



# Student Handbook

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## TABLE OF CONTENTS

<i>Student Handbook</i> .....	1
<i>Table of Contents</i> .....	3
<i>Welcome</i> .....	4
<i>Our Obligation as your RTO</i> .....	4
<i>Our Contact Details</i> .....	4
<i>Courses Provided by Stellar Institute of Training and Education</i> .....	4
<i>Selection and enrolment</i> .....	5
<i>Unique Student Identifier (USI)</i> .....	5
<i>Credits</i> .....	6
<i>Recognition of Prior Learning</i> .....	6
<i>Course induction</i> .....	7
<i>Student code of conduct</i> .....	7
<i>Course expectations and requirements</i> .....	8
<i>Attendance and Homework requirements</i> .....	8
<i>Assessment arrangements</i> .....	9
<i>Student plagiarism, cheating and collusion</i> .....	10
<i>Support services</i> .....	10
<i>External Support Services</i> .....	10
<i>Your feedback</i> .....	11
<i>Access to your records</i> .....	12
<i>Notifying you if things change</i> .....	12
<i>Legislation and you</i> .....	12
<i>Fees and Refunds</i> .....	19
<i>Complaints and Appeals</i> .....	20
<i>Issuing of certification documents</i> .....	21

## ***WELCOME***

Welcome to Stellar Institute of Training and Education (SITE). We sincerely hope you will gain great benefit from the course in which you have enrolled. We hope you will find the course we offer to be an exciting and enriching doorway into your chosen career or further studies.

This student handbook has been put together to ensure you have access to all the information you need. Please feel free to call us, if you have any further queries regarding your course or information provided to you. Our staff are readily available to support your continuing education and assist you to plan and develop skills and knowledge to support your future endeavours.

## ***OUR OBLIGATION AS YOUR RTO***

As a Registered Training Organisation (RTO) registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2015, which are part of the VET Quality Framework. To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request. This includes our training contractors, business managers where applicable.

As the RTO we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Handbook.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

## ***OUR CONTACT DETAILS***

Head Office: Shop 9 354 High St  
PENRITH NSW 2750

P: 0481909446

E: [info@stellarinstitute.com.au](mailto:info@stellarinstitute.com.au)

## ***COURSES PROVIDED BY STELLAR INSTITUTE OF TRAINING AND EDUCATION***

Stellar Institute of Training and Education offers the following courses:

- FNS40222 Certificate IV in Accounting and Bookkeeping

See our course information available through our web site or via email for detailed information.

## **SELECTION AND ENROLMENT**

Stellar Institute of Training and Education accepts applications from all students who meet the entry requirements published in the course information. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date.

To apply to enrol in a course, you must complete an Enrolment Form, available via email or from our website. If you are applying for a course that has entry requirements you will also need to provide the necessary evidence (as indicated in the Course Information) such as verified copies of qualifications, CV or other evidence.

If you are applying for Credit, you should indicate this on your enrolment and supply certified copies of your transcripts so we can assess your application for Credit. See the section on Credits in this Handbook below.

Once you have completed your enrolment form and gathered all the necessary evidence, send it to us, along with the non-refundable application fee indicated in the course information.

You will be contacted within 5 days to arrange a course entry interview which will be completed either face to face or on the telephone. The course entry interview will determine whether the course is suitable for you, to identify any support needs you might have to assess your oral communication skills. You will also be required to complete an online LLN assessment and your results will be used to confirm whether you have the required LLN skills to be accepted into the course. Our course information specifies the required level to be accepted into the course for LLN skills.

Upon approval of your application, you will be sent further information about the next steps, payment arrangements and how you can get started in your course.

## **UNIQUE STUDENT IDENTIFIER (USI)**

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

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognized training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must either:

- Provide us with your USI, or
- Provide us with permission to access or create your USI on your behalf.

