

Student Handbook

2021



Message from the Director

The provision of quality training is tied to the skills and future productivity of our workforce and the innovation of our people. Star Training Academy offers quality, workplace competency-based education programs for its students in a wide range of sectors including, Security, Community Services and Health, Hospitality, Business and Management and Training.

Our academic staff comprises experts from across the industries we work with and train and they regularly advise and inform management to ensure our programs are current and aligned with the market and the workforce. The combined administrative and training team ensures our programs remain relevant to industry, meet the high expectations of students and satisfy the changing requirements of the workplace.

Our library of programs is expanding into new areas and we are constantly working closely with industry stakeholders to meet their specific needs. We are happy to engage with business and industry to design and tailor specialised training programs for your workforce and staff. We can advise you where your skills gaps exist and assist with designing and delivering appropriate cost-effective training solutions for you.

We presently offer programs from campuses in Granville, Liverpool and Canberra, but we are equally as comfortable taking our programs offsite and into the workplace for onsite delivery.

Our administrative team works closely with each student to provide a supported and positive learning experience. The Academy's approach is encapsulated in our core values of quality education at all times, for all.

We are excited by this vision as we strive to deliver the highest quality education for our clients and we welcome you if you are with us for the first time and say thank you if you are returning. For all who study with us, we wish you well on your learning journey and your future endeavours.

Javid Malik
Chief Executive Officer
Star Training Academy

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Introduction

This information booklet is designed to provide you with information about the services provided by STA and our approach to providing you a safe, fair and supported environment to participate in training and assessment. This handbook does not provide you with specific information about a particular course offered by STA. This information is contained in the Course Brochure which is supplied separately.

About Star Training Academy (STA)

STA is a Registered Training Organisation (RTO: 91349) providing high-quality training to learners in Australia. STA has access to modern, up to date facilities, and boasts a team of qualified and dedicated Trainers. You can find out more about STA at the following website:

<http://www.startraining.edu.au/>

STA is responsible under its registration with the Australian Skills Quality Authority for the quality of the training and assessment being delivered on your chosen course and is also responsible for the issuance of any AQF certificate that may result based on your achievement of the course requirements.

Our Services

STA provides training and assessment services in support of the following nationally endorsed training products:

- BSB20115 Certificate II in Business
- BSB30415 Certificate III in Business Administration
- BSB41415 Certificate IV in Work Health and Safety
- BSB42015 Certificate IV in Leadership and Management
- BSB50215 Diploma of Business
- BSB51315 Diploma of Work Health and Safety
- BSB60915 Advanced Diploma of Management (Human Resources)
- CHC30113 Certificate III in Early Childhood Education and Care
- CHC33015 Certificate III in Individual Support
- CHC43015 Certificate IV in Ageing Support
- CHC43115 Certificate IV in Disability
- CHC50113 Diploma of Early Childhood Education and Care
- CPP20212 Certificate II in Security Operations
- CPP30411 Certificate III in Security Operations
- CPP40707 Certificate IV in Security and Risk Management
- CPP50611 Diploma of Security and Risk Management
- FSK20113 Certificate II in Skills for Work and Vocational Pathways
- HLTAID001 Provide Cardiopulmonary Resuscitation
- HLTAID003 Provide First Aid
- HLTAID004 Provide an Emergency First Aid Response in an Education and Care Setting
- HLTAID006 Provide Advanced First Aid
- CPCCWHS1001 Prepare to work safely in the construction industry
- SITHFAB002 Provide Responsible Service of Alcohol
- SITHGAM001 Provide Responsible Gambling Services

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- RIIWHS205D Control traffic with Stop/Slow bat
- RIIWHS302D Implement Traffic Management Plan

Student Support Services

A “*Student Support Services Directory*” is available for students, noting a cross selection of support services that a student may need during their course period. The Directory is accessible to both staff and students. Staff will assist students to find and contact the appropriate service in cases of assistance being required.

1. The Director or the General Manager will be the main contacts for students requiring support.
2. They will arrange for a staff member, or act upon it themselves to assist the student to access the required support services.
 - a. This service by the RTO will be free of charge.
 - b. Note: The service provider may charge the student for their services.

Our mission

Our mission is to continuously improve our business and education models and be recognised as and maintain a place among the top 5 percent of Registered Training Organisations nationally. We want to be known as a VET practitioner of choice among industry, an education provider where clients can rest assured, they receive a consistent professional standard of training. We aim to exceed client expectations by constantly reviewing and improving our service

standards based on feedback from our patrons. Our vision is to build stronger connections with industry stakeholders by offering quality training and assessment services which are trusted and valued and to expand our reach so we can help many others.

Our objectives

In recognition of this mission, our objectives are:

- **People.** We strive to attract, recruit and retain talented, competent and committed trainers. We promote excellent performance through leadership and professional development.
- **Safety & equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- **Integrity & ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- **Quality committed.** We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.
- **Learner Focused.** We thrive on providing training and assessment that is learner focused and which supports lifelong learning. We respect our learners and strive to attract them time after time

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through high quality training and assessment experiences.

