

Information, Terms and Conditions

Introduction

It is important that you read the information in these terms and conditions – it covers information about the College expectations of you as a student, your rights and obligations, academic information and lots more. If you are unsure of anything covered in these terms and conditions, please contact us so we can explain further.

Course Dates 2019

Intake Dates	Term Dates	
4 February	Term 1	4 February to 5 April
29 April	Term 2	29 April to 28 June
29 July	Term 3	29 July to 27 September
21 October	Term 4	19 October to 20 December

Public Holidays During the Training Year

4 March, 19 April, 22 April, 25 April, 3 June, and 30 September

Campus Information

Our campus is located at 65 Newcastle Street, Perth WA 6000. Please refer to our website www.sterlingcollege.com for more information on our facilities, equipment, and learning resources available to you. If you are unable to access the Sterling Business College website, please contact us and we can provide the information to you in another format.

Competency Based Training

Competency based training is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a training program. The aim of competency based training is to ensure that vocational education and training programs better meet the needs of industries and enterprises.

Outcomes from competency based training reflect workplace duties, the working environment and performance requirements. This should include performing higher level duties such as planning, problem solving and managing tasks through to completion.

Competency based training programs are often comprised of units of competency that contain specific learning outcomes, which are based on standards set by industry. Delivery of training may occur in a variety of formats (classroom, online, and distance) and workplace learning may apply to ensure that an overall understanding of all skills and knowledge is achieved.

Courses at Sterling Business College meet the requirements of the VET Quality Framework and are nationally recognised. We customise our courses to meet the specific needs of our students. Our courses are designed to be flexible and often allow for elective units of competency. These elective units are chosen by Sterling Business College. Sometimes units are timetabled to your learning program which are additional to the requirements of the qualification, or you may choose to study additional units. A Statement of Attainment is issued for the completion of any units additional to your qualification.

Course Content

Please refer to our website www.sterlingcollege.com and go to the Courses page for information of the units in your course. If you are unable to access the Sterling Business College website, please contact us and we can provide the information to you in another format. Sterling Business College reserves the right to vary the course content and/or timetable without prior notice to you.

Modes of study

Our courses are delivered face-to-face at our campus in Newcastle St Perth.

If you are enrolled in the Certificate III in Early Childhood Education and Care or Diploma of Early Childhood Education and Care qualifications, your timetable will include a compulsory vocational placement. Your vocational placement will be off campus in an Early Learning centre. The placement will be arranged by Sterling Business College. You require a minimum of 120 hours of vocational placement for your Certificate III course and a minimum of 240 hours of vocational placement for your Diploma course.

If you are enrolled in Business, Marketing or Management qualifications, Sterling Business College may enrol you in online or distance learning for some units. This is not usual but may happen from time to time. If you are on a student visa a maximum of 30% of your qualification may be completed by online or distance learning.

Assessment Methods

A variety of assessment methods are used at Sterling Business College, which include practical demonstrations, case study analysis, written assignments and project work. You may also be required to visit work places (as a class group) for practical assessments.

Course Credit

Applications for course credit may be submitted before you commence your course of study. Please make sure you submit all previous training and academic records to the College when you enrol.

Course credit will be granted for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- a) AQF certification documentation issued by any other RTO or AQF authorised issuing organisation; or
- b) authenticated VET transcripts issued by the Registrar.

Sterling Business College allows for credit outcomes to be used to meet prerequisites or other specified requirements for entry into a program of study leading to a qualification, or for the partial fulfilment of the requirements of a qualification.

Recognition of Prior Learning

At our college, RPL is most often demonstrated through participation in structured assessment activities that our students normally would be required to undertake if they were enrolled in the qualification components.

Please note that skills recognition is only given for whole units of competencies.

Conditions of Enrolment

If you have not already provided Sterling Business College with the following information, you will need to do so before your course starts:

- Evidence of your English Language proficiency – an Upper Intermediate level ELICOS certificate, an IELTS score of 5.5 or equivalent, is the minimum English level to study at Sterling Business College. Proof of your enrolment in a suitable English course prior to your course commencement at Sterling Business College will also be accepted.
- Evidence of previous study - If you are applying for a Certificate II or III qualification you will need to provide evidence that you have completed a minimum 10 years of schooling or equivalent. If you are applying for a Certificate IV, Diploma or Advanced Diploma qualification you will need to provide evidence that you have completed a minimum of 11 or 12 years of schooling or equivalent.

There may be additional requirements for higher level courses. Please refer to our website www.sterlingcollege.com for all entry requirements. If you are unable to access the Sterling Business College website, please contact us and we can provide the information to you in another format.

