

STUDENT HANDBOOK

VERSION 4



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1. INTRODUCTION

USING THIS HANDBOOK

This handbook is to be issued to all those students who are looking to enrol with Superior Training Centre Pty Ltd in order to develop their financial services skills and knowledge.

HISTORY

Superior Training Centre Pty Ltd takes pride in the quality of courses and services it delivers. Superior Training Centre Pty Ltd works within the Standards for Registered Training Organisations 2015 which has brought about major changes in the vocational pathways we are able to offer to our students.

We are registered by the Australian Skills Quality Authority to deliver the following qualifications or units of competence to students to students:

- UEE22011 Certificate II in Electronics (Career Start)
- UEE20111 Certificate II in Split Air Conditioning and Heat Pump Systems
- UEE21911 Certificate II in Electronics
- UEE32211 Certificate III in Air Conditioning and Refrigeration
- UEE30811 Certificate III in Electrotechnology Electrician
- MEM30305 Certificate III in Engineering - Fabrication Trade

BUSINESS LOCATION

Unit 1, 13 York Road, Ingleburn NSW 2565

KEY CONTACTS

Timothy Shanahan - CEO/Compliance

Ricard Bencic – Director

Zlatan Ivankovic – Director

Mike Nasser – Director

Ben Peters – Director/Administration

LEGISLATIVE COMPLIANCE

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

- Workplace Health and Safety Act 2011
- Affirmative Action (Equal Employment Opportunity for Women) Act (1986)
- Anti-Discrimination Act 1977 (Commonwealth)
- Copyright Act 1968 - Sect 1 Short title
- Copyright Act, 1879. 42 Vic No 20 (modified 2006)
- Environmental Planning & Assessment Regulations 2000 (NSW Fire provisions)
- Equal Opportunity Acts 2010

- Information Privacy Act 2000
- National Vocational Education and Training Regulator Act 2011
- National Work Health and Safety Act and Regulations (Commonwealth)
- Privacy Act and National Privacy Principles (2001)
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Specific legislation noted in course materials.
- Workers Compensation Regulation 2003
- Workplace Injury Management and Workers Compensation Regulation 2002

For access to Australian Legal Information Institute databases of Commonwealth, State legislation see www.austlii.edu.au

For access to Occupational Health and Safety legal obligations see www.nohsc.gov.au

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

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

1. SOME OF THE ESSENTIAL PERSONNEL WORKING WITH YOU

INSTRUCTING STAFF

The Director is responsible for the standard of training and safety within Superior Training Centre Pty Ltd and for the assessments conducted whilst students are attending Superior Training Centre Pty Ltd.

The Trainers at Superior Training Centre Pty Ltd supervise all training and assessments. In addition, trainers are responsible for day to day course administration. All of them have at least a Certificate IV in Training and Assessment and all the necessary endorsements to allow them to conduct and assess competency and underpinning knowledge.

Trainers and assessors must, by law, maintain accurate records of attendance and participation.

DIRECTOR

The Director is responsible for all administrative tasks such as handling all payments and coordinating your course activities.

ORGANISATION CHART



2. INFORMATION

ATTENDANCE

Sick Leave

Students who feel they are unable to undertake any aspect of the qualification because of illness are required to submit a sick certificate from a registered medical provider to Superior Training Centre Pty Ltd. While missed assessments and deadlines will be entered onto the class rolls, these must be made up for before a certificate or qualification will be issued.

Approved leave

Students must apply for Approved Leave in writing and submit supporting documentation such as a medical certificate from a registered medical practitioner. If leave is requested beyond 3 days during the course, students may be required to defer their studies and reapply to enter a later course.

Expulsion

Superior Training Centre Pty Ltd reserves the right to expel students for serious breaches of discipline following appropriate Superior Training Centre Pty Ltd disciplinary procedures. Fees paid are not refunded for expelled students.

STAFF RESPONSIBILITIES FOR ACCESS/ EQUITY & EQUAL OPPORTUNITY ISSUES

Superior Training Centre Pty Ltd has a Director, and it is to that person that you should direct all problems and information requests: they will refer issue to the best person.

The Director acts as the access and equity officer for Superior Training Centre Pty Ltd so if you are experiencing any harassment or discrimination, refer the matter to the Director in writing.

