



# Student Handbook

**ASTAR Training Institute**

<https://astartraining.edu.au>

Suite 5 & 6, Lower Ground Level, 55 Phillip Street, Parramatta NSW  
2150

**1300 153 276**

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## Welcome from CEO

Welcome to Astar Training Institute. I am delighted to welcome you to our community and look forward to working together to maximise your full potential. We are committed to people, performance and productivity. We understand that the world of business is moving at a faster pace than ever before.

We will always go beyond your expectations and our experienced team will engage and inspire your learning journey with ATI. We have been working with hundreds of people in realising their career dreams since we launched our business in 2014.

We work closely with various industries to understand their company vision in order support their business needs by providing training and assessment services.

We spend the time up front with Industry leaders and Peak Industry bodies to uncover exactly what the learning and development requirements and meet these needs. We engineer and deliver bespoke learning solutions with measurable and accountable returns.

Our team are trained to engage and interact at every level of an organisation to cascade your vision to all corners of the business ensuring everyone is aligned and focused on the same end goal.

ASTAR Training Institute is an RTO providing high-quality training to students in Australia. The Institute has modern, up to date facilities, and has a team of highly qualified and dedicated Trainers and support staff. Established in 2010, and the institute has since built a reputation for quality training.

We pride ourselves on our professional approach and friendly manner. Our trainers and Assessors are experienced in their relative field and ready to support you throughout your course and our Office staff are always available to assist you with your enquiries.

I invite you to explore and enrich yourself within the engaging and dynamic learning environment which ATI provides.

Within this handbook, you will find material to guide you through your future education at ATI.

I sincerely welcome you to our community and wish you all the best in your endeavours.

Maurizio Ayad

CEO, ASTAR Training Institute Pty Ltd

## Introduction

This information booklet is designed to provide you with information about the services provided by ASTAR Training Institute and our approach to providing you a safe, fair and supported environment to participate in training and assessment. This information is contained in the Course Brochure supplied separately.

## Studying with Astar Training Institute

Our Mission; “To deliver quality training assessment that meets the needs of learners and industry”

We aspire to follow the values of professionalism, ongoing learning, ethical conduct and support. All our courses are delivered in the classroom for theory-based learning and in a simulated environment and Industry workplace setting where students will practice and demonstrate their practical skills.

We are driven by our Mission which is *‘to deliver quality training to students that evolves into long lasting knowledge’*.

In achieving our mission statement, we strive to focus on the following key areas:

- Student Focused
- Safety & Equality
- Integrity & Ethics
- Quality Committed

## About the National VET Regulator- ASQA

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia’s vocational education and training sector. ASQA regulates courses and training providers such as ATI to ensure nationally approved quality standards are met.

ASQA’s vision is that students, employers and governments have full confidence in the quality of vocational education and training outcomes delivered by Australian registered training organisations.

ASQA is committed to independence in its regulatory role and in providing advice, transparency in its regulatory decisions and activities and collaboration with industry bodies, employers, governments and registered training organisations.

ASQA’s functions include registering training providers as RTOs such as ASTAR Training Institute, registering organisations as providers that can enrol students, accrediting vocational education and training (VET) courses; and ensuring that organisations comply with the conditions and standards for registration, including by carrying out compliance audits.

ASQA may also collect, analyse and publish information on the VET sector and VET providers. ASQA undertakes its role by assessing relevant organisations against the conditions of registration found in Standard for Registered Training Organisations (RTOs) 2015. One of the core conditions of registration is that ATI complies with the requirements set out in the VET Quality Framework.

The establishment of ASQA also provides a clear line of accountability and responsibility for the quality of vocational education throughout Australia and ensures there is a coordinated response to emerging quality issues in the sector.