- **Industry engagement.** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

Finding Us

We are located at:
27A South Street, Granville, NSW, 2142,
Australia

Parking

We endeavor to ensure that all training venues have ample access to public parking, but unfortunately that is not always the case. If public parking is limited or not available, our staff will advise you as part of your joining instruction, so you have plenty of time to prepare. Training staff will provide regular breaks so cars can be moved if required.

Public Transport

STA ensures that training delivery is only conducted in locations that are in very close proximity to public transport. We are conscious that not everybody has their own vehicle, so we make training as accessible and equitable for all as possible. Both our campuses in Sydney are within easy walking distance of the local train and bus station (Granville 200m and Liverpool 500m). Our

Canberra office is also within a 500m walk of the local bus inter-change.

Lunch Options

As with parking and public transport, we ensure our training venues are located close to a range of food outlets that provide options for lunch and during breaks. The training venues also have student amenities available, including fridges and microwave ovens, so you can bring consumables to training if you want.

Our Trainers

Our Trainer Assessors are qualified, dedicated professionals who have current industry experience and qualifications in a range of industries. Their industry experience is continually up to date by participating in professional development activities, therefore giving our learners the best practical industry experience.

At STA we deliver nationally accredited qualifications via blended face-to-face training and in the workplace. When you study with STA, your Trainer Assessor will be always there to assist you throughout your course. You can attend a classroom training environment, receive job visits, study via distance learning or mixed mode. You can phone or email your Trainer/Assessor for advice, which means you get the support you need when you need it.

STA trainers are all professionally qualified trainers and have personal industry and job role experience. Our trainers deliver their training in a way that learners will enjoy.

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Our expectation of you (Conduct)

STA expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules and regulations of STA.
- To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others?
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise facilities and STA publications with respect and to honor our copyrights and prevent our publication from being distributed to unauthorised persons.
- To respect other learners and STA staff members and their right to privacy and confidentiality.
- We adopt a No Mobile Phone policy during actual class time. Phones are to be

turned off and placed out of sight and are only to be used during break times.

Drugs and Alcohol

To ensure the safety of staff and students and to preserve the professional image of Star Training, the consumption and use of alcohol and/or prohibited drugs by any student during training is strictly forbidden at all times.

Any student who is affected by alcohol or other drugs whilst attending training is breaching Star Training policy guidelines and is subject to severe disciplinary action. This can lead to temporary suspension from training or permanent removal from a program. It may also require the involvement of civil authorities including the police.

Unique Student Identifier

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

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide learners with easy access to their training records and results (transcript) throughout their life. You can access your USI

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account online from your computer, tablet or smart phone anytime. Fact sheets –available to download [Student Information for the USI](#)

It's free and easy to [create your own USI](#) and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your driver's licence number.

Learners are advised that there are a number of unique circumstances where a person may be exempt from requiring a USI. These do not apply to the vast majority of learners in Australia. The USI Exemption Table is available from the USI website which explains these circumstances [Click Here](#). Learners who exercise an exemption from submitting a USI should be aware that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the USI Registrar. Further details about the implications of being exempt can be obtained from the USI website: [Click Here](#).

Your safety

STA is committed to providing you a safe environment in which to participate in training and assessment. We are aware under the Work Health and Safety Act 2011 of our responsibilities to maintain a safe environment.

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;
- 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;
- No non-prescription drugs will be tolerated at any time on campus and use of said items will be grounds for immediate termination of a training contract.
- 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; and
- Observe hygiene standards particularly in eating and bathroom areas.

Electrical equipment

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

Fire safety

- STA will undertake to communicate the procedures involved in evacuation and

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the location of fire equipment to learners 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.

First aid

- Provision for first aid facilities are available where training is delivered. The location of First Aid kits will be provided during your induction on Day 1.
- All accidents must be reported to staff.
- The accident and any aid administered must be recorded by staff involved, in the injury register.

Lifting

- Learners, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by STA unless they do so voluntarily and taking all responsibility for any injury caused.
- Lifting conducted as part of your syllabus will be done under supervision and using mechanical lifting aids.
- 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.

Work & 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.
- Ensure that bench spaces are left clean and tidy.
- Do not sit or climb on any desks or tables.
- Do not write on tables.

Your equity

STA is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All STA staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately. Learners should expect fair and friendly behaviour from STA staff members and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Learners who feel that they have been discriminated against or harassed should report this information to a staff member of STA that they feel they can trust. This will

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initiate a complaint handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a learner wishes to report an instance of discrimination or harassment to an agency external to STA, they are advised to contact the HREOC Complaints Info-line on 1300 656 419.

Your privacy

STA takes the privacy of learners very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles (effective from 12th March 2014).