Superior Training Centre Pty Ltd:

- Aims to ensure that access to employment and training is available regardless of gender, socioeconomic background, disability, ethnic origin, age or race.
- Delivers training services in a non-discriminatory, open and respectful manner.
- Ensures staff are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of students with special needs.
- Provides facilities updated to provide reasonable access to students of all levels of mobility, and physical and intellectual capacity.
- Conducts client selection for training opportunities in a manner that includes and reflects the diverse client population.
- Actively encourages the participation of students from traditionally disadvantaged groups and specifically offers assistance to those most disadvantaged.
- Provides culturally inclusive language, literacy and numeracy advice and assistance that assists students in meeting personal training goals.

- Is accountable for its performance in adhering to the principles of this policy, and welcomes feedback as part of its quality improvement system.
- Requires staff and students to comply with access and equity requirements always.

Superior Training Centre Pty Ltd provides equal opportunity in education. Each of our staff members has responsibility for access and equity issues for all students with whom they train and work. They are expected to act in accordance with our Code of Practice, and all our students are made aware of their rights and responsibilities through this Student Handbook.

STUDENT SELECTION

We encourage applications from males and females of all cultures and groups, provided they meet the specified guidelines for selection. Training inquiries are co-ordinated by the Director.

ENROLMENT

The best way to enrol in any of the courses is to email or call us. You will be given:

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

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

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

INFORMATION YOU ARE OBLIGED TO GIVE US

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

3. FEE STRUCTURES

COMPULSORY FEES

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

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

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

REFUND POLICY

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

- Fee Refund Applications are considered on a case-by-case basis
- The request for refund is made in writing to the Director using the Fee Refund Application which is available from the website or upon request from the Director
- The Director is the person responsible for approval of fee refund applications
- Course cancellation after acceptance by Superior Training Centre Pty Ltd may occur up to 7 days prior to commencement of the course without penalty and must be made in writing, by email or by fax. A full refund will be paid with notice of 7 days or more
- Course cancellation with fewer than 7 days' notice after acceptance by Superior Training Centre Pty Ltd will result in a refund of all but the course deposit
- Accepted students who withdraw after course commencement owing to unforeseen or exceptional circumstance can apply for fee refund. If granted, fees will be refunded on a pro-rata basis, based on the number of days remaining in the course
- Students may transfer on one occasion only to a course commencing within 3 months of their original course without penalty
- Where a student has been accepted into a Government funded course, a return to study in the same course after withdrawal will attract a full course fee payable by the student, less any monies paid for the original course
- Refunds following cancellation of a transferred course will attract a penalty of 20% of the total course cost **in addition to the refund guidelines outlined above**
- Superior Training Centre Pty Ltd defaults if a course does not commence on the designated day or is cancelled. No student will be disadvantaged
- Fee refunds will be made within 14 days after demand when Superior Training Centre Pty Ltd defaults, and within 28 days after demand when the student defaults
- Superior Training Centre Pty Ltd.'s dispute resolution process does not circumscribe the student's right to pursue other legal remedies. This agreement does not remove the right of either party to take further action under Australia's consumer protection laws for unpaid and overdue fees
- Students may contact the Australian Skills Qualifications Authority to make a formal complaint
- This refund policy is subject to review from time to time in accordance with the change to conditions policy outlined below

CHANGE TO CONDITIONS

Superior Training Centre Pty Ltd reserves the right to change fees, conditions, course times or course commencement dates at any time without notice.

Form for Refund

Course Name: _____
Course Code: _____
Course Start Date: _____
Trainer/ s: _____
Student Name: _____
Or Company Name: _____
Address: _____
State: _____ **Postcode:** _____
Phone: _____ **Fax:** _____

Reason for refund application:

If another party is to receive the refund money, please indicate who that is:

Name _____
Address: _____
State: _____ **Postcode:** _____
Country: _____
Signature: _____ **Date:** _____

Office Use Only: Outline action taken and outcome.

Refund (please ✓):	Paid	<input type="checkbox"/>	Not Paid	<input type="checkbox"/>
			Date Paid	
Director's Signature:				Date:

4. RECOGNITION AND PRIOR LEARNING (RPL)

NATIONAL RECOGNITION

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

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

RECOGNITION OF PRIOR LEARNING

All students are offered the opportunity to apply for recognition of their existing skills prior to the course commencement. To do this, applicants can ask for a RPL Kit relevant to the course in which they are enrolling. RPL kits are available from the Administration Manager. The costs associated with RPL are summarised on the Fee Schedule.