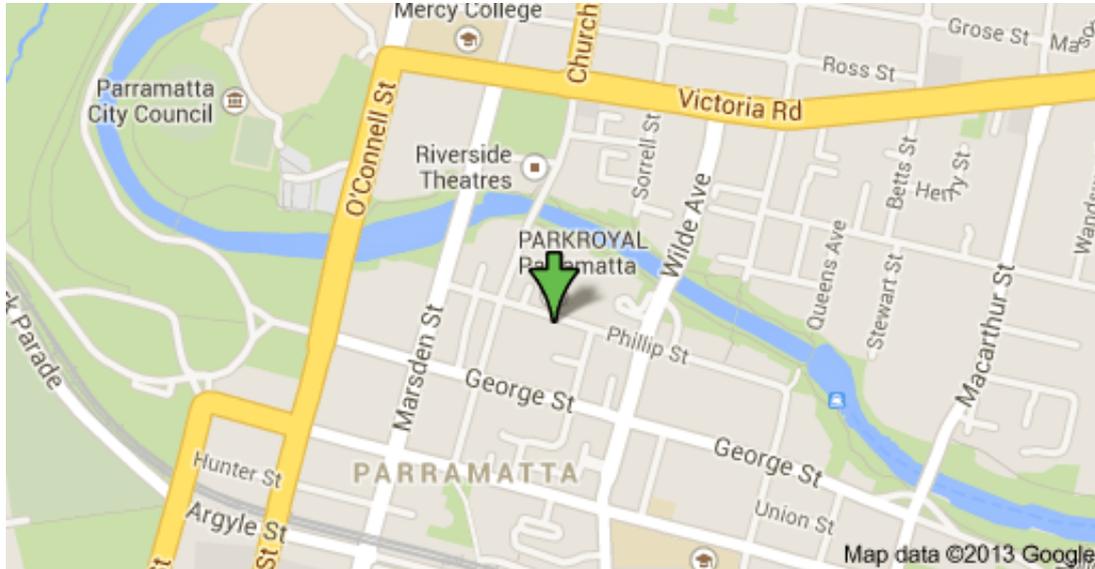
For further information about our National VET Regulator visit the ASQA website ([www.asqa.gov.au](http://www.asqa.gov.au)) or contact: ASQA info line on 1300 701 801 between 9.00 am and 7.00 pm Eastern Standard Time, Monday to Friday.

## Finding Us

We are located at:

### **Parramatta Campus (Head Office)**

Suite 5 & 6, Lower Ground Level, 55 Phillip Street, Parramatta NSW 2150



## Parking

Whilst you are attending our site, you will need to park in the public parking station at the rear of the building or the parking station (Riverbank Car Park) directly across the road in Dirrabarri Lane (next to the Park Royal hotel)

## Office hours:

Monday	9am – 5pm
Tuesday	9am – 5pm
Wednesday	9am – 5pm
Thursday	9am – 5pm
Friday	9am – 5pm
Saturday	9am – 3pm
Sunday	Closed

## Provision of Quality Training and Assessment

ASTAR Training Institute prides itself on being able to deliver quality learning solutions in a wide range of dynamic and engaging environments. We do this by using a combination of different delivery and learning strategies which cater for all participants who may have different learning styles and therefore different support needs.

In addition, ASTAR Training Institute offers a strategic approach to learning and development, placing a large emphasis on the alignment of individual learning outcomes with key organisational objectives.

This method facilitates robust outcomes that offer real and measurable improvements for the course participant and the client. ATI's approach to learning and assessment incorporates traditional forms of classroom training, one on one support, assessment activities and most importantly, well developed action learning projects that have been developed with consideration to key organisational objectives and/or challenges.

ATI's flexible learning techniques empower participants to maximise opportunities and efficiency for themselves and their employers.

## Our Training & Assessment Strategies

ASTAR Training Institute is committed to ensuring that all qualifications and accredited courses on its Scope of Registration have a fully developed Training and Assessment Strategy (TAS) that is consistent with Training Package and VET accredited course requirements.

The Training and Assessment Strategy (TAS) is a framework that guides the learning requirements and the teaching, training and assessment arrangements of a VET qualification. It is the document that outlines the macro-level requirements of the learning and assessment process.

ASTAR Training Institute has a Training & Assessment Strategy (TAS) for each qualification or VET accredited course on Scope of Registration which:

- is developed in consultation with industry;
- meets the requirements of the Training Package or VET accredited course;
- meets the needs of the different target groups to which it delivers training and assessment services;
- is regularly reviewed for currency with industry; and,
- can be customised to meet the needs of each of its clients.

