

# **Superior Training Centre**

## **Student Handbook International Students**

**Version 2**

1/13 York Road, Ingleburn 2565 NSW

RTO NUMBER 41122

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## Welcome

Welcome to the Superior Training Centre and thank you for choosing to study with us. Whether you are looking to update your skills or seeking a new career path, our team of friendly and dedicated staff will assist you to make the most of your experience with us.

This handbook was developed to help guide you through the duration of your study. It contains a series of important processes and procedures which directly affect you and helps us maintain our high standard of education delivery.

The purpose of this Handbook is to provide you with all the information that you need to know about studying with the Superior Training Centre. The first part of this handbook provides you with all the information you need to know about applying for a course, requirements for your stay in Australia, and important information pertaining to work and accommodation in Australia.

Please take some time to read this handbook and familiarise yourself with its content

## Studying with the Superior Training Centre

The Superior Training Centre is located in Ingleburn and is easily reached by public transport or by car. The area is well serviced with plenty of parking space.

### Studying Location

#### Superior Training Centre

Address: 1/13 York Road, Ingleburn 2565 NSW

Tel: 02 9618 6809

Email: [info@stc.nsw.edu.au](mailto:info@stc.nsw.edu.au) Web: [www.stc.nsw.edu.au](http://www.stc.nsw.edu.au)

## Contact Information and Emergency Contacts

### Superior Training Centre International Student Support Officer:

If you require support or assistance with your course or aspects of your stay in Australia, please contact the Administration Manager. They will direct you to the appropriate support.

### Emergency numbers:

Police, Fire, Ambulance - **Dial 000**

**Department of Immigration and Border Protection (DIBP)** DIBP 9 Wentworth Street, Ingleburn, NSW  
2124 Telephone: **131 881** <http://www.border.gov.au/>

### Local Medical Centres

Ingleburn Medical Centre

2 Nardoo St, Ingleburn NSW 2565

20 Victoria Rd Ingleburn NSW 2124 (Cnr Victoria Rd & Church St) Opposite McDonalds Phone: (02) 9829 2900

## Public Transport in NSW

Before you set out, find out about accessible public transport, staying safe during your trip, travelling with equipment or animals, and more.

Please visit the website <http://www.transportnsw.info/en/index.page> for information pertaining to train times, bus times, transport status, tickets, best routes, and maps.

Also please ensure that you purchase an OPAL card before using public transport as paper tickets are no longer sold for Sydney public transport rides. Further information on Opal can be seen here:

<https://www.opal.com.au/>

- Local taxi companies
- Taxis Combined 9-13 O'Riordan Street Alexandria, NSW 2015 Ph.13 33 00
- Premier Cabs 33 Woodville Road Granville, NSW 2142 Ph. 13 10 17

## Living and studying in Australia

You can find lots of useful information about living and studying in Australia at [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au). The website also includes a useful guide about studying and living in Australia that you can download. Some of the information included on this website is also included in this guide.

## Courses Provided by Superior Training Centre

Superior Training Centre offers the following courses:

UEE20111 Certificate II in Split Systems and Heat Pumps

UEE30811 Certificate III in Electrotechnology Electrician

UEE22011 Certificate II in Electrotechnology (Career Start)

UEE21911 Certificate II in Electronics

MEM30305 Certificate III in Engineering - Fabrication Trade

UEE32211 Certificate III in Air Conditioning and Refrigeration

## Admissions and Enrolment

Superior Training Centre accepts applications from all students who meet the entry requirements published in the course information. Applications are accepted on a first come, first serve basis, but if a course is full, you will be offered a place in a course based on the next available intake date.

To apply to enrol in a course, you must complete an Application form. If you are applying for a course that has entry requirements, you will also need to provide the necessary documentary evidence (as indicated in the course outlines) such as: verified copies of qualifications, identification including your passport, schooling and evidence of English Language proficiency (within the last 2 years) such as IELTS or TOEFL. English language competency can also be demonstrated through documented evidence of any of the following:

- You were educated for 5 years in an English speaking country.
- You have completed at least 6 months of a Certificate IV level course in an Australian RTO.
- You have completed the College English Placement Test.
- You have successfully completed your High School in the English Language.

If you cannot provide evidence of English Language proficiency, you may be issued with a conditional letter of offer based on you successfully completing the required English language course. You will also need to provide documentary evidence if you are applying for credit transfer or national recognition in a course. See the section in this Handbook on Course Credit.

Once you have gathered the relevant documents, attach them to the Application Form. Alternatively, you may send these documents to our enrolment officer at 1/13 York Road, Ingleburn, NSW 2150. If sent by mail, you must include a letter clearly stating your name, date, and course being applied for. The non-refundable application fee of \$500.00 must be paid before an application will be assessed unless the fee is waived.

If your application is successful, you will be invited to participate in an interview with our CEO Tim Shanahan who will determine the suitability of your enrolment into the course. This interview may occur as an online, phone, or face-to-face meeting.

On approval of your application, you will be sent a letter of offer and a written agreement that sets out the terms and conditions of your enrolment. All the details of the course that you have enrolled in, as well as a tax invoice with the amounts and timing for payments will also be sent to you. You will need to sign and return the agreement so that your enrolment is confirmed.

We shall confirm your enrolment electronically once we have received the signed written agreement from you, as well as evidence of your Overseas Student Health Cover and payment of fees. You will need to then complete an enrolment form.

## Visas

Once you receive your electronic Confirmation of Enrolment, you will need to apply for your visa. Information about applying for a visa can be found at <http://www.border.gov.au/>

This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, permission to work, Overseas Student Health Cover, and charges associated with the visa application. You may wish to use a registered migration agent to assist you with your application, or you can contact Superior Training Centre for a range of education agents who can assist you. Contact us for details of the education agents that we use.

Ensure that you allow enough time between lodging your application and the start of your course, as applying a visa can be a lengthy process. If your visa is not approved, you will receive a full refund for the fees that you have paid, except for the non-refundable application fee of \$500.00.

### Visa Conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa. Conditions include (but are not limited to):

- ✓ The student must Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- ✓ Only work if you have been given permission to do so as part of your visa grant.
- ✓ Maintain approved Overseas Student Health Cover (OSHC) while in Australia.
- ✓ Notify Superior Training Centre as well as Department of Immigration and Border Protection of your Australian address and any subsequent changes of address within 7 days.
- ✓ Complete the course within the duration specified in the CoE.
- ✓ Remain with the principal education provider for at least 6 months (or the duration of the course if less than this period) unless you are issued with a letter of release from the education provider to attend another institution.

### Arranging travel and documents to bring

Costs of travelling to Australia are not included in your course fees, and you will need to arrange payment for your travel to Australia. You should plan to arrive in location at least 2 weeks before your course orientation to give you time to settle in.

The nearest international Airport is Kingsford Smith Airport in Mascot. It is 8 kilometres south of the Sydney CBD an 37 km from Ingleburn.

You will need to prepare a folder of official documents to bring with you to Australia including:

- Valid passport including a valid student visa.
- Your Confirmation of Enrolment (CoE).
- Insurance policies.
- Original or certified copies of documents such as your birth certificate

- Medical records
- Educational qualifications as advised by Superior Training Centre at the time of confirmation of enrolment

If you are travelling with your family you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

## Entry into Australia

When you arrive in Australia, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back.