The RPL process allows students to apply for credit for previous study, work, life and educational experience that match the learning outcomes of specific Units of Competency within their course.

All RPL applicants will be asked to provide evidence to support their claim and this must be attached to the application form. Examples of evidence can include documentation such as certificates issued by other training organisations, support letters from employers and course outlines of previously studied courses. We recognise qualifications issued by other RTOs operating under the Standards for Registered Training Organisations.

International qualifications will be verified by us during your enrolment.

All RPL applications are reviewed by the Director who is qualified to conduct the assessment. From time to time or when deemed necessary, we will ask an additional person or Subject Expert to be part of the assessment process. The assessment of RPL by the Director is based upon the assessment of your ability to competently continue your development within the course. We have your interests at heart; we will allow credit in an existing course provided it does not adversely affect your ability to complete the course satisfactorily

Participants may request a review of the RPL decision through our Appeals Procedure outlined in this Student Handbook.

No recognition will be given to theoretical training other than that covered in examinations.

Superior Training Centre Pty Ltd reserves the right to conduct an English language test.

CREDIT TRANSFER

You may apply for Credit Transfer for Units of Competency **if** they are identical to units in the course you wish to study with us. You will not need to study these units with us.

To apply for Credit Transfer of qualifications, please scan and email to STC the original qualifications or Statements of Attainment with proof of verification by and authorised person, and complete the application for Credit Transfer available from the Administration Manager. We may also sight your original documents to verify them.

5. YOUR RIGHTS AND OBLIGATIONS

USE OF YOUR PERSONAL INFORMATION

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

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

WELFARE & GUIDANCE SERVICES

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

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

WHAT YOU CAN AND CANNOT DO

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

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

UNACCEPTABLE BEHAVIOUR INCLUDES

- Interruptions of the trainer whilst delivering course content during real-time demonstrations (e.g. webinars)
- Being disrespectful to other participants
- Harassment by using offensive language
- Sexual harassment
- Acting in an unsafe manner that places you or others at risk

- Refusing to participate in group activities when required
- Continued absence at required times
- Being under the influence of alcohol or illegal drugs
- Other objectionable behaviour

YOU HAVE THE FOLLOWING RIGHTS ONCE YOU HAVE ENROLLED

- To be treated with respect by others, to be treated fairly and without discrimination
- To be free from all forms of intimidation
- To study in an ordered and cooperative environment
- To have any disputes settled in a fair and rational manner
- To work and learn in a supportive environment without interference
- To express and share ideas and to ask questions
- To have access to your personal file
- To have access to the course information you need to complete your studies

IN THE EVENT OF NON-COMPLIANCE WITH OUR RULES THE FOLLOWING APPLIES

- A Trainer or the Director will contact you to discuss the issue or behaviour and to determine how the issue might be rectified. This will be documented, signed by all parties and included on your personal file
- If your behaviour continues or the issue is unresolved, you will be invited to a personal interview with the Director to discuss this issue further and to make you aware of our complaints procedure that is available to you. This meeting and its outcomes will be documented, signed by all parties and included on your personal file
- Should the issue or behaviour continue, you will be provided with a final warning in writing and given a time frame in which to rectify the issue. A copy of this letter will be included on your personal file
- Should the issue or behaviour continue, training services will be withdrawn and you will be notified in writing that your enrolment has been terminated

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

PRIVACY AND CONFIDENTIALITY RECORDS ACCESS

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

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

We have a Privacy Policy that sets out the way we handle personal information, including the use and disclosure of personal information and rights to access your personal information. We collect information that is *directly* relevant to effective service delivery, and that is required under Australian law.

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

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

DISCRIMINATION AND HARASSMENT

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

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

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

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

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

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

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

SAFETY

The Work Health and Safety Act is strongly enforced Australia-wide. It means that you cannot be placed at risk through anything that you may be asked to do by Superior Training Centre Pty Ltd. Your trainers and assessors have been specially trained in Superior Training Centre Pty Ltd.'s safety standards.

Should you be asked to do anything you feel is unsafe:

- Stop
- Advise the trainer of your worries and do not proceed
- Advise the trainer if you see anyone else doing anything unsafe

It is the Director's responsibility to ensure you are in a safe learning and working environment and he must not allow any work to be done that is unsafe.

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

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

ATTENDANCE PROCEDURES

Your attendance will be recorded automatically based on when you visit the eLearning platform, and by your Trainer when you attend the training facility and undertake assessment or review content. If you are sick or have a personal problem which cannot immediately be resolved, phone the Director to let us know.

