

STUDENT HANDBOOK

Your complete guide to studying with us



Welcome to Stella College

Congratulations on taking the next step in your learning journey. Whether you are starting a career, changing direction, or upskilling for your current role, choosing to study with Stella College is a decision in your future — and we are delighted to be part of it.

This Student Handbook is your go-to reference throughout your time with us. It explains how training and assessment will work, what we expect from you, what you can expect from us, and where to turn for help. Please read it carefully and keep it on hand; you will find almost every answer to your administrative, academic, and wellbeing questions within these pages.

If you cannot find what you need, our student support team is only a phone call or email away. You are never studying alone at Stella — we walk with you from enrolment through to graduation, and beyond.

Acknowledgement of Country

Stella College acknowledges the Traditional Custodians of the lands and waters across Australia on which we live, work and learn. We pay our respects to their Elders — past and present — and extend that respect to all Aboriginal and Torres Strait Islander peoples who study with us and work alongside us. Sovereignty was never ceded.

A message from the CEO

At Stella College, we believe education is more than a credential — it is a bridge to confidence, capability, and contribution. Our team of industry-experienced trainers and dedicated support staff are here to make sure that bridge is strong beneath your feet.

We are proud to be a Registered Training Organisation under the Australian Skills Quality Authority (ASQA) and to deliver nationally recognised training under the 2025 Standards for Registered Training Organisations. We hold ourselves to the highest standards of quality, transparency, and integrity — and we welcome your feedback, questions, and ideas to help us keep improving.

Welcome to our community. We look forward to celebrating your success.

— *The Stella College Team*

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About Stella College

Stella College is an Australian education provider delivering nationally recognised vocational qualifications and accredited short courses in community services, aged care and disability support, food processing, and first aid. We also offer non-accredited professional development courses in areas such as technology, business and cyber security; these courses are not nationally recognised training and do not lead to AQF certification.. We operate as a Registered Training Organisation (RTO 41290) under the regulation of the Australian Skills Quality Authority (ASQA).

We combine the best of contemporary educational technology with the human warmth of experienced trainers and responsive support staff. Our head office in Cohuna, Victoria coordinates the administration and operations of the college, while training is delivered from our Melbourne campus at Little Collins Street, through live virtual classrooms on Google Meet, online through the Stella Learn portal, and at approved workplace host organisations. This means students can study in a way that fits their lives without compromising the quality of what they learn.

Our mission

To empower every learner to achieve real outcomes through practical, industry-relevant training delivered with integrity, care, and a genuine commitment to their success.

Our vision

To be a trusted national provider of vocational education — known for the confidence of our graduates, the strength of our industry partnerships, and our unwavering focus on learner wellbeing and success.

Our values

- Excellence — We set high standards for ourselves and support our students to reach them.
- Integrity — We act honestly, transparently, and in our students' best interests at all times.
- Respect — We value the cultural, linguistic, and personal diversity of every learner and staff member.
- Care — Learner wellbeing sits at the centre of every decision we make.
- Innovation — We embrace new approaches, tools, and technologies to improve the learning experience.
- Accountability — We take responsibility for the outcomes we promise and welcome feedback that helps us grow.

Registration and recognition

Stella College is registered under the National Vocational Education and Training Regulator Act 2011 and regulated by ASQA. Our nationally recognised qualifications are issued under the Australian Qualifications Framework (AQF) and are recognised by employers, licensing bodies, and further education providers across Australia.

You can verify our registration and current scope at any time on the national register at training.gov.au using RTO code 41290.

Campus and contact details

RTO Code	41290
Head Office	36 Western Road, Cohuna VIC
Delivery Location	Suite 609, 365 Little Collins Street, Melbourne VIC 3000
Phone (free call)	1800 069 877
Mobile	+61 411 620 815
Email	info@stellacollege.edu.au
Website	www.stellacollege.edu.au
Student Portal	stellalearn.com.au
Delivery modes	Face-to-face, blended (live virtual classes via Google Meet plus online self-paced), fully online, and workplace-based
Regulator	Australian Skills Quality Authority (ASQA)

Our Courses

Stella College offers a growing portfolio of nationally recognised qualifications and skill-specific short courses. The most current information — including training product code, title, duration, fees, delivery modes, start dates, entry requirements, and any licensing or regulatory outcomes — is published on our website and is provided to you in writing prior to enrolment, as per the Compliance Requirements under the 2025 Standards for RTOs.

Our current scope of registration can always be verified at training.gov.au under RTO 41290.

Nationally recognised qualifications

Code	Qualification	Sector
CHC33021	Certificate III in Individual Support (Ageing and Disability)	Ageing & Disability
CHC43015	Certificate IV in Ageing Support	Ageing & Disability
CHC43121	Certificate IV in Disability Support	Ageing & Disability
CHC43415	Certificate IV in Leisure and Health	Leisure & Health
FBP30121	Certificate III in Food Processing	Food Processing
HLTAID009	Provide Cardiopulmonary Resuscitation	First Aid
HLTAID011	Provide First Aid	First Aid
HLTAID012	Provide First Aid in an Education and Care Setting	First Aid

Industry-aligned short courses

We also deliver non-accredited short courses in technology, business, cyber security, professional development, and mental health.

Important: Non-accredited short courses are NOT nationally recognised training. They do not lead to an AQF qualification or Statement of Attainment and are not recorded on your USI transcript. Completing a non-accredited short course with Stella College will not count toward a nationally recognised qualification and will not be recognised by other RTOs, licensing bodies, or government funding programs.

Non-accredited courses lead to a Stella College Certificate of Completion only. This is an internal Stella College credential, not an AQF credential.