The Chief Executive Officer is responsible for ensuring that a TAS is developed and maintained for each qualification or VET accredited course on Astar Training Institute's Scope of Registration.

Each Training and Assessment Strategy (TAS) is documented and includes the following information:

- Training Package details such as qualification (AQF) level, qualification packaging rules and requirements, pathways and mutual recognition (Credit Transfer) and/or Recognition of Prior Learning (RPL).
- Learner profile, including target learner, target learner characteristics, entry requirements,
- Language, Literacy and Numeracy requirements and technology/digital literacy requirements.
- Training program details such as duration, delivery strategies, learning outcomes, and unit selection.
- A plan for assessment.

- Resources required to deliver the qualification such as facilities and equipment, learning and assessment resources, human resources and additional learning support requirements.
- Industry engagement and support information, including the date, location of consultations and details of all participants, details of discussions related to target group requirements.
- Delivery strategies, assessment methods, special comments by industry representatives and client approvals;
- TAS monitoring and improvement;
- A strategy for the validation and moderation of assessment tools.
- Training Package transition arrangements; and, Foundation Skill summary and matrix.

Steps involved in developing a TAS are:

- Documentation of Training Package rules and RPL arrangements.
- Identification of the target group/s. ASTAR Training Institute may elect to have a 'master' TAS which is then tailored to the needs of individual target groups as needed.
- Design of the training program with clear specification of learning outcomes and units of study.
- Development of learning and assessment modes, assessment validation processes and pathways available for further training options.
- Consultation with industry will take place when the TAS is initially developed, and then on a periodic basis to ensure its continuing relevance to workplace outcomes and requirements.
- Employer and industry consultation: Will enable ASTAR Training Institute to understand the needs of industry as well as trends, challenges and changes. Consultation with industry may be via telephone, email or in person and is documented on the TAS template; and, may be with any of the stakeholders: employers, industry associations, industry skills councils or unions.
- Identification of the resources required to deliver the training and assessment services.
- Detailing of any transition arrangements required.
- Specification of Employability Skills.
- A draft TAS is provided to industry and other stakeholders for comment prior to finalisation.
- Each TAS must be endorsed by an industry representative and approved by the CEO and Head of Studies prior to its release. Each TAS is reviewed regularly or as otherwise required by Training Package rules or industry changes and standards.
- All products on the ASTAR Training Institute Scope of Registration are validated and moderated as per the organisations ongoing 5-year validation Plan and moderation schedule.

## **Stakeholder engagement and contribution to your learning**

Astar Training Institute is committed ensuring that its training and assessment strategies, assessment tools and supporting resources are current and informed by industry and individual learners. This is evidenced by:

- Employers/students' needs being identified, and programs, resources or assessment tools and processes being developed/ adapted to meet our particular consumer's needs.
- Various tools and templates are used to capture consumer contribution and
- evaluate the effectiveness of contextualisation measures.
- A feedback process is in place to engage consumers at various stages of the training and assessment process to ensure that our programs have met their specific

need and are of high quality.

- Where Astar Training Institute works with an employer we:
  - Create the Training and Assessment Strategy involving key organisational stakeholders;
  - Incorporate client specific scenarios, policy and procedures that enhance learning outcomes and makes the training relevant; and
  - Contextualise all Training and Assessment materials so that they are relevant to the specific workplace.
  - Astar Training Institute also involves the key stakeholders during the participant induction
  - process to introduce the program, present their expectations and outcomes from the individual or target group

## **Trainers and Assessors**

In order to deliver quality learning outcomes on a consistent basis that meet the needs and standards of industry, Astar Training Institute recognises the critical importance of having suitably qualified and experienced training and assessors working with our participants.

We have therefore developed a set of standards and guidelines to ensure we only recruit Trainers and Assessors who have the right qualifications and recent industry and education experience to deliver and assess all qualifications and VET accredited courses on our scope of registration.

