



Stirling Institute of Australia

VET Fee-Help
Student Handbook





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WELCOME!

Welcome to the Stirling Institute of Australia. We want you to find your time with us enjoyable as well as educational. This handbook, outlines our philosophy, regulations, policies and procedures, to help make studying with us easier. Please don't hesitate to ask a trainer or contact info@sia.edu.au.

We're here to help!

We are a Registered Training Organisation, and the qualifications we deliver are nationally recognised. We believe the best way to learn is to experience. We provide opportunities for all individuals to achieve success on their own terms through our Innovative approach to Education and Industry engagement. If you have any suggestions, please don't hesitate to contact us to tell us how we might be able to do things better.

This Handbook provides information about Stirling Institute of Australia, it describes our role in your training and outlines your responsibilities during the program.

We look forward to working with you and wish you every success.



Regards,




Anthony Walsh

Chief Executive Officer
Stirling Institute of Australia







INTRODUCTION

Stirling Institute of Australia provides Nationally Recognised Qualification, Government Accredited Courses. We guarantee to meet and, where we can, exceed the standards required by our accreditation as a Registered Training Organisation.

Our aims is to:

-  Provide you with quality education to enable you to practice and promote your services in your chosen field
-  Assist you to achieve competency
-  Provide you with additional resource information

Stirling Institute of Australia Pty Ltd (TOID: 21132) also trades as:

-  Academy of Hypnotic Science
-  Stirling Institute of Counselling
-  Stirling Institute
-  Stirling Institute of Hypnotherapy
-  Stirling Institute of Business
-  Stirling Institute of Children's Services

CONTACT DETAILS

Head Office and postal address:

Stirling Institute of Australia
223 Park Street
South Melbourne
Vic 3205

Phone: 1300 790 265

Email: info@sia.edu.au

Web: www.sia.edu.au

Stirling Institute of Australia is open every weekday, from 9am to 5pm. If you need to contact us after hours, leave a message and as a valued client, we will respond to your call as quickly as we can.

ENROLMENT & ELIGIBILITY

You are enrolling to undertake a Higher level VET qualification at a diploma level.

A Pre-Training Review is conducted prior to enrolment. As part of the Pre-Training Review you will be required to provide a copy of your Senior Secondary Certificate of Education (year 12 certificate), that has been awarded by an Australian authority or agency.

If you do not have proof of this, you are required to undertake an assessment of your Language Literacy and Numeracy (LLN) skills, to ensure you have the foundation skills required to competently undertake this diploma program. You will be required to display competency at or above Exit Level 3 in the LLN assessment in order to be eligible for VET FEE-Help.

Once the Pre-Training Review is complete and your Senior Secondary Certificate or the LLN skills have been verified, you will complete and sign the enrolment form to register for the course.

If you have a special need, such as, a hearing impediment, you should indicate this by ticking the special needs section on the enrolment form. Or contact administration and we will assist you as much as we can. If you have a personal health condition, please advise your student support officer before commencing the course. All information is treated in strict confidence and is needed so Stirling Institute of Australia can provide support or treatment should an emergency arise.

During the enrolment process, you can seek to gain credit transfer or recognition of prior learning based on existing qualifications or skills and knowledge that you have. For further information, read the section within this handbook about credit transfer and also recognition of prior learning.

If you are applying for a VET FEE-Help loan you can only do so 2 business days after you have enrolled into your course. If you are under 18 years of age you will need your parent or guardian to sign a 'request for VET FEE-Help loan form', to apply for a VET FEE-Help loan. For further information on this, **please contact info@sia.edu.au**.

STUDENT SUPPORT

Stirling Institute of Australia will provide access to specialist support services if you are identified as having a learning difficulty or specific need. Your trainer will follow procedures to access the appropriate assistance for all students with specific needs.

A Student experience team is also available to support your learning needs and any personal issues you may be experiencing.

We employ trainers who have their TAE40110 Certificate IV in Training and Assessment. They are all experienced, highly qualified in their field, they are able to offer not only academic excellence but practical and an industry relevant training experience.

Stirling Institute of Australia is committed to encouraging participation from students from diverse cultural backgrounds and people with disabilities.

COURSE INFORMATION

At the commencement of your course you will receive a course outline which provides you with information about the course content, explains the dates and length of the course.

Please note that from time to time you may be contacted by the Department of Education for quality purposes around your training.

CHANGE OF PERSONAL DETAILS









You must inform Stirling Institute of Australia of any changes to your address or contact details within seven days of the change. Contact our head office via info@sia.edu.au so we can update your details.