Once you have passed through the immigration checkpoint, you should collect your bags ensuring that you check your baggage is not missing or damaged. If something is missing or damaged, advise airport personnel of your problem at the baggage counter. Staff at the baggage counter will assist you in locating missing baggage or in lodging a claim for damage to your belongings.

Once you have your luggage, you will go through customs where your luggage may be checked. Make sure that you are not bringing any items which are prohibited under the Australian law.

You should declare any items that you are bringing into the country on the form given to you on the plane. If customs officers decide that the item(s) you are bringing in are unsafe, they will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs.

For further information pertaining to allowed or contraband items, visit the Australian Quarantine and Inspection Service (AQIS) website at [www.agis.gov.au](http://www.agis.gov.au)

## Arriving in Australia through Kingsford Smith Airport

<http://www.sydneyairport.com.au/>

On the plane, you will be given an Incoming Passenger Card to complete. You will need to fill in your flight details and customs information. Make sure you have your passport and Incoming Passenger Card ready for the Entry Control Point. When you have passed through the Entry Control Point, you will collect your baggage and exit via Customs and Quarantine (AQIS).

## Traveller's Information Service at Kingsford Smith Airport

Sydney "Airport Ambassadors" are airport personnel who await to assist incoming visitors to Australia. They wear bright blue jackets to ensure that they are easily identifiable and stand out. Airport Ambassadors are located throughout Terminals 1 and 2, including at well-marked information desks:

International Terminal (T1) - Departures Level

Between check-in counters "G" and "H"

Opposite check-in counter "D", near front terminal entrance

Opposite SYD Airport Tax and Duty Free Store after immigration and security screening

International Terminal (T1) -Arrivals Level

Opposite passenger exit A and B Domestic Terminal (T2) -Arrivals Level Opposite baggage carousel number 2

## Travelling to Your Accommodation

### By Train

Sydney Airport is located just 13 minutes by train from the city. There are train stations located at both the International and Domestic terminals which operate as part of the Airport Link train service. The Domestic Terminal train station is located directly between T2 and T3 terminals and is accessible from within the terminals from the Arrivals level.

The International terminal train station is located at the northern end of the terminal and is accessible from the Arrivals level.

For more information about Airport Link including fares, maps, and travel planners, visit the Airport Link website ([www.airportlink.com.au](http://www.airportlink.com.au)) or contact them by phone (+61 2 8337 8417)

For the latest information about the Sydney train network including service, trackwork updates, and other Sydney train information, visit the Sydney Trains website ([www.sydneytrains.info](http://www.sydneytrains.info)).

Please note that paper tickets are no longer sold in Sydney as of August 1st, 2016. Make sure that you purchase OPAL and adhere to its rules (<https://www.opal.com.au>)

## Keeping in Contact

Before you leave home, you should provide your family, friends, and your education provider in Australia with flight and accommodation details for your trip to Australia. Do not change these details without informing them. Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

## Arranging Your Finances

The currency of Australia is the AUD (Australian Dollar). In best case scenario you would have your currency changed to AUD before you arrive. If not, currency exchange kiosks are available around the Sydney Kingsford Smith Airport.

Currency exchanges are also available around Sydney, and all Sydney banks are also able to exchange foreign notes for AUD. Note, however, that banks are not open on the weekend. Be aware of the fact that banks offer more favourable exchange rates than currency exchange kiosks.

The amount of money you will need to bring into Australia will depend on whether you have already paid for your accommodation before your arrival. Think about how much money you will need to last you for a couple of weeks. Find out more about money matters by visiting <http://www.studyinaustralia.gov.au/en/Living-in-Australia/Money-Matters>.

## Accommodation

Superior Training Centre has a number of approved home stay agencies who can organise a home stay family or individual for international students. Home stays are a great way to get to know your new community and culture and to improve your English. There are a few different types of home stay arrangements. Most will require a written set of guidelines or obligations for both the host family and the student.

### Full Board

In Australia, "full board" implies that with payment of a fee, you generally receive:

- ✓ Your own bedroom (with bed, desk, lamp and wardrobe)
- ✓ Three meals a day (self-serve breakfast and lunch, plus a cooked dinner)
- ✓ Electricity, gas, and water bills included in rent fee
- ✓ Involvement in family activities

The average cost for full board is around AUD \$300+ a week depending on the location. In most of the cases phone and Internet are at extra charge.

## Part board

In Australia, "part board" implies that with payment of a fee, you generally receive:

- ✓ Your own bedroom (with bed, desk, lamp and wardrobe)
- ✓ Electricity, gas, and water bills
- ✓ Use of kitchen and laundry

## Board in Exchange

"Board in exchange" generally means that you shall receive free or low cost accommodation in return for household duties (e.g. some general cleaning or looking after the children). Be careful and establish what are the fair hours you need to provide.

## Other Accommodation

Also there are other different types of accommodation. Sydney rents are quite high and you will need to prepare well in advance for the selection and application process (different depending on the rental agency) as well as 4 weeks bond in advance. Weekly rental costs vary from suburb to suburb and according to the size and quality of accommodation. Please visit [www.realestate.com.au](http://www.realestate.com.au) for overview of rental fees and rental processes.

Utilities (Electricity, Gas, Water etc) vary depending on the provider and you should consult number of providers prior to selecting one.

## More Accommodation Information

You can find further information here:

<http://www.nsw.gov.au/information-international-students>

## If you are bringing family with you

As per conditions laid out for the international students, your family has to meet visa requirements are well. Ensure that their health insurance is covered. Australian Department of Immigration and Border protection outlines which are the visa conditions for your family (family members include your partner and your children under 18 years of age)

You will need to provide proof of your family relationships with official documents which can include birth certificates and marriage certificates. For more details, visit [www.border.gov.au](http://www.border.gov.au)

Where you have dependent children that need to attend childcare or school, you should be aware of the costs arising from that

Find out more at <http://www.mychild.gov.au/sites/mychild>.

To find out more about your application processes please email [info@stc.nsw.edu.au](mailto:info@stc.nsw.edu.au)

## Health

### Emergencies

For emergencies, dial 000 for services such as ambulance, police, or firefighters. When you dial 000, you will be asked for the service you need and details on the current emergency. You will also be asked for your name, address, and telephone number.

Australian police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics.

### Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts, call 000 no matter how small or large the fire may be.

### Ambulance

Ambulances provide immediate medical attention in an emergency as well as emergency transportation to the nearest hospital. To access an ambulance, call 000. Other Medical Assistance Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital and at some medical centres. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals', and you can also find them by searching on the internet. If you need to go to a hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) at a local medical centre.

### Overseas Student Health Cover

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from the date you arrive. The Department of Immigration and Border Protection requires you to maintain OSHC for the duration of your time on a student visa in Australia.

You can choose to take out OSHC with a provider recommended by us, or with the Australian OSHC provider of your choice. There are five providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and decide which provider is right for you:

- ✓ Australian Health Management OSHC [www.ahmoshc.com](http://www.ahmoshc.com)
- ✓ BUPA Australia [www.overseasstudenthealth.com](http://www.overseasstudenthealth.com)
- ✓ Medibank Private [www.medibank.eom.au/Client/StaticPages/OSHCHome.aspx](http://www.medibank.eom.au/Client/StaticPages/OSHCHome.aspx)
- ✓ OSHC Worldcare [www.oshcworldcare.com.au](http://www.oshcworldcare.com.au)
- ✓ NIB OSHC [www.nib.eom.au/home/newtonib/overseasstudents](http://www.nib.eom.au/home/newtonib/overseasstudents)

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia. It will contribute towards the cost of most prescription medicines and to the cost of an ambulance in an emergency. For more information on what your OSHC insurance covers as well as what to do if you need treatment, refer to the Department of Health and Ageing's (DOHA) Frequently Asked Questions.

