undertaking RPL processes which are fair to all those involved.
- Providing adequate support for all potential RPL applicants.

A student can apply for RPL at any at any time prior or during their enrolment period.



## Certification and Statement of Attainment

Once you successfully complete your training program you will be issued with a qualification certificate or Statement of Attainment. All qualifications issued by Star College Australia will include a testamur and transcript/record of your results and will be issued in accordance with the Australian Qualifications Framework Issuance Policy. A Statement of Attainment will be issued to you if you successfully complete one or more units of competency within an accredited program but you have not met the requirements for a qualification as specified in the training package. If your qualification or Statement of Attainment gets lost, destroyed or damaged you may request for it be reissued. An administration fee for the replacement of the document applies.