This ensures relevant correspondence is sent to your correct address and you are contactable at all times.

NATIONAL UNIQUE STUDENT IDENTIFIER (USI)

For you to be able to enroll into a nationally recognised qualification/course, you will need to hold a Unique Student Identifier (USI). You will be required to provide your Unique Student Identifier for your enrolment. If you do not currently have a USI, we can apply on your behalf if you give us permission to do so. You can select this option on your Enrolment Form.

To access a USI, log onto <http://usi.gov.au/Pages/default.aspx> and follow the prompts. Please make sure you have one form of ID from the list below ready.

-  Driver's Licence
-  Medicare Card
-  Australian Passport
-  Visa (with Non-Australian Passport) for international students
-  Birth Certificate (Australian) *please note a Birth Certificate extract is not sufficient
-  Certificate of Registration by Descent
-  Citizenship Certificate
-  ImmiCard

If you are having difficulty in accessing a USI, please contact our office or your trainer and we will be able to assist you.

CREDIT TRANSFER

Stirling Institute of Australia recognise and acknowledge qualifications and statements of attainment issued by another RTO based in any state of Australia.

If you have a qualification or statement of attainment issued by another training organisation, you can apply for National Recognition for units of competence equivalent to a unit in your training program. To apply for National Recognition, supply a certified copy of your original transcript, this is completed as part of the pre-training review prior to enrolment and there is no charge.

This process is defined as Credit Transfer (CT). A Credit Transfer is granted where students have previously completed units recognised as being equivalent to those in the qualification. Credit transfers are based on guidance provided in the relevant training package about equivalence.

If it is determined there is no equivalency with the units, you may apply for Recognition of Prior Learning. If you are unsatisfied with the outcome of your application, you can lodge an appeal – refer to the Complaints and Grievance section of this student handbook.

STUDENT CODE OF CONDUCT

Students in our training programs are governed by State and Federal legislation. Stirling Institute of Australia is first and foremost a place of learning. We pride ourselves on providing extensive training in business, as such, we set expectations for our students. We expect every student to uphold our expectations, to give everyone the best learning environment and ensure impartiality and equality.





Students must not accept any incentives to undertake their training program. If you are offered any form of inducement, you must report this immediately to info@sia.edu.au.

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning (RPL) acknowledges the full range of an individual's skills and knowledge, irrespective of how it has been acquired. This includes competencies gained through formal and informal study, work experience, employment and other life experiences. Students undertaking training programs are entitled to have their prior learning recognised.

Students seeking RPL are provided with a copy of an RPL application form. Our Trainers will assist in the process of understanding RPL, gathering evidence and demonstrating competence in conjunction with the completion of an RPL kit and the collection of an evidence portfolio.













RPL process:

-  Outline on the application form the details of your past experience relevant to your training program.
-  You are asked to attend an interview with an appropriately skilled program (RPL) Assessor who will talk to you about your current competency. The Assessor will determine the most appropriate method of verifying the competencies according to the assessment criteria in the RPL kit.
-  Submit a portfolio of evidence and RPL kit and the Assessor will assess your current competence against the performance criteria, skills and knowledge of the unit or module being sought.
-  An assessment report is provided, where current competence is not established, a recommendation for gap training is included. You may be asked to provide additional information or attend a second interview at a later date.

Successful students who meet all the RPL requirements are able to proceed to further training or obtain their certificate. Applicants may appeal any decision through the appeals procedure - refer to the Complaints and Grievance section of this student handbook.

STUDENT RIGHTS

All students have the right to:

-  Be treated fairly and with respect by all students and staff
-  Not be harassed, victimised or discriminated against on any basis
-  Learn in a supportive environment free from harassment, discrimination and victimisation
-  Learn in a healthy and safe environment where risks to personal health and safety are managed and minimised
-  Have your personal details and records kept private and secure according to our Records Management policy
-  Have access to the information Stirling Institute of Australia holds about you
-  Have your complaints dealt with fairly, promptly, confidentially and without retribution
-  Make appeals about procedural and assessment decisions
-  Receive training, assessment and support services that meet your individual needs
-  Be given clear and accurate information about your course, training and assessment arrangements and your progress
-  Access the support you need to effectively participate in their training program
-  Provide feedback to Stirling Institute of Australia on the client services, training, assessment and support services you receive

STUDENT RESPONSIBILITIES

All students, are expected to:





- 📍 Treat all people with fairness and respect and do not do anything to offend, embarrass or threaten others
- 📍 Not harass, victimise, discriminate against or disrupt others
- 📍 Treat all others and their property with respect
- 📍 Respect the opinions and backgrounds of others
- 📍 Follow all safety policies and procedures as directed by staff
- 📍 Report any perceived safety risks as they become known
- 📍 Not bring into our premises being used for training purposes, any articles or items that may threaten the safety of self or others
- 📍 Provide relevant and accurate information to Stirling Institute of Australia in a timely manner
- 📍 Approach your course with due personal commitment and integrity
- 📍 Complete all assessment tasks, learning activities and assignments honestly and without plagiarism
- 📍 Hand in all assessment tasks, assignments and other evidence of work with a completed and signed cover sheet
- 📍 Make regular contact with the Trainer
- 📍 Progress steadily through the course in line with the training plan
- 📍 Prepare appropriately for all assessment tasks, visits and training sessions
- 📍 Notify Stirling Institute of Australia if any difficulties arise as part of the involvement in the program
- 📍 Notify Stirling Institute of Australia if you are unable to attend a visit or training session for any reason at least twenty-four (24) hours prior to the commencement of the activity
- 📍 Refrain from smoking at training venues and on the premises of Stirling Institute of Australia
- 📍 Make payments for the training within agreed timeframes

STUDENT BEHAVIOUR

You are expected to treat our staff and fellow students with respect and observe the conditions appearing in this Student Handbook, or you can raise any issues during the course by communicating directly with staff members.

Where your behaviour is affecting the learning process, you may be asked to leave the program and be given a formal written warning. Re-entry to your course will be negotiated with your Trainer.

In keeping with equal opportunity and discrimination laws, no derogatory or prejudicial comments are acceptable with reference to a person's culture, colour, gender, disability, sexuality, religion or age.

-  Inappropriate language and actions will not be tolerated.
-  Harassment, victimization or bullying of staff or fellow students will not be tolerated.
-  Treat facilities and equipment with due care and respect.
-  Arrive on time to start all sessions. This includes after lunch and coffee breaks.





Consumption or being under the influence of, alcohol or illicit substances when participating in classroom (virtual or face-to-face) training is unacceptable and may result in training being terminated or you being asked to leave the premises. Continued abuse of this nature may result in your removal from the training program.

Your behaviour must not disrupt or threaten others. Abusive behaviour or physical violence can result in instant withdrawal from the program. You should behave in a way that reflects workplace standards at all times. Students should be punctual to all training sessions. If you are late you may be marked as absent and this may affect your overall result.

WORK HEALTH & SAFETY (WHS)

Under the Work Health and Safety Act 2011, Stirling Institute of Australia recognises the importance of providing a safe and healthy environment for students, contractors and visitors during their participation in work and training activities.

It is your responsibility to:

-  protect your own health and safety and to avoid adversely affecting the health and safety of any other person;
-  not wilfully or recklessly interfere or misuse anything provided by Stirling Institute of Australia in the interests of health, safety or welfare;
-  co-operate with health and safety directives given by staff;
-  ensure you are not affected by the consumption of drugs or alcohol, as to endanger your own health and safety or the health and safety of another person.

Stirling Institute of Australia strives for excellence in workplace health and safety and is committed to providing an environment free from risks and conducive to the productivity and efficiency needs of its students and others.

Compliance with both OHS/WHS federal and state Legislation and complies with all other relevant legislation, codes of practice, advisory, best practice standards and organisational policies and procedures.

STUDY COMMITMENTS

Your competency based assessments are based not only on your written assessment, but also on assessments that require workplace involvement either through real or simulated work environment including scenarios and documents required to complete assessment tasks and active participation in your learning.

We recommend for each hour you spend at workshops, you spend at a minimum, two hours studying, researching and preparing your assignments.

LEGISLATION AND YOU

PRIVACY AND CONFIDENTIALITY

Stirling Institute of Australia at all times complies with the Privacy Amendment (Enhancing Privacy Protection) Act 2012. The Privacy Amendment prevents Stirling Institute of Australia from providing any Student details to any person other than the student.

Students are to note: our obligations to provide students' private information as required under the relevant state and federal law to government departments.

PRIVACY ACT

Students should be familiar with the Privacy Act Legislation. This legislation is detailed on the website www.oaic.gov.au.

Personal information is collected solely for the purpose of operating as a Registered Training Organisation.

The requirements of the registering authority may require the releases of your personal information for the purpose of audit.

Under the National Privacy Principles, you can access personal information held on you and you may request corrections to information that is incorrect or out of date.