The course codes used for non-accredited courses (e.g. SCAI0625) are Stella College internal reference numbers only — they are not nationally recognised training codes registered on training.gov.au

Code	Course	Category
SCAI0625	AI Fundamentals — Understanding Artificial Intelligence	Technology
SCAI0725	AI for Business Decision Making	Technology
SCAI0825	Advanced AI Applications	Technology
SCBU0125	Business Fundamentals for Emerging Leaders	Business
SCBU0225	Communication and Negotiation Skills	Business
SCBU0325	Entrepreneurship and Business Growth Strategy	Business
SCCS0425	Cybersecurity Fundamentals	Cyber Security
SCCS0525	Cybersecurity Awareness and Best Practices	Cyber Security
SCCS0625	Advanced Cybersecurity	Cyber Security
SCDV0825	Understanding Australian Workplace Culture and Values	Professional Development
SCDV0925	Australian Values, Rights, and Civic Participation	Professional Development

Nationally Recognised Training

Nationally recognised qualifications and Statements of Attainment are issued using the NRT logo in accordance with the NRT Logo Conditions of Use Policy. Non-accredited short courses are clearly distinguished in all of our marketing, enrolment, and certification documentation so you always know exactly what you are enrolling in.

Before You Enrol

Under the 2025 Standards for RTOs, Stella College must give you clear, accurate, and current information before you enrol and before you pay any fees. This section summarises what you can expect to receive and the decisions you will be supported to make.

Information we give you before enrolment

Before you sign your enrolment form — and always before any fees are required to be paid — we will provide you with written information covering:

- The training product code, title, qualification level, and nominal duration
- Modes of delivery available and the location(s) of training and assessment
- Scheduled commencement dates and training schedule
- Any prerequisites, entry requirements, physical requirements, or regulatory/licensing considerations
- All fees, costs, and charges — including any third-party costs you may incur
- Any obligations or liabilities that apply to you as a student
- The training support and wellbeing support services available to you, and how to access them
- Whether your training involves a work placement, and what that will involve
- Refund arrangements and how to withdraw or transfer
- Your rights under the 2025 Standards, including complaints and appeals

Pre-Training Review (PTR)

The 2025 Standards require us to understand your individual skills, competencies, and circumstances before we accept your enrolment. We do this through a Pre-Training Review — a structured conversation and review designed to make sure the course is right for you and that we can support you to succeed.

The PTR looks at:

- Your reasons for choosing this course and your career goals
- Your prior learning, work history, and any existing qualifications
- Your language, literacy, numeracy and digital (LLND) proficiency relative to the demands of the training product
- Your digital literacy and access to the technology needed for the chosen delivery mode
- Any support needs, adjustments, or learning considerations you wish to share with us

Based on the outcome of your PTR, we will advise you whether the training product is suitable, recommend any adjustments or support services, and where appropriate suggest alternative courses that may be a better fit.

Your choice matters

You are never obligated to enrol after a Pre-Training Review. It is a genuine check-in — not a sales conversation. If the course is not right for you at this time, we will say so and help you explore other pathways.

No guarantees we cannot keep

In line with the 2025 Standards for RTOs, Stella College is committed to honest, transparent communication. This means we will never make promises we cannot keep — and you should be cautious of any provider that does.

What we do commit to:

- Delivering training and assessment that meets the requirements of the relevant training product and the 2025 Standards.
- Providing the support services described in this handbook.
- Issuing your AQF credentials within 30 calendar days of completion, once your USI is verified and fees are paid.
- Treating you fairly, respectfully, and in accordance with your rights.

What we cannot guarantee:

- That you will complete your qualification in a specific timeframe — completion depends on your effort, attendance, and circumstances as well as our delivery.
- That you will obtain a specific employment outcome — employment is subject to the labour market, employer decisions, and your individual circumstances.
- That you will be assessed as Competent in a specific number of attempts — assessment outcomes reflect evidence of competency, not participation alone.

If any marketing material or verbal statement you have received suggests otherwise, please let us know.

Enrolment

How to apply

Applying to study with Stella College is a simple five-step process:

1. Choose your course. Browse our current offerings at stellacollege.edu.au or speak with our admissions team on 1800 069 877.
2. Enquire and receive a Pre-Enrolment Information Pack. This pack includes all of the information listed in the 'Before You Enrol' section of this handbook, tailored to your chosen course.
3. Complete your Pre-Training Review. A Student Support Officer will walk you through the PTR, including an LLN and digital literacy check.
4. Submit your enrolment form and supporting documents. These typically include proof of identity, your Unique Student Identifier (USI), and any evidence to support a Credit Transfer or Recognition of Prior Learning application.
5. Receive your confirmation and welcome email. This includes your student portal login, class details, and everything you need to start strong.

Entry requirements

Entry requirements vary by course and are published on each course page. For some qualifications (particularly those in the care sector), additional requirements may apply — for example a National Police Check, Working With Children Check, NDIS Worker Screening Check, or vaccination status. Our team will explain any such requirements before you commit.

Unique Student Identifier (USI)

Under Australian law, you must have a USI to enrol in nationally recognised training. Your USI is a personal, lifelong reference number that allows you to view all of your nationally recognised training outcomes in one place.

If you do not already have a USI, you can create one free of charge at usi.gov.au, or we can create one on your behalf with your written permission. Stella College cannot issue AQF certification documentation to any student without a valid, verified USI.

Recognition of Prior Learning (RPL)

We recognise that learning happens in many places — not just in classrooms. If you have relevant skills, knowledge, or experience gained through previous study, paid or unpaid work, volunteering, or

life experience, you may be eligible for Recognition of Prior Learning against one or more units of your course.

RPL is a structured assessment process, not a shortcut or an assumption of competence. You will be asked to present evidence that demonstrates you can consistently perform the required skills and knowledge to the current industry standard. Our RPL assessors will guide you through what evidence is needed, how to present it, and will make a fair, valid, and reliable judgement.

Under the 2025 Standards, every student is offered the opportunity to seek RPL where it is appropriate for the training product. If RPL is not practical or appropriate for a particular course (for example, a one-day first aid course), we will explain the reasons transparently.