For information about exemptions for individuals please review this webpage:

<https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/how-apply>

If you are providing us with permission to access or create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit: <http://www.usi.gov.au/Students/Pages/default.aspx>

We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

## ***CREDITS***

A credit is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

Stellar Institute of Training and Education can grant you credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/module in your course, and the subject or unit you have completed.

There is no charge to apply for Credit.

To apply, fill in the Credit Application Form and submit it as part of your enrolment. You can apply for Credit at any time however it is best you do this as part of your enrolment so that Credits are known upfront and you are not required to do any work that you otherwise may not have needed to do.

Make sure you attach certified copies of transcripts from your previous study. In some cases, we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Application may be returned to you if you don't provide the required information.

In some cases, Credits may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing.

You will be advised in writing of the outcome of your Credit Application.

## ***RECOGNITION OF PRIOR LEARNING***

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

Stellar Institute of Training and Education has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment but you may also apply up to 2 weeks into your course.

If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor or our office and have a conversation about whether or not RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

A trainer/assessor will be available to assist you throughout this process.

To apply for RPL, you will need to fill in a part of the kit and return it with an RPL Application Form. Your application will then be assessed for suitability and you will then be contacted by an assessor to progress the RPL process.

From here, usually the RPL process involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace.

Fees are applicable for Recognition of Prior Learning and you will be advised of these fees upon contacting us.

For more information about submitting an application for RPL, contact our office.

## ***COURSE INDUCTION***

At the start of your course will be provided with an induction. The induction will provide you with specific details about your course requirements, important dates and will be an opportunity to meet your trainer and the other students in your course.

The induction will also provide you with important information about health and safety requirements including emergency evacuation procedures and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student.

The induction also provides an opportunity for you to ask any questions you might have about studying with us. During this induction, we also make sure that we have all the required forms and paperwork filled in.

At your induction you will receive your first set of learning materials so that you can start on your learning journey. General housekeeping arrangements are also discussed as stated in the section below.

## ***STUDENT CODE OF CONDUCT***

### **Student Rights**

All students are expected to abide by this Code of Conduct during their participation in their course with Stellar Institute of Training and Education. Students who do not abide by this Code of Conduct will be followed up through the disciplinary procedures.

#### **1. Students' rights**

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment, which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information Stellar Institute of Training and Education holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to Stellar Institute of Training and Education on the client services, training, assessment and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

#### **2. Students' responsibilities**

All students, throughout their training and involvement with Stellar Institute of Training and Education, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.

- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to Stellar Institute of Training and Education in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Prepare appropriately for all assessment tasks and training sessions.
- Notify Stellar Institute of Training and Education if any difficulties arise as part of their involvement in the program.
- Notify Stellar Institute of Training and Education if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant.

## ***COURSE EXPECTATIONS AND REQUIREMENTS***

The training and assessment offered by Stellar Institute of Training and Education focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency-based training and assessment. Each of the components of your course is a unit of competency. Each unit of competency is linked to specific skills and knowledge required in the workplace. Our Course Information includes the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Assessment methods usually include written questions, projects, written assignments, and practical observations.

## ***ATTENDANCE AND HOMEWORK REQUIREMENTS***

It is an expectation that you attend every class so as to not fall behind. Please provide reasonable notice class if you are unable to attend physically for any reason so that our staff may join you into a selected online platform. Similarly, please provide reasonable notice if you are unable to attend at all and discuss the reasons for this with your trainer/assessor.

There will also be an expectation that you complete a certain amount of homework each week in order to finish learning and assessment tasks required for completion of your course. Your trainer will guide you on what to do during this time and how much is expected.



## **ASSESSMENT ARRANGEMENTS**

At the beginning of each unit, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time, you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted

Your assessor will go through all of the arrangements with you and you can ask them any questions you have.

### **Submitting your assessments**

You must submit written assessment tasks with a completed and signed Assessment Task Cover Sheet. The cover sheet asks you to make a declaration that the work is your own. Written tasks will not be accepted without a signed cover sheet.

Assessments are to be submitted directly to the trainer/assessor.