- Evidence of any pre-requisites required for the qualification you are enrolled in. Please refer to our website www.sterlingcollege.com for pre-requisite information. If you are unable to access the Sterling Business College website, please contact us and we can provide the information to you in another format.

Sterling Business College reserves the right to accept or reject any application for enrolment at its discretion.

What is a USI and why do I need one?

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

Sterling Business College is not able to issue a Statement of Attainment or qualification unless we have a verified USI for you.

More information on the USI is available at www.usi.gov.au/students

If you already have a USI, our Student Management System has a connection to the USI Registry System and will automatically verify your USI. Because of this, Sterling must declare that we have complied with certain terms and conditions to be able to access the online student identifier portal and verify your USI, including a declaration that Sterling has given you the following privacy notice:

USI Privacy Notice

You are advised that and agree that you understand and consent that the personal information you provide in connection with an application for a USI:

- is collected by the Student Identifiers Registrar for the purposes of:
 - applying for, verifying and giving a USI;
 - resolving problems with a USI; and
 - creating authenticated vocational education and training (VET) transcripts;
- may be disclosed to:
 - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
 - the purposes of administering and auditing Vocational Education and Training (VET), VET providers and VET programs;
 - education related policy and research purposes; and
 - to assist in determining eligibility for training subsidies;
 - VET Regulators to enable them to perform their VET regulatory functions;
 - VET Admission Bodies for the purposes of administering VET and VET programs;
 - current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
 - schools for the purposes of delivering VET courses to the individual and reporting on these courses;
 - the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
 - researchers for education and training related research purposes;
 - any other person or agency that may be authorised or required by law to access the information;
 - any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI Registry System; and
- will not otherwise be disclosed without their consent unless authorised or required by or under law.

USI Privacy policies and complaints

The Registrar's Privacy Policy (<https://www.usi.gov.au/documents/privacy-policy>) contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act, which includes the following:

- misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs; and
- a failure by Us to destroy personal information collected by you only for the purpose of applying for a USI on your behalf.

Deferment, Suspension or Cancellation of Enrolment

You, as a student, may request a deferment or suspension of your studies on the grounds of compassionate or compelling circumstances. All requests must be submitted to the College in writing with accompanying documented evidence.

Sterling Business College may defer, suspend or cancel your enrolment. The reasons for such a decision include, but are not limited to:

- failure to meet unit prerequisites
- unavailability of units/subjects
- non-payment of fees
- student misbehaviour at the college. The reasons for such a decision include, but are not limited to:
 - non-participation in classes
 - failure to submit assessments
 - failure to meet student obligations
 - harassment or threatening behaviour
 - wilful damage to college property

Please note that any change of enrolment status may impact on your student visa.

Sterling Business College Complaints and Appeals Process

If you are unhappy about something that has happened at Sterling Business College, please talk with the people concerned to see if the issue/difficulty can be resolved. You are welcome to talk to Janelle to discuss the issue if you wish.

If you are not satisfied that the issue/difficulty has been resolved, you can meet formally with the Principal, Janelle. You may have a friend or family member attend this meeting to support you. You will be asked to put your complaint in writing. Your complaint will then be thoroughly investigated and this process will begin within 10 working days of Sterling Business College receiving your complaint. You will be informed in writing of the decision made. Your enrolment at the college will be maintained during this process.

If you are not satisfied with the decision made, you may appeal the decision internally to the College. You will need to appeal in writing and provide reasons and evidence of why you think the decision was not acceptable to you. The Management team will review the documentation and make a decision. You will be informed of the decision of the internal appeal including details of the reason for the outcome in writing. This process will begin within 10 working days of lodging your appeal. Your enrolment at the college will be maintained during this process.

If you are not satisfied with the decision of the internal appeal, you may appeal the decision externally at no cost to you. Sterling Business College will advise you of the details of an independent external body. You will need to contact the external body in writing and provide reasons and evidence of why you think the internal college decision was not acceptable to you.

Assessment Appeal

If you are unhappy about an assessment result, please talk with the assessor concerned to see if the issue/difficulty can be resolved. You are also welcome to talk to Janelle to discuss the issue if you wish.

If you are still unhappy about an assessment result, you may apply in writing for a re-evaluation of the result. You must apply for the re-evaluation within 7 days of the result being issued (see the Sterling Business College academic calendar for the results issuance dates). Where possible, a second assessor will be involved in the re-evaluation of

the results and you will be informed in writing of the decision and the reasons for the decision. This process will begin within 10 working days of Sterling Business College receiving your re-evaluation request.