Here's what you need to know:

- STA will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity and individual needs, your education background. We will also retain records of your training activity and are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.
- Your personal information is retained within our hard copy filing system and our computer systems. Your information is collected via the enrolment form and through your completion of administrative related forms and based on your training outcomes. Hard copy files are secured in lockable filing cabinets which are monitored throughout the day and secured in the evening. Electronic data retained on our computer systems is protected via virus protection software and firewall protection. Our data is backed up continuously to our cloud based server which is secure.
- STA is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.
- In some cases, we are required by law to make learner information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases STA will seek the written permission of the learner for such disclosure. STA will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by persons such as your parents, you need to authorise this access otherwise this access will be denied.
- You have the right to access information that STA is retaining that relates to you. Further instructions are provided on how to access records within the section titled "Access to your records".
- If you have concerns about how STA is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also

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encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook. Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at:
<http://www.oaic.gov.au/privacy/privacy-complaints>.

Enrolment and Induction

To enrol in a program a student needs to complete the course enrolment process and pay the tuition fees as set out in the course fee schedule outlined below. A copy of the fee schedule is also available on request from Star Training or at our reception desks.

Prospective students must initially complete a Language, Literacy and Numeracy (LLN) skills assessment prior to the course commencing. Candidates may NOT commence study until this has been assessed and candidate capacity for study and learning support needs are determined. The assessment is conducted online via an electronic invitation or on-site at STA Campuses. This allows Star Training staff ample time to conduct the necessary administrative requirements, including the identification of individual learning needs, the ability to offer Recognition of Prior Learning (RPL), identify any health and medical conditions, verify identity where required or acknowledge other areas which may impact on your ability to successfully complete the training.

It is a condition of enrolment that students are provided with and have read this handbook, which is available at enrolment. A copy is also available on our website <http://www.startraining.edu.au/downloads/> By signing the enrolment form you agree that you have read this handbook.

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As soon as staff have assessed the application form and LLN assessment, prospective students will be advised of their eligibility for acceptance into the nominated training program. Successful candidates will be given course confirmation documentation, including time, date, location of the training and will have the course structure and assessment requirements explained to them. Where required a customised Individual Training Plan will be put in place, especially for any funded training compliance requirements. Unsuccessful candidates will be advised verbally of the reason for non-acceptance and they have the right to appeal the decision through our Grievance Procedures.

A student induction will be provided for all new students commencing programs with us. The induction will occur on Day 1 of the training program and will include topics like:

- Site Safety
- Site Tour – amenities and facilities
- Course Outline and Outcomes
- Assessment requirements

A candidate's enrolment, however, will not be finalised or a place confirmed until Student Fees have been paid according to the nominated schedule or a payment plan has been negotiated with Star Training management.

Fees payable

Fees are generally payable prior to enrolment. The initial fee payment must be paid prior to commencing training, unless a payment plan has been approved by management, or within 5 days of receiving an invoice from STA. STA may discontinue training if fees are not paid as required. For a full list of current fees and charges please request a copy of STA schedule of fees and charges.

Learner cancellation

Learners who cancel their enrolment part way through a training program must notify STA in writing via email or letter at the soonest opportunity. Learners who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees. Learners are advised to consider alternative options such as requesting to suspend their enrolment and re-commencing in another scheduled training program.

Replacement of text & training workbooks

Learners who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. For a full list of replacement charges please refer to STA schedule of fees and charges.

Refunds

Learners, who give notice to cancel their enrolment **72 hours** or more prior to the commencement of a program, will be entitled to a full refund of fees paid.

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Learners who give notice to cancel their enrolment **72 hours** or less prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by STA is required to cover the costs of staff and resources which will have already been committed based on the learners' initial intention to undertake the training.

If you have commenced training, taken to mean you have signed your attendance sheet on Day 1, and decide to withdraw without extenuating circumstances, **any deposit or monies paid will be non-refundable**. If you cancel training on day of the program prior to commencing, you will also forfeit any fees paid, unless an extenuating circumstance exists. By signing the Enrolment Form you are declaring that you understand this to be the case.

Where a learner has purchased a text or training workbooks and subsequently cancels, STA will not refund monies for the text. See our full Refund and Cancellation Policy available in hard copy from administration or on the website.

For students who may be studying under the VET Student Loan scheme, please read the VSL Fees and Refunds information sheet in isolation – [VSL Fee and Refund Information Sheet](#).

Payment method

STA accepts payment for fees using:

- Credit Card
- Electronic Funds Transfer (account details available on request)
- Cheque (made payable to STA)
- Payment in cash is discouraged.

Substitutions

Requests for substitutions are to be made in writing and can be made at any time up to 2 working days before the program commencement date.

Transfers

Requests for transfers to alternate programs can be arranged if STA is advised in writing more than 10 working days prior to the program commencement date and there is availability on the selected program. One transfer will be accepted without charge where STA has been notified in writing at least 10 working days prior to the scheduled commencement date. All subsequent transfers will attract an administration charge of \$55.00 (incl. GST).