You must keep a copy of all tasks that you submit, as we are not able to return copies because we must keep them as evidence in your file. Additionally, we will not be held responsible for any items that go missing in the post. If this occurs, you will be asked to re-submit the work.

Written work will be marked within 10 days of receipt. Your assessor will provide you with written feedback and confirm the outcome of the task on the Task Cover Sheet.

### **Assessment outcomes**

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can have 2 further attempts to complete the task and achieve a Satisfactory outcome. You will be given a timeframe for your resubmission and advised what you must include in your re-submission.

If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will need to complete additional training and assessment to support you in achieving a Competent outcome. This may incur an additional fee for self-funded students as identified in the fees and charges information.

### **Reasonable adjustment in assessment**

Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible e.g., providing learner workbooks in an audio format or on different coloured paper.
  - Adapting physical facilities, environment and/or equipment e.g., setting up hearing loops.
  - Making changes to the assessment arrangements e.g., more time allowed for assessments.
  - Making changes to the way evidence for assessment is gathered e.g., written questions asked orally
- Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

### **Appealing assessment decisions**

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

## **STUDENT PLAGIARISM, CHEATING AND COLLUSION**

Stellar Institute of Training and Education has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

## **SUPPORT SERVICES**

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.

The enrolment form you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the induction to your course.

Services that we can offer to you include:

- Support from our trainers/assessors, including providing you with their phone and email contact details.
- Additional learning materials.
- Referral to relevant external services.

Please speak to us to discuss your support needs.

## **EXTERNAL SUPPORT SERVICES**

For students requiring additional support with their studies, work or life, Stellar Institute of Training and Education provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

### **Reading and Writing Hotline**

Telephone: 1300 655 506

Website: <http://www.readingwritinghotline.edu.au/>

The Hotline can provide you information about:

- Classes close to you
- Help by mail or computer
- Teachers and other people who can help
- Websites and books that can help you to learn

### **Lifeline**

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are

available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

### **Beyond Blue**

Anyone can call Beyond Blue for immediate support with any problems or concerns.

Call 1300 22 4636 24 hours a day 7 days a week. Also view the web site at [www.beyondblue.com.au](http://www.beyondblue.com.au)

### **Legal Aid Queensland**

<https://www.legalaid.qld.gov.au/Home>

Legal Aid Queensland gives legal help to financially disadvantaged people and may be able to help you.

### **Fair Work Australia**

Telephone: 1300 799 675

Website: [www.fwa.gov.au/index.cfm](http://www.fwa.gov.au/index.cfm)

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

### **Reach Out**

Website: [www.reachout.com.au](http://www.reachout.com.au)

Reach Out is a web-based service that inspires young people to help themselves through tough times and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

## ***YOUR FEEDBACK***

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students to contribute to our continuous improvement processes so we are always striving to do better.

All students will be provided with a Quality Indicator Survey that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

We also welcome feedback from you at any time by email and phone.

## ***ACCESS TO YOUR RECORDS***

You may access or obtain a copy of the records that Stellar Institute of Training and Education holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the RTO Manager using the Access to Records Request Form outlining which records you wish to access. There is no charge to access your records.

Access to records may be provided by:

- making copies of the records held in a file
- providing a time for you to review your file
- providing access to the online portal where some records about the course can be viewed.

### **Amendment to records**

If a student considers the information that Stellar Institute of Training and Education holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

## ***NOTIFYING YOU IF THINGS CHANGE***

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, Stellar Institute of Training and Education will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by using the Change of Details Form.

## ***LEGISLATION AND YOU***

As a student, you have both rights and responsibilities under applicable legislation.

### **Workplace Health and Safety**

Under the Workplace Health and Safety Act 2011, Stellar Institute of Training and Education must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. Stellar Institute of Training and Education has policies and procedures in place to ensure your safety and on commencement of your course you will provide with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.

- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with Stellar Institute of Training and Education emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and washbasins clean and tidy, etc).

