



STUDENT HANDBOOK

Apprentices, Smart and Skilled and Domestic Fee-for-Service
Students 2026

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INTRODUCTION

USING THIS HANDBOOK

This handbook is to be issued to all those students who are looking to enrol with Superior Training Centre Pty Ltd (STC) to develop their trade skills and knowledge in electrotechnology, refrigeration and air conditioning and metal fabrication.

This handbook explains student rights and responsibilities. STC operates under the Standards for RTOs 2025 and, for subsidised students, the NSW Smart and Skilled 2026–27 contractual and policy framework.

STC is Registered Training Organisation 41122 and is authorised to issue nationally recognised qualifications within its current scope of registration. Current scope and course details are available at training.gov.au.

- **UEE22020 Certificate II in Electronics (Career Start)**
- **UEE20120 Certificate II in Split Air Conditioning and Heat Pump Systems**
- **UEE21920 Certificate II in Electronics**
- **UEE32220 Certificate III in Air Conditioning and Refrigeration**
- **UEE30820 Certificate III in Electrotechnology Electrician**
- **MEM30319 Certificate III in Engineering – Fabrication Trade**
- **UEE40620 Certificate IV in Electrotechnology - Systems Electrician**
- **Certificate III in Plumbing**
- **Certificate III in Carpentry**

(RTO) registered by the Australian Skills Quality Authority (ASQA).

Business Locations

Unit 1, 13 York Rd, Ingleburn NSW 2565 – Classrooms Workshops Air

Conditioning and Refrigeration

L1 8 Oxford Rd, Ingleburn NSW 2565 – Campus - Administration Office and classrooms

55 Stanley Rd Ingleburn NSW Workshops Electrotechnology, Engineering Fabrication Trade

91 North Parade Mt Druitt NSW 2770 – Co-located with Cath West Innovation College Classrooms and Workshop

Legislative Compliance

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

- Work Health and Safety Act 2011 (NSW) and Work Health and Safety Regulation 2017 (NSW)
- Australian Human Rights Commission Act 1986 (Cth)
- Anti-Discrimination Act 1977 (NSW)
- Copyright Act 1968 (Cth)
- Standards for RTOs 2025
- Australian Qualifications Framework and National VET Data Policy
- Australian Consumer Law (Competition and Consumer Act 2010 (Cth), Schedule 2)
- Privacy Act 1988 (Cth) and Australian Privacy Principles
- National Vocational Education and Training Regulator Act 2011
- Disability Discrimination Act 1992 (Cth) and Disability Standards for Education 2005
- Student Identifiers Act 2014 (Cth)
- Smart and Skilled Contract, Operating Guidelines and applicable policies for the 2026–27 Activity Period
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Specific legislation noted in course materials.
- Apprenticeship and Traineeship Act 2001 (NSW)
- Relevant NSW workers compensation and workplace injury management legislation

For access to Australian Legal Information Institute databases of Commonwealth, State legislation see www.austlii.edu.au For access to Occupational Health and Safety legal obligations see www.nohsc.gov.au

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

- Skills NSW / Training Services, NSW Department of Education – www.nsw.gov.au/education-and-training
- Australian Skills Quality Authority www.asqa.gov.au

1. Student Support Staff

STC Support Staff for Students

These are the staff members based in the 8 Oxford Rd Campus that can assist you – you can also speak with your trainer about any issues/academic matters or to the Vocational Training Manager.

Apprentices

Camila Pereira	Admissions for Apprentices
Linda Hargreaves	Smart and Skilled (Apprentice) Co-ordinator
	Child Safety Officer

Fee for Service Students

Beth De Guzman	Electrotechnology Student Support Officer
Esteban Ferero	Air-conditioning and Refrigeration, Engineering Fabrication Trade Student Support Officer
Joan Janse Von Resburg	Short Courses, Gap Training Courses, RPL

Sales and Marketing

Tatiana Ramirez	Sales Manager
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Accounts

Michelle Gielissen	Accounts Manager
	Accounts Receivable

Management Team

Isabella Bedon	Vocational Training Manager
Angelique Coetzee	RTO Manager

Please ask any staff or at reception for assistance

Regulatory framework and student protections

The Standards for RTOs 2025 took effect on 1 July 2025. They require STC to deliver quality training and assessment, provide accurate information and appropriate support, use suitably qualified staff and fit-for-purpose resources, protect students, respond fairly to complaints and appeals, and continuously improve its services. Australian Consumer Law also protects students from misleading conduct, unfair practices and services that are not delivered with due care and skill.

STC will provide clear pre-enrolment information about entry requirements, course duration, delivery locations and modes, workplace requirements, assessment, licensing implications, support, fees, refund conditions, third parties and any required materials. Material changes affecting a student will be communicated as soon as practicable.

Who this handbook covers

This handbook covers domestic students enrolled as apprentices, trainees, NSW Smart and Skilled subsidised students, and domestic fee-for-service students. Funding eligibility and fees vary. STC will tell you in writing which arrangement applies before enrolment. A person studying in Australia on a Student visa must be enrolled under STC's CRICOS arrangements and should refer to the International Student Handbook.

NSW Smart and Skilled – eligibility and enrolment

Smart and Skilled is a NSW Government program that subsidises eligible vocational education and training. Eligibility depends on the current program, course and personal circumstances. Generally, eligibility considerations include age, school status, living or working in NSW, citizenship or eligible residency status, a valid USI, and apprenticeship or traineeship status where relevant. STC must verify evidence and confirm eligibility before committing a student to subsidised training. Students must provide true, complete and current information and promptly advise STC of any change that may affect eligibility.