Credit Transfer (CT)

If you hold a current Statement of Attainment or qualification from another RTO that contains units of competency identical to those in your Stella College course, you are entitled to a Credit Transfer. You will not be required to repeat those units. Simply supply a verifiable copy of your certification documentation (we can check this against your USI transcript) and we will process your CT within 10 business days.

Fees, Payments and Refunds

Stella College is committed to clear, up-front, and fair fee arrangements. The full fee schedule for your course — including tuition fees, material fees, and any other charges — is set out in your Pre-Enrolment Information Pack and confirmed in your signed enrolment agreement.

Protection of prepaid fees

Where you pay fees in advance, Stella College complies with the prepaid fee protection requirements under the National Vocational Education and Training Regulator Act 2011 and the 2025 Compliance Requirements. In practical terms, this means:

- Stella College does not collect more than \$1,500 in total prepaid fees from you before the relevant training has commenced.
- Once training has commenced, we may collect further fees as they fall due in accordance with your payment schedule.
- Prepaid fees are held in a manner that ensures they are available for refund should Stella College be unable to deliver your training for any reason.

If Stella College were ever unable to deliver a course you have paid for, your prepaid fees would be refunded in full. This protection is in place so that your investment in your education is always secure. Payment options

We aim to keep education accessible. Depending on your circumstances, you may be able to:

- Pay up front in full (with the standard tuition rate)
- Arrange a payment plan to spread your fees across the duration of your course
- Use employer or third-party funding where an employer or funding body is paying on your behalf

Additional and incidental costs

Some courses involve additional costs that are not included in your tuition — for example police checks, textbooks, or replacement certification documents. Any such costs are disclosed in writing before you enrol. We will never surprise you with unexpected charges.

Refund policy

Our refund policy protects both you and the college. In summary:

- If Stella College cancels a course before it commences, you will receive a full refund of all tuition fees paid for that course.
- If you withdraw in writing more than 10 business days before the course start date, you are entitled to a refund of tuition fees paid, less a reasonable administration fee as disclosed in your enrolment agreement.
- Withdrawals made within 10 business days of the start date, or after the course has commenced, are considered on a pro-rata basis having regard to the training already delivered.
- Material fees and items already received (textbooks, consumables) are generally non-refundable once issued.
- Refunds arising from exceptional circumstances — such as serious illness, bereavement, or other compassionate grounds — are considered individually on application.

Full details, timeframes, and the refund application form are available from Student Services and on the Forms & Policy page of our website. All refund decisions are made within 20 business days of your completed application.

What happens if you are dissatisfied with a refund decision

You may appeal any refund decision through our complaints and appeals process (see the 'Complaints and Appeals' section of this handbook). Exercising this right does not affect your ability to take the matter externally — for example to the ASQA Complaints team or a relevant consumer protection body. Your statutory rights under Australian Consumer Law are not reduced by this policy.

Government-Subsidised Training — VIC Skills First

Stella College holds a VIC Skills First Funding Contract with the Victorian Department of Jobs, Skills, Industry and Regions (DJSIR). This means that eligible Victorian students may be able to study certain Stella College courses at a significantly reduced cost — or in some cases, at no cost — through a Victorian Government subsidy.

What is Skills First?

Skills First is a Victorian Government program that provides access to government-subsidised training for courses in growth industries.

If you are eligible, your tuition fees will be lower.

Am I eligible?

Eligibility for government-subsidised training under the Skills First program is determined by the Victorian Government, not by Stella College. In general terms, you may be eligible if you:

- Are an Australian citizen, permanent resident, or a New Zealand citizen.
- Are a Victorian resident or in a designated border region while participating in training and assessment.

Course limits

Skills First funding is limited to:

- 2 courses at a time
- 2 courses in a year

Eligibility is checked before your enrolment is confirmed. If you are not eligible for a subsidised place, you may still be able to enrol as a full-fee paying student. We will always tell you clearly which category applies to you before you commit to enrolment — and before any fees are charged.

Skills First fee concessions

The Victorian Government offers eligible students discounted course fees. Training providers offer concessions on Skills First training courses in Victoria.

Concessions are available for Certificate IV level and below courses, and skill sets. You will need to hold one of the following valid concession cards:

- Health Care Card
- Pensioner Concession Card
- Veteran's Gold Card.

You can also get a concession if you are a dependent spouse or a dependent child of a card holder.

This also applies if you are enrolled under the Asylum Seeker VET Program (even if you don't have a concession card).

The following concession and exemption entitlements may apply:

Entitlement	Who qualifies
Concession rate	Students who hold a current Health Care Card, Pensioner Concession Card, or Veterans' Gold Card, or who are the dependant of a person who holds one of these cards. The concession rate is approximately half the standard Student Tuition Fee.
Access fee waiver	Aboriginal and Torres Strait Islander Victorians can do any VET qualification under Skills First without the cost of tuition fees. Students can get the Aboriginal access fee waiver at any Skills First training provider.

Your full fee schedule — including whether you are in a subsidised or full-fee place, and which concession or exemption applies — is set out in your Pre-Enrolment Information Pack and confirmed in your Enrolment Agreement before you pay anything.

Your rights as a Skills First student

As a student enrolled in government-subsidised training, you have specific rights under the Skills First Program Guidelines, in addition to your rights under the RTO Standards 2025. These include the right to:

- Receive clear information about your fees, concessions, and exemptions before you enrol.
- Be enrolled only if you meet the eligibility criteria for the relevant subsidised place.
- Receive training that meets the quality requirements of the Skills First contract.
- Make a complaint about your training to the Victorian Department of Jobs, Skills, Industry and Regions (DJSIR) at any stage — you do not need to use our internal complaints process first.