OSHC does not cover dental, optical, or physiotherapy. If you want to be covered for these treatments, you will need to buy additional private health insurance such as:

- Extra OSHC provided by some OSHC providers; or
- International travel insurance; or
- General treatments cover with any Australian private health insurer. You can find a list of these providers and search for the one that suits you best at [www.privatehealth.gov.au](http://www.privatehealth.gov.au) or [www.iselect.com.au](http://www.iselect.com.au)

## Working in Australia

As a student visa holder, you are allowed to work up to 40 hours a fortnight during term time and as many hours as you like during holidays. You can phone the Department of Immigration and Border Protection (DIBP).

Visit the following website to find out more about working in Australia, including how to find a job.

<http://www.studyinaustralia.gov.au/en/During-Study/Finding-Work>

## Living Costs in Australia

Migration regulations in Australia require international students to show evidence that they can contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia. While international students are able to supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they don't have to rely on such work to meet all their expenses.

From 1 July 2016, the basic rate of living costs under the Migration regulations increased. Under these regulations prospective student visa applicants and their family members must have access to the following funds to meet the living costs requirements:

A\$19,830 a year for the main student;

A\$6,940 a year for the student's partner;

A\$2,970 a year for every child where required.

Students must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia. The figures above are indicative only and costs can vary significantly depending on where you live in Australia. You should be prepared in case your living costs are greater than the indicated figures.

For more information visit the Department of Immigration and Border Protection website.

### **Budgeting**

Once you've settled in, you should work out a budget that covers costs which include clothing, food, accommodation, transport, entertainment, and child care expenses (if applicable). It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes. Read more about budgeting at [www.understandingmoney.gov.au](http://www.understandingmoney.gov.au)

### **Shopping**

All Australian major town centres and capital cities shopping facilities with opening hours generally 9.00am to 5.30pm seven days a week with late night shopping until 9.00pm on Thursdays. Some supermarkets are open 24 hours a day seven days a week.

Mainstream grocery stores in Australia include Coles, Woolworths, IGA, and Aldi. Major department stores in Australia include Myer and David Jones, Big W, Kmart, and Target.

### **Clothing**

While there are no set rules on clothing in Australia, many workplaces, restaurants, clubs, and bars have a dress code. Australian people generally dress in modern clothing influenced by personal taste, status, place of work, lifestyle, and location. The cost of clothing in Australia can vary. There are a number of quality variety stores such as K-Mart and Big W where you can find low cost clothing and shoes of all varieties. Department and specialty stores such as Myer and David Jones carry more expensive higher end clothing labels.

## **Superior Training Centre's Fees and charges**

A non-refundable except where student visa is declined, an application fee applies to all of our courses. This must be paid at the time of submitting your application form. You can find up to date fees and charges information in the course outline for your course.

These fees and charges will be shown in a written agreement that we will send to you with a letter of offer once your application has been accepted. You will receive a tax invoice for the amount you are required to pay. The tax invoice will provide you with the Superior Training Centre nominated account for payment, of fees held in advance. You can pay your fees by direct bank transfer. All prepaid fees are protected in line with the requirements of the VET Quality Framework and with the ESOS Framework. The VET Quality Framework

legislates the provision of training and assessment in Australia and the ESOS Framework regulates the standards for provision of Education to International students.

Course fees include all administration, materials, and tuition fees. Any optional text books or materials that are not required for completion of the course are not included in the course fees. Course fees also include up to 2 attempts at each assessment per unit. However, if after these attempts you have not passed, you will either be issued with a Statement of Attainment for the parts of the course that you have passed, or you will be required to re-sit a portion of the course. To re-sit a part of the course you require to gain your qualification, a re-sit fee must be paid.

Details are found in the written agreement that you signed at the commencement of your course.

## Refunds

Our refund policy is included in the agreement that you are required to sign to indicate acceptance of the offer of enrolment. All the terms and conditions are specified in that agreement. Application fees are non-refundable. The refund information in the agreement sets out the circumstances in which you can apply for a refund as follows. For more information on our refund and fee policy, visit our website

<http://www.stc.nsw.edu.au/policies>

### **Circumstances in which a refund will not be paid - NO REFUND**

A student is not entitled to a refund in the following circumstances:

- ✓ Where Superior Training Centre terminates the student's enrolment because of a failure to comply with Superior Training Centre policies, misbehavior, or unsatisfactory course progress or attendance.
- ✓ If a student's visa is cancelled during a period of study.
- ✓ If the student withdraws from a course after the end of the first week or the end of the first unit/module of study.
- ✓ Where a student is refused a visa and the reason for the refusal was because the student did not start the course at the location on the agreed starting day, the student withdrew from the course at that location, or the student did not pay the fees due.

### **Circumstances in which a refund will be paid - REFUNDS APPLY Full Refunds**

A full refund of any monies paid will be provided to students in the following circumstances:

- ✓ a student cannot commence the course because of illness or a disability
- ✓ where there is death of a close family member of the student (parent, sibling, spouse or child); or
- ✓ at the discretion of Superior Training Centre CEO when other special or extenuating circumstances have prevented the student from commencing their studies including political, civil, or natural events.

**Tuition fees will also be refunded in full where:**

- ✓ the course does not start on the starting date notified in the letter of offer
- ✓ the course is discontinued after it starts and before it is completed, or when a course stops being provided after it starts and before it is completed
- ✓ an offer of a place is withdrawn by Superior Training Centre and no incorrect or incomplete information has been provided by the student.

**Partial Refunds**

Partial refunds of varying amount apply:

- ✓ If a student has supplied incorrect or incomplete information which causes Superior Training Centre to withdraw an offer of enrolment prior to commencement of the course. The student will be eligible to receive a refund of all fees paid less the administration fee.
- ✓ Where a student has not met the conditions included in the letter of offer and withdraws 0 - 28 days before course commencement, the deposit paid will be refunded less the administration fee.
- ✓ the course is not provided fully to the student because Superior Training Centre has a sanction imposed by a government regulator
- ✓ Where a student withdraws from a course 0 - 28 days before the course commencement, for any other reason, 50% of the deposit paid will be refunded less the administration fee.
- ✓ If an international student is unable to obtain a student visa before studies have commenced, the student will be given a refund less whichever is the lower amount of 5% of the total amount of the fees (tuition and non-tuition) or the sum of \$500.
- ✓ If an international student is refused a visa (student default) but has already commenced their course, non-tuition fees will not be refunded. However, tuition fees will be refunded from the day of the student default as per Section 7 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014.

**Refund Process**

Any request for refunds must be made in writing via email, using the "Form for refund". Students should state their reasons for requesting a refund and attach any relevant documentary evidence such as a medical certificate. You will be advised of the outcome of your request for a refund in writing within 5 days and all refunds will be paid within 5 days of this notification.

In unforeseen circumstances where Superior Training Centre is unable to provide the course or where the numbers of students enrolling are insufficient to run the course, course fees will be refunded in full. Enrolled students will be contacted and will be offered a place in an alternative course or a full refund. Where an enrolled student elects to receive a refund, there is no need to request a refund in writing. A full refund will be made within 5 days of communicating with the enrolled student that the course will not be offered. Students who elect to enrol in another course will have their enrolment automatically transferred and a new agreement and tax invoice will be provided to the student.