When using the eLearning platform, it is unacceptable to:

- Sign into another students account
- Ask another student to sign into your account on your behalf
- Give out your password

COMPLAINTS AND APPEALS PROCEDURES

COMPLAINTS

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

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

Superior Training Centre Pty Ltd will commence the complaints process within 10 working days of a formal lodgement of the complaint and supporting information. All reasonable measures are taken to finalise the process as soon as practicable.

Where verbal complaints regarding vocational education are received, they can be discussed with a Trainer and resolved immediately. Complaints about the organisation can be directed to the Director.

Complaints cannot be anonymous because this is considered unfair in that ongoing discussion cannot take place to resolve the issue between both parties.

If the complaint is not resolved, the complaint is to be documented by the complainant using a Complaints and Appeals Form (Form 06). Student complaints are submitted to the Administration Manager.

The Director will attempt to resolve the matter to the satisfaction of both parties. The complainant has the right to have their version of events heard in the resolution negotiation and have an independent advocate present.

The Director will aim to resolve the complaint within 30 days. If this is not possible, the Director will inform the complainant of the reason and state what action is being taken.

Complaints are investigated fairly and objectively with details of the investigation provided in writing to the complainant. The details will state the outcomes and reasons for the decisions made.

In the event a complaint is substantiated, Superior Training Centre Pty Ltd will take prompt and appropriate action to resolve the circumstances.

A copy of all documentation relating to the complaint process, especially the complaint and its outcome, is placed in the student's file. A copy of the documentation is forwarded to the complainant.

Information submitted to a trainer or any staff member is treated with respect and taken as an opportunity for improvement to the organisation's practices and Management System. Privacy requirements and student/individual rights are maintained.

If the student chooses to access our complaints and appeals processes, Superior Training Centre Pty Ltd will maintain the student's enrolment while the complaints and appeals process is ongoing.

Where the complainant is not satisfied with the outcome, the matter may be referred to an independent mediator such as the local Community Justice Centre for review.

Students may wish to refer to the Consumer Protection Law or the Provider Consumer Protection Policy on the Smart and Skilled website: <https://smartandskilled.nsw.gov.au/>. The department can also be contacted on 1300 772 104.

APPEALS AGAINST ASSESSMENT OUTCOMES

Superior Training Centre Pty Ltd maintains a supportive and fair environment, which allows training participants to appeal their assessments and recognition decisions. Ideally, appeals are resolved as amicably as possible prior to a formal process being necessary. Where informal resolution has not been possible, this formal process is available.

Discuss the appeal with the Director. If the appeal is not resolved, the appeal is documented by the appellant using a Complaints and Appeals Form (Form 06). Student appeals are submitted to the Director.

The Director will appoint a mutually agreed-upon, qualified and independent assessor to review the records of assessment of the student's competence against the training package requirements. Where insufficient records are available, the student may provide additional evidence of competence. The independent assessor's determination is final.

No further appeal mechanism exists beyond this point.

6. SUPPORT & ASSESSMENT

LANGUAGE, LITERACY AND NUMERACY (LLN)

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

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

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

SUPPORT SERVICES

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

FLEXIBLE LEARNING STRATEGIES AND ASSESSMENT PROCEDURES

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

COMPETENCY-BASED TRAINING AND ASSESSMENT

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

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

ASSESSMENT

Assessment is carried out by the comparison of your skills and knowledge against the requirements of the Packaging Rules for the qualification.

Assessments are not intended to be a stressful activity, rather they are conducted in a relaxed and friendly manner. Do not regard your assessment as an examination. Your Trainer simply needs to know which competencies from your course you have mastered, and which competencies require further practice and will be flexible in the assessment method used.

It is in your long-term interests to ensure that all the skills necessary for the job have been mastered; our aim is to help you to learn those skills in the right way.

TRAINERS AS ASSESSORS

Your Trainer is to objectively assess and judge your performance, either practical or written tasks, against a set of standards. Your Trainer has been selected based on a sound knowledge of your course and is skilled in its application to the Australian Workplace.

