



**STIRLING**  
INSTITUTE of AUSTRALIA



# STUDENT HANDBOOK

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# WELCOME!

Welcome to the Stirling Institute of Australia.



Stirling Institute of Australia is a Registered Training Organisation (RTO TOID 21132 | CRICOS Provider Code 03797M) that offers learning experiences in the form of short courses and national recognised qualifications.

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](mailto:info@sia.edu.au). We're here to help!**

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.

We would love to hear from you, 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.

## OUR COMMITMENT TO CHILD SAFETY

Stirling Institute of Australia is committed to safety and wellbeing of all children and young people. This will be the primary focus of our care and decision - making.

Stirling Institute of Australia has zero tolerance for child abuse. Stirling Institute of Australia is committed to providing a child safe environment where children and young people are safe and feel safe, and their voices are heard about decisions that affect their lives.




Particular attention will be paid to the cultural safety of Aboriginal children and children from culturally and/or linguistically diverse backgrounds, as well as the safety of children with a disability.

Every person involved in Stirling Institute of Australia has a responsibility to understand the important and specific role he/she plays individually and collectively to ensure that the wellbeing and safety of all children and young people is at the forefront of all they do and every decision they make.







## INTRODUCTION

Stirling Institute of Australia provides short courses, nationally recognised qualification and government accredited courses.

Our aims are 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  
Ground Floor,  
99 Queensbridge Street,  
Southbank VIC 3006**

Phone: 1300 790 265

Email: [info@sia.edu.au](mailto:info@sia.edu.au)

Web: [www.sia.edu.au](http://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

Prior to enrolment with us you are required to attend a Pre Training Review Information Session. This session allows us to clearly establish your learning support needs and ensures we are then able to provide the right advice about the training product appropriate to your needs and interests.

This sessions allows us to provide you with:

- Course overview
- Training and Assessment information
- Estimated duration;
- Expected locations at which it will be provided;
- Modes of delivery;
- Support services available to you
- Any work placement arrangements;
- Current competency
- Fees, charges, concessions and refunds
- Any entry requirements required to enrol in the qualification

As part of the Pre-Training Review, an assessment of your Language Literacy and Numeracy (LLN) skills will be conducted to ensure you have the foundation skills required to competently undertake this training program. You will also be interviewed by an Authorised Delegate of Stirling Institute of Australia to ensure you are suitable for the qualification you are seeking to enrol.

You will also be required to complete an eligibility form to check if you meet the eligibility criteria for Skills First funding. Once this is completed we are then able to provide you with a statement of fees which will outline the course fees, payment schedule and any third party relationships. Please note that if you are eligible for Skills First funding, this may impact your access to further government subsidised training. For further information regarding Skills First funding, **please contact [info@sia.edu.au](mailto:info@sia.edu.au)**.

Once the Pre-Training Review is complete and you have successfully completed the LLN skills assessment, you will be provided with an 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 our office 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.

## **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 hold a relevant and current 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](mailto: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 Student Complaints, Grievances and Appeals Policy and Procedure section of this student handbook.

## **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 - Student Complaints, Grievances and Appeals Policy and Procedure section of this student handbook.

## **STUDENT CODE OF CONDUCT**

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.

### **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.

## Dress and hygiene

Neat, comfortable clothing is generally considered appropriate for classroom based sessions. For any workplace based training you are advised by your workplace Supervisor of any specific requirements prior to commencing work.

Since you are working in close proximity with others, care with your personal hygiene (clothing, hair, deodorant etc.) is required.

## General requirements

Although our training facilities are reasonably secure, you are ultimately responsible for your own belongings. Stirling Institute of Australia accepts no responsibility for any stolen or missing belongings. Smoking is not permitted within the building or in entrance to the facilities.





Should you be involved in any accident resulting in personal injury and/or damage to equipment or facilities, notify the Trainer immediately.

Emergency procedures and exit plans must be followed. If you hear an alarm or a staff member advises of an emergency, you must leave the building, if you are upstairs exit via the Emergency Stairs. Emergency procedures and exit plans are covered on the first session of a new training program.

## 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.

# 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](http://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](mailto: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](mailto: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.
- Serious misconduct will result in immediate termination from your course.

### **Misconduct includes:**

- Theft
- Fraud
- Violence/ assault
- Discrimination, harassment, intimidation or victimisation on all Equal Employment Opportunity and non Equal Employment Opportunity grounds
- Serious negligence including OH&S non compliance
- Breaches of policy
- Serious breach of confidentiality
- Refusing to carry out lawful and reasonable instructions
- Willful 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 Student Complaints, Grievances and Appeals Policy and Procedure.

