



COMMUNITY  
COLLEGE  
Serving Community Gracefully



COMMUNITY  
COLLEGE  
Serving Community Gracefully

**Star International College Pty Ltd**

**RTO Code 45190**

**Learner Handbook**

**2017 - 20**

---

# Contents

WELCOME	5
RTO RESPONSIBILITIES	6
STUDENT RESPONSIBILITIES	7
Professional Behaviour	7
Plagiarism	8
Enrolment Process	9
Training and Assessment	15
Principles of Training and Assessment	15
Assessment Policy	17
SIMULATED WORKPLACE ENVIRONMENT	18
Recognition of prior learning	20
Star International College Pty Ltd.'s Recognition of Prior Learning Process	20
Fee Structure	21
RPL Fees	21
REFUNDS	22
STUDENT PROGRESS	23
Complaints & Appeals	26
APPEALS	27
UNIQUE STUDENT IDENTIFIER (USI)	30
NATIONALLY RECOGNISED TRAINING	31
Recognition of Australian Qualifications Framework (AQF) certification of another RTO	31

LEGISLATION	33
Records	34
ACCESS & EQUITY	34
Student Acknowledgement .....	37



## **The CEO's Proposal**

As the CEO of Star International College Pty Ltd, I assure that all staff members will fully support the provision of quality education through efficient and responsive management. To ensure high standards in our service delivery, Star International College Pty Ltd has prepared an evidence-based continuous improvement framework in conformity with the Standards for Registered Training Organisations (RTOs) 2015. Star International College Pty Ltd recognises the salience of integrating current work-place practices with vocational training to deliver programs of the highest quality. Consequently, the delivered education and training becomes of a particular vocational relevance to our clients. All trainers and assessors whom Star International College Pty Ltd wishes to employ will have theoretical, vocational and experiential industry skills. Star International College Pty Ltd will make provisions for human and financial resources to uphold the academic rigour for which Australian education system is known. The delivery of our scope is informed by teaching methods that are effective, novel, innovative and ecologically valid. Also, the industry feedback will take utmost precedence in guiding the delivery of our accredited training. Star International College Pty Ltd will adhere to the Standards for Registered Training Organisations (RTOs) 2015 to continue delivering training services that meet the demands of the industry.

Our mission is to provide quality education. We will continue to develop highly innovative training methods to consummate this vision.

As student feedback is highly encouraged and sought after, I welcome your input and advice to ensure that the Star International College Pty Ltd's team adhere to the underlying philosophy of Continuous Improvement in all aspects of Star International College Pty Ltd operations tapping education delivery.

**Arvind Pal Singh Chawla**

## WELCOME

The information in this booklet is there to enable the completion of your studies with Star International College Pty Ltd. The document provides important information to students/learners /candidates by providing guidelines about courses, enrolment procedure, fees, refunds, assessment system, issuance of qualification, complaints and appeals, legislation, student roles and responsibilities, and the RTOs obligations to students/learners. You may contact the RTO directly via email, [admin@starcommunitycollege.com.au](mailto:admin@starcommunitycollege.com.au), or phone: 02 8678 6260, or refer to the website, [www.star.edu.au](http://www.star.edu.au), should you need further information. We will direct every effort in making your education experience enjoyable and stimulating. We understand the hardships involved in undertaking formal education, and this handbook outlines salient elements about student-to-RTO interactions using simple and plain language. We wish you every success in completing your studies at Star International College Pty Ltd.

Learner handbook is available at the RTO website, [www.star.edu.au](http://www.star.edu.au)



## RTO RESPONSIBILITIES

- ✦ It is the right of all students/learners to study in an environment free of any form of harassment and discrimination.
- ✦ All reports of harassment and discrimination will be treated seriously, in an unbiased, respectful and sensitive manner. Any form of harassment and discrimination is considered an unacceptable behaviour and will be dealt with accordingly. Harassment or discrimination is not to be confused with legitimate comment and advice (including constructive feedback) given appropriately by relevant training staff.
- ✦ In dealing with all complaints, the rights of all individuals involved will be respected, and confidentiality will be maintained.
- ✦ It is the intention of Star International College Pty Ltd's management that a process of discussion, cooperation and conciliation will resolve all complaints. Both the person making the complaint and the person against whom the complaint has been directed will receive information, support and assistance in resolving the issue.
- ✦ Victimisation is unacceptable. No person making a complaint or assisting in the investigation of a complaint will be victimised.
- ✦ The RTO will maintain systems for secure recordings of student enrolments, attendance, completion, assessment outcomes (including Recognition of Prior Learning), results, qualifications issued, grievances and the archiving of records.
- ✦ The RTO will maintain confidentiality of all clients' records.
- ✦ The RTO will ensure that a current copy of the accredited course curriculum/endorsed training package and information regarding the program of study, learning resources and appropriate support services are available to students/learners.
- ✦ The RTO will ensure that training and assessment occur in accordance with the requirements of the accredited course/endorsed training package, Principles of Assessment and Rules of Evidence.
- ✦ The RTO will ensure that reasonable adjustments are applied to promote fairness.
- ✦ The RTO will ensure that all clients are provided with quality training and assessment in compliance with the Standards for registered training organisations 2015, and for the issuance of the AQF certification documentation.
- ✦ The RTO will ensure that assessors and trainers have:
  - ✓ Demonstrated competencies at least to the level of those being delivered and assessed.
  - ✓ Current knowledge and skills in vocational training and learning that informs their training and assessment
  - ✓ Industry experience that is current and relevant to the particular courses/training packages or modules/units of competence that they are involved in delivering.

## STUDENT RESPONSIBILITIES

Star International College Pty Ltd is committed to imparting quality education and training. Students/learners play a vital role as their conduct, behaviour and participation is critical to be the recipient of a quality service delivery. We request students/learners to behave in a manner that is ethical and acceptable.

### Student responsibilities

- ✚ Participate in and make satisfactory progress within a program
- ✚ Be punctual
- ✚ Observe WHS guidelines
- ✚ Respect other participants and the RTO staff.
- ✚ Student/learners are to use their personal and professional judgement to conform to the general ethical principles prevalent in society as these ethical principles are too numerous to outline in this document.
- ✚ If a student is in disagreement on any topic in the class/workshop, do so with respect.
- ✚ Respect the property of the institution.
- ✚ Get to know fundamental policies and procedures tapping complaints and appeals, fees and refunds, enrolments, assessments, issuance and re-issuance of qualifications, and unique student identifiers (USI). It is the responsibility of the student/learner to read these relevant policies outlined in this document.
- ✚ Integrate feedback of trainers and assessors to foster their learning.
- ✚ Submit assessments and coursework on time and communicate with trainers/assessors in case of resubmissions or re-assessments.
- ✚ Stay up-to-date with their fees.
- ✚ Not to indulge in plagiarism, cheating, or collusion (two students/learners submitting the same work) during assessment completion.

### Professional Behaviour

Star International College Pty Ltd Management encourage any trainer or staff member who is dissatisfied with the behaviour or performance of the learner has the authority to:

- ✚ Warn the student that their behaviour is unsuitable, or
- ✚ Ask the learner to leave the class, without refund or acceptance into another course, or
- ✚ Immediately cancel the class.

If the learner wishes to object or lodge an appeal against the disciplinary action taken, they have the right and opportunity to follow the Star International College Pty Ltd's appeals procedure.

## Plagiarism

Plagiarism is the "wrongful appropriation" of another author's "language, thoughts, ideas or expressions," while presenting them as one's own original work. Therefore, all learners are encouraged to acknowledge original authors/writers. Although, learners/students are encouraged to use APA Style or Harvard Style referencing, they will not be marked unfairly as long as they acknowledge original authors clearly.