Astar Training Institute aims to ensure that all trainers and assessors are inducted properly into Astar Training Institute's operations. Trainers and assessors must hold the following minimum qualifications and experience:

- Certificate IV in Training & Assessment (in accordance with the relevant training package at any point in time – currently TAE40110)
- Qualifications in at least the qualification (AQF) level at which they are teaching and assessing;
- Current industry skills relevant to their teaching and assessing;
- Knowledge of vocational education and training;
- All trainers and assessors are required to undertake continuing professional development to:
  - Maintain their vocational currency (keeping current and up to date with industry)
  - Develop and maintain their knowledge of the VET sector (vocational education and training)
  - Continue to develop their competence as trainers and assessors.
- Astar Training Institute requires trainers and assessors to regularly provide evidence of continuing professional development activities and demonstrate how they have remained current and competent in industry.
- Working with Children Check

## **Your Training & Assessment materials**

ATI is committed to ensuring that all qualifications and accredited courses on its Scope of Registration have purchased or developed training and assessment resources that are consistent with the Training Package and VET accredited course requirements,

- are industry relevant, meet industry standards and are contextualised to meet the needs of each learner group.
- Training and Assessment Materials are the learning and evidence gathering tools of a VET qualification. All training and assessment materials are quality assured through

the Validation and Moderation processes of Astar Training Institute.

- All training and assessment resources or materials can be adapted to meet the individual needs of students (e.g. printed in a larger font or on coloured paper or presented as a hard or soft copy).
- Training and assessment materials are defined by Astar Training Institute as:
  - learner and trainer and assessor course Instruction guides and schedules;
  - assessment tools, including (but not limited to)
  - observation checklists and
  - workbooks;
  - mapping guides;
  - marking guides; and
  - feedback gathering materials for students and trainers and assessors.
- All learning and assessment materials provided by Astar Training Institute, support Competency Based Training (CBT), which is the process of collecting evidence and making judgments about whether competency has been achieved.

## Selection and Enrolment

Astar Training Institute has a commitment to ensuring its student selection processes are fair, transparent and non-discriminatory. Students are selected regardless of age, employment status, religion, gender, disability, sexuality, sexual preference, culture and ethnic background.

General principles that underpin our selection and enrolment processes are as follows;

- Astar Training Institute is compliant with consumer protection regulation/legislation and all federal and state discrimination acts.
- Accurate and ethical marketing and advertising strategies ensure students are fully informed
- prior to application/enrolment (e.g. program eligibility, pre-requisite requirements and
- language, literacy and numeracy skill levels).
- In accordance with Australian Privacy Principles prospective students are informed of how their information will be collected, used, disclosed and stored.
- Students are routinely screened to ensure eligibility requirements are met, special needs are identified and opportunities for recognition are provided.

Student selection is based on;

- The prospective student's application being fully completed.
- All required documentation being submitted, including the students USI.
- Program/course eligibility and pre-requisite requirements being met.
- Fees paid in accordance with the organisations 'Fees and Refund Policy and Procedure'
- Consent and declarations being read, understood and signed.
- Where special needs or additional support requirements are identified an Individualised Support Plan is developed, implemented, monitored and evaluated throughout the term of the student's enrolment.
- Documentation and supporting evidence is collected and stored in accordance with the organisation Privacy Policy and Procedure and Record Retention Policy and Procedure.
- Consumers are encouraged to provide feedback on their experience and through the organisations continuous improvement process.
- Opportunities for improvement are identified and actioned.

- Consumers are able to make a complaint or appeal an enrolment decision as per the organisations “Complaint and Appeals Policy and Procedure”.
- Refunds where required are provided to students in accordance with the organisations ‘Fees and Refund Policy and Procedure’.

For more information or to obtain a copy of Astar Training “Client Selection and Enrolment Policy” Please refer to our t Selection and Enrolment Policy and Selection and Enrolment Procedure available on our website: <https://astartraining.edu.au/astar-course>

You can access necessary and course information and forms from our Head Office Suite 5&6, Lower Ground Level, 55 Phillip Street Parramatta NSW 2150 or contact us on 1300 153 276. Our staff will explain to you the process of enrolment and the steps involved.