Statutory cooling off period

The Standards for Registered Training Organisations require STA to inform persons considering enrolment of their right to a statutory cooling off period. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.

It must be noted that STA do not engage in unsolicited marketing or sales tactics and

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therefore, a statutory cooling off period is not applicable to our learners who have enrolled into a program. For refund options in other circumstances, learners must refer to the above refund policy.

Our Guarantee to Clients

If STA cancels or ceases to provide training, STA must issue a full refund for any services not yet provided. The basis for determining “services not yet provided” is to be based on the units of competency completed by the learner and which can be issued in a statement of attainment at the time the service is ceased.

As an example: A learner enrolled in a course of 10 units of competency and paid \$1,500.00 up front as the total course fee. The course was cancelled due to the trainer falling ill and the learner at that time had completed 4 of the 10 units. The learner’s enrolment would be finalised and the learner would receive a Statement of Attainment for the 4 completed units. The learner would also receive a refund of \$900.00 which represents that value of the training not delivered.

Changes to terms and conditions

STA reserves the right to amend the conditions of the learner’s enrolment at any time. If amendments are made that effect the learner’s enrolment the learner will be informed 7 days prior to changes taking effect.

Protection under Australian Consumer Law

A student undertaking a vocational education and training course, you are protected under Australian Consumer Law and also under State and Territory consumer protection laws. These protections include areas such as unfair contract terms, the consumer guarantees and sales practices. You can find out more information about your rights as a consumer from the Australian Consumer Law website which includes a range of helpful guides relating to specific areas of protection. Please visit the following site for more information:

[Australian Consumer Law](#)

Accessing your records

You are entitled to have access to your records. These records include your:

- learner file,
- learning and assessment record,
- administrative records,
- AQF certificates including a reissuance of a statement of attainment or qualification which has been previously issued.

You may require these records to monitor your progress with training or simply to go back and confirm something in a previous training module. Whilst these records will be retained by STA, you are welcome to have access anytime just ask your trainer and it will be organised immediately.

You can access hard copy records and reports from our learner management system, but only relating to you personally. You can request this access using the Learner Records Request Form. Access to requested records

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during a workday will be arranged as soon as possible and definitely within 24 hours. Learners should note that these records cannot be taken away unless a copy is requested. Where photocopies are requested, STA reserves the right to charge a one-off photocopy fee of \$10.00. There is no cost to simply view records at our office.

In the case of accessing a reissuance of a previously issued Statement of Attainment or Qualification certificate, if you have lost or misplaced your AQF certificate you may obtain a reissued certificate from STA. To obtain this you must complete the Learner Records Request Form and return this to the Office Manager. The cost of \$50.00 will apply for each issued AQF certificate. These monies must be paid in advance. Reissued AQF certificates will be an exact duplicate of the original with the exception of small wording at the bottom of the document which identifies the certificate as reissued. AQF certificates may only be collected in person or can be posted via registered post. A learner may also nominate another person to collect the certificate, however these persons must be notified to STA beforehand and the person must provide photo ID to validate their identity.

Continuous improvement

STA is committed to the continuous improvement of our training and assessment services, learner services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

Suggesting improvements

The primary method of reporting opportunities for improvement by learners is via the continuous improvement reporting procedure. This procedure allows any person to raise a Continuous Improvement Report for consideration by Management. Often these reports will be generated after an opportunity for improvement has been identified by a staff member or learner. The Continuous Improvement Report template is available on request. Learners are encouraged to provide feedback to STA so we can improve our services in the future.

Learner satisfaction survey

At the completion of your training program, you will be issued with a Learner Satisfaction Questionnaire. This is a nationally consistent survey tool which is designed to collect feedback from learners about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to STA for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated. The survey is available electronically at <http://www.startraining.edu.au/aqtf-learner-questionnaire/> .

If you are undertaking training with us as part of an employer requirement for your position, we would like you to provide feedback to your employer about our training. Your employer can then provide feedback at

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<http://www.startraining.edu.au/aqtf-employer-questionnaire/> .

Assessment

At STA assessment is conducted using a combination of Written Knowledge Assessment, Research Tasks, Case Studies, Work Logbook, Supervisor Feedback and Workplace Observation.