## Policy

Plagiarism is considered an academic dishonesty and a breach of journalistic ethics. It is subject to sanctions like expulsion. It is quite reasonable to research material in the course of undertaking assessments. All sources, however, must be clearly referenced. Star International College Pty Ltd's trainers/assessors take a strict approach to plagiarism and proven incidents will not be tolerated.

*The RTO may use plagiarism detection tools to ascertain the authenticity of the learner's work.*

**Star International College Pty Ltd. reserves the right to terminate the training and/or assessment of any student found guilty of academic misconduct such as, plagiarism, cheating, or collusion.**

## Bullying

Learners are not to engage in bullying. It is a maladaptive behaviour that suggests a real or perceived power over another party, or otherwise undermines a person or group, generally comprised of repeated, persistent acts over a period of time.





## ENROLMENT PROCESS

### Enrolment related enquiry

Once you have identified your professional learning needs, the enrolment is as easy as dropping an email or contacting the RTO staff by phone. Potential students/learners may contact the RTO via email (admin@starcommunitycollege.com.au), or phone, 02 8678 6260, with the expression of interest to enrol. Students/learners are to fill out a pre-enrolment survey prior to their enrolment which is used to ascertain previous recognitions, students' / learners' suitability to the qualification, credit transfers and other relevant information. Also, learners will be asked to complete a brief LLN assessment prior to training and assessment.

All students/learners will be recruited in an ethical and responsible manner. Our Equity and Access policy and procedure ensures that client selection decisions comply with equal opportunity and other relevant legislation, regulations and standards.

- ✚ Please contact the RTO via email, (admin@starcommunitycollege.com.au), or phone, 02 8678 6260, to enquire about competencies, and your interests and the alignment of the preferred unit with your needs.
- ✚ After examining Competency Overview (1<sup>st</sup> STEP) on RTO website potential learners or students are required to complete the pre-enrolment survey (2<sup>nd</sup>STEP).  
*\*RTO Staff will provide you Pre-Enrolment Survey and the Enrolment Form upon request.*
- ✚ If students/learners are happy to proceed after STEP -1 & STEP - 2, they must complete an enrolment form and return it to Star International College Pty Ltd together with the payment of \$500 (or request for an invoice and then pay), a certified copy of your photo identification and, if credit transfer is sought certified copies of relevant transcripts and previous AQF certification. Detailed information about fees is mentioned under a separate 'Fees & Refund' section of this handbook. This can also be discussed in person with the RTO staff.
- ✚ Candidates will complete a brief LLN assessment (i.e., oral & written)

**NOTE:** *Copies of identification documents, testamurs or transcripts must be certified by a Justice of Peace.*

- ✚ Once the enrolment is processed, the student/learner will receive their payment invoice, student workbooks, supplementary resources, necessary procedural forms (e.g., the Appeal Form), Delivery Plan, Trainer /assessor contact, facility information and the Learner Assessment Guide. The package will also include confirmation of enrolment.
- ✚ Processing of enrolment can take up to 14 calendar days.

### Assessment submission

- ✦ After completing required assessment tasks, students/learners may submit completed assessments in person, or alternatively via post by addressing it to Star International College Pty Ltd. The completed assignments can also be submitted via email (refer to 'Learner Assessment Guide').

### AQF certification issuance

- ✦ Once the client is deemed competent and full payment has been received (including RPL), the relevant AQF certification will be sent out to the client within **30 calendar days** after the completion of the training program.
- ✦ **PLEASE NOTE** that once Star International College Pty Ltd receives the student's assessment task, marking time can be up to 30 calendar days. In the case of RPL, the duration of the marking process varies depending on the client's individual circumstances. If the assessor requires further information they will contact the student.

### Unit (s) Materials

- ✦ All students/learners will be provided student workbooks and relevant course handouts.
- ✦ Students/learners will receive access to supplementary materials wherever applicable.
- ✦ Students/learners will have access to supplementary resources. These resources are available for borrowing (ask RTO staff).
- ✦ Other forms will be sent along with Delivery Plans
- ✦ Instructions about operating Skype

### Unit (s) changes

Unit (s) content, scheduling, and resources are subject to occasional change. However, all students/learners will be notified of such changes before the commencement of their training. If the changes are due to the competency being superseded, transition period is allowed for students/learners undertaking the unit and the unit of competency will not be advertised for further enrolments. Students/learners are to contact Star International College Pty Ltd for further information prior to their enrolment.

## SUPPORT SERVICES

### Student support policy

Star International College Pty Ltd will assist all Learners in their efforts to complete training programs by all methods available and reasonable. Star International College Pty Ltd will determine the support needs of individual Learners (i.e., via pre-enrolment survey) and provide access to the educational and support services necessary for the individual student to meet specific requirements of training packages. Star International College Pty Ltd will continue to develop strategies to make support available where gaps are identified. Learners are encouraged to talk with their available first point of contact, by informing the RTO about difficulties they face.

As Trainers are considered first point of contact for learners, they are responsible for ensuring that all Learners are aware they can contact their trainer/assessor if learners are experiencing difficulties with any aspect of their studies. Staff will ensure Learners have access to the full resources of Star International College Pty Ltd to assist them in achieving the required level of competency.

In the event, the learner is experiencing personal difficulties, training staff will encourage the student to contact Star International College Pty Ltd who will provide discreet, personalised and confidential assistance as per the nature of the difficulties.

In the event, the learner's needs exceed the capacity of the support services Star International College Pty Ltd can offer, learners will be referred to an appropriate external agency. Extensive information regarding support agencies, resources and services may be sourced externally. Star International College Pty Ltd staff members will assist Learners to source appropriate support.

Once identified, the RTO will deploy its available support by initiating contact with the student. The student will be individually guided through his/her learning.

### The following support will be available to learners:

- ✚ Although, all students/learners are offered one-to-one feedback with their trainer/assessor on regular basis, additional feedback is also arranged if the learner needs that support.
- ✚ Also, students/learners can avail additional trainer contact during Skype, Goggle Hangouts and via the RTO Facebook page.
- ✚ Students/learners can utilise 'peer discussions' facilitated through the Facebook page.
- ✚ Access to supplementary business resource upon request.
- ✚ RTO trainers will regularly maintain phone contact with identified learners.
- ✚ Access to subject matter experts within business industry (e.g., provision of guest speakers during some class-room training).
  
- Support to access external services e.g., counselling, financial advice etc., (will be done on a case-to-case base). Learners may access counselling services by contacting:
- Endeavour Wellness Blacktown, Westpoint Shopping Centre, Suite 605, Level 6, Westpoint Office Towers, Alpha St, Blacktown NSW 2148, Australia
- APS Clinical Psychologist, 2/30 Campbell St, Blacktown NSW 2148, Australia

Phone:+61 2 9651 6645

- Blacktown Psychological Services, 16 Valda St, Blacktown NSW 2148, Australia
- Phone:+61 2 9671 5078

- ✦ Off-campus help is also provided using web technology, to assist with the competency progress.
- ✦ Although, all learners are required to have access to a computer, learners are provided access to computers on campus.
- ✦ Language, Literacy and Numeracy (LLN): The RTO conducts a pre-enrolment survey prior to enrolling participants in the competency to determine LLN needs. Although, this cohort of learners is expected to demonstrate proficient LLN skills, LLN assessment will take place prior to course commencement to assess an individual's skills and capabilities and relevant educational support will be facilitated by the trainer. Students/learners may visit the website, <http://www.australiancurriculum.edu.au/generalcapabilities/literacy/introduction/introduction>, to enquire about their nearest LLN support centre.