Before enrolment, STC will complete the required eligibility and fee assessment and provide a Notification of Enrolment or equivalent written confirmation. This will identify the qualification, delivery arrangement, calculated student fee, any concession or exemption, credit transfer or RPL adjustment, and known additional charges. The student must review and confirm the information and provide the required declarations and consent for STC to collect, use and disclose information for Smart and Skilled administration, audit and evaluation.

Smart and Skilled fees and financial information

For subsidised training, the NSW Government sets the applicable qualification price and student fee rules. The student fee is for the whole qualification, not an annual or semester fee. STC will charge the fee calculated under the current Fee Administration Policy and will not add compulsory charges that should be covered by the qualification price or subsidy. Any permitted additional or optional cost will be disclosed before enrolment. Fee concessions, exemptions and fee-free categories apply only where the current policy requirements and evidence are met.

Credit transfer and RPL may reduce the student fee in accordance with the current Fee Administration Policy. If a student transfers between approved providers, discontinues, recommences or changes qualification, STC will recalculate or manage the fee and subsidy as required by the policy and give the student written information. Fee-for-service prices and refunds are governed by the signed enrolment agreement and STC Refund Policy, subject to Australian Consumer Law.

Smart and Skilled student rights and consumer protection

Smart and Skilled students have the right to quality training and assessment, accurate and transparent marketing, clear fee and entitlement information, suitable support, ethical conduct, privacy protection, access to records, and an accessible complaints process. STC's nominated Consumer Protection Officer is the RTO Manager. Students should first raise concerns with STC, but may also contact Training Services, NSW Department of Education, on 1300 772 104 or tscust.service@det.nsw.edu.au. Using an external service does not remove the right to use STC's internal complaints and appeals process or other legal remedies.

Discontinuation, deferral and transfer

Tell STC promptly if you wish to withdraw, defer, change qualification or transfer provider. STC will explain the academic, apprenticeship, fee and funding consequences, record the reason and effective date, update the training plan and government systems where required, and provide a Statement of Attainment for units successfully completed. Apprentices and trainees should also contact their employer and Apprentice Connect Australia Provider because changes may affect the training contract. STC will assist a discontinuing Smart and Skilled student to obtain a current transcript and information needed to continue with another provider.

Support, inclusion and reasonable adjustment

STC seeks to identify and respond to language, literacy, numeracy, digital, disability, cultural, wellbeing and other support needs. Students should tell Student Services as early as possible if support or reasonable adjustment is needed. Adjustments must preserve the integrity of the unit of competency and essential safety, industry and licensing requirements. A request for support will not disadvantage a student.

2. INFORMATION

Steps for Student Recruitment, Selection and Enrolment

Recruitment

STC advertises its courses on-line, in various newspapers, directories, on social media and promotes courses at careers expos and school visits. Interested applicants are requested to telephone STC to enquire about the qualification content.

Admissions staff explain the various qualifications offered to applicants including details of qualification duration, qualification outcome and other requirements.

As part of this process, applicants are invited to inspect **STC** facilities and participate in an interview. Applicants are requested to bring copies of documents related to previous school or tertiary education and/or work history to the interview.

Students are recruited responsibly and ethically at all times and recruitment is consistent with the requirements of qualifications and curriculum, RTO Standards

The recruitment process and all operational procedures incorporate access and equity policies. The organisation prohibits discrimination towards any group or individuals in any form, inclusive of:

- Gender
- Pregnancy

- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Homosexuality (male or female, actual or presumed)
- Age (in relation to compulsory retirement)
- Physical or intellectual or psychiatric disability or individuals who have any organism capable of causing disease.

Programs are designed and wherever possible facilities set up to enhance flexibility of delivery. It is our goal to maximise the opportunity for access and participation by disadvantaged students.

Selection/Academic Suitability

Superior Training Centre (STC) ensures that all applicants seeking to enrol are treated fairly and equitably. STC has open, fair, clear and transparent procedures that are based on clearly defined entry criteria for making decisions about the selection of students. Entry criteria and application procedures are published in STC's marketing materials and on STC's website for the information of students and those seeking to enrol with STC.

Students are selected provided they have the following:

For Certificate Level qualifications: Minimum Year 10 – 16 years old

Students must complete an interview and the mandatory LLN test and achieve competence at or above Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy.

Students must meet qualification entry requirements as prescribed in the relevant Training Package. STC is committed to non-discrimination when recruiting and selecting students and always complies with equal opportunity and anti-discrimination 2018 legislation.

Enrolment

Successful applicants are provided with all relevant information to enable the applicant to make an informed decision about the course they wish to enroll in. A position in their preferred course once STC has confirmed that they meet entry requirements.

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

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

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

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

Information You Are Obligated To Give Us

- Current contact details
- Identification documents
- Citizenship and/or residency status documents

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- If you are not an Australian or New Zealand citizen, proof of eligibility to study in Australia
- Unique Student Identifier or permission for us to create one for you
- Verified copies of any qualifications you wish to claim Recognition of Prior Learning or Credit Transfer for

Unique Student Identifier (USI)

As part of the enrolment process, STC staff shall collect details of students USI and/or facilitate the creation and recording of the USI. This process addresses in general the requirements of RTO Standard 3.6

Orientation

An orientation session is arranged for all students. At the orientation, students are provided with details of how to access the current version of the STC student handbook (STC Website). They are also provided with information on their timetable, textbooks, and college facilities. The orientation session also provides students with an opportunity to ask questions and meet College personnel.