FORMS OF EVIDENCE

In general, basic forms of skills evidence include:

- Direct performance evidence - current or from an acceptable past period from:
 - extracted examples within the workplace
 - simulations, including competency and skill tests, projects and assignments

- Supplementary evidence, from:
 - oral and written questioning
 - personal reports

7. GRADUATION

Once you have successfully completed all the Units of Competency required by your course, you will receive your Certificate at the office or via mail. The Certificate lists the qualification gained and all the individual units that make up the subjects within the course.

This is an important document and should be stored carefully. You must present it if you are applying for a trade licence or for credit transfer in courses at any other RTO. It may also be required by an employer or other person.

INCOMPLETE QUALIFICATIONS

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

REISSUING QUALIFICATIONS

If you need additional copies of your qualification, application must be made to the Director of Superior Training Centre Pty Ltd in writing with proof of identity provided. Charge of \$50.00 applies to this.

Ideally, you should attend Superior Training Centre Pty Ltd to confirm it is you asking for the copy of the qualification and to state why you need it.

Other people or companies will NOT be able to get a copy of your qualification or academic record if they cannot clearly establish that:

- You have authorised this information to be released
- They are the person or company to whom the information is to be transferred
- The necessary fee has been paid

8. FEEDBACK

Superior Training Centre Pty Ltd actively wants and appreciates your feedback. We regularly undertake evaluations of all courses and activities to achieve continuous improvement. We encourage you to obtain a Student Feedback Form from the Director.

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

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

9. SUPPORT AGENCIES

The following list of support agencies is for your information. Their inclusion here does not imply endorsement by Superior Training Centre.