RECORD KEEPING/CONFIDENTIALITY

All matters in relation to course enrolment, assessment results, course fees or any other issue can only be discussed with the student unless the course enrolment form is signed by a third party (such as a parent or guardian for students under the age of 18), or a letter of permission allowing access to the student's information is provided by the student for their file.

Requests to view your own student file are made in writing detailing the specific information required, requests are submitted to Stirling Institute of Australia administration via email: info@sia.edu.au.

All personal and company details provided to Stirling Institute of Australia by students remains confidential. Records containing personal and company details are stored securely with limited access to approved personnel. Student records may be used by Stirling Institute of Australia and relevant authorities for statistical analysis.

Stirling Institute of Australia keep complete and accurate records of the admission, academic progress and graduation of its students. Financial records will reflect all payments and charges and the balance due, and copies of these records are provided to students on request.

ACCESS AND EQUITY



Stirling Institute of Australia abides by access and equity principles and provides information, advice and support services to assist students to identify and achieve their learning outcomes.

Stirling Institute of Australia is committed to providing an environment free from discrimination and harassment. Students will not be discriminated against on the basis of certain attributes as described by the Equal Opportunity Act 2010.

It is unlawful to discriminate on the basis of the following attributes: sex, impairment, marital status, physical features, age, pregnancy, breastfeeding, industrial activity, religious belief or activity, lawful sexual activity, political belief or activity, parental status as a carer or personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes.




A student should never feel they are unable to complete their training for any reason. Access and Equity is the responsibility of all staff members at Stirling Institute of Australia however, students who feel they have been mistreated should contact the Student Services Officer on 1300 790 265 or email: info@sia.edu.au.

Stirling Institute of Australia's policy sets out the Access and Equity principles and processes to:











-  Reflect fair and reasonable opportunity, for all students and staff, regardless of race, colour, religion, gender or physical disability, regardless of the prevailing community values.
- Equity for all people through the fair and appropriate allocation of resources and involvement in vocational education and training.
-  Equality of outcome within vocational education and training for all people, without discrimination.
- Access for all people to appropriate quality vocational education and training programs and services.

The intention of Stirling Institute of Australia's is all students have an equal opportunity to successfully gain skills, knowledge and experience through the training and assessment services of Stirling Institute of Australia.

MISCONDUCT




-  Any misconduct will result in a formal meeting followed by a written warning.
-  Further incidents will result in termination from the course without refund.
-  Serious misconduct will result in immediate termination from your course. Refunds are given in this instance

Misconduct includes:











-  Theft
-  Fraud
-  Violence/ assault
-  Discrimination, harassment, intimidation or victimisation on all EEO and non EEO grounds
-  Serious negligence including OH&S non compliance
-  Breaches of policy
-  Serious breach of confidentiality
-  Refusing to carry out lawful and reasonable instructions
-  Wilful disobedience
-  Being affected by alcohol or drugs (both illegal and prescription) so impaired you are unfit to participate in activities.

DISCIPLINARY PROCEDURES

We may choose to suspend or dismiss you from your course according to the gravity of the following circumstances:

-  Improper conduct
-  Using the materials in an unlawful or unauthorised manner,
-  inadequate progression (failure to complete the course attendance requirement within 12 months of enrolment, unless deferral has been granted in writing).

We will implement disciplinary procedures against you if you:



-  Verbally, sexually or physically harass any other student, staff member or lecturer
-  Endanger students, staff or lecturers by reckless or unsafe behaviour
-  Cause disturbance or classroom disruption
-  Steal property belonging to Stirling Institute of Australia, staff, lecturers or other students
-  Breach copyright by the sale or unauthorised distribution of copyright material
-  Commit violence against, or intimidate, another person
-  Attend class under the influence of alcohol or drugs
-  Damage property of the Stirling Institute of Australia or students, staff or lecturers
-  Threaten harm to self or others
-  Cheat, plagiarise or collude (see separate section below).

If you do any of these things, you may be suspended immediately pending counselling and/or investigation. We reserve the right to cancel your enrolment, in which case the standard refund policy applies. You may appeal the decision under the Complaints and Grievances Policy.

PLAGIARISM, CHEATING AND COLLUSION

Stirling Institute of Australia takes very seriously instances of plagiarism, cheating or collusion. Students are expected to act with integrity at all times and ensure the work they are submitting is their own. When you submit your assessments, you will be required to sign a declaration stating that the work you are submitting is your own work, that you have not cheated or plagiarised any work.