Delivery of Training

Students will receive all the training for which they have enrolled. To be awarded a qualification, all assignments and assessments must be completed to a satisfactory level and submitted in accordance with instructions and within timeframes prescribed. Students are advised of the specific requirements to receive a qualification in their area of study as part of enrolment and when training delivery commences.

STC takes responsibility for the quality of the training and assessment being provided to students and for the issuance of AQF certificates.

Late Arrival to Training

Students are expected to arrive before the scheduled commencement time for all training and assessment sessions.

Students arriving more than 15 minutes after the scheduled start time may be refused entry where the trainer determines that:

- Critical safety information or assessment instructions have already been delivered;
- Entry would disrupt the learning of other students; or
- The student would be unable to successfully participate in the remaining training or assessment.

Where entry is refused, the student will be recorded as absent for that session and will be required to complete any missed training or assessment in accordance with STC's attendance and assessment procedures.

Students are required to attend a minimum of 80% of all scheduled training sessions for each unit of competency.

Students who fail to achieve the minimum attendance requirement may be required to repeat the unit if they are unable to complete the required training and demonstrate competency.

Safety

STC is committed to providing a safe environment in which to participate in training and assessment. The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans
- Do not undertake activities which may cause injury to self or others
- Be responsible for your own actions

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- No smoking at the training and assessment facilities or offices
- Report all potential hazards, accidents and near misses to the RTO staff
- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment
- Keep training and assessment areas neat and tidy at all times
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area
- Observe hygiene standards particularly in eating and bathroom areas.

The Work Health and Safety Act is strongly enforced Australia-wide. It means that you cannot be placed at risk through anything that you may be asked to do by Superior Training Centre Pty Ltd.

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

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

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

Clothing and Footwear

- STC is considered a construction workplace due the nature of study and that students may be required to undertake practical training
- Students are required to wear a High Vis shirt or similar long-sleeved shirt to all classes
- Students must wear closed toe leather shoes and preferably steel capped work boots
- Students must have PPE such as safety glasses and rated gloves for the work carried out (consult with your trainer)
- Some equipment will be given out by STC e.g. welding protection helmets and gloves. Students should bring a standard set of basic tools.
- Failure to have safe clothing and PPE are grounds for refusal to enter workshops and participate in lessons or assessments.

Electrical equipment

- Electrical equipment that is not working should be reported to RTO staff.
- Electrical work should only be performed by appropriately licensed or trained personnel. Students, trainers and assessors should not undertake any tasks related to fixing electrical equipment such as lighting or electrical training aids.

Fire safety

- STC will undertake to communicate the procedures involved in evacuation and the location of fire equipment to students at each facility for each training and assessment event; and to users of the office at least twice each year.
- All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers. Users will consult available maps to determine location.
- It is the user's responsibility to understand fire drill procedures displayed around the premises.
- Users are asked to attend any sessions on fire safety procedures and the use of fire safety devices.

Computer facilities

- **Students must supply their own device** – an internet connect laptop or minimum 7 inch tablet to be able to login and complete tasks on the Learning Management System (LMS)

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- Extended periods of work with computers can result in general fatigue and eye strain. Repetitive tasks and incorrect posture will result in consistent aches and pains.
- Current workplace health and safety guidelines indicate that people working for long periods at computers should organise their work so as to allow a five to ten minute rest every hour. This rest should include a change of position and stretching exercises as appropriate.
- Posture can be improved by adjusting chair height so that the operator's feet are comfortably placed on the floor (or footrest) and your arms are at an approximate 90- degree angle.
- The screen should be positioned to avoid reflection from lights and windows and at a suitable distance so that it can be easily read.

Lifting

- Students, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by STC unless they do so voluntarily and taking all responsibility for any injury caused.
- Never attempt to lift anything that is beyond your capacity.
- Always bend the knees and keep the back straight when picking up items.
- If you have experienced back problems in the past, do not attempt to lift heavy objects at all. Ask someone else to do it for you.
- Use a trolley where appropriate. A trolley is available at each campus.

Work and study areas

- Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.
- Place all rubbish in the bins provided.

First aid

- Provision for first aid is available where training is delivered.
- All accidents must be reported to STC staff.
- The accident and any aid administered must be recorded by staff involved

Medical Leave

- Students that have symptoms of Covid-19 or flu should stay at home and notify the staff of STC.
- Students who feel they are unable to undertake any aspect of the qualification because of illness are required to submit a medical certificate from a registered medical provider to Superior Training Centre Pty Ltd.
- While missed assessments and deadlines will be entered onto the class rolls, these must be made up for before a certificate or qualification will be issued.

Staff Responsibilities For Access/ Equity & Equal Opportunity Issues

Superior Training Centre Pty Ltd has Student Services and you should direct all problems and information requests: they will refer issue to the best person.

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

Superior Training Centre Pty Ltd:

- Aims to ensure that access to employment and training is available regardless of gender, socioeconomic background, disability, ethnic origin, age or race.
- Delivers training services in a non-discriminatory, open and respectful manner.