### **Harassment, victimisation or bullying**

Stellar Institute of Training and Education is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. Stellar Institute of Training and Education will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person. Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per Stellar Institute of Training and Education Complaints and Appeals procedure and detailed in this Handbook.

### **Equal opportunity**

The principles and practices adopted by Stellar Institute of Training and Education aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with Stellar Institute of Training and Education.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

Stellar Institute of Training and Education provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

### **National VET Regulator Act 2011**

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

As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

### **Student Identifiers Act 2014**

Under this Act, we are required to ensure that all students have a USI. We are unable to issue a qualification of a statement of attainment for any student if we don't have a USI on file.

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

For students and training organisations, the main benefits of the USI are:

- Students will be able to get a complete record of their Australian-wide VET achievements from a single, secure and accurate online source.
- There will be immediate access to VET records. This means they can be quickly given to employers, other training organisations etc. as proof of VET achievements.
- It will be easier for training organisations to assess students' pre-requisites, credit transfers and Recognition of Prior Learning (RPL).

For more information about the USI please refer to <http://www.usi.gov.au/About/Pages/default.aspx>

## PRIVACY POLICY

In collecting your personal information Stellar Institute of Training and Education will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g., the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes.
- We will not disclose your personal information to another person or organisation unless:
  - We have made you aware that information of that kind is usually passed to that person or organisation.
  - You have given written consent;
  - We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
  - The disclosure is required or authorised by or under law; or
  - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

### 1. Privacy Principles

- In collecting personal information, Stellar Institute of Training and Education complies with the requirements set out in the Privacy Act 1988, including Australian Privacy Principles 3 and 5 (in accordance with the National VET Provider Collection Data Requirements Policy clause 4.4) and the relevant privacy legislation and regulations of the state (NSW) in which Stellar Institute of Training and Education operates.
- Personal information, including sensitive information, is collected from individuals in order that Stellar Institute of Training and Education can carry out its business functions. Stellar Institute of Training and Education only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.
- Sensitive information is only collected by Stellar Institute of Training and Education if a permitted general or health situation applies in accordance with the Privacy Act (16A, 16B) such as, if:
  - The collection of the information is required or authorised by, or under, an Australian law or a court/tribunal order.
  - It is unreasonable or impracticable to obtain the individual's consent to the collection, use or disclosure.
  - It genuinely and reasonably believes that:
    - The collection, use or disclosure is necessary to lessen or prevent a serious threat to the life, health or safety of any individual, or to public health or safety.
    - Unlawful activity, or misconduct of a serious nature, that relates to Stellar Institute of Training and Education's functions or activities has been, is being or may be engaged in, and the collection, use or disclosure is necessary in order for the entity to take appropriate action in relation to the matter.
    - The collection, use or disclosure is reasonably necessary to assist any APP entity, body or person to locate a person who has been reported as missing.
    - The collection, use or disclosure is reasonably necessary for the establishment, exercise or defense of a legal or equitable claim.

- Stellar Institute of Training and Education ensures each individual:
  - Knows why their information is being collected, how it will be used and who it will be disclosed to.
  - Is made aware of any legal requirement for Stellar Institute of Training and Education to collect the information.
  - Is able to access their personal information upon request.
  - Does not receive unwanted direct marketing.
  - Can ask for personal information that is incorrect to be corrected.
  - Can make a complaint about Stellar Institute of Training and Education if they consider that their personal information has been mishandled.
  - Is made aware of any consequences for not providing the information requested.
  - Whether the information is likely to be disclosed to overseas recipients, and if so, which countries such recipients are likely to be located in.
- Stellar Institute of Training and Education retains evidence that that the student has acknowledged the following Privacy Notice and Student Declaration as part of their enrolment process:  
<https://www.education.gov.au/privacy-notice-and-student-declaration>

## 2. Collection of information

- Under the Data Provision Requirements 2012, **Stellar Institute of Training and Education** is required to collect personal information about students undertaking nationally recognised training and disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). NCVER will collect, hold, use and disclose personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).
- In general, personal information will be collected through course application and/or enrolment forms, training records, assessment records and online forms and submissions.
- The types of personal information collected include:
  - personal and contact details
  - employment information, where relevant
  - academic history
  - background information collected for statistical purposes about prior education, schooling, place of birth, disabilities and so on
  - training, participation and assessment information
  - fees and payment information
  - information required for the issuance of a USI.