# Refund Request Form

Details		Refund Type	Tick
RR No (Admin Staff):		VISA Refusal	
Date:		VISA Renewal Refusal	
Name:		VISA Breach of Condition	
Student ID:		Withdrawal	
Course:		Transfer	
Course Intake:		Cancellation	
<b>Section 1</b>			
<b>I request a refund for the following:</b>			
Invoice Number:			
Amount:			
<b>Reason: (Please attach any supporting documentation)</b>			
<b>Section 3</b>			
<b>Acknowledgement</b>			
<p>I understand that my request for a refund will be processed in accordance with Superior Training Centre Refund Policy. I also understand that I shall have 20 days to access the Complaints and Appeals process, should I not agree with the outcome or decision.</p>			
Print Name:		Signature:	
<b>Authorisation</b>			
<b>Authorisation for Processing</b>			
Action to be taken:	APPROVED	DENIED	ADJUSTED AMOUNT
<b>Comments:</b>			

Signed:		Position:	
Print Name:		Date Processed:	
Amount to be refunded:			
<b>Admin Use Only</b>			
<b>Refund Register</b>			
Logged in Refund Register:	Yes	No	Date:
Logged By:			Signature:
<b>Refund Processed</b>			
Formal Letter Sent:	Yes	No	Date:
Sent By:			Date:
<b>Appeal of Decision</b>			
Appeal Lodged:	Yes	No	Date:
CAF Number:			Date:

## **Course Credit**

Course credit is where you are awarded advanced standing in a course because of existing qualifications, skills and experience that you have. This means that you are not required to participate in a particular part of the course you have enrolled in, saving you time and money.

Course credit can be awarded in three ways - through recognition of qualifications and statements of attainment issued by another Australian RTO, through credit transfer and through Recognition of Prior Learning (RPL). An explanation of each of these ways of gaining course credit is included below, as well as how to apply and the costs involved.

### **Recognition of Qualifications, Statements of Attainment Issued by Another RTO, and Recognised Prior Learning**

Recognition of Prior Learning (RPL) means that you can get course credit for the skills and knowledge that you have gained through your work experience, life experience, or training that you have completed outside formal training arrangements in an institution.

Superior Training Centre 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 before the time of enrolment, but you may also apply up to 2 weeks into your course. A \$500 application fee is payable upon the lodgement of your RPL application form. If you choose to apply for RPL, a trainer/assessor can be available to assist you. For more information about submitting an application for RPL, contact us.

Under recognition arrangements, relevant existing qualifications or previous statements of attainment will also result in course credit. All you need to do is to fill out a Recognition of Prior Learning Form and post it to the Superior Training Centre head office. With the Recognition of Prior Learning Form, you will need to provide a certified copy of your qualifications including a record of results or your statement of attainment. There is no charge for this service.

### **Credit Transfer**

Credit transfer will be awarded for qualifications or statements of attainment that include units that are not a direct match but align with the content from units within the course that the student is applying for. For example, some qualifications or statements of attainment may contain units that are from an older version of a course, but the content is considered equivalent. Students should indicate on the application for enrolment form that they are seeking course credit and provide certified copies of qualifications, including a record of results or a statement of attainment. There is also no charge for credit transfer.

## **The course you enrolled in and further assessment**

The training and assessment offered by Superior Training Centre focuses on providing you with knowledge and skills required to meet the standard of performance required in the workplace. Each component of your course is called a “unit of competency”. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace for the particular qualification you selected.

Our course outlines include 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 are different depending on the qualification you have selected. In majority of cases these are written or oral questions/test, but also encompass assignment, project and practical room observation.

### **Assessment**

Your trainer/assessor will discuss the assessments that you are required to complete to complete your course.

Instructions are provided to each student with every assessment. Make sure you consult with your assessor if you have any questions in relation to completing your assessments. Your assessment tasks will be assessed as either Competent (C) or Not Competent (NC), and you will need to pass all assessments in a unit to achieve an overall outcome of Competent. If you are found not competent for one or more of your assessments, you have 2 further attempts to complete the assessment and pass. This will incur an additional fee. Should you believe that your Assessor hasn't made adequate decision, you can lodge an assessment appeal as per Complaints Procedure.

### **Submitting Your Assessments**

Students must submit written assessment tasks along with a completed and signed Assessment Task Cover Sheet. Written tasks will not be accepted without a signed coversheet.

Should you require to have a photocopy of your work, please see that, prior to submitting, you photocopy the assignment as we are unable to hand back the assessed document/task. Your assessment are kept as evidence in your file.

### **Student Plagiarism, Cheating, and Collusion**

Superior Training Centre has zero tolerance policy for plagiarism and cheating. Integrity is a key trait expected from students at all times and only submit work that is your work with referenced acknowledgements of all texts and resources used in the development of 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 students.

Where a student is suspected of plagiarising, cheating, or colluding, Superior Training Centre will take the necessary steps to detect if this has occurred by comparing work with electronic reference materials, internet resources, and the work of other students.

If you are found to have done any of the above, you will be given an opportunity to respond. If the alleged case turns out to be true, we will be required to take disciplinary action which is likely to require you to re-sit the assessment. Disciplinary action may lead to the suspension or cancellation of your enrolment. Have in mind that there are consequences to your visa after this.

## **Student Orientation and Support Services**

Superior Training Centre will ensure that you get all the support you need to adjust to life and study in Australia and to be successful in your studies. Prior to commencing your studies, you will be required to participate in a compulsory orientation program that will include information on:

Information on internal and external support services available to assist in the transition into life and study in Australia. Such services include welfare services, accommodation, services, academic and career advice, IT support, student learning assistance, English language support and social inclusion activities;

- Legal, emergency, and health services
- Facilities and resources
- Organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer, and complaints and appeals processes/
- Any student visa conditions relating to course progress and attendance

The enrolment form you complete will also help us understand the support you might require. If you believe you have additional needs, make sure that this is discussed at the orientation. To provide you with support we offer the following:

- Mentoring from appropriately qualified educators including their phone and email contact details
- Dedicated mentor and mentor groups for each student
- Review of learning materials with the student and providing information in a context you can understand
- Providing extra time to complete tasks if required
- Providing access to supplementary services.
- Providing supplementary exercises assist understanding
- Job placement assistance for those participating in courses that require practical placement;-
- Referral to external support service

Contact us at any time to discuss your support needs and/or to access any of the above.