Where you are applying for Credit transfer you should indicate this on your enrolment and supply certified copies of your transcripts, so we can assess your application for Credit Transfer. See the section on Credit Transfer.

Upon approval of your enrolment, you will be sent further information about the next steps, payment arrangements and when you are scheduled to commence your course.

## Access and Equity

At all times, Astar Training Institute guarantees that it will adhere to the principles of adhere to the principles of equity, including fairness and equal opportunity. Astar Training Institute is committed to providing an environment which is free from discrimination and harassment.

- Access to employment and training is available, regardless of gender, socioeconomic background, disability, ethnic origin, age or race;
- Training services are delivered in a non-discriminatory, open and respectful manner;
- Staff are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs;
- Facilities are updated to provide reasonable access to clients of all levels of mobility, and
  - physical and intellectual capacity within the limitations of the facilities currently available.
  - Participants who have specific access requirements that cannot be met will be advised to
  - identify another provider that meets their access requirements;
- Conduct participant selection for training opportunities in a manner that includes and reflects the diverse participant population;
- Actively encourages the attendance of participants from traditionally disadvantaged groups and specifically offers assistance to those most disadvantaged;
- Provides culturally inclusive language, literacy and numeracy advice and assistance that assists participants in meeting personal training goals; and
- Accountability for performance in adhering to the principles of this policy and implementing feedback as part of the quality improvement system.
- Staff and participants are required to comply with access and equity requirements at all times.

Staff and participants are required to comply with access and equity requirements at all times. [Refer to Access & Equity Policy.](#)

## Type of courses

ASTAR Training offers 6 Nationally recognised courses, more information can be obtained from our website: <https://astartraining.edu.au/astar-courses>

### Domestic Students

We offer the following courses for Domestic students:

1. CHC30113 Certificate III in Early Childhood Education and Care
2. CHC50113 Diploma of Early Childhood Education and Care
3. BSB51915 Diploma of Leadership and Management
4. SIT30616 Certificate III in Hospitality
5. SIT40416 Certificate IV in Hospitality
6. SIT50416 Diploma of Hospitality Management
7. SITHFAB002 Responsible Service of Alcohol
8. SITHGAM001 Responsible Conduct of Gambling
9. HLTAID003 First Aid
10. HLTAID001 Provide Cardiopulmonary Resuscitation (CPR)

## Unique Student Identifier (USI)

A USI or Unique Student Identifier is a reference number which creates an online record of all qualifications or nationally recognised training that you have completed in Australia. A USI will give you access to an online USI account which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5. Your USI will enable you to access your records and results online, anytime and anywhere.

All students enrolling in a Nationally recognised qualification or course must provide a copy of their USI on application upon enrolment. Getting a USI is free and easy and can be done in under 15 minutes. You can apply directly at <http://www.usi.gov.au/create-your-usi/> or if you do not have a USI and are unable to go online to apply for one, ASTAR Training Institute can do this on your behalf.

If you would like ATI to apply for a USI on your behalf all you need to do is, tick this option on the **enrolment** form and read the Australian Government Privacy Notice.

ASTAR Training Institute is not able to issue AQF certification documentation (your certificate, record of results or statement of attainment) without a verified USI. For more information, please visit: [usi.gov.au](http://usi.gov.au) or contact ASTAR Training Institute and speak to one of our friendly staff members on 1300 156 273 or email us on [info@astartraining.edu.au](mailto:info@astartraining.edu.au)

## Credit Transfer

A credit is formal recognition of the previous studies you have completed at another RTO within Australia. This may assist you by reducing the number of units you are required to complete in the course you are enrolling for.

ASTAR Training Institute acknowledges the requirement as an RTO to recognise the awards issued by other RTOs. This is limited to outcomes that are drawn from the national skills framework being units of competence awarded and accurately identified in statements of attainment and qualifications. There is a charge to apply for credit. For more information, refer to our Credit Transfer Policy and Procedure.

## Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

In accordance with the requirements of the Standards for Registered Training Organisations, ASTAR Training Institute provides the opportunity for students to apply to have their prior learning recognised toward a qualification or units of competence for which they are enrolled. Please refer to further information available on our website on RPL Policy and Procedure or talk to our friendly staff and they will assist you through the process.