If you are suspected of plagiarism or collusion, we will apply the following disciplinary process:

-  The assessor will report the matter to the Training Manager
-  The Training Manager will consider an educative response to the infringement

- ! If the Training Manager decides to proceed with disciplinary action, he will request a show
- ! cause notice to the student concerned
- ! The student will be informed of the allegation and must give notice of his or her intention to re
- ! spond to the allegation within ten days of receiving the allegation notice
- ! Where the Training Manager upholds an allegation of plagiarism or collusion, it may impose one of the following penalties:
 - ! Reprimand the student
 - ! Require the student to resubmit his or her assignment
 - ! Suspend the student's enrolment for a period and on terms to be determined by the Board
 - ! Terminate the student's enrolment

The student may appeal the decision or the penalty within 14 days of receiving the penalty notice – refer to the Complaints and Grievances Policy.

The Appeal Committee may either dismiss or allow the appeal in whole or in part, and must make its decision on a majority vote.

ASSIGNMENT EXPECTATIONS

Deadlines for submitting assessment work are outlined in your assessments.

We understand adult learners have other responsibilities along with their studies, and on rare occasions you may need extra support or time with your assignments. Extensions are available for exceptional circumstances. **Please contact your trainer or email info@sia.edu.au to negotiate an extension.**

If you are struggling with the timely submission of more than one unit, we'll need to have a chat with you and explore your circumstance and what we can offer. Again, your first move should be to discuss with your trainer, then if necessary, **email info@sia.edu.au**

ATTENDANCE & TRAINING ENGAGEMENT

For our online courses

At the beginning of your course, you will receive a breakdown of how we recommend you progress within your 12 month course. The advantage of doing an online course is that you can choose the best time and location that suits you.

Throughout the course you will have certain touch points with a trainer/assessor which are one on one sessions. Each session will run for one hour and will cover topics of your choice from within that semester of learning. These will be held via FaceTime, Skype or over the phone. You are required to arrange these sessions with your trainer for a time that suits you best. If you can't attend these sessions, please let us know as soon as possible.

It is your responsibility to ensure you are actively engaged and progressing through your course requirements as per your schedule of learning. Your schedule of learning indicates the nominal end date for completing requirements of each unit of competency. As this date approaches your trainer will follow up with you to ensure you are on target to complete the requirements.





Post Completion Date & Non Attendance

Stirling Institute of Australia will attempt to contact students three times over a two week period leading up to this date. If students are unresponsive they will be mailed an intent to withdraw letter to the postal address provided which advises if no contact is made to Stirling Institute of Australia within seven days, they will be withdrawn from the program. No refund amounts will be given.

TRAINING AND ASSESSMENT

Our online based courses have a variety of theory based components. You can learn from our online volumes, eBooks, Podcasts and discussion groups. You also get to discuss topics with your trainer during one on one sessions. Each volume you complete, will require assessments to be completed and submitted by a timeframe given to you prior to the commencement of learning. You will need to be deemed competent in all units in your course in order to achieve the qualification.

Example of assessment methods that we use are as follows:

-  **Short Answer Questions:** chapter specific quizzes to ensure your understanding of key parts of the content
-  **Discussion Forums:** conversations facilitated by your trainre to open up discussion on particular leadership and/or business theories
-  **Case studies:** simulated business or leadership environments in which you will get to put theory into practice
-  **Projects:** large pieces of work which vary in requirements dependent on the Volume you are currently studying.

Once you demonstrate competency for the required number of units specified in your course information, your qualification is awarded. A Statement of Attainment is issued to students who have demonstrated competency in some of the units listed in the course information.

Students who fail to demonstrate the required level of competency are provided with 3 attempts. If competency is not achieved after the third attempt, students will need to repeat the unit by re-enrolling and additional fees will be payable.

EVALUATION

Stirling Institute of Australia strive to continuously improve our courses, therefore, you will be asked to provide feedback periodically with regard to all aspects of your training experience including feedback on your Trainer/Assessor, course content and assessment processes, facilities and so forth.

You will be asked to complete the **National Centre for Vocational Education Research (NCVER) Learner Engagement Survey**. This feedback is submitted to NCVER annually to provide feedback on the quality of the training and assessment provided by Stirling Institute of Australia. A summary report is submitted to its NCVER as an indication of our performance. This is a condition of registration. A summary report of this survey and our performance will be available on our website.

WITHDRAWAL

For students that are eligible for VET FEE-Help, we will issue you with your 'VET FEE-Help Invoice Notice' no less than 14 days before the census date. This is so you know exactly how much debt you have before the census date so you can have enough time to withdraw from the course, should you want to without incurring debt. Please note that if you withdraw from your course after the census date **you will incur** a debt even if you didn't end up doing the course. You must withdraw on or before the census date if you do not want to get a debt.