Skills First complaints pathway

If you have a concern about your government-subsidised training and you are not satisfied with the outcome of Stella College's internal complaints process — or if you prefer to go directly to the government — you can contact:

Body	Contact
VIC Skills First Hotline (DJSIR)	Phone: 1800 210 210 Web: education.vic.gov.au/skillsfirst
ASQA	Phone: 1300 701 801 Web: asqa.gov.au

Note: The information in this section applies to students enrolled in government-subsidised places under the VIC Skills First program. If you are enrolled as a full-fee paying student, the Skills First eligibility and fee information does not apply to you, but all other rights and obligations in this handbook remain the same.

Withdrawing, Deferring or Suspending Your Enrolment

We understand that life circumstances change. If you need to leave your course, pause it, or change your start date, here is what to do.

Withdrawing from your course

You may withdraw from your enrolment at any time by submitting a written withdrawal request to Student Services by email (info@stellacollege.edu.au) or by completing the Withdrawal Form on the student portal. Your withdrawal will be processed within five (5) business days of Stella College receiving your completed request.

When you withdraw:

- Your enrolment is updated in our student management system to reflect the withdrawal date.
- Fees and refunds are calculated and processed in accordance with the Refund Policy in this handbook and your Enrolment Agreement.
- If you have completed one or more units of competency, a Statement of Attainment will be issued within 30 calendar days of your withdrawal date, provided your USI is verified.
- For students in government-subsidised training (Skills First), your withdrawal will be recorded and reported to DJSIR as required under the program guidelines.

Deferring your start date

If you have not yet commenced your course, you may be able to defer your start date to a later intake. Deferral requests must be submitted in writing before the original start date and are assessed on a case-by-case basis. A deferral does not guarantee a place in the next available intake — enrolment availability applies.

Suspending your enrolment (leave of absence)

If you have already commenced your course and need to take a temporary break due to serious personal, medical, or compassionate circumstances, you may apply for a leave of absence. Applications must be submitted in writing with supporting documentation where available. Leaves of absence are approved for a period of up to twelve (12) weeks. During a leave of absence, your enrolment remains active and your access to the student portal is maintained where practicable. Your Training Plan dates will be revised when you return.

If you are thinking about withdrawing or taking a leave of absence, please talk to a Student Support Officer first. There may be options — such as a payment plan, a reasonable adjustment, or a course transfer — that could help you stay on track.

Training and Assessment

The 2025 Standards for RTOs place the quality of your training and the fairness of your assessment at the centre of everything we do. This section explains how we plan, deliver, and assess your learning.

Competency-based training

Nationally recognised training is competency based. This means that you demonstrate — through a combination of knowledge, skills, and application — that you can perform the tasks required in your chosen industry to the standard employers expect. Each unit of competency specifies its own performance criteria, required knowledge, and assessment conditions, and you progress by meeting those requirements.

Structured, well-paced delivery

Standard 1.1 of the 2025 Outcome Standards requires training to be structured and paced to support you to progress, with sufficient time for instruction, practice, feedback, and assessment. Our course plans are built around this principle. The amount of training you receive reflects the complexity of the course, your prior experience, your chosen mode of delivery, and the expectations of industry.

Your Training Plan

Before your training commences, Stella College will prepare a Training Plan with you. Your Training Plan is a personalised document that sets out:

- The qualification or units of competency you are enrolled in.
- How, when, and where your training will be delivered.
- The assessment tasks and methods that apply to each unit.
- Your scheduled start and completion dates.
- Any support services, reasonable adjustments, or RPL/Credit Transfer arrangements agreed for you.
- Your trainer's and assessor's contact details.

Your Training Plan is a living document — it will be updated by agreement between you and your trainer if your circumstances change. For apprentices and trainees, the Training Plan is a formal part of your National Training Contract and is reviewed at least quarterly.

You are entitled to a signed copy of your Training Plan within 14 days of your enrolment being confirmed. If you have not received your Training Plan, please contact Student Services.

Delivery modes

Depending on your course, one or more of the following modes may be available:

- Face-to-face classroom training at our Melbourne delivery location in Little Collins Street
- Blended learning — a combination of live virtual classes delivered via Google Meet and online self-paced study through our Stella Learn student portal. Blended students attend the live Google Meet sessions in real time (camera and microphone on, as they would in a classroom) and complete the remaining learning and assessment activities in their own time on the portal.
- Fully online self-paced learning through the Stella Learn student portal, with scheduled trainer support available by phone, email, and virtual drop-in
- Workplace-based training, including supervised work placement where required
- Recognition of Prior Learning for those with existing skills and experience

If you choose blended delivery, you will need a reliable internet connection, a working camera and microphone, and a quiet space for the scheduled live sessions. All Google Meet session links, dates, and times are published on the student portal well in advance, and recordings (where permitted) are available afterwards for revision.

Work placement (where required)

Several of our qualifications — particularly in the care sector — require supervised work placement in a real workplace. Where placement is required, we will explain the hours, assessment tasks, host organisation expectations, and insurance arrangements before you enrol. We work with a network of approved host organisations and provide a Stella College placement supervisor to support you throughout.

Principles of assessment

All assessment decisions made by Stella College trainers are grounded in the four Principles of Assessment:

Principle	What it means for you
Fairness	Your individual needs are considered, reasonable adjustments are applied where appropriate, and you are told in advance how you will be assessed and how to appeal the outcome.
Flexibility	Assessment draws on a range of methods and reflects the way you have learned — including competencies acquired outside formal training.
Validity	Assessment covers the full range of skills and knowledge in the unit, combines knowledge with practical application, and is directly aligned to the training product.

Principle	What it means for you
Reliability	The same decision would be made by a different qualified assessor looking at the same evidence.

Rules of evidence

The evidence you submit must meet the four Rules of Evidence:

Rule	What it means for you
Valid	Evidence addresses the actual requirements of the unit of competency.
Sufficient	There is enough quality, quantity, and relevance of evidence to make a judgement.
Authentic	Evidence is your own work — we may verify authenticity through questioning, observation, or third-party reports.
Current	Evidence reflects your present-day skills and knowledge, not just what you could do in the past.