- Ensures staff are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of students with special needs.
- Provides facilities updated to provide reasonable access to students of all levels of mobility, and physical and intellectual capacity.
- Conducts client selection for training opportunities in a manner that includes and reflects the diverse client population.
- Actively encourages the participation of students from traditionally disadvantaged groups and specifically offers assistance to those most disadvantaged.
- Provides culturally inclusive language, literacy and numeracy advice and assistance that assists students in meeting personal training goals.
- Is accountable for its performance in adhering to the principles of this policy, and welcomes feedback as part of its quality improvement system.
- Requires staff and students to comply with access and equity requirements always.

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

3. FEE STRUCTURES

Compulsory Fees

The tuition fees for fee-for-service students for each qualification provided by Superior Training Centre Pty Ltd, and fees for Recognition of Prior Learning are summarised in the Offer Letter you will receive from administration prior to enrolment.

Contained in this Offer Letter is detailed information regarding total fees, payment terms, the nature of guarantees, fees and charges for additional services, refund policy, and fees paid in advance.

If fees are overdue, STC will contact the student, provide written information about the amount and available options, and apply its debt and cancellation processes fairly. STC may withhold a qualification where permitted until agreed fees are paid, but will issue any AQF certification documentation within the required timeframe once the student has completed the requirements and has no outstanding fees that lawfully permit withholding.

Your fee is calculated under the current Smart and Skilled Fee Administration Policy. STC will give you written fee information and a Notification of Enrolment before enrolment is finalised.

Refund Policy fees for fee-for-service

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

- Fee Refund Applications are considered on a case-by-case basis
- The request for refund is made in writing to the General Manager using the request for Refund

which is available from the website or upon request

- The General Manager is the person responsible for approval of fee refund applications

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 <https://www.stc.nsw.edu.au/student-support-downloads/>

Refund General Rules

- a) The refund process reflects the commitment by Superior Training Centre to hold places as booked by students and the amount of administrative resources consumed at the various stages.
 - b) Refunds must be requested in writing, using the Refund Request Form, to the General Manager of Superior Training Centre.
 - c) The General Manager Superior Training Centre will process refund requests and students will be advised of the outcome of their request for a refund, in writing, within 14 days.
 - d) The Accounts Manager of Superior Training Centre will arrange payment, if approved, within 14 days of notification of the outcome.
 - e) Refunds will be paid in Australian Dollars into the nominated bank account.
 - f) To allow prompt settlement of refund requests, all advanced payments will be held in a nominated bank account by Superior Training Centre until the course start date.
 - g) All requests for refund will be processed on an individual basis, taking into account impact on follow on units /modules if applicable.
 - h) The term “commencement” in this policy refers to the first day of the first program.
 - i) Issues regarding payment are to be handled at the first available opportunity and directed to the General Manager of Superior Training Centre. All Refund Requests and issue refunds are to be logged
- An approved provider-cancellation refund will be paid promptly in accordance with the Refund Policy and Australian Consumer Law
 - Superior Training Centre Pty Ltd.’s dispute resolution process does not circumscribe the student’s right to pursue other legal remedies. This agreement does not remove the right of either party to take further action under Australia’s consumer protection laws for unpaid and overdue fees
 - Australian Skills Quality Authority (ASQA)
 - This refund policy is subject to review from time to time in accordance with the change to conditions policy outlined below
 - See STC website for Refund and Refund Policy under Student Support Services.

Change To Conditions

STC may make reasonable operational or regulatory changes. STC will give affected students written notice of material changes to fees, conditions, delivery location, timetable or commencement dates as soon as practicable. Changes will be managed consistently with the enrolment agreement, Smart and Skilled requirements and Australian Consumer Law.

RECOGNITION OF PRIOR LEARNING (RPL)**National Recognition**

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

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

Recognition Of Prior Learning**Recognition of Prior Learning (RPL)**

RPL involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system. RPL assesses this unrecognised learning against the requirements of a unit of competence in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment and requires the same application of policy and procedures outlined in the Assessment section of this manual.

RPL is a formal acknowledgment of skills/knowledge/competencies already obtained through:

- Formal education
- Work experience
- Life experience

If a student's prior learning through formal training or at work is relevant to the qualification then the student may be exempt from some components of the qualification. The advantage of a successful application is that students will not have to repeat a subject in which they have already achieved a competency.

All students are eligible to apply for RPL. An assessment fee of \$500 applies for the initial assessment. A training plan and any further fees for training the gap knowledge will be given to the student before enrolment. The granting of RPL will result in a reduction in student full qualification tuition fees. The amount of fees reduction is dependent on the number of units for which RPL has been granted and the qualification which the student is enrolling in.

Steps to apply for RPL

- 1.** Students wishing to apply for RPL should complete the following steps:

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- 2.** Students will be required to complete an Application for RPL form and attach supporting documentary evidence.
- 3.** Applications for RPL skills recognition will be processed by the trainer promptly and applicants will be informed in writing of the application outcome within 15 working days. Where RPL has been granted, students will be informed of the amount of reduction in tuition fees and the commencement date of their qualification. The letter will also inform applicants of their ability to appeal the decision if not satisfied, by writing to the trainer within 14 days.
- 4.** Appeals to the General Manager shall be accepted in cases where RPL skills recognition is not granted. Appeals must be made within 14 days of the original decision.

Credit Transfer (CT)

As a condition of registration, STC is required to recognise and grant Credit Transfer for Nationally Recognised qualifications from other RTOs. This is called national recognition.

