

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. 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 off the job assessment, 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 (if English is not your first language), i.e. a previous qualification conducted in English. Alternatively you may attend an interview with college staff.
- 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 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.

Unique Student Identifier

If you are a new or continuing student undertaking nationally recognised training, you need a Unique Student Identifier (USI) in order to receive your qualification or statement of attainment. If you don't have a USI you will not receive your qualification or statement of attainment.

Your USI will give you access to an online record of the training you have done since 1 January 2015. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

The USI is a reference number made up of ten numbers and letters that:

- creates a secure online record of your recognised training and qualifications gained in Australia, from all training providers you undertake recognised training with
- will give you access to your training records and transcripts
- can be accessed online, anytime and anywhere
- is free and easy to create and
- stays with you for life

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.

Deferral, Suspension or Cancellation of Enrolment

You may request a deferral 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

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. 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. 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.

Personal Information

Information collected about you during your enrolment can be provided, in certain circumstances, to the Australian or State Government and designated authorities. This information includes personal and contact details, and course enrolment details and changes. In other instances, information collected about you can be disclosed without your consent where authorised or required by law.

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.

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.

Protection of Fees in Advance

To comply with the Standards for Registered Training Organisations 2015 (Clause 7.3), Sterling Business College will not accept payment of more than \$1500 from each individual student prior to the commencement of the course. Following course commencement, Sterling Business College may require payment of additional fees in advance from the student, but only such that, at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500.

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 dedicated to ensure that once students have started studying their chosen qualification or course, Sterling Business College will be committed to providing the highest quality of training and assessment as outlined to the student.

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 event that Sterling Business College is no longer able to provide the training and assessment services as initially agreed, then Sterling Business College will arrange for agreed training and assessment to be completed through another RTO (No fees will be incurred) or a refund of unused tuition fees if preferred by the student. Prior to any transfer, students will be formally notified of the arrangements including any refund of fees that may be applicable.

Any fees paid prior to commencement (excluding the non-refundable \$250 Registration Fee) are refundable in full. There are no fee refunds after course commencement (unless we are unable to provide the agreed training and assessment).

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.

By signing your acceptance form you acknowledge that refunds are made in accordance with the refund information.

Other

Sterling Business College may, by written notice, vary conditions of enrolment as may be necessary to comply with any law, regulation or amendment of the Australian Government and the State of Western Australia.

In circumstances where a student under 18 years of age requires urgent medical care and it is not possible for the College to contact the parent/guardian, Sterling Business College is authorised to arrange appropriate medical treatment in accordance with the advice of qualified medical practitioners.



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, and the Refund Information.
- 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 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 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 give permission to Sterling Business College identifying and publishing any of my images, captured in Sterling Business College's promotional materials. **(You are able to opt out of this anytime – please email us so we can document this)**
- 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