## 3. Unique Student Identifiers (USI)

- All students participating in nationally recognised training from 1 January 2015 are required to have a Unique Student Identifier (USI) and provide it to Stellar Institute of Training and Education upon enrolment. Alternatively, Stellar Institute of Training and Education can apply for a USI on behalf of an individual.
- The Student Identifiers Act 2014 authorises the Australian Government's Student Identifiers Registrar to collect information about USI applicants. When Stellar Institute of Training and Education applies for a USI on behalf of a student who has authorised us to do so, we need to collect personal information about the student which will be passed on to the Student Identifiers Registrar. This will include:
  - name, including first or given name(s), middle name(s) and surname or family name
  - date of birth
  - city or town of birth
  - country of birth



- gender
- contact details, so the Student Identifiers Registrar can provide individuals with their USI and explain how to activate their USI account.
- In order to create a USI on behalf of a student, Stellar Institute of Training and Education will be required to verify the identity of the individual by receiving a copy of an accepted identification document. This document will only be used for the purposes of generating the USI and confirming the identity of the individual with the Registrar. Once the USI has been generated and validated, the identity documents used or collected for this purpose will be securely destroyed.
- The information provided by an individual in connection with their application for a USI:
  - is collected by the Registrar as authorised by the Student Identifiers Act 2014.
  - is collected by the Registrar for the purposes of:
    - applying for, verifying and giving a USI
    - resolving problems with a USI
    - creating authenticated vocational education and training (VET) transcripts
  - may be disclosed to:
    - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
      - the purposes of administering and auditing VET, VET providers and VET programs
      - education related policy and research purposes
      - to assist in determining eligibility for training subsidies
    - VET Regulators to enable them to perform their VET regulatory functions
    - VET Admission Bodies for the purposes of administering VET and VET programs
    - current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies
    - schools for the purposes of delivering VET courses to the individual and reporting on these courses
    - the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics
    - researchers for education and training related research purposes
    - any other person or agency that may be authorised or required by law to access the information
    - any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system
    - will not otherwise be disclosed without the student's consent unless authorised or required by or under law
- The consequences to the student of not providing the Registrar with some or all of their personal information are that the Registrar will not be able to issue the student with a USI, and therefore Stellar Institute of Training and Education will be unable to issue a qualification or statement of attainment.

#### **4. Storage and use of information**

- Stellar Institute of Training and Education will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorised access, misuse or disclosure. Personal information will be stored in paper-based files that are kept in a secure location (filing cabinets) and electronically in a secure environment to which only authorised staff have access.
- The personal information held about individuals will only be used by Stellar Institute of Training and Education to enable efficient student administration, report data to provide information about training opportunities, issue statements of attainment and qualifications to eligible students, and to maintain accurate and detailed records of student course participation, progress and outcomes

- Stellar Institute of Training and Education may use the personal information provided by an individual to market other internal products and services to them. An individual may opt out of being contacted for marketing purposes at any time by contacting our office. Information will not be passed onto any third-party marketing companies without the prior written consent of the individual.