### **Superior Training Centre International Student Support Officer**

If you require support or assistance with your course or aspects of your stay in Australia, please contact either the Superior Training Centre CEO and or Student Services Manager who will direct you to the appropriate support. If you are having trouble contacting any of these persons please make an appointment with Superior Training Centre by phone on 02 9618 6809

### **External Support Services**

Reading and Writing Hotline

Telephone: 1300 655 506

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy. <http://www.literacyline.edu.au/index.html>

### **Australian Human Rights Commission**

The Commission can resolve individual complaints about discrimination, sexual harassment, and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

<https://www.humanrights.gov.au/>

### **Legal Aid NSW**

Legal Aid NSW provides legal services to disadvantaged clients across NSW in most areas of criminal, family and civil law. <http://www.legalaid.nsw.gov.au/>

### **Lifeline**

Telephone: 13 1114

**Anyone can call Lifeline.** The phone 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.

**Reach Out** - Reach Out is a web-based service that inspires young people to help themselves through tough times and to 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. [www.reachout.com.au](http://www.reachout.com.au)

**Adult Migrant English Program** <http://www.border.gov.au/Trav/Life/Help/Learn-English>

## Maintaining Your Enrolment and Course Progress

You must meet course progress requirements in order to satisfy the conditions of your visa. These course progress requirements will be clearly explained to you during the orientation program. Superior Training Centre will assist you to meet course progress requirements by monitoring your progress and providing you with the relevant support at an early stage. We can provide you with a range of support by providing extra time to complete tasks, reducing study load, or by providing assistance through a study skills programs. If after providing you with this support, you do not meet course progress requirements, you will be issued with a first warning letter stating that your course progress is unsatisfactory. You will also be invited to a meeting to discuss further support. Following the provision of this support, if your progress is still unsatisfactory, you will be sent a second warning letter and another invitation to a meeting to discuss unsatisfactory course progress. New or revised support arrangements will then be arranged.

Where you continue not to meet course progress requirements in two consecutive study periods, you will be reported to DIBP for not meeting course progress requirements. DIBP will make the final decision on whether your visa will be cancelled because of your unsatisfactory course progress

You may appeal the decision to report you to DIBP. However, an appeal will only be considered if Superior Training Centre has:

- not recorded or calculated the student's marks correctly
- not provided appropriate support as mentioned in this Handbook
- not implemented other policies such as assessment and feedback which could impact on the student's results
- or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress

Circumstances that are considered to be compassionate or compelling circumstances include (but are not limited to):

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes
- Major political upheaval or natural disaster in the home country resulting in a, serious impact on student studies - travel back to home country.
- A traumatic experience which has impacted on the student and which could - include involvement in, or witnessing, a serious accident. These cases should be supported by psychologist reports
- Where Superior Training Centre is unable to offer a pre-requisite unit
- Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa;

## **Attendance**

As well as meeting course progress requirements, you must also meet attendance requirements as part of your visa conditions. It is expected that you will attend all classes; however, we understand that in some cases you may not be able to get to a class because of your personal circumstances such as illness or family matters. To maintain satisfactory attendance, you must attend at least 80% of your classes. Where you are at risk of not meeting attendance requirements, we will contact you to arrange a meeting to discuss your attendance and any support needed to meet attendance requirements. Once you are warned about your attendance requirement and given relevant support, continued failure to uphold attendance requirements will result in Superior Training Centre reporting you to DIBP.

In some cases, you may not be reported if attendance falls below 80%. Your attendance will not be reported if it is at least 70% and you are maintaining satisfactory academic performance. You may also not be reported in the case of compassionate or compelling circumstance (i.e. those beyond your control and which have an impact on your course progress or wellbeing). See the course progress requirements in the “Policies” section of our website for details of compassionate and compelling circumstances.

## **Deferral, Suspension, and Cancellation**

Superior Training Centre Deferral, Suspension, and Cancellation Policy and related procedures outline the circumstances in which a student can defer, suspend, or cancel their enrolment with Superior Training Centre. It also outlines circumstances in which Superior Training Centre can initiate the suspension or cancellation of the student's enrolment.

### **Definitions**

To defer or suspend enrolment means to temporarily put studies on hold. A student may request a temporary deferment or suspension to his or her enrolment on the grounds of compassionate or compelling circumstances.

Deferral is defined as postponement of the commencement of enrolment and suspension is a temporary postponement of enrolment. Note that a retrospective deferment or suspension may be justified if the student was unable to contact Superior Training Centre because of a circumstance such as being involved in a car accident.

Cancellation is where the student voluntarily withdraws or is required to withdraw from a course.

Deferral and suspension will be granted in compassionate or compelling circumstances. Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or

- a traumatic experience that has impacted on the student which could include involvement in, or witnessing of, a serious accident or crime. Such cases must be supported by police or psychologists reports;
- where Superior Training Centre is unable to offer a pre-requisite unit or
- inability to begin studying on the course commencement date due to delay in receiving a student visa

Superior Training Centre may also initiate suspension or cancellation of a student's enrolment on the grounds of misbehaviour of the student or non-payment of fees. The Student Code of Conduct defines what is the behaviour expected by students and what might be defined as misbehaviour. Superior Training Centre Student Discipline Policy and Procedures will be followed to investigate the incident. In the case of student plagiarism, cheating or collusion, Superior Training Centre Student Discipline Policy and Procedure will be followed. Cancellation of the student's enrolment due to unsatisfactory course progress or attendance will be handled as per Superior Training Centre Course Progress and Attendance Monitoring Policy and Procedures.

Students may also initiate cancellation of their studies using Superior Training Centre Application for Withdrawal form. Students should note Superior Training Centre fees, charges, and refunds policy and procedure in relation to withdrawal.

### **Change in Visa Status**

Deferment, suspension, or cancellation of a student's visa may affect the student's via

When a student's enrolment is deferred, suspended or cancelled, Superior Training Centre will notify the Department of Education via the Provider Registration and International Student Management System (PRISMS) of the change in enrolment status.

Students are to refer to the DIBP web site ([www.border.gov.au](http://www.border.gov.au)) or Helpline (131 881) for information and their local DIBP office for advice on how the potential change to enrolment status may impact upon his or her visa.

Regardless of whether the suspension of enrolment is the result of a student request for suspension or a suspension imposed by Superior Training Centre, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.

Where a suspension of enrolment is granted, Superior Training Centre will suspend an enrolment for an agreed period of time up to a maximum of 12 months. If the suspension is required for longer than 12 months, the student shall have to re-apply once the initial suspension period has expired.

If a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Students will be referred to DIBP via the DIBP helpline on 131 881 regarding whether they may remain in Australia during a period of suspension of enrolment.

Superior Training Centre will always use its professional judgement to assess each student's case on its individual merits when determining whether compassionate or compelling circumstances exist. In cases, where a student's enrolment is cancelled, the student must leave Australia, obtain enrolment in an alternative course, or apply for a different visa within 28 days of cessation. If the student leaves Australia, the student's visa will be

cancelled. A student who has left Australia and wishes to return to his or her studies must apply for a new student visa.

## **Complaints and Appeals Process for Deferral, Suspension, or Cancellation**

Where Superior Training Centre initiates the suspension or cancellation of a student's enrolment, the student will be notified of this intention and will be informed that they have 20 working days to access Superior Training Centre Complaints & Appeals Policy & procedure, unless extenuating circumstances relating to the welfare of the student apply.

Extenuating circumstances relating to the welfare of student may include where the student refuses to maintain approved care arrangements (only for students under 18 years of age; is missing; has medical concerns, severe depression psychological issues which lead the provider to fear for the student's well-being; has engaged, or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or is at risk of committing a criminal offence.

Superior Training Centre will not notify the Department of Education of a change in enrolment status until the internal complaints and appeals process is completed.

Students may choose to access an external appeals process as per Superior Training Centre Complaints and Appeals Policy. In the case of an external appeal, Superior Training Centre is not required to wait for the outcome of the external appeal before notifying Department of Education, of the change to the student's enrolment status.

In most cases, Superior Training Centre will continue to provide learning opportunities to students during the appeal process. However, where it is considered that a student should not attend classes during the appeals process, students will be provided with work that can be completed outside of the classroom environment.