Assessment methods

Depending on your course, your trainer may use any combination of the following methods:

- Written questioning and short-answer tasks
- Oral questioning and professional conversations
- Practical demonstration and observation in the classroom, simulated workplace, or real workplace
- Written assignments, reports, and case studies
- Projects and portfolios
- Role plays and simulations
- Third-party reports from supervisors or employers
- Logbooks and workplace journals

Assessment outcomes

Each assessment attempt will result in one of two outcomes:

- **Competent (C)** — you have met all requirements of the unit and no further action is needed for that attempt.
- **Not Yet Competent (NYC)** — you have not yet demonstrated all requirements. Your trainer will explain exactly what is missing and how to close the gap.

If your first attempt results in NYC, you are entitled to a second attempt at no additional cost. If a second attempt is also unsuccessful, a third attempt may be offered (additional fees may apply, as

disclosed at enrolment). Where three attempts do not result in a Competent outcome, we will have a supportive conversation about the best next step — which may include re-enrolment, a different course, or a referral to external support.

Submitting assessments

Most assessments are submitted through the Stella Learn student portal, which provides a secure record of your submission. Where hard-copy submission is required, your trainer will explain the process. We aim to mark and return all assessments within 15 business days of receipt, with feedback that helps you understand both what you did well and where to focus next.

Reassessment and reasonable adjustment

If you need extra time, an alternative format, or another reasonable adjustment to complete an assessment, speak with your trainer or a Student Support Officer. We apply reasonable adjustments consistent with the Disability Standards for Education 2005 and document the reason for - and outcome of - any adjustment made. Adjustments never compromise the integrity of the competency standard.

Extensions

If you cannot meet an assessment due date because of illness, family emergency, or other serious circumstance, you may apply for an extension before the due date using the Extension Request form on the student portal. Extensions are granted on reasonable grounds and will not be unreasonably refused.

Academic integrity and AI Use

We take plagiarism, collusion, contract cheating, and fraudulent representation of someone else's work very seriously. Assessments must be your own work.

The growing use of generative artificial intelligence (AI) tools — such as ChatGPT, Copilot, Gemini, and similar products — does not change this principle.

Stella College's position on AI in assessment is as follows:

- AI tools may be used to support your learning — for example, to explore concepts, generate practice questions, or research topics.
- AI tools must not be used to generate, write, or substantially complete any assessment task that you submit as your own work, unless your trainer has explicitly authorised this for a specific task.
- Where AI tools have been used in preparing your work, you must disclose this to your trainer. Undisclosed use of AI to generate submitted work is treated as academic misconduct.

- The submitted evidence must genuinely reflect your own competence — it must demonstrate that you, personally, can perform the skills and apply the knowledge required by the unit of competency.

If you are unsure whether a particular use of AI is acceptable for a specific task, ask your trainer before you submit. Different tasks may have different requirements, and your trainer is the best source of guidance. Where academic misconduct is suspected, the matter is investigated in line with our Academic Integrity Policy, and you will have the opportunity to respond before any decision is made. Outcomes range from re-submission with feedback through to, in serious cases, cancellation of enrolment.

Certification and Records

Your AQF certification documentation

On successful completion of your training and assessment, you will be issued with AQF certification documentation. Under Clause 9 of the 2025 Compliance Requirements, we will issue your certificate within 30 calendar days of you being assessed as Competent in all the requirements of your course, provided all fees have been paid and your USI has been verified.

There are three main types of certifications that Stella College can issue:

- Qualification — a full AQF qualification issued when you are assessed as Competent in all the units that make up the qualification, accompanied by a Record of Results listing those units.
- Statement of Attainment (SoA) — issued when you are assessed as Competent in one or more units of competency but not the full qualification. An SoA can be requested at any time during your enrolment.
- Certificate of Completion — issued for non-accredited short courses. This is not AQF certification documentation and does not lead to national recognition.

Replacement and additional copies

You can request a replacement or additional copy of your certification at any time by completing the Certificate Reissue form. An administration fee applies to replacements; this fee is disclosed at enrolment, so you know in advance. We will never charge for reissue where the original was never issued or was issued incorrectly by us.

Sharing your results with third parties

We will only release a copy of your Statement of Attainment, Record of Results, or qualification to a third party (for example an employer or licensing body) with your prior written consent. Your USI transcript remains yours to share as you wish through the USI portal.

Retention of your assessment evidence

Under the 2025 Standards, we retain a full and complete copy of your assessment evidence for two years from the date you complete the training product. Records are kept securely and protected against unauthorised access, fire, flood, and other risks, in line with our Records Management Policy.

Student Support and Wellbeing

The 2025 Standards place clear, outcomes-focused obligations on RTOs to provide both training support and wellbeing support. At Stella College, we take those obligations seriously — not because we have to, but because we know that students who feel supported are students who succeed.

Training support

Our training support services are designed to help you progress through your course and complete successfully. They include:

- Access to your trainer and assessor by phone, email, and through the Stella website as per the published hours
- Timely responses to queries (we aim to reply within two business days)
- Additional learning resources — readings, practice exercises, Videos and recorded sessions
- One-on-one coaching sessions for students who are falling behind or struggling with specific content
- Language, literacy, numeracy, and digital literacy support where it has been identified as needed
- Technical support for the Stella Learn platform through our IT help desk
- Study skills guidance — note-taking, time management, and academic writing

Wellbeing support

Study can be demanding, and life does not pause while you are learning. Our wellbeing support services are here to help you manage the pressures that show up along the way. You have access to:

- Confidential wellbeing check-ins with a Student Support Officer
- Warm referrals to external counselling, crisis, and financial support services
- Information and resources on mental health, stress, sleep, and healthy study habits
- Safety and family violence support information, including culturally specific services
- Peer connection opportunities and study group facilitation

External support services

If you need urgent or specialised support beyond what we can provide, these national services are available 24 hours a day, 7 days a week. In an emergency always call Triple Zero (000).