### **Flexible delivery and reasonable adjustments**

Star International College Pty Ltd recognises that some people are better suited to learning via teaching methods not usually obtained in the traditional classroom setting. With some minor adjustments to teaching and assessment methods, the learner who is experiencing difficulty in learning and achieving the desired results in the traditional setting may show considerable improvements.

The staff and management of Star International College Pty Ltd respect these differences among Learners and will endeavour to make any necessary adjustments to their methods in order to meet the needs of a variety of Learners. For example, the inability to complete a written assessment will not be interpreted as a sign of incompetence, provided the learner can verbally demonstrate competency.

Acceptable and reasonable adjustments to teaching and assessment methods may include, but are not limited to; having a trainer read assessment materials to Learners, having the learner's spoken responses to assessment questions recorded or allowing the learner to sit for an assessment alone in a different room. In the case of disability, the RTO will provide reasonable adjustments according to its policy on reasonable adjustments and individualised access plan will be formulated.

Star International College Pty Ltd staff will pursue any reasonable means within their ability to assist Learners in achieving the required competency standards. In the event that the learner's needs exceed the capacity of the support services Star International College Pty Ltd can offer, they will be referred to an appropriate external agency. All additional support may incur cost to the learner.

### **Learner Feedback**

Upon completing each unit of competency, learners are encouraged to provide their feedback about their learning experience at the RTO by way of completing the *Learner Feedback Form*. Your feedback is voluntary. However, we insist that you provide your feedback to inform our practices relating to training and assessment as it will benefit you in turn.

### **Reasonable adjustment**

Reasonable adjustment means adjustments that can be made to the way in which evidence of learner performance is collected. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent / not yet competent decisions (and / or awarding grades) will not be altered in any way. The RTO has the reasonable adjustment policy in place.

## **What qualification can I study with Star International College Pty Ltd?**

### **CHC33015 – CERTIFICATE III IN INDIVIDUAL SUPPORT**

This qualification reflects the role of workers in the community and/or residential setting who follow an individualised plan to provide person-centred support to people who may require support due to ageing, disability or some other reason. Work involves using discretion and judgement in relation to individual support as well as taking responsibility for own outputs. Workers have a range of factual, technical and procedural knowledge, as well as some theoretical knowledge of the concepts and practices required to provide person-centred support. To achieve this qualification, the candidate must have completed at least 120 hours of work as detailed in the Assessment Requirements of the units of competency.

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of publication.

## **Which unit(s) of competencies can I study with Star International College Pty Ltd?**

The RTO offers 3 units of competencies currently:

### **BSBLDR501 - DEVELOP AND USE EMOTIONAL INTELLIGENCE**

This unit covers the development and use of emotional intelligence to increase self-awareness, self-management, social awareness and relationship management in the context of the workplace. It includes identifying the impact of own emotions on others in the workplace, recognising and appreciating the emotional strengths and weaknesses of others, promoting the development of emotional intelligence in others and utilising emotional intelligence to maximise team outcomes. It applies to managers who identify, analyse, synthesise and act on information from a range of sources and who deal with unpredictable problems. They use initiative and judgement to organise the work of self and others and plan, evaluate and co-ordinate the work of teams.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

### **BSBLDR502 - LEAD AND MANAGE EFFECTIVE WORKPLACE RELATIONSHIPS**

This unit describes the skills and knowledge required to lead and manage effective workplace relationships. It applies to individuals in leadership or management who have a prominent role in establishing and managing processes and procedures to support workplace relationships taking into account the organisation's values, goals and cultural diversity. At this level, work will normally be carried out within complex and diverse methods and procedures, which require the exercise of considerable discretion and judgement, using a range of problem solving and decision-making strategies.

### **BSBLDR503 - COMMUNICATE WITH INFLUENCE**

This unit describes the skills and knowledge required to present and negotiate persuasively, lead and participate in meetings and make presentations to customers, clients and others.

It applies to managers and leaders who identify, analyse, synthesise and act on information from a range of sources, and who deal with unpredictable problems. They use initiative and judgement to organise the work of self and others and plan, evaluate and co-ordinate the work of teams.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

### What are the prerequisites?

Although, none is required by the training package,

- ✓ However, all learners need to have a part-time or full-time employment in management or supervisory or leadership roles.
- ✓ Also, learners need to have proficient LLN skills. LLN is determined by the trainer/assessor interview, self-report, previous experience, and a brief LLN assessment.
- ✓ All learners are required to have access to computer. However, if the learner/student does not have to a computer, the RTO computers can be used while on campus.

### How is training delivered?

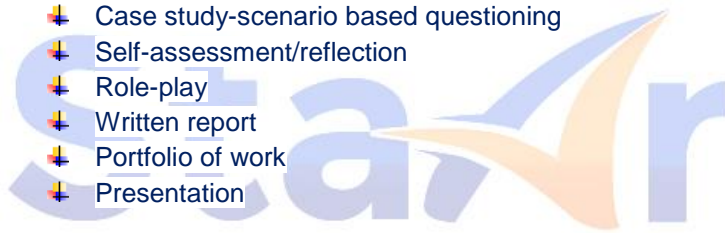
#### Mode of delivery

- ✚ All training is delivered through classroom-based training (face-to-face).

Training location: Suite G&H (1st Floor), 111 Main St, Blacktown NSW 2148

#### Assessment methods

- ✚ Case study-scenario based questioning
- ✚ Self-assessment/reflection
- ✚ Role-play
- ✚ Written report
- ✚ Portfolio of work
- ✚ Presentation



COMMUNITY  
COLLEGE  
Serving Community Gracefully

#### Prior to starting the unit, learners will undergo:

- ✚ An introduction process, explaining the units of competency and the training and assessment system, and an overview of what to expect
- ✚ Information sessions from the trainer/assessor about 'Student Workbook' and its role in preparing learners for classroom sessions, completing self-directed learning and achieving positive outcomes in assessments.
- ✚ Students/learners are to become familiar with 'Learner Assessment Guide' a reference document for all required assessment tasks for this unit of competency.
- ✚ Student will receive additional learner resource (e.g., PowerPoint slides, content handouts)
- ✚ A review and induction to the Delivery Plan and face-to-face training.
- ✚ Students are encouraged to access the available Learning support (i.e., Skype for team meetings and peer discussions, additional Trainer contact, Facebook page for peer discussions).
- ✚ Students will complete assessments, class-activities and will receive feedback from their trainers.



## TRAINING AND ASSESSMENT

Star International College Pty Ltd. is committed to delivering high quality training and assessment services that meet the expectations of their students/learners. To ensure this, the RTO has implemented processes for data collection and analysis within its operations that ensure the continuous improvement of training and assessment. Continuous improvement measures in this area respond to the results of data analysis and involve all internal and external stakeholder groups.

The quality and continuous improvement policy and procedure defines the methods of data collection and analysis. To provide high quality outcomes to their clients and students/learners, Star International College Pty Ltd. ensures that strategies for training and assessment are developed with effective consultation with industry, potential learners and stakeholders.

### Principles of Training and Assessment

Training and assessment strategies developed by Star International College Pty Ltd. will adhere to the following principles:

- ✦ Training and assessment strategies are developed for each unit of competency that will be delivered and assessed. Each strategy provides a framework to guide learning requirements and the training and assessment arrangements of each training product – the macro level requirements of the learning and assessment processes.
- ✦ All competencies will require the development of a training and assessment strategy.
- ✦ Each training and assessment strategy will be developed in consultation with industry representatives, trainers, assessors and key stakeholders
- ✦ Training and assessment strategies will reflect the requirements of the relevant training package and will identify target groups
- ✦ Training and assessment strategies will be validated annually through the internal review procedures and industry consultation.

### Quality training and assessment principles

Star International College Pty Ltd. will apply the *Principles of Assessment and the Rules of Evidence* to achieve positive outcomes.