## **Your Feedback**

Your feedback is important to us and assists in ensuring that our services meet your needs. Please help us by completing the surveys that are provided to you by your educator throughout the course. We also welcome feedback from you at any time by email, phone, and through our suggestion box in our reception area (upstairs).

## **Student Code of Conduct**

The purpose of this code is to outline the way in which students of Superior Training Centre are expected to conduct themselves during their participation in training and assessment and outlines students' rights and responsibilities.

All students have the right to:

- Be treated fairly and with respect to all students and staff
- Study in supportive environment free from harassment, discrimination
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised
- Make appeals about procedural and assessment decisions
- Access the support they need to effectively participate in their training program
- Have their personal details and records
- Access the information Superior Training Centre holds about them
- Have their complaints and appeals dealt with fairly, promptly & confidentially
- Receive training, assessment, and support services that meet their individual needs;
- Be given clear and accurate information about their course, training, and assessment
- Provide feedback to Superior Training Centre on the client services and all other services they receive

All students, throughout their training and involvement with Superior Training Centre, are expected to:

- Treat all people with fairness and respect and refrain from anything that could offend, embarrass, or threaten others
- Not harass, victimise, or 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 Superior Training Centre 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
- Hand in all assessment tasks, assignments, and other evidence of their work with a completed and signed cover sheet
- Make regular contact with their Educator (Trainer / Assessor)
- Prepare appropriately for all assessment tasks and training sessions
- Notify Superior Training Centre if any difficulties arise as part of their involvement in the course
- Notify Superior Training Centre 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
- For international students, comply with their student visa requirements under the ESOS Act

As an international student studying in Australia, you have certain rights and responsibilities under Australian legislation as follows.

## Education Services for Overseas Students

The Australian Government wants overseas students in Australia to have a safe, enjoyable, and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework which includes the Education Services for Overseas (ESOS) Act 2000 and the National Code 2007. For more information about your rights and responsibilities under the ESOS Framework, visit the following website: <https://internationaleducation.gov.au/regulatory-information/education-services-for-overseas-students-esos-legislative-framework/esosquickinformation/esoseasyguide/pages/esoseasyguide.aspx>

If you are unable to access this information, contact us via email or phone, and we will provide the information to you. You also have certain rights and responsibilities under the following legislation as discussed below.

## **Occupational Health and Safety**

Under the Occupational Health and Safety Act 2004, Superior Training Centre must provide a safe environment for staff and students, as well as providing information to staff and students in relation to health and safety. Superior Training Centre has policies and procedures in place to ensure your safety and, on commencement of your course, you will be provided 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 which do not endanger the health and safety of others. Always ensure that you:
- Immediately report hazards to your trainers
- 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. Call a member of staff for assistance
- Complete an incident report as required
- Ensure you are familiar with Superior Training Centre 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

## **Harassment, Victimization or Bullying**

Superior Training Centre is committed to providing all people with an environment free from all forms of harassment, victimization, and bullying. Superior Training Centre 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. Victimization 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, victimized, or bullied by a staff member or student, you should attempt to peacefully communicate the problem to them. If the problem continues, you should lodge a complaint as per Superior Training Centre Complaints and Appeals procedure.

## **Equal Opportunity**

The principles and practices adopted by Superior Training Centre aims to ensure that current and prospective students, clients, and other stakeholders are treated fairly and equitably in their dealings with Superior Training Centre. All people will be treated courteously and expeditiously throughout the process of enquiry, selection, enrolment, and their participation in a course.

Superior Training Centre 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 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 and the VET Quality Framework**

As a student in Australia's vocational education and training (VET) sector, you should, expect high quality training in your area of interest that leads 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 that is registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. 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.

## **Privacy Act**

In collecting your personal information, Superior Training Centre will comply with the requirements set out in the Privacy Act 1988, and the Privacy Amendment (Private Sector) Act 2000.

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 personal 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
- 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

For all international students, Superior Training Centre is required to provide personal information to the Commonwealth Department of Education, Commonwealth Department of Immigration, Border Protection (DIBP), and other State/Territory government agencies in relation to administering the ESOS Act and the migration Act 1958. Students are advised about this exchange of information during their orientation and provide their informed consent when signing their written agreement with Superior Training Centre during their enrolment.

### **Access to Your Records**

You may access or obtain a copy of the records that Superior Training Centre 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 using the Access to records request form giving at least 10 days notice. There is no charge to access your records, however a fee of 20 cents per page applies for photocopies. Written requests should be made through Superior Training Centre administration Staff

Within 10 days of receiving a request, you will be advised that Access to records may be provided by:

- making copies of documents held in a file
- giving access to the student to review their file
- other means necessary to grant access to current and up-to-date records

Where access is provided to review the contents of a file, this will occur in the presence of an Superior Training Centre staff member. A student may request a Record of Results at any time via email or phone without using the Access to Records Request Form.

### **Amendment to Records**

If you consider the information that we hold about you to be incorrect, incomplete, out of date, or misleading, you can request that the information be amended. Where a record is found to be inaccurate, a correction will be made. Where you request that a record is 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.

## **Complaints and Appeals Policy**

Superior Training Centre Complaints and Appeals Policy and related procedure have been developed to ensure that Superior Training Centre responds effectively to individual cases of dissatisfaction. This policy outlines Superior Training Centre approach to managing complaints and appeals and ensures that all clients, students (domestic and international), employers, and other stakeholders are aware of the steps to take to have their dissatisfaction addressed appropriately.

This policy provides an avenue for all complaints to be addressed in a fair, efficient, and confidential manner. There is no cost to any person to access the complaints and appeals process. This policy ensures compliance with the VET Quality Framework, and Standard 8 of the National code 2007. International students will be informed of, and provided with information pertaining to Superior Training Centre compliance policy and the complaints and appeals procedure during their orientation.

A "complaint" refers to a person's expression of dissatisfaction with any service provided by Superior Training Centre; whereas an "appeal" refers to a request to review a decision that has been made previously.

### **Complaints and Appeals Systems**

Despite all efforts of Superior Training Centre to provide satisfactory services to its students, clients, workplaces and others, complaints may occasionally arise requiring formal resolution. Individuals are encouraged, wherever possible, to resolve difficulties directly with the person(s) concerned to deal with the issue before it becomes a formal complaint. Superior Training Centre administration staff and trainer/assessors are available to assist students to resolve their issues at this level and/or to assist the student with lodging the relevant documentation for the submission of formal complaint.

Complaints and appeals may be made be in relation to any of Superior Training Centre services, activities and decisions such as:

- the selection process
- the enrolment, induction, and/or orientation process
- the quality of training and assessment provided
- training and assessment matters, including student progress, assessment, curriculum and awards in a course of study
- access to records
- decisions made by Superior Training Centre
- the way someone has been treated

Superior Training Centre is committed to developing and maintaining an effective, timely, fair, and equitable complaints and appeals system which is easily accessible and offered to complainants at no charge.