If, for any reason, you need to withdraw from your course, you must contact Stirling Institute of Australia in writing and complete the Withdrawal Form. A withdrawal will be considered effective from the date of first written contact (letter or email) with your trainer, or via info@sia.edu.au. However, your withdrawal is not considered granted until all paperwork has been completed by the student and processed by Stirling Institute of Australia.

You may also be withdrawn by Stirling Institute of Australia due to significant non-attendance, non-engagement or inappropriate behaviour, as discerned by Stirling Institute of Australia.

Once received, withdrawals may take up to 21 days to process.

FEES, CHARGES AND REFUNDS

We provide information on the total cost of your course prior to commencement. If you are unclear as to the total fees, inform Stirling Institute of Australia prior to undertaking any training so we can clarify any issues.

Students who are eligible for VET FEE-Help are charged tuition fees across a three fee period. For further information, please refer to our Diploma VET FEE-Help Schedule of Fees on our website.










Students that are ineligible for VET FEE-Help are offered a training place at a fee for service rate in line with each particular course and advertised prior to enrolment. This fee for service rate is calculated using an hourly rate multiplied by the course hours in any one year. You can choose to pay all of your tuition fees upfront to Stirling Institute of Australia in a one-off payment or via a payment plan.

If you are not able to pay your fees, please contact administration as soon as possible so we can discuss this matter with you. We may offer you an extension or a payment plan or you may be able to defer to another course.

If you are not up-to-date with your payment plan and have not made an arrangement with Stirling Institute of Australia regarding payment of your fees, you will not be able to sit your final assessment, any outstanding assignments will not be marked until you bring your account up to date. You may be asked to withdraw or defer from the course.

INCIDENTAL FEES – ADMINISTRATION AND MATERIAL CHARGES

Incidental Fees are separate from your tuition fees and may include, but are not limited to:

-  administration charges
-  learning resources essential for the course
-  items such as consumable
-  text books
-  photocopying
-  re-issuing of receipts
-  copies of academic reports
-  change of enrolment
-  additional copies or re-issue of qualifications and academic transcripts

Additional charges may also apply including follow up charges associated with late or non-payment, overdue fees, dishonoured cheque fees.

A full list of fees and charges can be found on the Fees & Charges Schedule on our web site.

TUITION FEES FOR CREDIT TRANSFER (CT) & RECOGNITION OF PRIOR LEARNING (RPL)

If a student declares before the commencement of an enrolled course they have a relevant credit transfer in their current course, the student will be eligible to pay a reduced tuition fee. Certified copies of academic transcripts or statement of attainments will be submitted for review by Stirling Institute of Australia. A completed CT Matrix and application will also be submitted before considering any credit transfer.

A reduced tuition fee will be calculated by subtracting the relevant tuition fees per Unit of Competency (mapped to Units of Study under the VET FEE-Help scheme) awarded CT from the total tuition fee payable by the student as approved by Stirling Institute of Australia.

Unit of Competency/Study fees are calculated by multiplying the number of scheduled hours within a Unit by the per hour \$ value.

As RPL can be a time consuming assessment process and further tuition may be required, there will be an upfront fee equivalent to 90% of the standard published Fee for Service tuition fee levied per Unit of Competency/Study.

Unit(s) of Competency/Study awarded CT carry a 100% discount.

REFUNDS

It is the responsibility of the student to advise Stirling Institute of Australia of their intention to withdraw, by completing the appropriate Withdrawal Form. These forms are available from Stirling Institute of Australia and must be signed by the student.

The date of withdrawal will determine the debt incurred. If a student withdraws prior to their first Census Date, a debt will not be incurred. If the student withdraws after the Census Date, then a loan debt for that Unit of Study will be incurred.

Remittance of debt will only be available for students undertaking the VET FEE-HELP loan under exceptional conditions, and only if they apply for consideration of Special Circumstances by completing the **'Special Circumstances Form'** alongside written notification of intent to withdraw using the **'Withdrawal Form'**.

For students who made upfront payments, a pro-rata refund will be calculated based on the number of Units of Study passed the Census date at point of withdrawal.

In the event Stirling Institute of Australia cancels a course, payment received for the training course will be fully refunded.

In the event that the RTO cancels the course, you will be entitled to a full refund.