Steps to apply for CT

1. Students to review the unit descriptions in the qualification outline and make an initial self-assessment of the units for which they wish to apply for Credit Transfer.
2. Contact STC and lodge an application along with evidence to support the application. Qualifications and Statements of Attainment issued by other RTOs must be originals or appropriately certified copies.
3. The Head Trainer or appointed trainer, will review the CT application form and note on the form whether the units applied for are approved or not.
4. The granting of CT will result in a reduction in student tuition fees for fee-paying students. The amount of fee reduction is dependent on the number of units for which CT has been granted and the qualification which the student is enrolling in.
5. Applicants are advised of the decision in a CT letter within 5 working days. Where Credit has been approved, students will be informed of the amount of reduction in tuition fees and the commencement date of their qualification the letter will also inform applicants of their ability to appeal the decision if not satisfied, by writing to the head trainer.
6. Appeals to the head trainer shall be accepted in cases where the applicant is not satisfied with the decision.
7. Appeals must be made within 14 days of the original decision.
8. A copy of the Credit Transfer Application and the Letter are placed in the Credit Transfer folder and stored in Student Administration

4. YOUR RIGHTS AND RESPONSIBILITIES

Use Of Your Personal Information

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

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

tribunal (See Appendix II National VET Data Policy)

Welfare & Guidance Services

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

you are worried about. This includes:

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

Rights and Responsibilities

may direct a person to leave a class temporarily where behaviour disrupts learning or creates a safety risk. Any warning, suspension or cancellation decision will be proportionate, documented and made under STC's disciplinary process, with procedural fairness and access to complaints and appeals.

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

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 access to 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

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 (See below for definition).
- 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, address, or other 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.

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- 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)
- Come prepared with laptop computer/tablet, all textbooks and standards needed
- 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

In The Event Of Non-Compliance With Our Rules The Following Applies

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

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

Privacy And Confidentiality Records Access

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

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

National VET Data Policy

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

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

Government agencies.

Discrimination And Harassment

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

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

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

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

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

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

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

We are an alcohol and illegal drug free centre; undertaking any part of your study intoxicated or affected by illegal drugs may result in suspension or termination from the course. If you are caught selling or undertaking

any other illegal activity, you may be reported to the Police for appropriate action.

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

Leave and Attendance Procedures

Your attendance will be recorded automatically based on when you visit the learning management system (LMS), and by your Trainer when you attend the training facility and undertake assessment or review content. If you are sick or have a personal problem which cannot immediately be resolved, phone Student Services to let them know.

Medical Leave

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

Approved leave

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

Academic Misconduct

Academic misconduct includes:

Plagiarism

Plagiarism is the act of misrepresenting as one's own original work the ideas, interpretations, words or creative works of another. These include published and unpublished documents, designs, music, sounds, images, photographs, computer codes and ideas gained through working in a group. These ideas, interpretations, words or works may be found in print and/or electronic media.

Plagiarism includes the following:

- Copying from another student
- Handing in another person's work with or without the author's knowledge
- Copying an entire source and presenting it as your own
- Copying sections from a source without appropriate acknowledgement
- Paraphrasing material from a source without appropriate acknowledgement
- Constant non-submission of assessments by their due dates.

Cheating

Cheating includes the following:

- Providing or receiving information from other students
- Copying from another student
- Bringing in unauthorized material to open-book in-class assessments
- Using unauthorised material in open-book in-class assessments
- Failing to follow Trainers' instructions on conduct during assessments.
- Plagiarism, cheating or unauthorised use of generative AI may result in further authenticity checks, reassessment, a Not Yet Competent result, a warning, suspension or cancellation. The

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outcome will be proportionate and made after the student is told the concern, given an opportunity to respond, receives reasons and can appeal. Generative AI, translation tools, online answer services or another person may be used only where expressly permitted by the assessor, and permitted use must be acknowledged as directed.

Non-Academic Misconduct

Non-academic misconduct includes but is not limited to the following:

- Behave in a manner that tarnishes the College's reputation and name
- Steal STC or other students' property
- Damage STC or other students' property
- Engage in unlawful activities on College premises
- Misuse STC equipment
- Threaten, bully, harass, abuse, discriminate or vilify STC staff members or students
- Disrupt classes and fail to follow Trainers' and other STC staffs' reasonable directions
- Falsify Medical Certificates and other documents
- Physical fighting on STC grounds, in class and anywhere else on STC premises
- Provide College with false documents e.g. Qualifications, Statements of Attainment, References
- Alcohol intoxication
- Being in possession of illicit drugs
- Being under the influence of illicit drugs

Forging Documents

Use of AI to forge documents: the concern will be investigated under the academic misconduct and student discipline process. Outcomes may include reassessment, a warning, suspension or cancellation, depending on seriousness and subject to procedural fairness and appeal rights.

Academic and non-academic misconduct offences may result in the termination of a student's enrolment.

Student Behaviour

may take immediate protective action where unlawful conduct or a serious safety risk occurs. A disciplinary outcome will follow written notice, an opportunity to respond, reasons and appeal rights, except where immediate action is reasonably necessary to protect health or safety. Suspected unlawful conduct may be reported to the appropriate authority.