## Course Induction

Upon enrolment and at the start of your course you will be provided with an induction and course overview. The induction will provide you with specific details about your course requirements, important dates and an opportunity to meet your trainer and other students in the course.

## About your Assessment

The training and assessment offered by ASTAR Training Institute focuses on providing you with the skills and knowledge required to the standard of performance required in the workplace. This is known as competency-based training and assessment. Each course is made up “Units of Competency” (UOC). You may either be studying one or a few UOC or a set of units to make up a total qualification. Each UOC is linked to specific skills and knowledge required in the workplace.

Our course brochures outline the details of how we deliver the training and the methods we use to conduct assessment to see if you have reached the required skills and knowledge.

Our assessment methods we use are, but not limited to:

- Formative assessments
- Summative assessments
- Written questions
- Project Tasks
- Simulated Environment
- Presentations
- Case studies
- Role plays
- Demonstration/Observation
- Work placement

### Assessment Outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for each unit satisfactorily to achieve an outcome of Competent (C). If one or more of your tasks are assessed as Not Satisfactory, you will be given an outcome of Not Yet Competent (NYC) for the unit. You can have 2 further attempts to complete the task and achieve a Satisfactory outcome. A timeframe will be given to you for your resubmission and what steps you will need to take.

### Assessment Arrangements

At the course overview (week 1), your trainer will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

You will be given timelines in which to complete your assessment and even due dates to be submitted. Submitting your assessments is easy and this can be done in many forms e.g. scanned (emailed), by post or in person to our head office or in class with your trainer.

#### By post:

ASTAR Training Institute (Head Office)  
Suite 5 & 6, Lower Ground Level, 55 Phillip Street, Parramatta NSW 2150

#### By Email: [info@astartraining.edu.au](mailto:info@astartraining.edu.au)

You must keep a copy of all your assessment tasks that you submit as we are not able to return copies because we keep them on your file as evidence of your assessment. ASTAR Training

Institute will not be held responsible if any submissions are lost via posting. If this does happen, you will be required to resubmit your assessment.

## **Reasonable adjustment in assessment**

Some students may require additional support and/or modifications to be made to their assessments due to disability, illness or special considerations as a reasonable adjustment. In such instances, we encourage our students to speak to your trainer if you think that you may need an adjustment made. Your trainer will work with you in this instance.

At ASTAR Training Institute, reasonable adjustments could be, but not limited to:

- More time for assessments
- Bigger font for learners' training and assessment material
- Ask questions verbally

## **Appealing assessment decisions**

If you do not agree with any assessment decision, you can lodge an assessment appeal. Refer to the section in this Information Booklet, Complaints and Appeals Policy on how to appeal and/or lodge your complaint.

## **Reassessment**

Students will be offered three (3) assessment opportunities per unit during a normal training program for each assessment event. The re-assessment fee of \$300 will only apply if the student chooses to persist to demonstrate competence for the required unit.

## **Giving notice of enrolment cancelation**

A student who wishes to cancel their enrolment must give notice in writing. This may be via email or letter. ASTAR Training Institute staff member that is approached with initial notice of cancelation are to ensure the student understands their rights with regards to the refund of tuition fees. The student is also to be advised of other options such as suspending the enrolment and re-commencing in another scheduled training program. Refer to Fees and Refund Policy

## **Suspension of Enrolment**

ASTAR Training Institute may initiate a suspension of studies for a student if the student is in breach of the institute's Student Behaviour Misconduct Policy and Procedures.

Additionally, a cancellation of enrolment would be initiated if the following conditions are not met:

- Students whether via Face to face or Distance delivery option, will need to complete their course as per Training Plan.
- Where ATI does not receive students allocated progress payments as negotiated at enrolment their enrolment maybe cancelled.
- Assessments have not been attempted or completed up to standard of individual needed to complete the course.

## Course Extension

Students have 7 working days from the date of the notice of course expiry to contact the ATI and apply for a course extension. Student to complete a course extension application form with the required evidences. You will then be notified if the extension has been granted. All fees must be paid in full before your extension can be processed and approved.