If the RTO ceases to deliver a course you have already begun, Stirling Institute of Australia has a Tuition Assurance Scheme in place with ACPET. In the event we cease to provide a VET course of study in which a student is enrolled, the student is entitled to a choice of:

a) an offer of a place in a similar VET course of study with a second provider without any requirement to pay the second provider any tuition fee for any replacement VET units (this is known as the 'VET Course Assurance Option') OR

b) a refund of the student's up-front VET tuition fee payments and/or a re-crediting of any FEE-HELP balance for any VET unit of study in which the student is enrolled or commences but does not complete because we cease to provide the VET course of study of which the unit forms part (this is known as the 'VET Tuition Fee Repayment Option').

COMPLAINTS AND GRIEVANCES

Overview

Stirling Institute of Australia Pty Ltd is committed to providing an effective, efficient, timely, fair and confidential non-academic grievance handling procedure for all Students within 60 days of receiving the complaint.

Complainants are entitled to access the grievance procedures regardless of the location of the campus where the grievance has arisen, the Complainant's place of residence or mode of study.

Non-academic matters include those matters which do not relate to student progress, assessment, course content or awards in a course and include complaints in relation to personal information that the provider holds in relation to the Student. Non-academic grievances tend to arise from events occurring at a provider or from decisions made by a provider.

Academic matters include those matters which relate to student progress, assessment, course content or awards in a VET course of study.

Responsibility

Stirling Institute of Australia Manager is responsible for implementation of this policy and procedure and ensuring that all staff are fully trained in its operation and Students and Complainants are made aware of its availability.

INFORMAL GRIEVANCE PROCEDURE






Stirling Institute of Australia Pty Ltd seeks to foster communication and co-operation and to provide an environment in which all issues can be satisfactorily resolved. The preferred approach is the informal resolution of a grievance.

In the first instance a student or prospective student (complainant) should discuss the matter with the staff member or responsible person concerned. Where this is not considered appropriate then the complainant is encouraged to discuss the matter with Stirling Institute of Australia Manager.

If the complainant is satisfied with the outcome of the discussion, it would mean that the matter is resolved. Records of the outcome shall be maintained by Stirling Institute of Australia Manager.

FORMAL GRIEVANCE PROCEDURE

General principles apply to all stages of this grievance procedure which will be adhered to by the Stirling Institute of Australia Pty Ltd are:

-  The Complainant and respondent will have the opportunity to present their case at each stage of the procedure
-  The Complainant and/or the respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire
-  The Complainant and the respondent will not be discriminated against or victimised
At all stages of the process, discussions relating to complaints, grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the Complainant and/or respondent if requested
-  Records of all grievances will be kept for a period of five years. These records will be kept strictly confidential and stored in the office of the Senior Manager
-  A Complainant shall have access to this grievance procedure at no cost.



STAGE ONE

Formal grievances should be submitted in writing to Operations Manager, Stirling Institute of Australia, 223 Park St, South Melbourne, Vic 3205.

The Operations Manager within the Stirling Institute of Australia will then assess the grievance, determine the outcome and advise the Complainant in writing of their decision within 10 business days of the receipt of the complaint.

The Complainant will be advised of their right to access Stage Two of this procedure if they are not satisfied with the outcome of Stage One.

STAGE TWO

If the Complainant is not satisfied with the outcome of Stage One they may lodge an appeal in writing with Anthony Walsh, Chief Executive Officer, Stirling Institute of Australia, 223 Park St, South Melbourne, Vic 3205.

The Complainant's appeal will be determined by the Chief Executive Officer (the Reviewer).

The Reviewer will conduct all necessary consultations with the Complainant and other relevant persons and make a determination of the appeal. The Complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision within 10 working days of the receipt of the appeal.

The Complainant will be advised of their right to progress to Stage Three of the grievance procedure if they consider the matter unresolved.

STAGE THREE

If the Complainant is not satisfied with the outcome of Stage Two they may request the matter be referred to an external dispute resolution process by a body appointed for this purpose by the Stirling Institute of Australia Pty Ltd.

The details for the external body and contact person are:

Dispute Assessment Officer
Disputes Settlement Centre of Victoria
Level 4, 456 Lonsdale Street
Melbourne VIC 3000
Tel: 9603 8370

The Stirling Institute of Australia Pty Ltd will give due consideration to any recommendations arising from the external review within 10 working days of the receipt of the recommendations.

STAGE FOUR

Continuous improvement and action on substantiated complaint/appeal

The Stirling Institute of Australia will take appropriate actions to implement changes/improvements where necessary in accordance with the outcome of substantiated complaints.