Superior Training Centre aims to:

- Develop a culture that views complaints and appeals as an opportunity to improve the organisation and how it works
- Set in place a complaints and appeals handling system that is client focused and helps Superior Training Centre to prevent these events from recurring
- Ensure that any complaints and appeals are resolved promptly, objectively, with sensitivity, and in complete confidentiality
- Ensure that, in the case of international students, complaints are resolved promptly as to not impact on the student's study time in Australia as determined by their visa;
- Ensure that the views of each complainant and respondent are respected and that any party to a complaint or appeal is not discriminated against nor victimized
- Ensure that there is a consistent response to complaints and appeals

All formal complaints and appeals will be responded to efficiently to ensure an effective resolution within a reasonable timeframe. This timeframe is usually 20 working days or as soon as practicable. However in some cases, particularly if the matter is complex, the resolution may take longer.

All formal complaints and appeals and their outcomes will be recorded on the Complaints and Appeals Register with a detailed record of the complaint and outcomes. This will be kept permanently to allow all parties to the complaint or appeal appropriate access to the records if required. Records of complaints and/or appeals made by a student will be saved in the student's file. Complaints and appeals will be reviewed by management to identify root causes of the complaint or appeal and to identify any areas requiring improvement to prevent similar recurrences in the future. There is no cost to access the complaints and appeals process with Superior Training Centre. All records relating to complaints and appeals will be treated as confidential and will be covered by Superior Training Centre Information Privacy policy and related procedure do not replace or modify those or any other responsibilities which may arise under other policies, statute, or any other law. Nothing in this policy and related procedure limits the rights of individuals to take action under Australia's Consumer Protection laws. This policy does not circumscribe an individual's rights to pursue other legal remedies.

### **Making a Complaint**

Formal complaints may be made in writing to the Director using the Complaints and Appeals form or other written format. When making a complaint, the complainant should provide as much detail as possible to enable Superior Training Centre to investigate appropriately and determine a solution. This should include:

- The issue that is the cause for the complaint
- Any evidence that supports the complaint
- Details about the steps that have already been taken to resolve the issue
- Any suggestions for how the issue might be resolve

The receipt of the complaint will be acknowledged via email within 5 working days of receiving the complaint. Upon receiving the complaint, the Director of Studies will conduct an investigation into the matter and ensure that Superior Training Centre has accurate, complete, and relevant information. This may include gaining extra details from the complainant and any other involved parties about the issue which may be done in writing, over the phone or face-to-face.

Superior Training Centre acknowledges the need for an appropriate independent party to mediate if required and will offer to arrange this for complainants who are not satisfied with the process conducted by Superior Training Centre. The Director will decide on an appropriate resolution and advise the complainant in writing how the matter will be resolved along with reasons for the decision within 20 working days of the complaint being made.

### **Internal Non-Academic Appeals**

Appeals against a decision made by Superior Training Centre during the complaints process may be made in writing to the CEO using the Complaints and Appeals form or other written format. When making an appeal, the appellant should provide as much detail as possible to enable Superior Training Centre to investigate appropriately and determine a solution. This should include:

- The issue that is the cause for appeal
- Any evidence that supports the appeal
- Details about the steps that have already been taken to resolve the issue
- Any suggestions for how the issue might be resolved

The receipt of the appeal will be acknowledged via email within 5 working days of receiving the appeal. Upon receiving the appeal, the CEO will conduct an investigation into the matter and ensure that Superior Training Centre has accurate, complete, and relevant information. This may include gaining extra details from the appellant (the person who made the original complaint) and any other involved parties about the issue.

These consultations will preferably be conducted face-to-face.

The CEO will decide on an appropriate resolution and advise the appellant in writing of the how the matter will be resolved along with reasons for the decision within 20 working days of the appeal being made. If the matter is particularly complex, the matter may take longer to resolve. If the appellant remains dissatisfied they may lodge an external complaint or appeal.

Where the internal appeals process recommends a deferral, suspension, or cancellation of an international student's enrolment, the Director of Studies will notify The Department of Education through PRISMS of the change to the student's enrolment. The student then has 28 days in which to:

- Leave Australia
- Show the Department of Immigration and Border Protection (DIBP) a new Confirmation of Enrolment (CoE) with another provider;
- Provide DIBP with evidence that he or she has accessed an external appeals process

### **Making an Appeal of an Assessment Decision**

An appeal of an assessment decision may be made in writing to the Director of Studies using the Complaints and Appeals Form or other written format within 20 working days of the assessment decision being made. The request must include reasons why the assessment appeal is being made.

Upon receipt of the appeal, an internal review of the assessment will occur and the Director may request further information from the appellant.

The assessment will then be reviewed which may involve:

- the appointment an independent, qualified assessor to review the assessment
- the original assessor reviewing the assessment decision, another assessor

All reasonable measures will be taken to ensure that an assessment appeal is resolved within 20 working days. The Director will ensure that the appellant is advised in writing or email of the outcome along with reasons for the decision within this timeframe.

### **External Appeals**

Where the appellant remains dissatisfied with the outcome of the complaints and appeals process, the appellant can access an external complaints or appeals process at their own cost. Appellant must ensure they have accessed the internal processes first. Appellants have number of external reviewers where they can raise a complaint or appeal including:

- NSW Fair Trading: <http://www.fairtrading.nsw.gov.au/-ConsumerAffairs>
- Administrative Appeals Tribunal: <http://www.aat.gov.au>
- Australian Skills Quality Authority: <http://www.asqa.gov.au/complaints/making-a-complaint.html>

Note: ASQA can only deal with complaints about:

- the information provided by an RTO about its course/s
- the delivery and assessment of training received
- the qualifications issued or to be issued

International students may also lodge an external appeal to the Overseas Students Ombudsman who offers a free and independent service to overseas students who have a complaint or want to lodge an external appeal about a decision made by Superior Training Centre. Students are able to view the Overseas Students Ombudsman website [www.oso.gov.au](http://www.oso.gov.au) or call on 1300 363 072 for further information.

Superior Training Centre will be bound by the external reviewer's recommendations and the Director will ensure that any recommendations made are implemented within 28 working days of receipt of the decision made by the external reviewer.

### **Enrolment Status during Complaints and Appeals Process**

For domestic students, where a student chooses to access this policy and procedure, Superior Training Centre will maintain the student's enrolment while the complaints and appeals process is ongoing.

Except in cases of suspected serious misconduct, students must continue to attend classes. There may be some cases where it is considered more appropriate for the student to complete work outside of the classroom environment, and this will be discussed with the student when the complaint or appeal is lodged. For international students, Superior Training Centre will maintain a student's enrolment throughout the internal appeals process. In the case of an external appeals process, it will depend on the type of appeal as to whether Superior Training Centre maintains the student's enrolment as follows:

If the appeal is against Superior Training Centre decision to report the student for unsatisfactory course progress or attendance, the student's enrolment will be maintained until the external process is completed and has supported or not supported Superior Training Centre decision to report.

If the appeal is against Superior Training Centre decision to defer, suspend, or cancel a student's enrolment due to misbehaviour, Superior Training Centre will notify the Department of Education through PRISMS of a change to the student's enrolment after the outcome of the internal appeals process, not the external appeals process as outlined above.

For international students, maintaining the student's enrolment means that Superior Training Centre will not notify the Department of Education of any change to the student's enrolment status through the PRISMS.

### **Issuing of Qualifications and Statements of Attainment**

On completion of your course and payment of final course fees, we will issue you with a qualification or statement of attainment within 21 days. Qualifications will be accompanied by a record of results showing the units of competency achieved in the course. A record of results will be provided with a statement of attainment where requested.

A statement of attainment showing any units completed will be issued if you partially complete a qualification such as in the case of withdrawal. Superior Training Centre has the right to with/hold the issuance of qualifications until all fees related to the course have been paid except where Superior Training Centre is not permitted to do so by law.