STUDENT HANDBOOK

<p>ABORIGINAL SERVICES</p> <p>Aboriginal Medical Service Western Sydney 9832 1356</p> <p>Butucarbin Aboriginal Corporation 9832 7167</p> <p>Cawarra Women's Refuge 1800 656 463</p> <p>Gilgai Aboriginal Centre 9832 3825</p> <p>Wangary Aboriginal Home Care Services 4734 9422</p> <p>Yanna Jannawee - Community Support Service 9628 3031</p> <p>ACCOMMODATION SERVICES</p> <p>Affordable Community Housing Ltd 1300 692 245</p> <p>Homeless Persons Information Centre 1800 234 566</p> <p>Providential Homes 1300 364 701</p> <p>Richmond Fellowship of NSW 8882 4000</p> <p>St Michael's Family Centre 9639 0155</p> <p>Wentworth Community Housing 4777 8000</p> <p>Tenancy Advice Services</p> <p>Tenants Union of NSW (Advice Line) 1800 251 101</p> <p>Western Sydney Regional Public Tenants Council 9676 5200</p> <p>Western Sydney Tenants Service (WESTS) 8833 0911</p> <p>AGED & DISABILITY SERVICES</p> <p>Accessible Arts 9251 6499</p> <p>Aged Care Assessment Team (ACAT) - Blacktown 9881 8288</p> <p>Ageing, Disability and Home Care (ADHC) 9841 9350</p> <p>Anglicare Disability Services 8805 0900</p> <p>Assistance with Care & Housing for the Aged (ACHA) 9837 0106</p>	<p>COMMUNITY/NEIGHBOURHOOD CENTRES</p> <p>Anglicare Mt Druitt Community Care Centre 8805 0900</p> <p>Dean Park Community Development Project 9626 5128</p> <p>Doonside Cottage 9621 2937</p> <p>Glendenning Neighbourhood Centre 9677 0242</p> <p>Glenwood Neighbourhood Centre 8814 7649</p> <p>Graceades Community Cottage 9628 2045</p> <p>Hassall Grove Neighbourhood Centre 9835 1559</p> <p>Karabi Community & Development Services Inc. 9631 6575</p> <p>Marayong Community Centre 9839 6000</p> <p>Marayong House Neighbourhood Centre 9626 5312</p> <p>Minchinbury Neighbourhood Centre 9839 6000</p> <p>Mt Druitt Community Ministry 9835 2970</p> <p>Quakers Hill Neighbourhood Centre 9837 2518</p> <p>Riverstone Family Centre 9627 3511</p> <p>Riverstone Neighbourhood Centre 9627 3622</p> <p>Rutherglen Community Centre 9628 4674</p> <p>Shalvey Community Centre 9628 4313</p> <p>Woodcroft Neighbourhood Centre 9676 8509</p> <p>COUNSELLING SUPPORT</p> <p>ADRA Community Centre 9622 7188</p> <p>Blacktown Children Adolescent & Family Counselling 9622 0787</p> <p>Family/Financial/Gambling Counselling – Catholic Care 8822 2222</p> <p>Gambling Help Counselling Service - SVdP 9686 1281</p> <p>Interrelate Family Centres 8882 7850</p> <p>Relationships Australia 9806 3299</p> <p>Salvo Care Line 1300 36 36 22</p>	<p>HEALTH SERVICES</p> <p>AIDS Council of NSW (ACON) 9206 2000</p> <p>Arthritis NSW 1800 011 041</p> <p>Blacktown / Mt Druitt Needle & Syringe Program 1800 354 589</p> <p>Community Health Centre - Blacktown 9881 8700</p> <p>- Doonside 9881 8650</p> <p>- Mt Druitt 9881 1200</p> <p>Community Health - Aged, Chronic & Complex 1800 013 101</p> <p>- Child and Family 1800 222 608</p> <p>Health Care Complaints Commission 1800 043 159</p> <p>Hospitals - Blacktown 9881 8000</p> <p>- Mt Druitt 9881 1555</p> <p>Short Term Equipment Service 1800 039 450</p> <p>The Western Suburbs Haven Inc. 9672 3600</p> <p>Western Sydney Medicare Local 8811 7100</p> <p>LEGAL SERVICES</p> <p>Courthouses - Blacktown 9672 2610</p> <p>- Mt Druitt 9881 9100</p> <p>- Penrith 4720 1510</p> <p>Children's Legal Service - Parramatta 8688 3800</p> <p>Juvenile Justice - Blacktown 8882 4300</p> <p>- Cobham 9623 8088</p> <p>- Penrith 4720 3600</p> <p>Macquarie Legal Centre 8833 0911</p> <p>Law Access NSW 1300 888 529</p> <p>Legal Aid - Blacktown 9621 4800</p> <p>Mt Druitt & Area Community Legal Centre Inc 9675 2009</p> <p>Police Local Area Command - Blacktown 9671 9199</p>	<p>Credit & Debt Hotline 1800 808 488</p> <p>Child Protection Helpline (24 hrs) 13 21 11</p> <p>Child Abuse Prevention Service (24 hrs) 1800 688 009</p> <p>Domestic Violence Line (24 hrs) 1800 656 463</p> <p>Gambling Help (G-Line NSW) 1800 858 858</p> <p>Kids Helpline (24 hrs) 1800 551 800</p> <p>Lifeline (24 hrs) 13 11 14</p> <p>Mt Druitt Family Referral Service 1300 403 373</p> <p>Parent Line (24 hrs) 1300 130 052</p> <p>Poisons Information Hotline 13 11 26</p> <p>Salvo