Classroom Behaviour

- Students should respect their trainers and fellow students at all times and not participate in any misconduct.
- English is the language of instruction and assessment. Students may use another language socially where this does not disrupt learning, exclude others or create a safety risk. During assessment, students must follow the assessor's language and communication instructions.
- The use of inappropriate language/swearing is not permitted anywhere in the college and most specifically will not be tolerated in the classroom.
- Come prepared with an internet connected laptop/tablet, all textbooks, and Australian standards needed
- Students and staff should leave rooms neat and tidy.
- Students are not to enter in the staff areas.

Mobile Phones

Mobile phones must be switched OFF at all times and not used in classrooms unless directed. They disrupt trainers, lessons and students' concentration. Please be considerate to all.

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may direct the student to put the device away or leave the class in accordance with the Student Code of Conduct. STC will not retain a student's device except temporarily with consent or where required to manage an immediate safety or assessment-integrity risk.

Smoking or Vaping

STC is a smoke free zone. Students wishing to smoke must do so outside and away from the front door. Amendments to the Smoke-free Environment ACT 2000 and Smoke-free Environment Regulation 2007 make it an offence to smoke within four

(4) metres of the doorway to any public building (Jan 2013). Local council officers are authorised to issue on the spot fines for breaches of these regulations.

Complaints And Appeals Procedures

Standards for RTOs 2025 and STC Complaints and Appeals Policy

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

Types of Complaint

There are different types of complaints. Complaints may involve the conduct of STC Trainers, assessors, other staff; third parties or a learner of STC. More examples below:

- The selection processes
- The enrolment, induction, and/or orientation process
- The quality of training and assessment provided
- Training and assessment matters, including student progress, assessment, curriculum, and qualifications in a course of study
- NSW Smart and Skilled Consumer protection (for students on NSW Government subsidized courses)
- Access to records
- Decisions made by Superior Training Centre
- The way someone has been treated

Find below the main three types of complaints:

Complaints about administration or process

Students may make a complaint relation to administrative issues or processes including complaints of mismanagement, miscommunication, students are not informed changes accordingly, unreasonable decisions, inconsistent application of STC policy or procedure, denial of procedural fairness, failure to provide rights.

Complaints about academic decisions and matters

Students may make a complaint about academic decisions and matters where any of below apply:

- Complaint relates to a lack of procedural fairness or inconsistent application of Superior Training Centre or procedure
- The matter has not been able to be resolved under the relevant STC policy or procedure

Complaints about a person

Students may make a complaint relating to the behavior of:

- Other students of Superior Training Centre
- Administration Staff
- Trainers

NSW Smart and Skilled Consumer Protection

Superior Training Centre is an Approved Provider to deliver Approved Qualifications under the NSW Smart and Skilled training which is subsidised by the NSW Government. To ensure consumer satisfaction and protection, Superior Training Centre also adheres to the consumer protection requirements of the NSW Government.

Students undertaking NSW Government subsidised training that have a complaint must also

NSW Smart and Skilled Consumer Protection Strategy

Training Services, NSW Department of Education

How Complaints Are Handled

Superior Training Centre follows a three stage complaints procedure:

PROCESS	ACTIONS	PERSON RESPONSIBLE	TIMELINE
Self-resolution	If appropriate, try to resolve the matter directly with the person concerned.	• Complainant • Respondent	As soon as possible
Stage 1 Complaint procedure	The person in charge will attempt to resolve the complaint through informal processes, such as discussion and mediation to provide a solution to the student To fill out form "C019 Complaints Form Stage 01 (Admin)" To fill out form "C026 Improvement Requested Form" If needed	• Manager (approval) • Complainant • Respondent	Action should normally be taken between 5 working days. However, commence assessment of the complaint within 10 working days of it being made in accordance with STC's complaints handling and appeals process and policy. Outcome will be finalized as soon as practicable.

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Stage 2 Formal complaint procedure	Superior Training Centre may appoint an investigation and make findings. The person does not determine outcomes until manager's approval To fill out form "C019 - Complaint Form Stage 01 (Student)" To fill out form "C026 - Improvement Request"	• Manager; or • Respondent	Action should normally be taken between 20 working days
Determination of Outcomes	Under Stage 1 and 2 complaint procedure, the person in charge will consult with the manager for determining outcomes, through discussion and consultation with the parties.	• Manager • Respondent	

*External Appeals

External Appeals may involve a cost depending on the service. STC will advise the student of available independent pathways. The student should normally use the internal process first, but may contact a regulator or authority at any time where appropriate. Students can access the internal processes first. Appellants have number of external agencies for complaints escalation and independent such as:

- In relation to consumer related issues, you may refer to NSW Office of Fair Trading.
- In relation to the delivery of training and assessments services, please refer complaint to the National Training Complaints Service via the following number: 13 38 73 or visit the website at: <https://www.dewr.gov.au/national-training-complaints-hotline>
- In relation to the delivery of training and assessment services by the RTO, please refer complaint to the national regulator ASQA via the following link: <https://www.asqa.gov.au/complaints/complaints-about-training-providers>
- In relation to matters relating to privacy, please refer to the Office of the Australian Information Commissioner via the following details: <https://www.oaic.gov.au> or call on 1300 363 992

*Appealing an Assessment Decision

An appeal of an assessment decision may be made in writing to the General Manager using 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 General Manager 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 General Manager will ensure that the appellant is advised in writing or email of the outcome along with reasons for the decision within this timeframe.