Service	Contact
Lifeline (crisis support)	13 11 14
Beyond Blue (depression and anxiety)	1300 22 4636

Service	Contact
1800RESPECT (family violence, sexual assault)	1800 737 732
13YARN (Aboriginal and Torres Strait Islander crisis line)	13 92 76
Kids Helpline (ages 5–25)	1800 55 1800
National Debt Helpline	1800 007 007
Healthdirect	1800 022 222
Emergency (Police, Fire, Ambulance)	000
Reading Writing Hotline (LLND support)	1300 6 55 506

Reasonable adjustments and disability support

Stella College is committed to providing an inclusive learning environment. In line with the Disability Discrimination Act 1992 and the Disability Standards for Education 2005, we will make reasonable adjustments to enable students with disability to participate in education on the same basis as other students.

Reasonable adjustments may include:

- Additional time for assessments or scheduled breaks
- Alternative assessment formats (for example oral instead of written)
- Assistive technology, large-print materials, or captioned video
- Flexible attendance arrangements
- Support workers or interpreters where appropriate

We encourage — but never require — you to disclose a disability or learning need at the PTR stage so that we can plan support with you from day one. You can disclose at any time during your enrolment and it will always be treated with discretion. If a particular adjustment is not possible because it would compromise the integrity of the competency standard, we will explain the reason in writing and work with you on alternatives.

Language, literacy, numeracy and digital support

If your PTR or progress indicates that your LLND skills need support to meet the demands of your course, we will design a support plan with you. Where your needs go beyond what we can reasonably provide, we will refer you to specialist LLND support — for example through the Reading Writing Hotline (1300 6 55 506).

Your Rights and Responsibilities

Stella College is built on mutual respect. This section sets out the rights you enjoy as a student, the responsibilities that come with those rights, and the behaviours we expect from everyone in our community.

Your rights as a Stella College student

You have the right to:

- Be treated fairly and with respect by all students, trainers, and staff
- Learn in an environment free from harassment, discrimination, victimisation, and bullying
- Work and study in a safe and healthy environment
- Receive clear, accurate, and current information about your course, fees, and training and assessment arrangements
- Have your personal information handled in accordance with the Privacy Act 1988 and our Privacy Policy
- Access the personal records we hold about you, and request correction of any inaccurate information
- Receive training and assessment that meets the 2025 Standards for RTOs
- Be offered the opportunity to seek Recognition of Prior Learning where appropriate
- Be assessed fairly against the four Principles of Assessment
- Receive support services that reflect your individual needs
- Lodge a complaint or appeal without fear of reprisal or disadvantage
- Provide feedback about your experience — formally and informally — and see how that feedback shapes our continuous improvement
- Be informed promptly of any changes to your course, fees, or the way training is delivered

Your responsibilities as a Stella College student

In return, we ask that you:

- Treat fellow students, trainers, staff, clients, and members of the public with respect, fairness, and courtesy
- Refrain from any form of harassment, discrimination, victimisation, bullying, or violence — in person, in writing, or online
- Respect the property of the college, your host organisation (if applicable), and your peers
- Follow all reasonable health and safety directions
- Participate actively in your learning — attend scheduled sessions, complete tasks on time, and communicate early if you are struggling

- Submit work that is your own and properly acknowledge the work of others (including appropriate use of AI tools)
- Provide accurate and timely information to the college, and update us if your contact details change
- Pay fees in accordance with your enrolment agreement
- Notify us as soon as possible (and ideally at least 12 hours in advance) if you cannot attend a scheduled session
- Comply with all Stella College policies, including this handbook, and with the terms of your enrolment agreement

Student Code of Conduct

All Stella College students are expected to uphold the Student Code of Conduct at all times during their enrolment — on campus, online, at work placement, and at any college-sponsored event. Serious or repeated breaches of the Code are managed through our Disciplinary Procedure, which provides for fair notice, the right to respond, and the right to appeal any disciplinary decision.

Workplace health and safety

Under Australian work health and safety law, you have a duty of care to yourself, your fellow students, trainers, staff, and visitors. In practical terms, this means you must:

- Take reasonable care for your own health and safety
- Take reasonable care that your actions do not adversely affect the health and safety of others
- Comply with any reasonable instruction given by a Stella College representative
- Report hazards, near misses, incidents, and injuries to your trainer or a staff member as soon as possible
- Never interfere with or misuse equipment provided in the interests of health and safety

If you have a health condition that could become critical during training — including food allergies, seizure disorders, or mental health conditions where advance notice would support your safety — please let us know at the PTR stage so we can put reasonable preparations in place. All such information is treated in strict confidence.

Equity, Diversity and a Safe Learning Environment

Stella College values the cultural, linguistic, and personal diversity of every student and staff member. We are committed to providing a workplace and learning environment free from discrimination, harassment, vilification, antisemitism and bullying. This commitment is grounded in Australian law and in our own values.

Equal opportunity

All prospective and current students have equal access to training and assessment, support services, facilities, and opportunities — regardless of age, race, ethnicity, religion, gender, gender identity, sexual orientation, marital or relationship status, pregnancy, carer responsibilities, disability, political conviction, or socio-economic status.

Discrimination

Discrimination means treating a person less favourably because they belong to a particular group, or imposing a requirement that disadvantages them unfairly. Both direct and indirect discrimination are unlawful.

- Direct discrimination is overt — treating someone unfavourably because of a protected attribute.
- Indirect discrimination is less obvious — applying a rule that appears neutral but disadvantages a particular group.