The following provides a brief explanation of the primary assessment methods:

- **Written Knowledge Assessment:** The learner is required to provide a written response to a range of questions relating to required knowledge of the units of competency. These would generally be short answer response activities and may include other questioning methods including multiple-choice.
- **Research Tasks:** The learner is required to undertake research within their own workplace and the available reference material and provide a written response to each question. These assessment activities are usually short to medium answer response activities. The responses provided by the learner will largely be specific to their workplace.
- **Case Study Response:** The learner is required to provide a written response to a situation presented in a case study scenario. This will usually require the learner to consider carefully the situation presented, undertake some research to inform their response and then to propose their recommended actions.
- **Workplace Logbook:** The learner is required to record details of their work activity completed during the work placement. These details are recorded against specified tasks which are predesigned for the learner to complete. This forms an important part of the assessment evidence as it often includes critical evidence that is otherwise difficult for the assessor to observe. Some of our programs have a mandatory work placement component, which is reflected in a set number of hours you must complete in the workplace. Examples of programs which include this mandatory component are, Aged Care, Disability and Home and Community Care training and Early Childhood Education and Care programs.
- **Supervisor Feedback:** The assessor will periodically engage with workplace supervisors to seek their feedback about the learner’s performance. This is undertaken as an interview with a duration of approximately 15 to 20 minutes. This interview can be undertaken over the phone or face to face. Feedback from a supervisor is recorded into the assessment record.
- **Workplace Observation:** The learner will be observed performing specific tasks in their day-to-day work activities. The assessor will attend the workplace and observe the learner performing tasks relevant to the units of competency being assessed. The learner will be briefed on these observation activities in events and is required to make arrangements to undertake these activities when the assessor is in attendance at the workplace.

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Re-assessment

Learners who are assessed as not yet competent are to be provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and skills to be addressed through further training. These learners are to be provided with additional training and learning support to target their specific gaps in knowledge and/or skills and prepare them for additional assessment.

It is the policy of STA to provide three opportunities for additional training and re-assessment at no additional cost to the learner or employer. Learners who require additional training and re-assessment after they have exhausted their three opportunities will be required to pay a fee for additional training and re-assessment. Please refer to the current fee schedule to identify the re-assessment fee.

Learners requiring additional learning support are to be brought to the attention of STA management so the progress of the learner can be monitored closely and additional support services can be applied well before it becomes necessary to impose an additional fee for re-assessment. Where learners repeatedly do not demonstrate competence following significant learning and assessment support, a learner's enrolment can be determined through mutual agreement.

Issuing Qualifications and Statements of Attainment

STA will issue all AQF certification documentation (Qualifications and Statements of Attainment) to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete, and providing all agreed fees the learner owes to STA have been paid.

Language, literacy & numeracy skills

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach STA will:

- Assess a learner's language, literacy and numeracy skills prior to their enrolment to ensure they have adequate skills to complete the training;
- Support learners during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;
- Provide clear information to learners about the details of the language, literacy and numeracy assistance available. STA generally recommend the LLN training courses provided by TAFE, AMAP, SEE, NAVITAS. These institutes have specialist teachers to support the learner's development.

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- Refer learners to external language, literacy and numeracy support services that are beyond the support available within STA and where this level of support is assessed as necessary; and
- Negotiate an extension of time to complete training programs if necessary.

Making complaints & appeals

STA is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if required. To make a complaint or an appeal, you are requested to complete one of the following forms:

- Complaints Form
- Appeals Form

These forms are available via our website at the following address:

<http://www.startraining.edu.au/downloads/>

Once you have completed the required form you are requested to submit this to the General Manager either in hard copy or electronically via the following contact details:

- STA
27A South Street, Granville, NSW, 2142,
Australia
- admin@startraining.com.au

If you are having any difficulty accessing the required form or submitting to us, please contact us at the following number:

(02) 9897 5622

What is a complaint?

A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received by STA in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by learners and/or employers.

What is an appeal?

An appeal is an application by a learner for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to STA within **28 days** of the learner being informed of the decision or finding.

Early resolution of complaints & appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time, as they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

Outline

A complaint or grievance would generally be directed at Star Training for:

Academic Matters including:

- Student progress
- Assessment

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- Course awards
- Training or administrative staff performance or conduct
- Suspension or removal from training

Non-academic matters including:

- Retention or release of personal information Harassment or bullying
- Discrimination
- Vilification
- Financial Matters
- Penalties
- General administration
- Complaints and Grievance Process

Informal Management

Initially complaints should be discussed informally with the staff or trainers involved and the student lodging the grievance or where it concerns staff, between the staff member (s) involved and a relevant manager. Where possible disputes are managed and resolved informally and as expediently as possible. Confidential file notes will be recorded in the Student Management System against the parties involved and will be kept for at least 5 years. Staff members or students can be accompanied and assisted by a third party, being a friend or advocate to any relevant meetings during either the formal or informal grievance processes.