Important: A complainant can be accompanied and assisted by a support person at any relevant meetings

More information: <https://www.stc.nsw.edu.au/download/p003-complaints-and-appeals-policy/>

5. SUPPORT & ASSESSMENT

Language, Literacy and Numeracy (LLN)

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

Staff may issue an assessment of support needs and may offer or refer you to suitable language, literacy, numeracy or digital support. Any external cost will be explained before the student agrees to the service

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

Support Services

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

Assessment integrity and use of artificial intelligence

Assessment evidence must be your own and must demonstrate the required skills and knowledge. Generative AI, translation tools, online answer services or another person may be used only to the extent expressly permitted by the assessor. Any permitted use must be acknowledged as directed. STC may use oral questioning, observation, version history, supervised tasks or other reasonable checks to verify identity and authenticity. Suspected misconduct will be investigated fairly; the student will be told the concern, given an opportunity to respond, receive a reasoned decision and have access to appeal. Please refer to the STC AI Policy.

Flexible Learning Strategies and Assessment Procedures

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

Competency-Based Training And Assessment

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

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

Assessment

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

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

Assessment is competency based. This means that training is delivered based on units of competency developed by industry to national standards. Students' knowledge and skills are assessed against these units of competency based on what they 'can do' and know. To show competence students are assessed on

- **Theory** – written assessments
- **Practical** – Showing applied theory through tasks in the workshop or classroom
- **Workplace Performance**- sign off from a licensed tradesperson that the student can complete the tasks

When students can demonstrate competency or show that they can demonstrate their understanding or skill, they can be assessed as competent. If a student is not successful on the first attempt, he/she is provided with feedback and given further opportunities to demonstrate competency. Your assessment tasks will be assessed as either **Satisfactory or Not Satisfactory**, and you will need to pass all assessments in a unit to achieve an overall outcome of Satisfactory. If you are found not satisfactory for one or more of your assessments, you have 2 further attempts to complete the assessment and pass. **This will incur an additional fee** see Additional Fees on STC website, Should you believe that your Assessor hasn't made adequate decision, you can lodge an assessment appeal as per Complaints and Appeals Policy

Requirements of the Standards for RTOs 2025

It is important to note that to be eligible for assessment, students must complete all Units of Competency requirements

Principles of Assessment

Fairness	The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs. The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.
Flexibility	Assessment is flexible to the individual learner by: • reflecting the learner's needs; • assessing competencies held by the learner no matter how or where they have been acquired; and • drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Validity	Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner. Validity requires: • assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance; • assessment of knowledge and skills is integrated with their practical application; • assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and • judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.
Reliability	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Trainers/Assessors employed by STC are required to have:

Vocational competencies at least to the level being delivered;

- b) Current industry skills directly relevant to the training and assessment being provided;
- c) Current knowledge and skills in vocational training and learning that informs their training and assessment; and
- d) must meet the current credential requirements in the Credential Policy under the Standards for RTOs 2025, including any applicable supervision arrangements;

In addition, trainers and assessors must undertake professional development in the fields of knowledge and practice of vocational training, learning and assessment, including competency-based training and assessment.

Forms Of Evidence

In general, basic forms of skills evidence include:

- Direct performance evidence - current or from an acceptable past

period from: extracted examples within the workplace – via

Exemplar Profiling

simulations, including competency and skill tests, projects and assignments

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

Rules of Evidence

Validity	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficiency	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
Authenticity	The assessor is assured that the evidence presented for assessment is the learner's own work.
Currency	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

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 assessment as we are unable to hand back the assessed document/task. Your assessment is kept as evidence in your file.

Work Performance Evidence (WPE)

As part of your assessment, you are required to work in the industry that you are studying in – electrician, air conditioning and refrigeration. Students need on the job experience to show they can do the work to the training and industry standards in the interest of competency and safety. STC believes that fee for service students, like apprentices, must work in the trade to become skilled at the trade. STC provides theory classes and simulated work environments to provide practical classes and assessments. All students should also be employed in the trade that they are training and have a licensed supervisor that can oversee their work and to gather Work Performance Evidence (WPE) while undertaking training.

You will be set up an Exemplar Profiling account that logs your hours of work (electrotechnology electrician, air conditioning and refrigeration) or a 'Student Portfolio' for Third-party evidence verification folder (engineering fabrication trade) that includes pages that must be filled out as you do work related to your course.

How to Use Exemplar Profiling

- Step 1 The RTO registers the student through their Exemplar Profiling account or the student can contact Exemplar Profiling directly via phone: 02 6100 214, email: info@exemplarsystems.com.au or chat accessed via: <https://profiling.exemplarsystems.com.au/auth/login> to register (once they have an employer).
- Step 2 Candidates complete weekly records through logging into the website or Exemplar

Profiling App and enters their weekly record of work, also known as the weekly card.

- Step 3 An employer/supervisor verifies the work by using their 'login' to validate a summary of the candidate's weekly card.
- Step 4 Reports are generated by the program and placed on the website for the employer, candidate and RTO to view.
- Step 5 The RTO reviews work hours and confirms employment of the student

You are required to have your supervisor on the job such as a licensed electrician sign off that your work is industry standard. To assist in assessing the evidence, you must take photos (on the app or printed) that show you doing the work described. The portfolio will be checked periodically.

Monitoring Course Progress Policy

Superior Training Centre (STC) monitors, records and assesses the progress of each student for each unit and cumulatively at the end of each unit of study and at the end of each term for Face-to-Face students. This will ensure that the student is always in a position to complete the course within the expected duration as specified by the course end date.