If you are unhappy about the re-evaluation of the result you can request an appeal of the decision. The request must be made in writing. The Management team will review the assessment and re-evaluation result. You will be informed in writing of the decision of the appeal and the reasons for that decision. This process will begin within 10 working days of Sterling receiving your written appeal.

Student Obligations

You must attend all classes, tests and assessments during the course and abide by the College rules and regulations. Sterling Business College reserves the right to terminate your enrolment at any stage if you fail to abide by the College rules and regulations or if your conduct is such that your continued presence would, in the opinion of the Principal, be detrimental to other students and/or College staff.

It is a condition of ongoing enrolment at the College that you must attend 50% or more of scheduled classes for each unit. If you do not meet this requirement, your enrolment in the unit(s) will be cancelled.

ESOS Framework

Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2018.

Please see the following website for a description of the ESOS Framework at:

<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Regulations/Pages/default.aspx>

Personal Information

Information is collected about you in order to meet our obligations under the ESOS Act and the National Code 2018; to ensure your compliance with the conditions of your visa and your obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018. Information collected about you during your enrolment can be provided, in certain circumstances, to the Australian Government including the Tuition Protection Service and designated authorities. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition. In other instances, information collected about you can be disclosed without your consent where authorised or required by law.

Overseas Student Health Cover (OSHC)

It is a condition of the student visa that you maintain valid OSHC for the entire duration of your stay in Australia – this includes the period before and after your course at Sterling Business College.

If you have requested Sterling Business College to organise your OSHC for you we will arrange for your cover to commence 2 weeks before the start date of your course – if you intend to arrive earlier than this date you will need to contact Allianz Global Assistance to advise them of your arrival date to ensure you are fully covered from the moment you arrive in Australia.

If Sterling Business College has arranged your OSHC the end date of your cover will be a minimum of 1 month after the end date of your final course.

Contact Details

If your contact details (address, telephone number or e-mail, and who to contact in emergency situations) change during your enrolment at the College, you must provide us with your new details in writing within seven days.

Sterling Business College does not take any responsibility for any information that you may not receive from the College because you have not updated your contact details.

Electronic Communications

Sterling Business College provides written notices via electronic communication using the email address you have provided to us.

Fees

All college fees and charges are payable in Australian dollars in accordance with the schedule of fees on your invoice(s). Sterling Business College will access your fees in accordance with the procedures established by Australian legislation.

We invoice your tuition fees every three months, however, you may choose to pay more than 50% of the tuition fees before your course starts if you would prefer.

The following Non Tuition Fees may apply during your enrolment depending on your individual circumstances:

Credit Transfer Administration Fee	\$150
Late payment fee	\$50 per week
Enrolment reinstatement fee (after cancellation of enrolment)	\$250
Certificate Re-issue	\$50
Reassessment fee	\$100

Please note that there is potential for fees to change during your course.

Students enrolled in Early Childhood Education courses are required to obtain a Working With Children Check (currently \$11 for volunteers) prior to commencing vocational placement.

Consumer Protection

This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

Guarantee

Sterling Business College is responsible for the quality of the training and assessment in compliance with the Standards for Registered Training Organisations (RTOs) 2015, and for the issuance of the AQF certification documentation.

In the unlikely event that Sterling Business College is unable to deliver your course in full, you will be offered a refund of all the course money you have paid that you have not used. The refund will be paid to your nominated bank account within 14 days of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by Sterling Business College at no extra cost to you.

You have the right to choose whether you would prefer a refund of unused course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.

If Sterling Business College is unable to provide a refund or place you in an alternative course, the Australian Government Tuition Protection Service (<https://tps.gov.au>) will assist you to be placed with another education provider, or as a last resort, provide a refund of unexpended course fees.

Refund Information

All applications for refund must be made in writing and submitted to the College as soon as practicable. A full refund of amounts owed to you will be made once you have returned the signed acceptance of the calculated refund. You will be asked to provide the bank details of where you would like to refund to be deposited. This can be your account or the account of another person or company (for example – into your Agent’s account).

In all cases (except visa refusal), the \$250 Registration Fee is non-refundable.

There are no refunds for public holidays or time missed during any course.

For homestay and airport pick up fee refunds, Sterling Business College abides by the Homestay Refund Policy of Australian Homestay Network (AHN).