Formal Complaint – Stage One: If the complaint cannot be managed informally, then in the first instance, the student or staff member, or other third party, can submit a formal Complaint form. The form is available on the website at <http://www.startraining.edu.au/downloads/> or from administrative staff at reception. The form is to be addressed to the General Manager, who will handle all complaints once they progress to this stage. The person making the complaint will be advised in writing by the General Manager that their complaint has been received; this will be done as soon as possible but not more than 48hours after receipt. For the matters listed below, the General Manager will act to address the complaint immediately:

- Sexual misconduct or sexually inappropriate behaviour from staff or students

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- Comments and language involving inappropriate racist overtones
- Physical abuse
- Any matter that could be considered criminal in nature i.e. theft
- Plagiarism or cheating
- Bullying or harassment

The letter will advise that the General Manager will make an assessment of the complaint, its nature and circumstances and the complainant has the opportunity to organise a time to come and meet with the General Manager. The complainant is entitled to be assisted and accompanied by a third party, being a friend or advocate, to any relevant meeting. If the complainant does not wish to take part in a meeting then the General Manager will make an assessment of the grievance and determine an outcome. Whether the complainant attends a meeting or not, a written notice advising of the outcome will be provided within 10 business days.

Stage Two – Internal Review (Appeal): If the complaint process is unable to resolve the grievance and the complainant is not happy they have the ability to lodge an Appeal. The Appeal can be lodged using the 'Appeal Form', available on the website at <http://www.startraining.edu.au/downloads/> or from administrative staff at reception. The Appeal will be heard by an Independent Senior Office of STA, being the Director, and they will conduct an internal review in the second instance.

Again, to reinforce, students or prospective students can be assisted and accompanied by a third party, being a friend or advocate to any relevant meetings with the Director during the Appeals process or at any other meeting deemed relevant. The person lodging the appeal will be advised in writing by the Director that their appeal has been received; this will be done as soon as possible but not more than 48 hours after receipt. The determination will be fair and equitable, complete and unambiguous with no decision being made until the person making the appeal has had the opportunity to make their case and provide their story.

The process and any consideration and determination, will not victimise or discriminate against any student, prospective or otherwise. The person making the appeal will be provided with a written outcome on the internal review including the rationale for the decision. If the person is satisfied with the resolution, agreed actions will be implemented and the complaint or appeal will be closed. If for some reason the RTO requires more than 60 days to address the appeal and conduct the review we will notify the parties involved in writing providing justification. At this point, the decision and determination made by the Director are final and this will be the position that Star Training Academy takes in relation to the appeal and internal review.

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Stage Three – External Review: In the third instance if the parties involved are still not happy with the written outcome of the appeal and internal review and the appeal remains unresolved, they have the right to seek an external review. Star Training has an agreement in place with an Independent third party, who will handle the unresolved grievance. The third party understands their role in the process and will make it as easy as possible for staff and students to access their Dispute Resolution service.

Star Training will utilise **Mediation Australia** at <http://www.mediationsydney.net.au/> as our external dispute resolution reviewer. Students simply need to call Mediation Australia by phone and say they are from Star Training Academy and require access to the dispute resolution services.

Mediation Australia is located at: Level 7, 91 Phillip Street, Parramatta NSW Phone: 1300 267 267. Any cost associated with the external review will be met by STA.

Students also have the opportunity to lodge a complaint about the services provided by Star Training, through the National VET Regulator, ASQA. This can be done by going to <https://www.asqa.gov.au/complaints>

Address for Complaints and Appeals

Complaints or Appeals should be lodged on the relevant Complaint or Appeal Form located on the Star Training website at <http://www.startraining.edu.au/downloads/> or available in hardcopy from the STA campuses administration staff. Once complete the forms should be sent by post to:

General Manager
Star Training Academy
27A South Street, Granville, NSW, 2142

Record Keeping

A record of all complaints handled under this procedure and their outcomes will be scanned and maintained in electronic format. A copy of any Complaint or Appeal Form will also be scanned and stored. These records will be treated with the utmost confidence and privacy and details will not be discussed or disseminated, other than among the parties involved.

Access to these files and or the provision of a copy of the information can only be made in writing to the Director and only after the identity of the person requesting information has been established.

Appeal

If a student does not agree with a written outcome or decision relating to a complaint, they should first discuss the matter with the trainer/assessor concerned and if the grievance cannot be resolved at this point then the student can lodge an Appeal Form. The form must be lodged within 28 days of receiving the letter outlining the finding result. An appeal form can only be lodged if a Complaints Form has been lodged previously and a decision provided. The appeal will follow the same process as a complaint and will be investigated by the Director.

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Grounds for Assessment Appeal

An application for appeal will be considered where:

- A student claims a disadvantage because the trainer did not provide a subject outline
- A student claims disadvantage because the trainer varied without consultation or in an unreasonable way the assessment requirements as specified in the subject outline
- A student claims disadvantage because assessment requirements specified by the trainer were unreasonably or prejudicially applied to him or her
- A student is of the view that a clerical error has occurred in the documenting of the assessment outcome
- A student claims that there is a discrepancy between the practical observation and the formal assessment.

If the appeal for re-assessment is proven, Star Training will appoint an alternative assessor who will make all necessary arrangements to conduct the re-assessment of the student at a time that is mutually convenient for all parties concerned.