Harassment

Harassment is any unwanted behaviour that a reasonable person would find offensive, intimidating, or humiliating, and that occurs because of a protected attribute. Harassment can be overt or subtle, direct or indirect, verbal, written, physical, or online. Examples include unwelcome comments about a person's body, sexuality, or cultural background; intrusive personal questions; offensive jokes, images, or memes; and unwanted electronic messages.

Sexual harassment

Sexual harassment is any unwelcome sexual advance, request for sexual favours, or other unwelcome conduct of a sexual nature that a reasonable person would find offensive, humiliating, or intimidating. Stella College maintains a zero-tolerance position on sexual harassment. It is unlawful under the Sex Discrimination Act 1984 and will be treated as a serious disciplinary matter regardless of whether it occurs on campus, at work placement, or online.

Bullying

Bullying is repeated, unreasonable behaviour directed at a person or group that creates a risk to health and safety. It may include verbal abuse, deliberate exclusion, persistent 'put-downs', intimidation, or the misuse of power. Cyber-bullying — whether through messaging apps, social media, or the student portal — is treated the same as any other form of bullying.

Vilification

Vilification is a public act that incites hatred, serious contempt, or severe ridicule of a person or group on the basis of race, religion, sexuality, gender identity, HIV/AIDS status, or disability. It is unlawful and has no place in our community.

Antisemitism

Antisemitism is hostility, prejudice, or discrimination directed against Jewish people, either as individuals or as a group. It can manifest in social, cultural, religious, political, or economic forms.

If something happens

If you experience or witness discrimination, harassment, bullying, antisemitism or vilification at Stella College, you have options — and you will be supported whichever one you choose:

1. If you feel safe to do so, let the person know the behaviour is unwanted and ask them to stop.
2. Speak informally with your trainer, a Student Support Officer, or the Student Wellbeing Coordinator. We can help you work through the situation confidentially.
3. Lodge a formal complaint using our Complaints and Appeals Policy (see the next section). Formal complaints are investigated fairly, confidentially, and promptly.
4. Take the matter to an external body. You can contact the Australian Human Rights Commission, the relevant state or territory equal opportunity commission, the Fair Work Ombudsman (if workplace-related), or ASQA — at any stage, with or without first using our internal process.

You will never be disadvantaged, victimised, or penalised for raising a concern in good faith.

Complaints and Appeals

Every student has the right to raise a concern and have it taken seriously. The 2025 Standards require every RTO to have an accessible, fair, and timely complaints and appeals system — and we do. This section summarises how it works; the full policy and forms are on the Forms & Policy page of our website.

The difference between a complaint and an appeal

- A complaint is a concern about any aspect of your experience at Stella College — the conduct of a staff member, another student, a third-party provider, the quality of training or assessment, facilities, or any other matter that has caused you dissatisfaction.
- An appeal is a request to have an academic or administrative decision reviewed — for example an assessment decision, a disciplinary outcome, or a refund decision.

Principles

All complaints and appeals are handled:

- Fairly — you will be given the opportunity to explain your position and respond to any information relied on
- Confidentially — information is shared only with those who need to know to resolve the matter
- Promptly — we aim to acknowledge every complaint within 2 business days and reach an outcome within 20 business days of receiving all relevant information
- Free of charge — you will never be charged for lodging or pursuing a complaint or appeal
- Without reprisal — raising a complaint or appeal will not disadvantage you in any way

Step 1 — Informal resolution

Many concerns are best resolved through a direct, respectful conversation. Where it is safe and appropriate, we encourage you to raise the issue first with the person involved or with your trainer. Our Student Support team can help facilitate that conversation.

Step 2 — Formal complaint or appeal

If informal resolution is not appropriate or has not worked, lodge a formal complaint or appeal in writing using the Complaints and Appeals Form (available on the website and at reception). Include:

- Your name, contact details, and course
- A clear description of the issue, including relevant dates and names
- What you have already done to try to resolve it
- What outcome you are seeking

Your matter will be allocated to a Stella College staff member who is independent of the issue — for example the Student Wellbeing Coordinator or the Compliance Manager. That person may ask to speak with you, with the other parties involved, and with witnesses. You may bring a support person to any meeting.

Step 3 — Internal review

If you are not satisfied with the outcome of your formal complaint or appeal, you may request an internal review. The review will be conducted by a senior staff member who has not been involved in the matter, and you will receive a written outcome within 20 business days of your review request.

Step 4 — External review

Using our internal process does not limit your right to take a matter externally. External options include:

- Australian Skills Quality Authority (ASQA) — for complaints about the way we deliver training and assessment (asqa.gov.au or 1300 701 801)
- National Training Complaints Hotline — 13 38 73
- Australian Human Rights Commission — for discrimination complaints (humanrights.gov.au)
- Your state or territory consumer affairs body — (e.g. Consumer Affairs Victoria) for consumer law matters
- The Office of the Australian Information Commissioner — for privacy complaints (oaic.gov.au) | 1300 363 992

Continuous improvement

Every complaint and appeal — whether upheld or not — is recorded on our Continuous Improvement Register. We review the register regularly to identify patterns, resolve systemic issues, and improve our services. Your voice genuinely helps us get better.

Privacy and Your Records

Stella College takes the privacy of your personal information seriously. We collect and handle your information in line with the Privacy Act 1988 and the Australian Privacy Principles, and in accordance with our Privacy Policy, which is available on our website.

What we collect

To enrol you in nationally recognised training we must collect personal information, including your name, contact details, date of birth, USI, identification documents, prior qualifications, and any information relevant to your Pre-Training Review. For some courses we may also collect information about criminal history checks, working-with-children checks, or health information where it is necessary for the safety of others.