By signing your acceptance form you acknowledge that refunds are made in accordance with the following refund policy:

Reason for Refund (course withdrawal) based on relevant invoice paid (usually 3 months)	Refund (based on prepaid fees)
Student notifies Sterling Business College in writing more than 10 weeks before agreed starting date	Full refund of pre-paid tuition fees, less \$450 administration fee
Student notifies Sterling Business College in writing more than 4 weeks and up to 10 weeks before agreed starting date	70% of pre-paid tuition fees, less \$450 administration fee
Student notifies Sterling Business College in writing 4 weeks or less before agreed starting date	40% of pre-paid tuition fees, less \$450 administration fee
Student notifies Sterling Business College in writing 4 weeks or less after agreed starting date	30% of unused pre-paid tuition fees, less \$450 administration fee
Provider withdrawal of offer, failure to provide program offered or termination of an education service	Full refund of any unspent pre-paid fees received by Sterling Business College

Please note that refunds in cases of student visa refusal are in accordance with the calculation outlined in the legislative instrument under section 47E(4) of the ESOS Act.

No refund applies in the following circumstances	Refund (based on each course)
More than 4 weeks after agreed starting date	No refund
Student default <ul style="list-style-type: none"> ○ Failure to start course on the agreed starting day ○ Failure to pay required fees by prescribed date ○ Breach of international student visa conditions ○ Failure to meet the terms and conditions of your agreement with Sterling Business College 	No refund

Cancellation Fee information

If your circumstances change and you decide to cancel your unpaid enrolment(s) with Sterling Business College, a cancellation fee may apply. All notifications for cancellation must be made in writing and submitted to the College. Cancellation fees takes effect from the date that Sterling receives notification of your cancellation.

Should there be compassionate or compelling reasons for your cancellation, please provide documented evidence of your claim for Sterling Business College to consider. Examples of compassionate or compelling reasons may include: unexpected return to home country or medical reasons.

Cancellation of Course	Fee charged
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Student notifies Sterling Business College in writing more than 10 weeks before agreed starting date	\$450 cancellation fee
Student notifies Sterling Business College in writing more than 4 weeks and up to 10 weeks before agreed starting date	\$1200 cancellation fee
Student notifies Sterling Business College in writing 4 weeks or less before agreed starting date	\$2000 cancellation fee
Approved compassionate or compelling reasons	No cancellation fee

Training Results

On successful completion of your course, provided we have a valid Unique Student Identifier (USI) and all outstanding fees are paid, you will be issued with an Award that is nationally recognised and accredited by the Australian Qualifications Framework (AQF) and you will also receive a Record of Results.

If you withdraw without completing your course or you do not achieve competency in all the units required to make up a qualification, we will issue you with a Statement of Attainment for any units that you have successfully completed and a Record of Results, provided we have a valid Unique Student Identifier (USI) and all outstanding fees are paid.

Acceptance Form

Student Name: _____

Please Note: You must not pay any course money until Sterling Business College has received this signed acceptance form.

- I confirm that I have read and understood the Information, Terms and Conditions, the Refund Policy and Cancellation of Course Information and the information regarding the ESOS Framework.
- I agree to pay all fees by the required dates as detailed on my invoice(s).
- I understand that I am responsible for keeping copies of this agreement and all payment receipts.
- I am aware of the extent of the tuition and living costs associated with studying at Sterling Business College and I am prepared to meet these costs.
- I am aware of the orientation session prior to course commencement and understand it is a requirement that I attend.
- I understand that I am obliged to notify Sterling Business College of any change to my contact details while I am studying at the college.
- I accept that Sterling Business College will determine the elective units that I study in the Course Program.
- I give permission for Sterling Business College to access the Visa Entitlement Verification Online website to determine my eligibility for study.
- I give permission for Sterling Business College to verify any qualifications that I have submitted as part of my application. This verification may include online verification, discussion by phone or through written confirmation by issuing bodies.
- I understand that I can seek employment and can work no more than 40 hours per fortnight during term time and that I must not schedule any work during class time.
- I agree that Sterling Business College may use such photographs and/or media of me, and work samples with or without my name and for any lawful purpose, including for example such purposes as publicity, illustration, advertising, Web and social media content. **(You are able to opt out of this anytime – please email us so it can be documented)**
- I declare the information I have supplied in my application is, to the best of my knowledge and belief, complete and correct. I understand that giving false or incomplete information may lead to the refusal or cancellation of my enrolment.
- I understand this is a binding agreement and both parties are bound by these terms and conditions once I have signed the acceptance.
- I accept this offer of enrolment including all Terms and Conditions.

Signed _____ Date _____
Must be signed by applicant