### Principles of assessment

To ensure quality outcomes, assessment should be:

- ✦ Fair
- ✦ Flexible
- ✦ Valid
- ✦ Reliable

### Fair

The individual learner's needs are considered in the assessment process.

Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs.

The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary. Learners have access to the appeal form online through RTO website, [www.star.edu.au](http://www.star.edu.au)

Appeal forms will also be provided along with the Learner Assessment Guides.

### **Flexible**

Assessment is flexible to the individual learner by:

- ✚ Reflecting the learner's needs;
- ✚ Assessing competencies held by the learner no matter how or where they have been acquired; and
- ✚ Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.

### **Valid**

Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires that:

- ✚ Assessment against the unit(s) of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;
- ✚ Assessment of knowledge and skills is integrated with their practical application;
- ✚ Assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and
- ✚ Judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements

### **Reliable**

Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

### **Rules of Evidence**

These are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is:

- ✚ Valid
- ✚ Sufficient
- ✚ Authentic
- ✚ Current

### **Valid**

The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.

### **Sufficient**

The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.

### **Authentic**

The assessor is assured that the evidence presented for assessment is the learner's own work.

### **Current**

The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past. This is particularly relevant to RPL.



## Assessment Policy

Star International College Pty Ltd. acknowledges the critical role that assessment plays in determining the competency of students/learners. In developing the assessment (including RPL) for the units of competencies, the RTO ensures:

- ✦ We will ensure that assessment meets principles of assessment (See the section, Training and assessment).
- ✦ We will also ensure that the evidence provided by you meets the rules of evidence (See the section, Training and assessment). Students are to submit their original work (i.e., authentic work and not plagiarised).
- ✦ Compliance with the assessment guidelines from the relevant training package and unit of competency.
- ✦ Assessment leads to a statement of attainment under the Australian Qualifications Framework (AQF).
- ✦ Assessment complies with the principles of competency-based assessment and informs the student of the purpose and context of the assessment.
- ✦ Evidence collected conforms to the rules of evidence.
- ✦ The application of knowledge and skills is relevant to the standard expected in the workplace, including skills for managing work tasks, contingencies and the job environment
- ✦ Timely and appropriate feedback is given to students/learners.
- ✦ Assessment complies with Star International College Pty Ltd.'s access and equity policy.
- ✦ All students/learners have access to re-assessment on appeal.
- ✦ Appeals will be resolved within 30-days.
- ✦ You have maximum 3 months to complete any unit of competency that you are enrolled in. If you are not able to complete within 3months without a valid reason (e.g., medical certificate, compassionate circumstances, pregnancy) you will need to repay the fees for training and assessment on pro-rata basis.
- ✦ Once the client is deemed competent and full payment has been received (including RPL), the relevant AQF certification will be sent out to the client within 30 calendar days after the completion of the training program.

Star International College Pty Ltd. implements an assessment system that ensures that assessment (including Recognition of Prior Learning) complies with the assessment requirements of the relevant training package or VET accredited course. Star International College Pty Ltd. recognises that each unit of competency contains assessment requirements relating to: performance evidence, knowledge evidence and assessment conditions outlined by the relevant training package.

## **SIMULATED WORKPLACE ENVIRONMENT**

Star International College Pty Ltd ensures that the training is delivered to the standards of a real workplace environment. Our assessment and training assimilate workplace environment at the RTO facility, by which students/learners are required to complete a variety of assessment tools. The RTO will utilize simulations provided by IBSA (e.g., Apparel Brands, Australian Hardware). The RTO assessors have relevant instructions in the 'assessor guides'. We have dedicated facilities (e.g., access to class rooms, computers, Web technology) that give the feel of a real workplace, where students/learners will conduct team/Skype meetings, engage in consultation, role-plays and other practical scenarios at the RTO premises. Students/learners will also respond to case-studies and practical tasks. The RTO will provide options of conducting team meetings utilising virtual technologies that are prevalent in the modern workplace.

A simulated workplace environment is a form of evidence gathering that involves the candidate completing or dealing with a task, activity in an off the job situation that replicates the workplace context. Simulations allow recreating realistic workplace situations (e.g., the use of on-line business contexts, the creation of role-play based workplace scenarios, the reconstruction of a business situation on spread-sheets). In developing simulations, the emphasis is not so much on reproducing external circumstance but on creating situations where you to demonstrate:

- ✚ Skills and knowledge
- ✚ Core skills such as decision making and problem solving
- ✚ Workplace practices such as effective communication
- ✚ Other skills and performance evidence related to the unit of competency or accredited unit you are undertaking

The trainer/assessor confirms the appropriateness of simulated workplace conditions to the students/learners for the assessment of this unit (Assessor Guides). Each learner will receive the relevant 'Learner Assessment Guide' prior to their training which covers range of information tapping assessments.

Resources available for the delivery and assessment of this unit

- ✚ Computers with fast internet
- ✚ Printers
- ✚ Stationary
- ✚ Web technology
- ✚ Data Projectors
- ✚ Supplementary textbooks
- ✚ Student Workbooks

- ✚ Additional learning support, Google hang-out, Skype contact
- ✚ Access to conference / boardrooms that represent real workplace
- ✚ Microsoft Word
- ✚ Assessor Guide (assessor instructions)
- ✚ Learner Assessment Guides

Access to equipment and facilities (i.e., RTO class-rooms, boardrooms, lap-tops upon request and only at campus, white-boards/flip charts, projectors, printer, furniture & stationary) to meet the requirements of each unit of competency's learning environment. **Facility checklist** is in place for this unit of competency.



## RECOGNITION OF PRIOR LEARNING

Recognition of prior learning means recognition of competencies currently held, regardless of how, when or where the learning occurred. These competencies may be attained through any combination of formal or informal training and education, work experience or general life experience. In order to grant RPL, the assessor must be confident that the student is currently competent against the endorsed industry or enterprise competency standards or outcomes specified in Australian Qualifications Framework relevant to the unit. The evidence may take a variety of forms and could include previous certification, formal RPL assessment, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.

Star International College Pty Ltd. appreciates the value of workplace and industry experience, and recognises that students/learners will acquire vocational skills and knowledge from a variety of sources other than formal training. These skills are legitimate irrespective of how they were acquired and the RPL process is designed to provide validation of such relevant skills.

### Star International College Pty Ltd.'s Recognition of Prior Learning Process

Recognition of Prior Learning (RPL) is an assessment process that assesses an individual's formal, non-formal and informal learning to determine the extent to which the individual has achieved the required learning outcomes, competency outcomes, or standards for gaining recognitions for competencies.

The recognition of prior learning (RPL) process will be offered to and explained to all relevant students/learners. All students/learners will have access to Star International College Pty Ltd.'s RPL policy through this Learner handbook. The candidates may obtain information prior to their enrolment. Students/learners who believe they have already obtained current skills and knowledge that would otherwise be covered in the unit of competency for which they intend to attain, should apply for RPL before or at the time of enrolment (i.e., Tick RPL Enrolment on the Enrolment Form). The student's skills and knowledge will be assessed and validated, and where appropriate, units of competency acknowledged and face-to-face training reduced. *The RTO conducts a pre-enrolment survey to ascertain RPL.* When the learner and the RTO trainer/assessor have identified RPL, the candidate will proceed with completing an RPL assessment (i.e., RPL Candidate Manual). The candidate will be provided all necessary information about the completion of RPL assessment and documentary evidence required.

Candidates are also encouraged to provide their feedback on RPL assessments by completing the RPL Feedback Form. Candidates also have access to the RTO's appeal policy available on the RTO website, [www.star.edu.au](http://www.star.edu.au). The assessor will also alert you to Appeal Process during the assessment process.