Suicide Prevention & Crisis Intervention 8736 3295</p> <p>State Emergency Service (SES) 132 500</p> <p>GOVERNMENT DEPT. (STATE/FED)</p> <p>Community Services - Blacktown 9852 3200</p> <p>- Mt Druitt 8887 7400</p> <p>- St Marys 9851 4100</p> <p>Department of Immigration and Citizenship 131 881</p> <p>Housing NSW - Blacktown 9831 0866</p> <p>- Bidwill 9675 8835</p> <p>- Mt Druitt 9675 8998</p> <p>NSW Fair Trading 13 32 20</p> <p>USEFUL NUMBERS & WEBSITES</p> <p>Australian Electoral Commission (AEC) 4702 5000</p> <p>Blacktown Community Aid & Information Centre 9621 5788</p> <p>Blacktown City Council 9839 6000</p> <p>Blacktown City Council Community Development Team 9839 6203</p> <p>Energy & Water Ombudsman NSW (EWON) 1800 246 545</p> <p>NSW Ombudsman 9286 1000</p>
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<p>Blacktown Neighbour Aid – Catholic Care 8822 2288</p> <p>Blacktown agency contact list 2012</p> <p>Care Connect Ltd 9830 8900</p> <p>CALD Aged Care Services – Syd West MSI 8825 3777</p> <p>Commonwealth Respite & Carelink Centre 1800 052 222</p> <p>Disability Council of NSW 8217 2800</p> <p>Disability Services Australia (DSA) 1300 372 121</p> <p>Emmaus Disabled Persons Catholic Services 8822 2288</p> <p>Fusion Home Modification & Maintenance Service 8805 5960</p> <p>Independent Living for the Physically Disabled 9622 5557</p> <p>Indigenous Disability Advocacy Service (IDAS) 4722 3524</p> <p>Interaction Disability Services Ltd 1300 668 123</p> <p>Karelle Life Enrichment Service Inc. 9832 1057</p> <p>La Valette Social Centre Inc. 9622 5847</p> <p>Meals on Wheels - Blacktown / Mt Druitt 9622 6183</p> <p>Mt Druitt Neighbour Aid 9832 4585</p> <p>Northcott Disability Services 1800 818 286</p> <p>Paterson Whitlam Support Service - Aftercare 8825 2230</p> <p>Pecky's Limited 9688 3268</p> <p>Riverstone Neighbour Aid 9627 3219</p> <p>Self Advocacy Sydney Inc. 9622 3005</p> <p>The Aged-care Rights Service (TARS) 9281 3600</p> <p>Tuesday Night Club (TNC) Inc. 9671 7217</p>	<p>DRUG & ALCOHOL SUPPORT</p> <p>Alcohol & Drug Information Service (ADIS) 9361 8000</p> <p>Alcoholics Anonymous (AA) 1300 222 222</p> <p>Bridges Inc. 9622 7511</p> <p>Blacktown Methadone Management Unit 9621 3600</p> <p>Centre for Addiction Medicine (CAM) - Mt Druitt 8887 5800</p> <p>DRUG ARM 9755 0596</p> <p>Drug and Alcohol Multicultural Education Centre 9699 3552</p> <p>Marrin Weejali Aboriginal Corporation 9628 3031</p> <p>Narcotics Anonymous (NA) 1300 652 820</p> <p>EDUCATION & TRAINING</p> <p>Computer Pals Blacktown Inc. 9920 0829</p> <p>Family Worker Training & Development Programme 9620 6172</p> <p>Holy Family Social Services 9628 2288</p> <p>New Enterprise Incentive Scheme - Mission Australia 9675 1022</p> <p>Reading Writing Hotline 1300 655 506</p> <p>TAFE Counselling & Careers Service - Blacktown 9208 1727</p> <p>- Mt Druitt 9208 6383</p> <p>- Nirimba 9208 7037</p> <p>EMPLOYMENT</p> <p>Ability Options Limited 8811 1777</p> <p>Break Thru People Solutions 8884 3000</p> <p>CRS Australia 1800 277 277</p> <p>Max Employment 9834 8200</p> <p>Nova Employment 9831 7199</p> <p>The Salvation Army Employment Plus 9679 5400</p>	<p>- Mt Druitt 9675 0699</p> <p>- Quakers Hill 9678 8999</p> <p>Probation & Parole - Blacktown 9671 4266</p> <p>- Mt Druitt 9421 3000</p> <p>Toongabbie Legal Centre Inc. 1300 373 353</p> <p>Welfare Rights Centre 9211 5300</p> <p>Women's Legal Contact Line 8745 6988</p> <p>MEN'S SERVICES</p> <p>MensLine Australia (24hrs) 1300 789 978</p> <p>Men's Shed - Emerton 9628 7396</p> <p>Men's Shed Social Support Program - Riverstone 9627 3219</p> <p>MENTAL HEALTH</p> <p>Alice's Cottages (Women's Supported Accom.) 