ATI will offer six months extension(6months) if you comply

- there are no material changes to the course and
- your course is not in a teach out period.

If ATI approves your Course Extension, the maximum duration your course is adjusted accordingly. Students who do not complete the course within the new extension date and after many attempts to make contact initially to successfully assist you to progress your course; you will be forfeiting all fees paid and you will not be able to complete your course, and you will be asked to either withdraw or we will cancel your enrolment if we have not heard from you after (14) days total.

Unless your circumstances are beyond your control which include but are not limited to: extreme hardship, debilitating medical condition, death in the family which can be proven to the Institute. Full evidence including supporting documents to prove your circumstances will need to be submitted to the Head of Studies for review. Documents include medical certificates, letter from the medical specialist, death certificates and / or legal documents.

Note: A fee of \$300 applies for every 3 months extension with an agreed payment plan –and if granted 1st extension is free. It is under discretion of ATI whether a student can be offered an extension or not. Please refer to Fees and Refund Policy and Schedule of fees and charges.

## Course Deferment

Dependent on your circumstances, if you want to defer your course please ask an ASTAR representative when your enrolment date will expire and to assess your circumstances if/when you may need a course extension. Unless your circumstances are beyond your control which include but are not limited to: extreme hardship, debilitating medical condition, death in the family which can be proven to the Institute. Full evidence including supporting documents to prove your circumstances will need to be submitted to the Head of Studies for review. Documents include medical certificates, letter from the medical specialist, death certificates and / or legal documents.

## ATI Guarantee

If for any reason ASTAR Training Institute is unable to fulfil its service agreement with a student, ASTAR Training Institute will refund the fees paid by student for any services not yet delivered. ASTAR Training Institute is committed to deliver quality training and assessment and will work with students who require individual assistance to successfully complete the training program.

## Payment Methods

ATI offers various payment methods such as Cash, Direct Debit, Direct Bank Transfer and Credit Card. Where a student chooses a direct debit option chosen the student must fill Direct Debit Request (DDR) Form until your full course fee is paid. Progress payments will continue to be deducted from your allocated account unless you have notified us in writing and completed the Course Withdrawal Request Form.

ATI offers flexibility for students to pay their progressive payments either Weekly, Fortnightly or Monthly and number of payments and amount they make towards their course fees. This is informed and captured in the Student Payment Plan.

### **Training materials and fees**

Unless otherwise specified, course fees include all the training and assessment required for students to achieve the qualification or course in which they are enrolling. Course fees will clearly itemise tuition, as well as non-tuition fees.

- Course fees include all learning materials for each student. Any optional textbooks and materials that may be recommended but not required for a course, are not included in course fees and will be an additional cost should the student wish to purchase such materials. - the cost is outlined on the Schedule of Fees and Charges.
- If hard copy learning materials are lost and need to be replaced, the student will be required to cover the cost of the replacement materials – the cost is outlined on the Schedule of Fees and Charges.
- Course fees include the issuance of a testamur and record of results and/or statement of attainment. For additional copies or re-issuing of any of these documents an additional fee is applicable. This fee is currently \$50 per request. Please refer to Fees and Refund Policy

### **Refunds**

Full refund where ATI cancels the course prior to commencement. Students who give notice to cancel their enrolment more than 10 days prior to the commencement of a program you will be entitled to a (75%) refund of your course deposit paid. The other (25%) will be kept by ASTAR Training Institute as an administrative fee. Students who give notice to cancel their enrolment less than 10 days prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by ASTAR Training Institute is required to cover the costs of staff and resources which will have already been committed based on the student's initial intention to undertake the training.

Students who cancel their enrolment part way through a course must notify ASTAR Training Institute in writing immediately if consideration of fee reimbursement is required. Once ASTAR Training Institute is notified a refund will be issued for the component of training not commenced less a \$500 administration/enrolment fee. ASTAR Training Institute is entitled to retain fees for any component of the course completed up until the point of notification by the student cancellation. Refer to Fees and Refund Policy. Students will be advised that they may appeal the refund assessment following ATI's Complaints and Appeals Policy and Procedure.