Satisfactory progress is achieved when a student successfully completes the assessment requirements for each unit or cluster of units within the timeframes specified in the course timetable/ information.

STC courses are delivered over four terms in a calendar year.

Where a student is identified at risk of not making satisfactory course progress, STC will contact the student and arrange counselling with an STC Careers Advisor, to implement STC's intervention strategies as outlined below.

Monitoring Procedure

Student work is assessed by the trainer who then forwards a summary of the outcomes to the Education Manager.

The outcome for each unit is entered into the student management system. The student management system provides a cumulative student record for each unit.

A progress report can be run at any time, but will be run at the end of each Term. This will identify any student who is failing to successfully complete any unit requirements as specified in the course timetable. This report is provided to the Head Trainer, who will speak with the trainer and the student in the first instance to identify whether the student is in danger of not achieving satisfactory progress.

Any student identified through this process of being at risk of not achieving satisfactory progress will be contacted in writing and called to attend a counselling session, either in person or via zoom. At the counselling session the Student Services will, in consultation with the student, establish a support/intervention program to help the student achieve satisfactory progress. Strategies will be determined on a case-by-case basis and will take into account the student's current and previous results, attendance records and any previous implemented intervention/counselling strategies.

Strategies may include any of the following:

- One-to-one assistance from the trainer;
- An individual assessment submission plan designed specifically for the student;
- Assistance with academic skills;
- Additional session/s to hone student skills

The implementation of the support/ intervention strategies may be requested by the trainer or the student at any time throughout the course if concerns are held about progress. The Head trainer will consider and generally approve any such request.

A summary of the support/intervention action to be implemented will be recorded on the in the Student Management System, in the student's file portfolio. Notes on any meetings that occur will also be noted in RTO Manager and kept in the student's file portfolio.

Unsatisfactory Course progress

If you are not meeting the documented training plan or agreed milestones, including repeated non-participation, non-submission or unsuccessful assessment after support has been offered. STC considers the student's circumstances, course structure, workplace evidence and support needs before deciding that progress is unsatisfactory

Before any cancellation, the student will receive written notice of the concern and proposed action, the information relied upon, a reasonable opportunity to respond, information about support options and access to the complaints and appeals process.

Students whose enrolment has been cancelled will be issued with a Statement of Attainment for any unit/s in which they have achieved competency

Reporting unsatisfactory progress (Smart and Skilled)

If the unsatisfactory progress cannot be addressed and STC cancels the enrolment: STC will advise the student that they have 20 working days to access STC's internal appeals process

A student's enrolment will not be cancelled until the outcome of all the appeal steps has been finalised and the appeal has does not access the appeals process during the 20-working-day period

6. GRADUATION

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

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

Issuing AQF certification documentation

STC will issue the qualification and record of results, or a Statement of Attainment where applicable, within 30 calendar days after the student has been assessed as meeting the training product requirements, provided the student has a verified USI and has paid all fees STC is lawfully entitled to require.

Incomplete Qualifications

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

Reissuing Qualifications

If you need additional copies of your qualification, application must be made to the General Manager of Superior Training Centre Pty Ltd in writing with proof of identity provided. A charge of \$70.00 applies.

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

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

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

7. FEEDBACK

Superior Training Centre Pty Ltd actively wants and appreciates your feedback. We regularly undertake evaluations of all courses and activities to achieve continuous improvement. We encourage you to obtain a Student Feedback Form or use the QR Code in the common areas.

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

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

8. SUPPORT AGENCIES

The following list of support agencies is for your information.

Emergency Services Ambulance, Police or Fire	000	NSW Rape Crisis Centre	1800 424 017
Lifeline Crisis support, Suicide Prevent	13 11 14	Transport Infoline	131 500
Redfern Legal Centre	(02) 9698 7277	Emergency Accommodation line	9318 1531
Headspace Mental Health Support	(02) 4627 9089	Ingleburn Medical and Dental Services	(02) 9829 2900
Beyondblue depression, suicide, anxiety disorders and other related mental illnesses	1300 22 46 36	Affordable Community Housing	1300 692 245
NSW Fair trading	13 32 20	Poison Information Centre	13 11 26
Police (non-emergency)	13 44 44	Ombudsman NSW	https://www.ombo.nsw.gov.au/

9. APPENDICES

Appendix II National VET Data Policy

NATIONAL VET DATA POLICY

INFORMATION REGARDING YOUR PRIVACY

In December 2020 the National VET Data Policy was updated and a summary of the information regarding the protection of your personal details is below.

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. As of 1 January 2015, all students undergoing nationally recognised training in Australia must have a Unique Student Identifier. If you do not already have a USI you will need to obtain one prior to starting your course. A USI can be created at www.usi.gov.au Without your provision of personal information we will be unable to enrol you in your chosen course.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority. How the NCVER and other bodies handle your personal information The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable: administration of VET, including program administration, surveys and data linkage understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf. The NCVER does not intend to disclose your personal information to any overseas recipients. For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy or contact us for a printed copy. If you would like to seek access to or correct your information, in the first instance, please contact STC.

The Australian Government department responsible for national VET data is authorised

Australian Government VET Privacy Notice

Surveys

Participation in surveys is encouraged because feedback supports continuous improvement, but is voluntary unless STC clearly explains a lawful or contractual requirement.