### Credit Transfer

Credit transfer refers to the transferral of academic credit obtained by students/learners through participation in courses, units of competency (ies) or national training package qualifications with other RTOs, towards those unit of competency (ies) that are offered by Star International College Pty Ltd. Credit transfer is granted on the basis that the credit validates the student's competency within the relevant qualification / unit of competence. Credit transfer of the unit of competency (ies) is available to all students/learners enrolling in any competency (ies) offered by Star International College Pty Ltd. The RTO conducts a pre-enrolment survey to ascertain credit transfers.

## FEES / PAYMENTS

### Fee Structure

The unit of competency (ies) offered by Star International College Pty Ltd has a specific fee. The fee is the maximum fee that will be charged to the student. Also, two units of competencies have identical fees/refund structure.

*Star International College Pty Ltd. operates as a 'fees for service' training business. All clients will be required to pay fees as per the fees outlined on Marketing Flyer*

### AND

- ✚ No withdrawal fee is applicable.
- ✚ No re-submit fee applies.
- ✚ No re-assessment fee applies.
- ✚ No fees apply to the issuance of the statement of attainment.

### Qualification reissuance fees

When the student requests a new copy of his / her certification, the following fees apply:

- ✚ Statement of attainment \$25.00 + GST

### RPL Fees

---

- ✚ Recognition of prior learning (RPL) is offered for all scope registered.
- ✚ RPL fee is outlined on the Marketing Flyer

### Fees for the gap training

The RTO's fees/refund relevant to the training delivery model is applicable during gap training.

### Contact Us

Star International College Pty Ltd  
**Suite G&H (1st Floor), 111 Main St, Blacktown NSW 2148**

Email: [admin@starcommunitycollege.com.au](mailto:admin@starcommunitycollege.com.au)  
RTO website: [www.star.edu.au](http://www.star.edu.au)  
Phone: 02 8678 6260

### Fee information is also available via:

- ✚ Star International College Pty Ltd.'s marketing material, '**Competencies Overview**' and '**Fees/refund policy**
- ✚ Through an email request from Star International College , [admin@starcommunitycollege.com.au](mailto:admin@starcommunitycollege.com.au)

## REFUNDS

An application for a refund is addressed as per the notice given by the person making the request:

- ✦ All applications for refunds is to be made in writing. All refunds are calculated according to the tuition fees paid in advance and not according to the total fees, as the enrolment fees are non-refundable.

*Note:* Enrolment Fees including the prepaid tuition fees is refunded in full under two scenarios:

1. Star International College Pty Ltd fails to provide the agreed services.
2. Subject to the state consumer law.

- ✦ 14 days prior to the commencement of the competency – full refund of prepaid tuition fees (e.g., if fees paid are \$450, then the refund is \$450).
- ✦ Between 13 days and 7 days prior to the course = 75% refund of prepaid tuition fees.
- ✦ Between 6 days and the commencement of the course = 50% refund of prepaid tuition fees.
- ✦ Withdrawal during the competency – no refund. However, a pro-rata credit is available so the student can complete the competency at a later date.
- ✦ No refunds will be given if the student does not show up to classes without providing valid reasons.
- ✦ The RTO will adhere to the STATE CONSUMER LAW, where cooling off period of 10 days will be observed.

Information is provided prior to enrolment or the commencement of training and assessment, whichever comes first, specifies the student's rights as a consumer, including but not limited to any statutory cooling-off period (where applicable) and the student's right to obtain a full refund for services not provided by the Star International College Pty Ltd in the event the:

- ✦ Arrangement is terminated early, or the RTO ceases its operations
- ✦ Star International College Pty Ltd fails to provide the agreed services.



## STUDENT PROGRESS

Learners have the right to request information about or have access to their own individual records. Star International College Pty Ltd trainers and assessors or administration staff will provide the requested information or access. Learners also have the right to request a hardcopy of their own individual file that can be supplied as a printout from records retained within the student data management system.

Please feel free to ask your Star International College Pty Ltd's trainer and assessor or administration staff at any time for a printout of your progress.

## STUDENT SUPPORT POLICY

This policy supports Standards for RTOs 2015 - Standard 1, 4 and 5.

1. Star International College Pty Ltd is committed to supporting students to achieve successful outcomes.
2. The RTO has, for all of its scope of registration, and consistent with its training and assessment strategies, sufficient:
  - a. trainers and assessors to deliver the training and assessment;
  - b. educational and support services to meet the needs of the learner cohort/s undertaking the training and assessment;
  - c. learning resources to enable learners to meet the requirements for each unit of competency, and which are accessible to the learner regardless of location or mode of delivery; and
  - d. facilities, whether physical or virtual, and equipment to accommodate and support the number of learners undertaking the training and assessment.

### Trainers & Assessors

- The RTO trainers and assessors are the first point of contact to determine whether a student requires academic and non-academic support.
- This support may include providing:
  - Language, Literacy and Numeracy (LLN) support
  - Changing the modality of assessments if learner has a disability (See reasonable adjustment policy)
  - additional tutorials, Skype support sessions, Google hangouts discussions

The RTO trainers and assessors are required to pay attention to learning difficulties that some learners might experience.

- The RTO conducts Pre-enrolment Analysis (i.e., a self-assessment as part of the enrolment process) to determine support needs of learners. However, if a learner is not identified during pre-enrolment information gathering due to personality reasons, trainers/assessors must bring this to the attention of the CEO soon they notice that learner may need additional support.
- The RTO will also conduct Language literacy and numeracy assessment to determine required LLN levels to complete the units.
- Trainers and assessors are to provide students with information that Students/learners may visit <http://www.australiancurriculum.edu.au/generalcapabilities/literacy/introduction/introduction>, to enquire about their nearest LLN support centre.
- If a learner is identified with LLN related support, the RTO is unable to enrol students, however, if a learner can demonstrate LLN skills at a further point and after seeking LLN related help from external resources, the RTO will provide the learner another opportunity to sit LLN assessment.
- The RTO is unable to enrol students who do not meet LLN requirements. However, if a student has a disability, the support is provided as per the RTO policy on reasonable adjustments and an access plan is put together.

- Trainers / assessors are to invite students for off-campus discussions and support.
- Trainers and assessors are to provide extra optional support to students who are going through difficulties.
- Trainers / assessors are to use Skype and Google Hangouts to provide Webinar support.
- All support provided will be documented in the student file.

### Reasonable adjustments

Reasonable Adjustments are measures or actions to assist a student with a Disability to participate in learning, teaching and assessment on an equivalent basis to other students that are determined as reasonable.

- Whether an adjustment is reasonable will be determined in accordance with the Disability Standards for Education. This will involve taking into account all the relevant circumstances and interests, including the student's Disability; the effect of the proposed adjustment on the student and on anyone else affected, including STAR INTERNATIONAL COLLEGE PTY LTD, staff and other students.
- Notwithstanding the above, an adjustment is not reasonable if it would:

1. Compromise the integrity of the program or course or assessment requirements and processes; or
2. Remove or bypass any Inherent Requirements.

Making decisions about reasonable adjustment: Once information has been shared, decisions about reasonable adjustment should be made collaboratively with the learner, trainers, and the student support teams, e.g., CEO. Sometimes, when it is difficult to identify evidence of need or where the impacts are more complex, teaching staff may seek further advice from external experts.

There are specific needs that STAR INTERNATIONAL COLLEGE PTY LTD might consider during the decision-making process tapping reasonable adjustments.

- Writing
- Reading
- Hearing
- Communicating with others or getting ideas across
- Moving or manipulating objects
- Paying attention/staying on track
- Sitting for long periods
- Moving around the learning environment
- Remembering/retention
- Dealing with frustration.