## **5. Disclosure of information**

- Stellar Institute of Training and Education will not disclose an individual's personal information to another person or organisation unless:
  - They are aware that information of that kind is usually passed to that person or organisation.
  - The individual has given written consent.
  - Stellar Institute of Training and Education believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious threat to the life or health of the individual concerned or another person.
  - The disclosure is required or authorised by, or under, law.
  - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.
- Any person or organisation to which information is disclosed is not permitted to use or disclose the information for a purpose other than for which the information was supplied to them.
- Personal information may be used or disclosed by Stellar Institute of Training and Education for statistical, regulatory and research purposes. Stellar Institute of Training and Education may disclose personal information for these purposes to third parties, including:
  - Commonwealth and State or Territory government departments and authorised agencies; such as the Australian Skills Quality Authority (ASQA),
  - NCVER
  - Organisations conducting student surveys
  - Researchers.
- Personal information disclosed to NCVER may be used or disclosed for the following purposes:
  - Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts
  - Facilitating statistics and research relating to education, including surveys
  - Understanding how the VET market operates, for policy, workforce planning and consumer information
  - Administering VET, including program administration, regulation, monitoring and evaluation.

## **6. Access to and correction of records**

- Individuals have the right to access or obtain a copy of the information that Stellar Institute of Training and Education holds about them including personal details, contact details and information relating to course participation, progress and AQF certification and statements of attainment issued.
- Requests to access or obtain a copy of the records held about an individual must be made by contacting our office using the Request to Access Records Form. The individual must prove their identity to be able to access their records.
- There is no charge for an individual to access the records that Stellar Institute of Training and Education holds about them; however, there may be a charge for any copies made. Arrangements will be made within 10 days for the individual to access their records.

## **7. Complaints about privacy**

- Any individual wishing to make a complaint or appeal about the way information has been handled within Stellar Institute of Training and Education can do so by following Stellar Institute of Training and Education's Complaints and Appeals Policy and Procedure.

## FEES AND REFUNDS

### 1. Information about fees and charges

- a) Please refer to the course flyer for information on course fees, including any required deposit; administration fees; materials fees and any other charges (if applicable).
- b) In line with our Fee Protection Policy we will not collect more than \$1,500 prior to course commencement.
- c) Certificates and Statements of Attainment are issued to students who are assessed as competent in the units completed. The cost of the certificates is included in the course fees.
- d) Refunds may be made in the following circumstances:
  - i. Participants have overpaid the administration charge
  - ii. Participants enrolled in training that has been terminated by the RTO.
  - iii. Participant advises the RTO prior to course commencement that they are withdrawing from the course.
  - iv. If the participant withdraws from a course or program, prior to course commencement, due to illness or extreme hardship as determined by the RTO.
  - v. In the event that the RTO fails to provide the agreed services
- e) A deposit of no more than \$1,500 is required prior to course commencement; this deposit is to confirm a place in the course. Please refer to the Course Flyer for the deposit amount required.
- f) An administration fee of \$200 is required to be paid prior to course commencement, which is included within the course fee. If the student withdraws from the course prior to course commencement, they will forfeit this administration fee.
- g) No refunds will be issued once the course has commenced.
- h) Students are responsible for the safe storage of their Certificates and Statements of Attainment. If a student requires a reissue of their Certificate or Statement of Attainment, a certificate re-issue fee of \$50 will be charged.
- i) If a student is deemed not yet competent on completion of training, they will be offered an opportunity to be reassessed. If a student is deemed not yet competent a second time, they will be given another opportunity for reassessment.
- j) If a student is required to be reassessed, they will be provided with further guidance from their trainer prior to reassessment.
- k) In most cases there will be no reassessment fee. If a reassessment fee is applicable, this fee will be included on the course flyer.
- l) If a student is deemed competent in some but not all the units of competencies required, a Statement of Attainment will be issued, and the student will be given a six-month period to undertake reassessment if required.
- m) The RTO is responsible for the issuance of AQF certification documentation.

### 2. Cooling Off Period

SITE protects the rights of the learner including but limited to the Statutory requirements for cooling-off periods.

Students are eligible to cancel their enrolment by placing a formal notice of cancellation in writing to the RTO Manager (a letter or email is acceptable) within 10 business days of enrolment, unless the student has already commenced the training. Please refer to the Refund policy for process on acquiring a refund.

### 3. Fee Protection

SITE requires a minimum deposit, which will not exceed \$1,500 per individual student, prior to course commencement. If the full course fees are less than \$1,500, the full fees may be required to be paid prior to course commencement. Please refer to the course flyer for an outline of all course fees.