## **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, they will request a show cause notice to the student concerned
- The student will be informed of the allegation and must give notice of their intention to respond 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 Training Manager
  - 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 Student Complaints, Grievances and Appeals Policy and Procedure.

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

## **STUDY COMMITMENTS**

Your competency based assessments are based not only on your written assessments, but also on assessments that require workplace involvement either through real or simulated work environment including scenarios & 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. This does not include your work placement practice required for your log books (if applicable).

## **ASSIGNMENT EXPECTATIONS**

Deadlines for submitting assessment work are outlined in your assessments.

**When completing assessments, students are only allowed to use blue or black pen (no pencil).**

**The use of liquid paper is not allowed. If you make a mistake while completing your assessments, simply cross out the mistake with the pen and write underneath.**

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](mailto:info@sia.edu.au) to negotiate an extension.**

**Students are required to retain a copy of their completed assessments prior to submitting them. It is the responsibility of the student to ensure copies are made of all completed assessments prior to submission.**

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](mailto:info@sia.edu.au)**

## **ATTENDANCE & TRAINING ENGAGEMENT**

### **For our classroom based courses**

You will be issued a delivery schedule at enrolment indicating your day and time of classroom sessions. You have until 30 minutes into each classroom block to attend before you are marked absent.

If you can't attend a session, please let us know before the commencement of the session. You are required to complete work assigned to that session and submit it as proof that you have participated in the learning process for the unit (s) delivered in the session missed. This includes answering Self Assessment Questions and completing any in-class practical activities. There may be opportunities to make up the missing class with another group, but this depends on availability and thus cannot be guaranteed.

If you need to leave Stirling Institute of Australia premises during workshop times you must tell us: this is a requirement of Stirling Institute of Australia's duty of care and risk management policy.

### **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. Refunds will be calculated according to attendance and participation.

## **TRAINING AND ASSESSMENT**

Our classroom based training has integrated practical and theory work. Students are set tasks to complete at home to enhance and consolidate classroom training. Our courses are competency based this means you must be able to demonstrate you can do the tasks to the prescribed level and provide evidence of your competence to an assessor.

Evidence can be gathered using the following assessment methods:

- **Workbooks** – Students may be given worksheets these are collected as formative evidence.
- **Role Play** – Students participate in a hypothetical situation to demonstrate their skills and knowledge.
- **Demonstrations** – Students demonstrate their competency in the workplace.
- **Class Presentation** – Students present a small talk to others to illustrate a point.
- **Group Project** – Students work together to complete a project on a given topic within a timeframe.
- **Individual Research Projects** – Students are provided a project that requires some research on a given topic to expand and consolidate learning

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.

## Practical Assessments

You are required to demonstrate your skills in a practical setting.

Your trainer will provide feedback at the completion of your assessment. If you are assessed as Not Yet Satisfactory we will arrange a date for you to re-sit your assessment. You have 3 opportunities for re-assessment and there is no charge for this re-assessment.

If you feel that you're not ready for your Practical Assessment please speak to your assessor.

If you fail to attend or give adequate notice of a genuine extenuating circumstance (e.g. you can produce a Medical Certificate), it is important to note:

- You may be letting down your fellow student with whom you've been paired with
- We will need to reschedule with the Assessor for your reassessment
- There may be a significant wait for you to complete the assessment, i.e. until the next course intake is due to be assessed
- You are still expected to move through your course in a linear progression; therefore, you may be asked to defer your studies until you have been able to catch-up.

## 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.

## Work placement

Work placement is an important component of the following qualifications as it provides you with the opportunity, and the means, to apply skills and knowledge obtained through your study in a supervised and authentic environment. The following qualifications require a minimum of hours of practical placement. Please refer to your **student and employer practical placement handbook & FAQ** for more information regarding roles, responsibilities and other requirements relating to work placement.

Qualification Code	Qualification Name	Practical Placement
CHC33021	Certificate III in Individual Support (Ageing, Disability)	120 hrs minimum
CHC43015	Certificate IV in Ageing Support	120 hrs minimum
CHC43115	Certificate IV in Disability	120 hrs minimum
HLT43021	Certificate IV in Allied Health Assistance (Rehabilitation and Reablement Support)	120 hrs minimum
CHC52021	Diploma of Community Services (Case Management)	200 hrs minimum
CHC30121	Certificate III in Early Childhood Education and Care	160 hrs minimum
CHC50121	Diploma of Early Childhood Education and Care	280 hrs minimum
CHC53315	Diploma of Mental Health	160 hrs minimum

## **WITHDRAWAL**

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](mailto: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. Also at the time of the Pre Training Review, you will be given 10 business days as a cooling off period if you intend to withdraw from the course.