COMMUNITY  
COLLEGE  
Serving Community Gracefully

Sometimes a learner is unable to meet the inherent requirements of the course, even with reasonable adjustment. For example, Occupational Health and Safety requirements can preclude learners' participation in some core course activities. If the course is not suitable for the particular learner, RTO will offer counselling about alternative training and career path options.

See the Reasonable adjustment policy for detailed information.

### Access Plan

The Access Plan refers to the formal written statement prepared by the participants' nominated trainer and assessor in consultation with the Manager, RTO. The Plan outlines the impact of a student's Disability and the Reasonable Adjustments applied to enable the student's equitable access to learning, teaching and assessment.

- An Access Plan will be prepared by the student support service in consultation with the student. The Disability Service may consult with the course trainers or other appropriate faculty staff in order to determine whether a proposed adjustment would be reasonable.



## Non-academic support

Referring students to external services. Support to access external services e.g., counselling, financial advice etc., (will be done on a case-to-case base). Learners may access counselling on their own cost by contacting: Endeavour Wellness Blacktown; Address: Suite 605, Level 6, Westpoint Office Towers, Alpha St, Blacktown NSW 2148; Phone:1300 958 517, or some other health professional of their own choice.

Although, all learners are required to have access to a computer, learners are provided access to computers if there is a need.

- Flexible delivery and reasonable adjustments: Star International College Pty Ltd recognises that some people are better suited to learning via teaching methods not usually obtained in the traditional classroom setting. With some minor adjustments to teaching and assessment methods, the learner who is experiencing difficulty in learning and achieving the desired results in the traditional setting may show considerable improvements.
- The staff and management of Star International College Pty Ltd respect these differences among Learners and will endeavour to make any necessary adjustments to their methods in order to meet the needs of a variety of Learners. For example, the inability to complete a written assessment will not be interpreted as a sign of incompetence, provided the learner can verbally demonstrate competency.
- Learners are provided access to the RTO's complaints and appeals policy and procedure.
- Learners have access to the RTO classrooms, facilities as per the facility checklist.

## Learner Handbook

Information on RTO policies and support is provided to all learners via learner handbook prior to or at the same time of enrolment.

- All students are provided with a copy of the learner Handbook prior to enrolling with the RTO.

The handbook contains information on:

- Services, facilities and resources available to students
- Student support policy
- Fees and refunds
- Complaints and appeals
- Reasonable adjustments
- Access plan
- Flexible delivery
- Assessment Policy
- Legislation related information
- Simulated learning
- Training locations
- Fees and refunds
- Student obligations
- Support during course transition

STAR  
COMMUNITY  
COLLEGE  
Serving Community Gracefully

## COMPLAINTS & APPEALS

Star International College Pty Ltd has a defined complaints and appeals process that will ensure Learners' complaints and appeals are addressed fairly, effectively and efficiently. Furthermore, learners, trainers, assessors, other RTO staff and stakeholders will have a public access to Complaint and Appeal forms and policies and procedures. Additionally, all learners will be provided appeal forms with the "Learner Assessment Guide" to ensure that learners have necessary forms to appeal against assessment decisions and procedural matters. Complaints and Appeal forms along with policies and procedures are also available on the RTO website, [www.star.edu.au](http://www.star.edu.au). Furthermore, all complaints and appeals are documented in complaints and appeals registers respectively.

Star International College Pty Ltd. strives to ensure that learners are satisfied with their learning experience and outcome. In the unlikely event that this is not the case, all Learners have access to rigorous, fair and timely complaint and appeal processes. All complaints and appeals will be reviewed as part of the continuous improvement process and where corrective action has been highlighted while achieving resolution during RTO monthly meetings, it will be implemented as a priority.

All complaints will be reviewed at Star International College Pty Ltd during monthly management meetings. Continuous improvement procedures may be actioned when the complaint / appeals procedure results in identification of factors appropriate for improvement to internal operations. When the initial causative factor of the complaint identifies a problem with the current Star International College Pty Ltd policies and / or procedures, the continuous improvement procedure will ensure changes are made to prevent reoccurrence of the problem.

**Note:** All complainants/appellants are to follow the appropriate code of conduct and procedures whilst communicating with the relevant staff.

**The RTO implements complaints and appeals policy rigorously and by utilising detailed procedures below:**

- ✚ The Complaint Form
- ✚ The Appeal Form
- ✚ Complaint & Appeal Feedback Form
- ✚ Complaint Register
- ✚ Appeal Register
- ✚ Corrective Action Report
- ✚ Continuous Improvement Register
- ✚ Complaint & Appeal Policy and Procedure

## COMPLAINTS

All formal complaints must be submitted in writing (i.e., by filling out the Complaint Form). Star International College Pty Ltd has ensured that complaints forms are easy to read and complete.

Information obtained through the complaint form allows the RTO to manage and respond to allegations involving the conduct of:

- ✓ The RTO, its trainers, assessors, RTO staff and other parties involved
- ✓ A learner of the RTO

The RTO will respond to all complaints within 30 calendar days of receipt.

The RTO Manager will convene the complaint committee. The complaint committee will consist of a panel of members with no previous involvement or vested interest in the outcome of the particular complaint. Members of the committee should include:

- ✓ A representative of Star International College Pty Ltd's management
- ✓ A Star International College Pty Ltd's training staff member
- ✓ A person independent of Star International College Pty Ltd.

*Although, the complaint committee will have an independent member, the RTO will provide an independent review (i.e., external to the RTO) for the complaint if requested in writing.*

The complaint committee will inform all parties involved of the outcome in writing via email or in writing.

For complaints with added complexity, and for example, in the instance where the review is conducted by independent parties, the resolution may take longer, hence, all learners will be notified in writing if the resolution of complaints will take longer than 60 calendar days. Also, the reasons for the delayed temporal course of resolution will be provided in writing to the complainant. Star International College's management will maintain the complaints' register to document the course of action and resolution of all formal complaints. All complaints including feedback substantiated by the complaints procedure will be reviewed as part of the Star International College Pty Ltd.'s continuous improvement procedure.

### **How to lodge a Formal complaint?**

It is a normal procedure that all formal complaints are lodged in writing by filling out the Complaint Form. Complaints forms are available on the RTO website, [www.star.edu.au](http://www.star.edu.au) to all persons (i.e., RTO staff, trainer/assessor, the learner, stakeholder) wishing to make a complaint. If required, the RTO staff will assist you in filling out the form.

After being in receipt of the complaint form, complainants will receive an acknowledgement email that the complaint has been received by the RTO staff. Complainants will receive the final resolution outcome by way of writing within 30 Calendar days. Learners will be informed by way of writing if the resolution will take longer than 60 calendar days.

If the learner is still not satisfied with the resolution of the complaint, the learner may contact ASQA and lodge a written complaint against the RTO.

The form may be submitted to the Complaints Team, Australian Skills Quality Authority (ASQA) by way of email, [feedback@asqa.gov.au](mailto:feedback@asqa.gov.au). The RTO may provide further information upon inquiry in relation to this. Complainants other than learners may opt for an independent review.

### **APPEALS**

The Star International College Pty Ltd's appeals process is concerned with the learner's right to request a change to decisions or processes of an official nature, usually in relation to *academic* or *procedural* matters. Assessment decisions include RPL assessment decisions too.

In the case of the learner's appeal against specific assessment decisions, the learner should first discuss the decision(s) with the relevant trainer/assessor or staff member, and requests re-evaluation. The RTO member will hear the learner's appeal, make fair judgement to the best of their ability as to whether change(s) are required, and then discuss their final decision with the learner.