Withdrawing from a course

There are circumstances where a learner may finalise their enrolment early for personal or academic reasons. Where this is the case, the learner is requested to complete the form Application for Course Deferment / Transfer / Withdrawal. This provides the learner the opportunity to specify their reasons and select to indicate their preference to defer their enrolment, to transfer their enrolment to

another course or to terminate their enrolment altogether. Where the enrolment is being deferred or terminated, learners will be issued a statement of attainment to recognise the outcomes they have achieved during their enrolment. A learner who defers and returns to complete a course will be eligible to recommence their training and receive a credit transfer for any completed units of competency. The Director will review these applications, where possible is to interview the learner to understand their circumstances and is to record their decision using the section provided on the application. Learners are to be informed of this decision in writing.

Learner who are not contactable or not responding

Where a learner is not contactable or fails to respond to requests by the STA, the learner's enrolment may be terminated in absentia. This action may only be taken where the STA has made every reasonable attempt to engage with the learner or contact the learner to seek their instructions about their intentions to continue with or complete the applicable course. Advice received from a learner via email or phone conversation communicating their request is to be accepted where the learner is not willing to complete an Application for Course Deferment / Transfer / Withdrawal. Email records and written records of phone conversations are to be retained on the learner's file as evidence of these expressed instructions from the learner.

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Before a learner’s enrolment can be terminated without their written or expressed consent the following protocol is to be followed:

- A minimum of three attempts (four weeks apart) must be made using the last known contact details (email, phone and mail) to contact the learner and issue the learner with a warning letter notifying them of the intent to terminate the enrolment.
- Where the learner fails to respond, the learner’s enrolment is to be terminated and the learner’s record within the student management system is to be updated with the outcome of “withdrawn” entered into each unit of competency that has not been completed at the time.
- Any final AQF certificate to which the learner is entitled is to be sent registered mail to the learner’s last known mailing address. This should also be noted in the learner’s enrolment record and a photocopy of the certificate retained on the learner’s record.
- The learner’s record is to be archived in accordance with the Records Retention and Management Policy.

Applicable trainers are to be informed of the learner’s enrolment termination and advised to inform the RTO Manager if the learner makes contact.

Recognition of Prior Learning

In accordance with the requirements of the Standards for Registered Training

Organisations, STA provides the opportunity for learners to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

What is recognition?

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system.

Recognition 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.

Recognition guidelines

The following guidelines are to be followed when an application for recognition is received:

- Any learner is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Learners may not apply for recognition for units of competence or a qualification which are not included in STA scope of registration.
- Whilst learners may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and

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- guide the learner down a more efficient path to competence.
- Learners who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.

Forms of evidence for recognition

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

Like assessment, recognition is a process whereby evidence is collected and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward recognition may include:

- Work records;
- Records of workplace training;
- Assessments of current skills;
- Assessments of current knowledge;
- Third party reports from current and previous supervisors or managers;

- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient on their own. When combined together, with a number of evidence items, the candidate will start to provide a strong case for competence. STA reserves the right to require candidates to undertake practical assessment activities of skills and knowledge in order to satisfy itself of a candidate's current competence.

Credit Transfer

Credit Transfer is the recognition of learning achieved through formal education and training. Under the Standards for Registered Training Organisations, units of competency issued by any RTO are to be accepted and recognised by all other RTOs. Credit Transfer allows a learner to be issued a unit of competency based on successful completion of the unit which has been previously awarded.

Evidence requirements

If you are seeking credit transfer, you are required to present your statement of attainment or qualification with a record of results for examination to STA.

These documents will provide the detail of what units of competence you have been previously issued. You must provide

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satisfactory evidence that the statement of attainment or qualification is authentic, is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework. You are required to submit copies only which are certified as true copies of the original.

National recognition guidelines

The following guidelines are to be followed in relation to national recognition:

- Any learner is entitled to apply for national recognition in a course or qualification in which they are currently enrolled.
- Learners may not apply for national recognition for units of competence or qualification which are not included in STA scope of registration.
- Whilst learners may apply for national recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the learner down a more efficient path to competence.
- The learner does not incur any fees for national recognition and STA does not receive any funding when national recognition is granted.
- National recognition may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for

national recognition and applicants will be advised to seek recognition.

Legislative and Regulatory Responsibilities

STA is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that STA has recognised it has compliance responsibilities to. They also represent obligations to you as a learner whilst training with STA.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour.

Copies of State and Federal legislation can be found on the Internet at www.australia.gov.au/state-legislation (State) and www.comlaw.gov.au (Federal).

The following is a summary of the legislation that will generally apply to your day-to-day work and training.

Work Health and Safety Act 2011

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces. The WHS Act protects workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plant.

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The WHS Act covers workers by providing a nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience learners, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Section 29 of the WHS Act requires that any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions.

They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

Privacy Act 1988

The Privacy Act is supported by the Australian Privacy Principles which came into effect on 12th March 2014. The object of Australian Privacy Principles is to ensure businesses and government agencies manage personal information in an open and transparent way.