9622 9791</p> <p>Blacktown City Mental Health Service 9881 8888</p> <p>Compeer Mental Health Friendship Program 9622 2411</p> <p>Embark Cottage 9690 8972</p> <p>Family & Carer Mental Health Program (UCMH) 8842 8289</p> <p>GROW NSW 9633 1800</p> <p>Recovery & Resource Service Program - PRA 9690 8972</p> <p>REGIONAL RESOURCE GROUPS</p> <p>Australian Red Cross 9229 4272</p> <p>Women Partners of Bisexual Men Service 9560 3011</p> <p>Community Resource Network (CRN) 9832 4762</p> <p>TRI Community Exchange Inc. 4721 1866</p> <p>The Centre for Volunteering / Volunteering NSW 9261 3600</p> <p>Western Sydney Community Forum (WSCF) 9687 9669</p>	<p>P.O. Box 149 Plumpton 2761 Ph: 9832 4762 Fax: 9832 4802</p> <p>Email: project2@network.crn.org.au Web: www.crn.org.au</p> <p>www.blacktown.nsw.gov.au</p> <p>Women's DV Court Advocacy Service - Blacktown 9671 9126</p> <p>- Penrith / Mt Druitt 4731 5098</p> <p>YOUTH SERVICES</p> <p>Aftercare Kurinda Adolescent Service 8825 2200</p> <p>Ask! A Free Legal Service for Youth 9305 6600</p> <p>Blacktown Youth Services Association (BYSA) 9831 2095</p> <p>BLITS 0416 552 520</p> <p>BREED Taskforce Inc. 9853 3200</p> <p>Catherine Villa (Pregnancy) - CatholicCare 9837 2095</p> <p>Emerton Youth Recreation Centre 9628 9292</p> <p>Fusion Youth Services & FASS 8805 5900</p> <p>Hebersham Aboriginal Youth Service (HAYS) 9832 9330</p> <p>Legal Aid Hotline for Under 18s 1800 101 810</p> <p>Mackillop Family Services 9628 3333</p> <p>Marayong House Youth Service 9626 3681</p> <p>Marist Youth Care 9672 9200</p> <p>Mt Druitt Integrated Youth Service 9628 0424</p> <p>P.C.Y.C - Blacktown 9622 3470</p> <p>- Mt Druitt 9628 2628</p> <p>Quakers Hill Youth Support Services 9626 6620</p> <p>Reconnect - Blacktown LGA 9832 3934</p> <p>Riverstone Youth Centre 9627 9925</p> <p>The Street University, Ted Noffs Foundation 8886 2800</p> <p>The Hills Youth Support & Accommodation Service 9680 1201</p>
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<p>Senior Citizens Services & Clubs Blacktown & District Older Women's Network 9631 3289 Combined Pensioners and Superannuants Assoc. 1800 451 488</p> <p>CALD SERVICES Adult Migrant English Program (AMEP) 9621 4175 Afghan Community Support Assoc. of NSW 9831 2436 Australian Sudanese Community Inc 9675 7010 Centrelink (Multilingual Call) 131 202 Mt Druitt Ethnic Communities Agency (MECA) 9625 9300 STARTTS 9854 7300 SydWest Multicultural Services Inc. 9621 6633 Translating & Interpreting Service - Telephone (24 hrs) 131 450 - On site 1300 655 082</p>	<p>FAMILY SUPPORT SERVICES Anglicare Sustainable Living & Family Services 8805 0900 Blacktown Family Relationship Centre 8811 0000 Blacktown Family Support Service – Catholic Care 8822 2222 Brighter Futures Mt Druitt – Uniting Care Burnside 9421 3333 Communities for Children - Mission Australia 9832 8943 Family Relationships Advice Line 1800 050 321 Junaya Family Development Services 9621 3922 Salvation Army Community Services Centre 9622 3108 St Vincent de Paul Family Assistance Line 1800 606 724 Swinson Cottage Family Centre (Child Protection) 9621 2454</p>	<p>Western Sydney Regional Organisation of Councils 9671 4333 Youth Action Policy Association (YAPA) 9281 5522</p> <p>SEXUAL ASSAULT NSW Rape Crisis Centre 1800 424 017</p> <p>SEXUAL HEALTH Family Planning NSW - Healthline 1300 658 886</p> <p>TRANSPORT Blacktown City Council Community Mini Bus 9839 6000 Blacktown Community Transport 9621 5518 Transport Infoline 131 500</p> <p>WOMEN'S SERVICES Blacktown Hospital - Social Work Department 9881 7076 Blacktown Women's & Girl's Health Centre 9831 2070 Immigrant Women's Speakout Assoc. of NSW 9635 8022 Jessie Street Domestic Violence Service 9622 7999 Mt Druitt Family Violence Service 9677 9628 Pam's Place 1800 656 463 WASH House 9677 1962</p>	<p>Western Area Adolescent Team (WAAT) 9881 1230 Youth Emergency Accommodation Line 9318 1531 Youth Insearch 9659 6122</p> <p>HELPFUL WEBSITES www.centrelink.gov.au www.community.nsw.gov.au www.communitybuilders.nsw.gov.au www.keepthemsafe.nsw.gov.au www.lawlink.nsw.gov.au www.mylocalguide.net.au www.ncoss.org.au</p>
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10. APPENDICES

Appendix 1 RECEIPT OF STUDENT HANDBOOK

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

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

Name: _____

Signature: _____

Induction Date: ____/____/____

Appendix 2 RECEIPT OF REFUND POLICY

See Attached

Appendix 3 RECEIPT OF SELF ASSESSMENT QUESTIONNAIRE

See Attached