Any improvement action arising from a student grievance or appeal will be recorded in accordance with the Stirling Institute of Australia Continuous Improvement process.

QUALIFICATION ISSUANCE POLICY

CERTIFICATE POLICY

All certificates are issued within 30 business days after successful completion of training providing all fees have been paid. If requested, the certificates are mailed to the address which has been supplied by the student.

Replacement Certificates

The Stirling Institute of Australia at its absolute discretion reserves the right to issue replacement certificates to candidates upon satisfactory proof of identity. Replacement certificates will be issued to candidates who have lost their certificates.

The costs for a replacement certificate is: \$40 (excluding postage & handling charges).

NAME CHANGES

Certificates are issued in the name of the candidate at the time the award is made. Replacement certificates will be provided to accommodate a subsequent change of name, upon satisfactory proof of identity and evidence of name changes needs to be provided. The certificate replacement fee will be charged.

ISSUING CERTIFICATES

All certificates issued by the Stirling Institute of Australia are issued according the Issuance of Certificates and Statement of Attainment Policy and Procedure.

ADDRESSING FRAUDULENT ISSUANCE OF CERTIFICATES

Any certificates and/or statements of attainment will only be issued by Stirling Institute of Australia under authorised legislation and will adhere to government regulatory and quality assurance arrangements.

A Student is entitled to receive a qualification (certificate/testamur) of an enrolled course/qualification only upon successful completion of the requirements of the enrolled course/qualification.

Students that partially complete a course or qualification will not be issued a certificate but will be issued a Statement of Attainment containing the units they have completed.

FRAUD CONTROL

This policy provides for strategies aimed at preventing, detecting and dealing fairly with matters pertaining to fraud which integrate the activity of management and staff at all levels across the diversity of operations and activities at the Stirling Institute of Australia.

The Stirling Institute of Australia has effective processes for the prevention, detection and management of fraud and for fair dealing in matters pertaining to fraud, including allegations of fraud. Stirling Institute of Australia CEO accepts ultimate responsibility for the prevention and detection of fraud and is responsible for ensuring that appropriate and effective internal control systems are in place.

All employees have the responsibility to report suspected fraud. Any employee who suspects fraudulent activity must immediately notify their Manager or those responsible for investigations. In situations where the Manager is suspected of involvement in the fraudulent activity, the matter should be notified to the next highest level of supervision.



GLOSSARY

WORD/PHRASE	DEFINITION
Credit Transfer	The AQF states: Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.
Recognition of Prior Learning	The AQF states: Recognition of prior learning is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit.
Cheating	The use of another person's work as though it were one's own, with intent thereby to gain an unfair advantage is cheating. This includes systematic re-wording or changing key nouns and verbs, deliberate plagiarism and the taking of unauthorised material into examinations such as notes.
Collusion	The consent for your work to be used in plagiarism or cheating. When two or more students collaborate in the preparation and production of work ultimately submitted by each in an identical, or substantially similar, form and/or represented by each to be the product of his or her individual efforts.
Unauthorised Collaboration	The presentation of work, which is in whole or in part, the work of multiple persons such that an assessor is unable to use the work submitted to make a judgement of competency. It is a student's responsibility to ensure they do not submit work that is not their own.
Plagiarism	<p>Deliberately or accidentally passing off someone else's work as your own. The presentation of work which has been copied in whole or in part from another person's work or from any other source such as the Internet, published books, periodicals or other students without due acknowledgement given in the text. For example, when quoting or paraphrasing material from other sources must be acknowledged in full.</p> <p>Plagiarism can also occur when:</p> <p>Phrases and passages are used verbatim without quotation marks and without a reference to the author another student's work is copied or partly copied</p> <p>Other people's design and images are presented as the student's own work A piece of work has already been submitted for assessment in another unit</p> <p>A piece of work has already been submitted for assessment in another unit</p>



GLOSSARY

WORD/PHRASE	DEFINITION
Harassment	Harassment is any form of behaviour that you do not want, that offends, humiliates or intimidates you that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc
Victimisation	Victimisation is where a person is treated unfairly because they have made a discrimination complaint
Bullying	Bullying is verbal, physical, social or psychological abuse by a staff member or student
Census Date	This date is set by approved providers and it is the deadline for various requirements, like making an upfront payment of your tuition fees, applying for a VET FEE-HELP loan or formally withdrawing your enrolment in order to not incur a debt
VET FEE-Help	An Australian Government program providing loans to help eligible students enrolled in higher level VET courses pay their tuition fees
Tuition Fees	Fees that fee paying students are charged. These fees are set by individual providers