Review the section within this handbook that relates to privacy protection. It provides you with information about:

- the kinds of personal information that the entity collects and holds;
- how the entity collects and holds personal information;

- the purposes for which the entity collects, holds, uses and discloses personal information;
- how an individual may access personal information about the individual that is held by the entity and seek the correction of such information;
- how an individual may complain about a breach of the Australian Privacy Principles and how the entity will deal with such a complaint; and
- whether the entity is likely to disclose personal information to overseas recipients.

Disability Discrimination Act 1992

Sect 5 - Disability Discrimination

(1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

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Sex Discrimination Act 1984

Objects The objects of this Act are:

- to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and
- to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and
- to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
- to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
- to promote recognition and acceptance within the community of the principle of the equality of men and women.

Age Discrimination Act 2004

The objects of this Act are:

- to eliminate, as far as possible, discrimination against persons on the ground of age in the areas of work, education, access to premises, the

provision of goods, services and facilities, accommodation, the disposal of land, the administration of Commonwealth laws and programs and requests for information; and

- to ensure, as far as practicable, that everyone has the same rights to equality before the law, regardless of age, as the rest of the community; and
- to allow appropriate benefits and other assistance to be given to people of a certain age, particularly younger and older persons, in recognition of their particular circumstances; and
- to promote recognition and acceptance within the community of the principle that people of all ages have the same fundamental rights; and
- to respond to demographic change by:
 - removing barriers to older people participating in society, particularly in the workforce; and
 - changing negative stereotypes about older people.

Racial Discrimination Act 1975

This Act gives effect to Australia's obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. Its major objectives are to:

- promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin, and

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- make discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful.

Copyright Act 1968

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (eg. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

Fair Work Act 2009

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promote

national economic prosperity and social inclusion for all Australians by:

Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations;

Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;

Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

National Vocational Education and Training Regulator Act 2011

This legislation provides that basis for the regulation of Registered Training Organisations in Australia. The legislation provides the basis for the establishment of the National VET Regulator who are the registration authority for RTOs. A core component of this legislation is that it defines the condition for the registration of an RTO which include:

- compliance with the VET Quality Framework

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- satisfying Fit and Proper Person Requirements
- satisfying the Financial Viability Risk Assessment Requirements
- notifying National VET Regulator of important changes
- cooperating with National VET Regulator
- compliance with directions given by the National VET Regulator

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Helpful contacts

Community Organisations

- Fire, ambulance and police emergency
Phone 000
- Translating and Interpreting Service
Phone 131 450
- Lifeline 24-hour Counselling, Advice and Referral Services **Phone 131 114**
- Pyrmont Community Centre, Corner John Street and Mount Street, Pyrmont NSW 2009, 02 9298 3134, 02 9298 3130, pyrmontcc@cityofsydney.nsw.gov.au
- Ultimo Community Centre, 40 William Henry Street, Corner Bulwara Road, Ultimo NSW 2007, 02 9298 3111, ultimocc@cityofsydney.nsw.gov.au
- Counsellors Life Resolutions, Surry Hills, Shop 2, 300 Elizabeth St, Surry Hills, NSW 2010, 1300 956 579
- Beyondblue, 1300 22 4636 to get 24-hour support for mental health issues including, anxiety, depression and suicide. You can also get support through web chat, email and an online forum on the beyondblue website.
- Legal assistance Community Legal Centres NSW, 102/55 Holt Street, Surry Hills, NSW, 2010, Phone: 02 9212 7333, Email: clcnsw@clc.net.au
- Law Access, NSW free legal helpline 1300 888 529

Religious institutions

Anglican

- Anglican Church Sydney Diocese, 507 Pitt St, Sydney NSW 2000, (02) 9211 0560
 - Catholic Chapel of Our Lady venue for Mass for city workers, Level 6 of

Polding Centre, 133 Liverpool St
(Corner of Castlereagh St), Sydney
Phone: (02) 9390 5100

Islamic

- Town Hall Musalla, 167B Castlereagh St, Town Hall
- Pitt Street Musallah, 379 Pitt St, Sydney NSW 2000, Australia

Hindu

- Iskon Temple of Sydney, 180 Falcon St, North Sydney NSW 2060

Sikh

- 8 Meurants Lane, Glenwood, Sydney, NSW 2768. (in the Blacktown Council Area), Phone: 61-2-96226994, www.asainc.org.au
- Sikh Temple Guru Nanak, 81 Kissing Point Rd Turramurra Sydney, NSW 2074, Phone: (02) 9449 8253

Buddhist

- International Buddhist Association of Australia, Address: 2/382 Sussex Street, Sydney, NSW 2000 NSW, Tradition: Mahayana, Humanistic Buddhism, Affiliation: Fo Kuang Shan, Phone: 02 9267 6122 (Contact: Reverend Hao)

Jewish

- 166 Castlereagh St, Sydney, 2000, Tel: +61 2 9267 2477