Following course commencement, full fees will be required to be paid by either a payment plan (if remaining fees are more than \$1500), or in full (if the remaining fees are below \$1500) for training and other services yet to be delivered. Refer to marketing flyer for the qualification.

## **COMPLAINTS AND APPEALS**

All students have the right to appeal any assessment decision made by SITE if they:

- Believe that the assessment is invalid and/or
- Feel that the process was invalid, inappropriate or unfair

Before making an appeal, we ask that you discuss the matter with your Trainer/Assessor in an attempt to reach a decision.

If you are still not happy, you are then entitled to lodge a formal Appeal by completing an “Complaints and Appeals Form” within 7 days of the initial discussion. Once a formal appeal is lodged a new Assessor will be appointed in an attempt to resolve the appeal. Any decision recommended by this party is not binding to either party in the dispute.

If you are still not satisfied another registered training provider in the same curriculum area will be appointed to arbitrate and reassess participants if necessary.

You have the right to a support person to be involved at all times during the appeal process.

Following is the process submitting an Appeal:

1. Student receives a result for an assessment task of which they do not agree with the result.
2. Student completed a Complaints and Appeals Form.
3. The Complaints and Appeals Form is submitted to the office of SITE.
4. A written acknowledgement of receipt will be forwarded to the student confirming receipt of the Complaints and Appeals Form.
5. Our office administrator will consult with the trainer/assessor and student individually.
6. The CEO of SITE will follow the process on the Complaints and Appeals Form for the process under our recommended action required for improvement.
7. An initial meeting should be held within 10 business days, depending on each person’s availability.
8. The student will be advised of the outcome of this consultation process within 15 business days of the dispute being lodged.
9. If it is decided that there is a case for review, a suitably qualified, independent assessor will be employed to conduct another assessment. An assessment date will be negotiated with the student. Following the assessment, the student will be advised of the result within 10 business days.
10. If the student is not satisfied with any decisions made in this review process, a Review Board (which may include representatives from another RTO) will be convened to review the case again. An ‘Opportunity for Improvement Form’ may need to be completed in order to identify any improvements on the process that may need to be made.
11. All Complaints and Appeals Forms received are to be entered onto the Complaints and Appeals Register.

All Complaints and Appeals Forms are to be reviewed during our monthly Compliance Meetings. If SITE determines that the appeals process will take more than 60 calendar days, our CEO will notify the student in writing including reasons why more than 60 days is required. Our RTO Administrator will regularly update the student with the process.

### **External complaint avenues**

Complaints can also be made via the following avenues:

- National Training Complaints Hotline:  
The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:
  - **Phone:** 13 38 73, Monday–Friday, 8am to 6pm nationally.
  - **Email:** [ntch@education.gov.au](mailto:ntch@education.gov.au)

For more information about the National Training Complaints Hotline, refer to the following webpage:  
<https://www.education.gov.au/NTCH>

- Australian Skills Quality Authority (ASQA):

Complainants may also complain to Stellar Institute of Training and Education's registering body, Australian Skills Quality Authority (ASQA). ASQA cannot act as a student advocate or act to resolve a dispute with a training provider. ASQA will use the information from complaints to inform ongoing monitoring of training providers, but may decide to take no immediate action in relation to a complaint.

<https://www.asqa.gov.au/complaints/getting-started-making-complaint-about-training-provider>

## **ISSUING OF CERTIFICATION DOCUMENTS**

On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/certificate) and record of results within thirty (30) days. The record of results will show the units of competency achieved in the course and corresponding results.

Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

Stellar Institute of Training and Education reserves the right to with-hold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where Stellar Institute of Training and Education is not permitted to do so by law.

Stellar Institute of Training and Education must have a valid USI on file for the student for a qualification or Statement to be issued.

### **Re-Issuing Statements and Qualifications**

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to our Fees and Charges section for the current fee.