## Re-Issuing Statements and Qualifications

Records of qualifications and statements of unit achievement are kept on record for a period of at least 30 years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to the current written agreement for details.

### Student Forms

For access to any form mentioned in this handbook, please visit our website [www.stc.nsw.edu.au](http://www.stc.nsw.edu.au) or contact our office or alternatively email our office on [info@stc.nsw.edu.au](mailto:info@stc.nsw.edu.au)

## 1. FEEDBACK

Superior Training Centre Pty Ltd actively wants and appreciates your feedback. It regularly undertakes evaluations of all courses and activities to achieve continuous improvement. You can obtain a Student Feedback Form from the Director.

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

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

## STUDENT HANDBOOK

<p><b>ABORIGINAL SERVICES</b></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><b>ACCOMMODATION SERVICES</b></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><b>AGED &amp; DISABILITY SERVICES</b></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><b>COMMUNITY/ NEIGHBOURHOOD CENTRES</b></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 &amp; 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><b>COUNSELLING SUPPORT</b></p> <p>ADRA Community Centre 9622 7188</p> <p>Blacktown Children Adolescent &amp; Family Counselling 9622 0787</p> <p>Family/Financial/Gambling Counselling – Catholic Care</p>	<p><b>HEALTH SERVICES</b></p> <p>AIDS Council of NSW (ACON) 9206 2000</p> <p>Arthritis NSW 1800 011 041</p> <p>Blacktown / Mt Druitt Needle &amp; 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 &amp; 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><b>LEGAL SERVICES</b></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>Credit &amp; 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 &amp; Crisis Intervention 8736 3295</p> <p>State Emergency Service (SES) 132 500</p> <p><b>GOVERNMENT DEPT. (STATE/FED)</b></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><b>USEFUL NUMBERS &amp; WEBSITES</b></p> <p>Australian Electoral Commission (AEC) 4702 5000</p> <p>Blacktown Community Aid &amp; Information Centre 9621</p>
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<p>Assistance with Care &amp; Housing for the Aged (ACHA) 9837 0106</p> <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 &amp; 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 &amp; 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>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><b>DRUG &amp; ALCOHOL SUPPORT</b></p> <p>Alcohol &amp; 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><b>EDUCATION &amp; TRAINING</b></p> <p>Computer Pals Blacktown Inc. 9920 0829</p> <p>Family Worker Training &amp; 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 &amp; Careers Service - Blacktown 9208 1727</p> <p>- Mt Druitt 9208 6383</p> <p>- Nirimba 9208 7037</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 &amp; Area Community Legal Centre Inc 9675 2009</p> <p>Police Local Area Command - Blacktown 9671 9199</p> <p>- Mt Druitt 9675 0699</p> <p>- Quakers Hill 9678 8999</p> <p>Probation &amp; 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><b>MEN'S SERVICES</b></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><b>MENTAL HEALTH</b></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 &amp; Carer Mental Health Program (UCMH) 8842 8289</p> <p>GROW NSW 9633 1800</p>	<p>5788</p> <p>Blacktown City Council 9839 6000</p> <p>Blacktown City Council Community Development Team 9839 6203</p> <p>Energy &amp; Water Ombudsman NSW (EWON) 1800 246 545</p> <p>NSW Ombudsman 9286 1000</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><b>YOUTH SERVICES</b></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 &amp; 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>
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<p>The Aged-care Rights Service (TARS) 9281 3600</p> <p>Tuesday Night Club (TNC) Inc. 9671 7217</p> <p>Senior Citizens Services &amp; Clubs</p> <p>Blacktown &amp; District Older Women's Network 9631 3289</p> <p>Combined Pensioners and Superannuants Assoc. 1800 451 488</p> <p><b>CALD SERVICES</b></p> <p>Adult Migrant English Program (AMEP) 9621 4175</p> <p>Afghan Community Support Assoc. of NSW 9831 2436</p> <p>Australian Sudanese Community Inc 9675 7010</p> <p>Centrelink (Multilingual Call) 131 202</p> <p>Mt Druitt Ethnic Communities Agency (MECA) 9625 9300</p> <p>STARTTS 9854 7300</p> <p>SydWest Multicultural Services Inc. 9621 6633</p> <p>Translating &amp; Interpreting Service - Telephone (24 hrs) 131 450</p> <p>- On site 1300 655 082</p>	<p><b>EMPLOYMENT</b></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><b>FAMILY SUPPORT SERVICES</b></p> <p>Anglicare Sustainable Living &amp; Family Services 8805 0900</p> <p>Blacktown Family Relationship Centre 8811 0000</p> <p>Blacktown Family Support Service – Catholic Care 8822 2222</p> <p>Brighter Futures Mt Druitt – Uniting Care Burnside 9421 3333</p> <p>Communities for Children - Mission Australia 9832 8943</p> <p>Family Relationships Advice Line 1800 050 321</p> <p>Junaya Family Development Services 9621 3922</p> <p>Salvation Army Community Services Centre 9622 3108</p> <p>St Vincent de Paul Family Assistance Line 1800 606 724</p> <p>Swinson Cottage Family Centre (Child Protection) 9621 2454</p>	<p>Recovery &amp; Resource Service Program - PRA 9690 8972</p> <p><b>REGIONAL RESOURCE GROUPS</b></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>Western Sydney Regional Organisation of Councils 9671 4333</p> <p>Youth Action Policy Association (YAPA) 9281 5522</p> <p><b>SEXUAL ASSAULT</b></p> <p>NSW Rape Crisis Centre 1800 424 017</p> <p><b>SEXUAL HEALTH</b></p> <p>Family Planning NSW - Healthline 1300 658 886</p> <p><b>TRANSPORT</b></p> <p>Blacktown City Council Community Mini Bus 9839 6000</p> <p>Blacktown Community Transport 9621 5518</p> <p>Transport Infoline 131 500</p> <p><b>WOMEN'S SERVICES</b></p> <p>Blacktown Women's &amp; Girl's Health Centre 9831 2070</p> <p>Immigrant Women's Speakout Assoc. of NSW 9635 8022</p> <p>Jessie Street Domestic Violence Service 9622 7999</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 &amp; Accommodation Service 9680 1201</p> <p>Western Area Adolescent Team (WAAT) 9881 1230</p> <p>Youth Emergency Accommodation Line 9318 1531</p> <p>Youth Insearch 9659 6122</p> <p><b>HELPLINES</b></p> <p><a href="http://www.centrelink.gov.au">www.centrelink.gov.au</a></p> <p><a href="http://www.community.nsw.gov.au">www.community.nsw.gov.au</a></p> <p><a href="http://www.communitybuilders.nsw.gov.au">www.communitybuilders.nsw.gov.au</a></p> <p><a href="http://www.keepthemsafe.nsw.gov.au">www.keepthemsafe.nsw.gov.au</a></p> <p><a href="http://www.lawlink.nsw.gov.au">www.lawlink.nsw.gov.au</a></p> <p><a href="http://www.mylocalguide.net.au">www.mylocalguide.net.au</a></p> <p><a href="http://www.ncoss.org.au">www.ncoss.org.au</a></p>
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		Mt Druitt Family Violence Service 9677 9628 Pam's Place 1800 656 463 WASH House 9677 1962	
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## **2. APPENDICIES**

### **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 at all times.

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