Why we collect it

We use your personal information to:

- Process your enrolment and conduct your Pre-Training Review
- Deliver training and assessment and issue AQF certification documentation
- Report to ASQA, the Department of Employment and Workplace Relations, and state training authorities in line with our legal reporting obligations (including AVETMISS reporting)
- Verify and record your USI through the USI Registry System
- Communicate with you about your course and college services
- Improve our training, assessment, and support services

How we protect it

Student records are stored in secure, access-controlled systems — digital records on authenticated platforms and hard-copy records in locked storage. Only staff members who need access to your information to do their job can access it. We retain student assessment evidence for two years after course completion, AQF certification records for 30 years, and other records in line with our Records Retention Schedule.

Accessing and correcting your information

You have the right to see the personal information we hold about you and to request correction of anything that is inaccurate, out of date, incomplete, or misleading. To make a request, complete the Student Request Form on the website or email info@stellacollege.edu.au. We will respond within 30 days.

When we share your information

We will only share your personal information with third parties where:

- You have given us your consent
- It is required or authorised by law — for example for reporting to ASQA, DEWR, or a state training authority
- It is necessary for the delivery of your training — for example to a workplace host for placement
- It is needed to prevent a serious threat to life, health, or safety

Concerns about privacy

If you believe your privacy has been breached, please raise it through our complaints process. You can also contact the Office of the Australian Information Commissioner (oaic.gov.au or 1300 363 992) directly.

Orientation and Your First Weeks

Your orientation is designed to make your first weeks with Stella College as smooth and welcoming as possible. Whether you are joining us online or face-to-face, you will receive:

- A welcome from your Student Support Officer and a walkthrough of the student portal
- An introduction to your trainer and your cohort
- A detailed run-through of your course structure, assessment schedule, and key dates
- A recap of your rights, responsibilities, and the supports available to you
- An opportunity to update your personal details, verify your USI, and confirm any reasonable adjustments agreed at the PTR stage
- Clear guidance on work placement (where applicable), including host organisations, insurance, and expectations
- Practical information about emergency procedures, health and safety, and where to get help

What we ask from you on day one

- Arrive on time (or log in early for online sessions) to make the most of introductions
- Bring a valid photo ID for final enrolment verification if you have not already provided it
- Have your USI, login details, and any assistive technology ready to go
- Come ready to ask questions — no question is silly, and your early questions usually help the whole cohort

Meet your trainers

Every Stella College trainer and assessor holds the credentials required under the 2025 Credential Policy and maintains current industry competence in the area they teach. We invest in our trainers because we know that the quality of your experience ultimately depends on the quality of theirs.

Health, Safety and Emergencies

Your safety comes first. Whether you study online, on campus, or at a workplace, you should know what to do when something goes wrong.

In an emergency

- Call Triple Zero (000) for Police, Fire, or Ambulance
- Alert a Stella College staff member or, at work placement, your host supervisor
- Follow directions from emergency services and Stella College staff
- Assemble at the designated evacuation point and remain there until you are accounted for

First aid and incident reporting

First aid kits are available at each campus; their locations are pointed out at orientation. If you are injured, unwell, or witness an incident (including a near miss), notify your trainer or a staff member as soon as possible. All incidents are recorded and reviewed as part of our continuous improvement.

Hazards and safe behaviour

You can help keep our learning environment safe by:

- Reporting any hazard you see — unsafe equipment, spills, trip risks, or damaged facilities
- Using equipment only as directed and after appropriate instruction
- Wearing any personal protective equipment required for practical components of your course
- Telling us in advance about any medical condition that could require urgent response (this information is kept confidential)

Substance use

Stella College operates an alcohol- and other-drugs-free learning environment. Attending training or work placement while under the influence of alcohol or illicit drugs is a serious breach of the Code of Conduct and may result in being asked to leave. Where students are struggling with substance use, we prefer to support rather than punish — please reach out to a Student Support Officer or to one of the external services listed earlier in this handbook.

Smoke-free and vape-free

All Stella College premises are smoke-free and vape-free. Designated smoking areas, if available, are signposted and located away from entrances and gathering points.

Community, Culture and Career

Celebrating cultural diversity

Our student community reflects the richness of modern Australia. We celebrate this diversity through cultural awareness days, shared community events, and active acknowledgement of Aboriginal and Torres Strait Islander cultures. All students are encouraged to share, celebrate, and learn from one another.

Industry connections and career services

Because our courses are designed with industry — not just for industry — we keep close, active relationships with employers, peak bodies, and community organisations across the sectors we train for. These connections show up in your experience through:

- Guest sessions and employer panels led by practising professionals
- Quality work placements in real, supportive workplaces
- Career support including resume reviews, interview preparation, and job-search strategies
- Alumni networks in the aged care, disability, leisure and health, food processing, and technology sectors
- Announcements about professional events, seminars, and conferences through the website and email

Feedback and continuous improvement

We genuinely want to know how your experience with us is going. You will be asked for structured feedback at key milestones — during your course, at completion, and post-graduation — and you can share feedback any time through the Student Feedback form on the website. Each piece of feedback is reviewed, actioned where appropriate, and reflected in our Continuous Improvement Register.

Document Control

Document Name		Student Handbook
Approved By	CEO	
Version No.	Reviewed Date	Changes/ Revisions
Version 1.0	July 2025	Revised after the revision of 2025 RTO Standards came in force

Version 1.5	September 2025	Revised to incorporate rebranding from TPSC to Stella College.
Version 2.0	April 2026	Revised to incorporate more information as part of continuous improvement and updated the new office address

Student Acknowledgement

By signing below, I confirm that I have received, read, and understood the Stella College Student Handbook (RTO 41290). I understand my rights and my responsibilities as a Stella College student and agree to comply with the Student Code of Conduct and the policies referenced in this handbook.

I understand that this handbook, and the policies it summarises, may be updated from time to time and that the current version will always be available on the Stella College website. I understand that Stella College will notify me of any material change that affects my enrolment.

Full name	
Signature	
Date	

This form is retained on your student file

A signed copy of this acknowledgement is kept in your student file for the duration of our record-retention period. You may request a copy at any time.