### **Student Plagiarism, cheating and collusion**

Astar Training Institute is committed to upholding standards of participant integrity and honesty relating to assessment of participant work.

Plagiarism, cheating and collusion in any form are unacceptable and will be treated seriously by Astar Training Institute.

Plagiarism refers the practice of taking someone else's work or ideas and passing them off as one's own whilst collusion refers to secret or illegal cooperation or conspiracy in order to deceive others.

Plagiarism and collusion are both forms of cheating (to act dishonestly or unfairly in order to gain an advantage and will be referred to as cheating).

Some examples of cheating include:

- Not acknowledging reference materials used;
- Collaborating on assignments where this is not a requirement of the assessment;
- Copying all or part of assignments from another participant;
- Soliciting assistance from any source;
- Submitting the same work for multiple courses;
- Submitting the work of others or a version of work of others from previous courses; or
- Stealing work from trainer/assessor, computer or other participants.
- Students are expected to act with integrity at all times and only submit work that is their own, or that has been appropriately referenced and includes acknowledgements of all texts and resource materials utilised in the development of the work.

Astar Training Institute has put in place a number of mechanisms in order to reduce occurrences and likelihood of plagiarism and collusion amongst students including:

- Student declaration of authenticity of work submitted;
- Clear assessment guidelines; and
- Multiple assessment methods for each unit.

Students suspected of cheating may have disciplinary action brought against them by Astar Training Institute. Astar Training Institute reserves the right to commence disciplinary action against a participant arising out of instances of cheating.

## Your Support Services

At Astar Training Institute we acknowledge our obligation to provide support services for students enrolled in Astar Training Institute courses. ATI provides support services such as

- Learning support
- Trainer support Services
- Aboriginal and Torres Strait Islander (ATSI) Support
- Administrative support
- Work placement Support
- Disability Support
- Reasonable adjustment
- Disability support

Through the completion of the pre-enrolment interview form, Enrolment Form routine screening activities, students with special needs and additional support requirements are identified and supported. In these instances, the Trainer is notified, and a discussion is undertaken with the student to identify how to best meet their needs. So that the prospective student is able to make an informed decision the Trainer will at this meeting also discuss what services are available internally or externally to support their learning. You are encouraged to contact your Student Services Officer to discuss your needs and obtain a copy of the list that is relevant to you. Alternatively, you can speak to one of our friendly staff members on 1300 153 276 or email us on [studentsupport@astartraining.edu.au](mailto:studentsupport@astartraining.edu.au) and may refer to Selection and Enrolment Policy & Selection and Enrolment Procedure and Student Support Policy on ATI Website.

## ***Your Feedback***

Your feedback is very important to us and assists us in ensuring that our services meet your training needs. We use this feedback from students to contribute to our continuous improvement process. All students will be provided with a Survey Form (AQTF Learner Questionnaire) to complete at the end of their course.

At ASTAR Training Institute appreciates the feedback from you and welcomes to seek feedback at any time.

## **Continuous improvement**

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

## **Privacy**

Astar Training Institute is bound by a number of regulatory instruments relating to the collection, handling, storage and use of student data. This includes, but is not limited to, course enrolments, course results, personal information and information required for administrative purposes. Registered Training Organisations (RTO) are required, by law, to collect personal student data relating to enrolments and qualifications for the purposes of ensuring compliance with regulatory instruments; and for reporting to the National Vocational Education and Training Regulator.

## **Access to Your Records**

Students who wish to access or peruse their computerised or paper record retained by Astar Training Institute will be permitted to do so during office hours (9am to 5pm), Monday to Friday). Access will need to be arranged prior with Head of Studies and RTO Administrator. Records may not be removed from Astar Training Institute.

## **Making Complaints & Appeals**

ASTAR Training Institute is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body where necessary. Please refer to Complaints and Appeals Policy and Procedure on ATI Website.

**For any additional information please contact our friendly staff on  
1300 1 LEARN (1300 153 273) or you can email us on [info@astartraining.com.au](mailto:info@astartraining.com.au).  
We welcome you to ASTAR TRAINING INSTITUTE!  
We hope you enjoy your learning experience.**