If the learner is still dissatisfied with the trainer or assessor's decision, they have the right to take the appeal to the management team. The formal notice of appeal is required to comply with the following principles upon submission to the RTO management:

- ✚ The notice of appeal should be made in writing, addressed to Star International College Pty Ltd for referral to the management team and submitted within (14) calendar days of notification of the outcome of the assessor's re-evaluation process. The appeal form is available on the RTO website, [www.star.edu.au](http://www.star.edu.au), or it can be requested by email. Also, appeal forms are given to learners with the Learner Assessment Guides.
- ✚ The notice of appeal must be submitted within the specified timeframe otherwise the original result will stand. If the learner's appeal needs to be deferred due to emergency, such as in the case of serious illness or injury, a medical certificate supporting the case must be forwarded to the RTO management (email: [admin@starcommunitycollege.com.au](mailto:admin@starcommunitycollege.com.au)). The notice of deferral must be submitted within (7) calendar days of the conclusion date displayed on the medical certificate.

The appeal committee will consist of a panel of members with no previous involvement or vested interest in the outcome of the particular appeal. Members of the committee should include:

- ✓ A representative of Star International College Pty Ltd's management
- ✓ A Star International College Pty Ltd's training staff member
- ✓ A person independent of Star International College Pty Ltd.

*Although, the appeal committee will have an independent member, the RTO will provide an independent review (i.e., external to the RTO) for the appeal if requested in writing.*

It is the responsibility of Star International College Pty Ltd.'s management to ensure adherence to the appeal procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting Learners with the appeal procedure and supply of appeal forms. The RTO staff is happy to assist you in filling out the Appeal Form.

All appeals will be reviewed at the monthly management meeting and, if appropriate, result in a continuous improvement process.

Continuous improvement procedures may be actioned when the appeal procedure results in identification of factors appropriate for improvement to internal operations. When the initial causative factor of the appeal identifies a problem with current Star International College Pty Ltd's policies and / or procedures, the continuous improvement procedure will ensure changes are made to prevent reoccurrence of the problem.

## How to lodge an appeal?

Learners will receive Appeal related information and forms with the Learner Assessment Guide, and are published on the RTO website. All learners or candidates wishing to make an appeal or any other manner of objection in relation to the decision (e.g., assessment marking) of Star International College Pty Ltd have access to the following procedure:

### STEP 1. Informal appeal:

- ✦ An initial appeal will involve the appellant communicating directly with Star International College Pty Ltd's assessors/trainers/relevant staff verbally or by email. Star International College's management will make a decision and discuss their judgement with the appellant and record the outcome of the appeal.
- ✦ Learners / Candidates dissatisfied with the outcome of Star International College Pty Ltd's decision may initiate the formal appeal's procedure.

### STEP 2. Formal complaint / appeal:

- ✦ In case of formal appeal against assessment marking, all learners are required to wait at least 24 hours (cooling off period) before they can appeal the assessment decision.
- ✦ It is a normal procedure that all formal appeals proceed only after the initial informal appeal.
- ✦ The formal appeal is to be submitted in writing by way of filling out the Appeal Form,
- ✦ After receiving the written appeal, the RTO will notify learners acknowledging the receipt of the appeal via email.
- ✦ the RTO Manager will convene the appeal committee to reach a resolution.
- ✦ The RTO appeal committee will reach a decision on the appeal after careful considerations
- ✦ Learners/students/candidates will be informed in writing within (30) calendar days of lodging the appeal. If the resolution takes longer than 60 calendar days, appellants will be notified in writing by explaining reasons for the delayed temporal course of resolution.

If the appellant is still not satisfied with the resolution of the appeal, the learner may contact ASQA and lodge a written complaint against the RTO.

Or via email to: [feedback@asqa.gov.au](mailto:feedback@asqa.gov.au)

## UNIQUE STUDENT IDENTIFIER (USI)

The Unique Student Identifier (USI) scheme, enabled by the Student Identifiers Act 2014, allows Learners to access a single online record of their VET achievements. For example, if you have undertaken 2 units of competency during the last 7 months, traditionally, you were required to keep a digital/physical record of your transcripts at home. Currently, the USI system manages your record of VET qualifications online. You can simply enter your USI and password to access your records from anywhere using a computer. The scheme also allows for reliable confirmation of these achievements by employers and other RTOs. The online system provides each student with a USI. Students/learners can create their USI by completing the online form on the website, <http://www.usi.gov.au/create-your-USI/Pages/default.aspx>.

Star International College Pty Ltd will only issue a statement of attainment to the learner after the student /learner has provided a valid USI and the RTO has verified the USI. Alternatively, with your permission, Star International College Pty Ltd can apply for USI on your behalf.

***To avoid any delays in issuing certification documentation Star International College will ensure that student's USIs are applied for and verified at the time of enrolment.***

Star International College Pty Ltd will protect the security of all information related to USIs. Security measures are in place to protect both digital and hard-copy records from loss, damage, or unauthorised access. The RTO also ensures that the USI will not appear on AQF Certification.





## **NATIONALLY RECOGNISED TRAINING**

Nationally recognised training is a form of training only delivered by registered training organisations (RTOs). RTOs can deliver nationally recognised training and issue nationally recognised qualifications (or statements of attainment) as per the Australian Qualifications Framework (AQF). Hence, Star International College Pty Ltd can issue its learners the statements of attainments that are designed to meet a standard of skills that you will need for the workplace. This means that the training you complete meets industry standards.

### **Recognition of Australian Qualifications Framework (AQF) certification of another RTO**

Star International College Pty Ltd recognises all AQF qualifications and statements of attainment issued by any other RTO. If any ambiguity is detected when validating the learner's certification, Star International College Pty Ltd will seek verification from the relevant RTO before recognising the qualification or statement of attainment.

### **Competence-based assessments**

In vocational education and training (VET), individuals are considered competent when they are able to consistently apply their knowledge and skills to the standard of performance specified by training packages. Competency based training concentrates on helping clients to develop the skills and knowledge needed to perform effectively in the workplace. Competency-based assessments are administered to measure individuals' skills and knowledge where no grades are given. Clients are assessed as '*competent*' or '*not yet competent*'. This type of training and assessment aims to ensure that individuals participating in the training have the competence to undertake their work role to the standard expected in a range of employment situations.

### **Evidence based judgement**

Each unit of competency normally comprises several assessment tasks. For a student's performance to be deemed satisfactory in an assessment task, they must demonstrate satisfactory performance in all of the assessment criteria. This means students/learners must demonstrate that they can apply the relevant knowledge and/ or skills to satisfactorily complete each task to the desired standard in every part of the assessment task.

The RTO assessor will follow the assessment criteria contained in each assessment task. That is, each task identifies what students/learners must satisfactorily complete for performance to be deemed satisfactory.

The student's performance in each assessment task is recorded as either *S - Satisfactory* or *NYS – Not Yet Satisfactory*. Student results and feedback for each assessment task is recorded using the Unit Summary Sheet. All students will be given a copy of the Unit Summary Sheet. This form is employed when providing feedback to you and issuing statement of attainment.

### **Evidence Collected**

Evidence collected may be direct, such as observation of performance (e.g., simulated environment, role-plays, presentations), indirect, such as formal testing (e.g., questionnaires, self-assessment, reflection, case-study, work portfolio, written report) or supplementary, such as references from

employers (e.g., during RPL). Evidence is used by an assessor to make a judgement about whether a student is competent. Training packages provide guidance on the types of evidence required, and further advice may be gained through moderation and industry consultation.