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 Skills First funding are charged fees as per Stirling Institute of Australia's Fee Structure which is available on our Statement of Fees form and on our website. For further information, please refer to our Fees & Charges Schedule on our website.

Ineligible students 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.

If you are not able to pay your fees, please contact Student Support 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 practical 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.

## **Additional Fees**

Additional charges may apply for replacement of text books, polo tops and or replacement Certificates or Statement of Attainments.

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 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.

RPL fee is charged at 50% of the standard tuition fee rate for fee for service students. If a student applies for RPL and the application is unsuccessful, there will be no refund.

There is no charge for Units of Competency that are granted Credit Transfer.

## **Refunds**

- Tuition Fee from the date of agreement, there is a ten (10) clear days statutory “cooling off” period, wherein students may withdraw without incurring any cost or debt. Cancellations post this cooling of period will not be granted unless granted through special circumstances.
- Fees paid in advance or paid through a payment plan, a pro-rata refund will be calculated based on the number of units completed or the duration of the training, depending on the amount of training delivered to the student.
- If a student applies for RPL and the application is unsuccessful, there will be no refund.
- If a place is not offered in the course, the student will receive a full refund.



- The refund will be paid to the same person or body from whom the payment was received on behalf of the student.
- Stirling Institute may, at its discretion, refund the student some or all fees where it determines that there are special circumstances.
- Applications for refunds under special circumstances must be submitted in writing. The decision to approve or disapprove refund request applications is at the discretion of the Director of Learning of Stirling Institute.
- For Government subsidised (funded) students the refund only applies to the portion of fee paid by the student.
- Refunds can take up to 21 business days.

## **Complaints, Grievances and Appeals Overview**

Stirling Institute of Australia is committed to providing an effective, efficient, timely, fair and confidential non-academic grievance handling procedure for all students within 20 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**

All staff and clients adhere to Stirling Institute of Australia Policies and Procedures. The Quality Compliance Manager with direct access to the Director of Learning, has the responsibility to ensure that Stirling Institute of Australia complies with all of the statements and processes included in this document and maintains these standards across all of the areas of operation of Stirling Institute of Australia.

Stirling Institute's 'Student Complaints, Grievances and Appeals Policy and Procedure applies to all complaints, grievances and appeals managed by Stirling Institute, either informally or formally.

There are four (4) phases in the Stirling Institute's Student Complaints, Grievances and Appeals Policy & Procedure.

**Phase 1: Informal Discussion**

**Phase 2: Formal Complaint**

**Phase 3: Internal Appeal**

**Phase 4: External Appeal**

All students or prospective students can access each of the four phases at any time. However, it is strongly recommended that each phase of the policy is completed before escalating to the next phase.

**Phase 1**

In the first instance, students are advised to talk to staff at Stirling Institute to resolve any issues of concern either by:

- Visiting the office in person; or
- Contacting the office by phone on 1300 790 265

**Phase 2**

If a satisfactory outcome cannot be reached, the matter may be escalated. Phase 2 involves the student lodging a written complaint. The Complaint will be investigated by the Training Manager or delegate if the Training Manager is included in the complaint:

- Completing Students Complaints, Grievance and Appeal form or
- Composing a letter with the full details of the issue; or
- Submitting an email/fax with the full details of the issue

To lodge in person:

**Ground Floor, 99 Queensbridge Street, Southbank VIC 3006**

To mail details post to:

**Stirling Institute of Australia**

**Ground Floor, 99 Queensbridge Street, Southbank VIC 3006**

**Student Handbook V\_7**

Email

**Training Manager at [info@sia.edu.au](mailto:info@sia.edu.au)**

If any student (complainant) is not satisfied with the outcome of the formal complaint and appeal process they can escalate to phase 3.

This phase is referred to as an Internal Appeal and it will be investigated through a formal process at no cost to the student. The Internal Appeal will be investigated by the Director of Learning.

#### **Phase 4**

If the Complainant is not satisfied with the outcome of Phase 3, they may request the matter be referred to an external dispute resolution process.

If any student (complainant) is not satisfied with the outcome of the formal complaint and appeal process they can escalate the complaint to ASQA at:

- Web: <https://www.asqa.gov.au/students/complaints>
- Call: ASQA info line on 1300 701 801

For further information, please refer to the Student Complaints, Grievances and Appeals Policy and Procedure on the Stirling Institute website.

## **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.

## **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.

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 Director of Learning 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.

## **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.

## 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.

## 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