**Note:** *Assessment related information is given to learners before the commencement of their studies at the level of each competency through 'Learner Assessment Guide'. This has been done for the purpose of clarity as assessment methods vary for each competency.*





## LEGISLATION

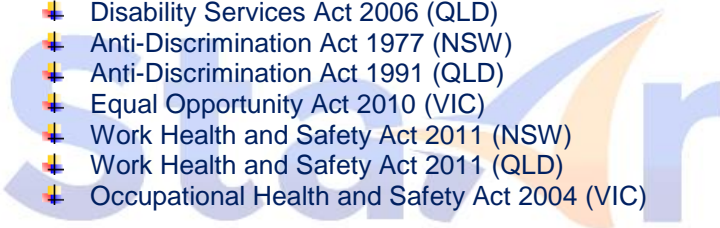
Following legislation may be applicable to students/learners during their studies at Star International College Pty Ltd. If you need specific information about a particular legislation you may contact RTO staff at your earliest convenience.

### Commonwealth legislation

- ✚ Privacy Act 1988/Privacy Amendment Act 2012/Privacy Regulation 2013
- ✚ Sex Discrimination Act 1984
- ✚ Racial Discrimination Act 1975
- ✚ Age Discrimination Act 2004
- ✚ Disability Discrimination Act 1992
- ✚ National Vocational Education and Training Regulator Act 2011
- ✚ Copyright Act 1968
- ✚ Copyright Act (Digital Agenda) 2000

### Important State legislation

- ✚ Disability Inclusion Act 2014 (NSW)
- ✚ Disability Act 2006 (VIC)
- ✚ Disability Services Act 2006 (QLD)
- ✚ Anti-Discrimination Act 1977 (NSW)
- ✚ Anti-Discrimination Act 1991 (QLD)
- ✚ Equal Opportunity Act 2010 (VIC)
- ✚ Work Health and Safety Act 2011 (NSW)
- ✚ Work Health and Safety Act 2011 (QLD)
- ✚ Occupational Health and Safety Act 2004 (VIC)



## \*CONSUMER RIGHTS

### Consumer protection

On 1 January 2011, the Australian Consumer Law commenced and the Trade Practices Act 1974 was repealed and replaced by the Competition and Consumer Act 2010. The Australian Consumer Law provides for:

- ✚ National consumer protection and fair-trading laws
- ✚ Enhanced enforcement powers and redress mechanisms
- ✚ A national unfair contract terms law
- ✚ A new national product safety regime
- ✚ A new national consumer guarantees law

### Contractual agreement

Learners who enrol with Star International College Pty Ltd should be aware that they are entering into a contractual agreement once they complete and sign an enrolment form. With a view to ensuring all Learners are fully aware of their rights and obligations, Star International College Pty Ltd., will design agreements, enrolment forms, service agreements or similar using a logical format and simple English. This may include, but is not limited to:

- ✚ Wording that allows the perspective student to know what he / she is agreeing to
- ✚ Clearly explained disclaimers

- ✦ No misleading or deceptive behaviour
- ✦ No actions, omissions or dialogue (written or verbal) that may force or coerce the student
- ✦ Fair dealings for disadvantaged Learners

### **Ceasing operation**

In the event, Star International College Pty Ltd ceases to operate, its records will be transferred to ASQA in the appropriate format and detail as specified by the Department at the time of ceasing RTO operations.

Star International College Pty Ltd will ensure that any confidential information acquired by the business, individuals, or committees or organisations acting on its behalf is securely stored.

### **RECORDS**

Star International College Pty Ltd has a clearly documented quality administrative and records management systems in place to secure the accuracy, integrity and currency of records, to keep documentation up-to-date and to secure any confidential information obtained by Star International College Pty Ltd and committees, individuals or organisations acting on its behalf.

Data is collected and stored in accordance with the processes outlined in this document and Star International College Pty Ltd's record management procedures ensure timely and accurate records inform the continuous improvement processes of Star International College Pty Ltd. In addition, these records management procedures will ensure that all documentation providing evidence of compliance to the essential standards of registration is accurately maintained.

### **ACCESS & EQUITY**

Star International College Pty Ltd is committed to practicing fairness and providing an equal opportunity for all current and potential Learners to access and participate in learning, and to achieve their learning outcomes regardless of age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location that may present a barrier to access, or any other perceived difference in class or category. Star International College Pty Ltd ensures that its practices are as inclusive as possible and do not unreasonably prevent any clients from accessing its services. Star International College Pty Ltd will address access and equity matters as a nominated part of operational duties.

Star International College Pty Ltd has developed quality management and operational framework to guide and inform all staff and Learners in their obligations regarding access and equity. Upon induction into Star International College Pty Ltd., all staff members are provided with copies of the policies which they must adhere to throughout all their operations as a Star International College Pty Ltd staff member. Learners are made aware of the access and equity policy via the Star International College Pty Ltd Learner handbook, and informed of their rights to receive access and equity support and to request further information.

Star International College Pty Ltd's access and equity policies are in place to ensure that training opportunities are offered to all people on an equal and fair basis in all circumstances, irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

Practicing these policies will guarantee that any student who meets Star International College Pty Ltd entry requirements will be accepted into any unit of competency (ies). If any student or staff member

have issues or questions regarding access and equity, or believes they have been treated unfairly, they will be directed to Star International College Pty Ltd management for consultation.

### **\*PRIVACY**

Privacy Principles in accordance with Privacy Act 1988 (Privacy Act, Commonwealth) are strictly applied to all aspects of Star International College Pty Ltd's operations. The information that you will provide is voluntary, however, if the information is not provided, Star International College Pty Ltd. may not be able to assist you with your enrolment, results, or about other education related products.

#### **Confidentiality**

Relates to privacy of information, ensuring that the information is only accessible to those who have the authority to access it. Within an RTO this may refer to private verbal discussions, and student assessments.

#### **Collection**

Star International College Pty Ltd will only collect necessary information pertaining to one or more specific operations. The student /earner will be informed as to the purpose for which details are being collected.

#### **Use and disclosure**

Star International College Pty Ltd will ensure student's personal information is not used or disclosed for secondary purposes without obtaining explicit consent from the student, unless a prescribed exception applies.

#### **Data security**

Star International College Pty Ltd will take all reasonable measures to ensure all collected Learners' personal information is protected from misuse, loss or damage, and that all data and record storage is secure from unauthorised access, modification or disclosure. All the learner's information will be protected using stringent security measures (e.g., Password protection, restricted access to those who need to have it, online backing up of data using stringent security measures)

#### **Openness**

Star International College Pty Ltd will maintain documentation which will detail how Learners' personal information is collected, managed and used. When the learner makes an enquiry in relation to information collected, Star International College will be able to explain what information is held, for what purpose it is held and what procedures outline the collection and use of information.

#### **Anonymity**

Star International College Pty Ltd will provide Learners the opportunity to interact with the business without requiring the student to make their identity known in any circumstances it is practical and possible to do so. Also, learners may choose to remain anonymous when providing their feedback about RTO services.

## Copyright

Students/learners are required to seek RTO's permission prior for reproducing (e.g., electronic photocopying, recording) the intellectual property of Star International College Pty Ltd, or any material distributed to students/learners by the RTO to assist learning, or documents obtained that are subject to **Copyrights**.



### Student Acknowledgement

Participant Name:

\_\_\_\_\_

Qualification / Unit (s) of Competency:

\_\_\_\_\_

I, \_\_\_\_\_ have received, read and understood the Student / Learner Information outlined in the Learner Handbook.

By completing this form, I agree to the terms and conditions that are outlined in the handbook.

Participant signature: \_\_\_\_\_

Date \_\_\_\_/\_\_\_\_/\_\_\_\_

*Document to be completed by Participant in conjunction with Trainer/Assessor as part of the induction process. Induction can be delivered onsite or on first day of training.*



### First Day of Training

Learning needs assessed via LLN Testing

*Results of testing to be discussed with participant*

Trainer/Assessor Signature \_\_\_\_\_

Date \_\_\_\_/\_\_\_\_/\_\_\_\_