

INTERNATIONAL STUDENT HANDBOOK

This handbook should be read together with the Student Letter of Offer and Written Agreement, Refund Policy, Complaints and Appeals Policy, and other policies published on the Stellar College website.



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Uncontrolled when printed.

Please refer to the Stellar College website for the latest version of this document.

ACKNOWLEDGEMENT OF COUNTRY

Stellar College acknowledges the Traditional Custodians of the lands on which our campuses operate and where our learning activities take place. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

VET and ELICOS Students

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INTRODUCTION

Welcome

Welcome to Stellar College! This handbook provides you with everything you need to know about studying with us in Australia. By choosing us as your education provider, you are choosing a high-quality and industry-relevant course and education provider to ensure you are set up for the future.



About us

Located in Sydney and Melbourne, Stellar College delivers nationally recognised vocational education and training (VET) and English language programs including General English, English for Academic Purposes, Certificate III in Glass and Glazing, Certificate III in Solid Plastering, Certificate IV in Kitchen Management, Diploma of Hospitality Management and Diploma of Project Management with all our qualifications focusing on workplace knowledge and practical skills. With well-located and comfortable facilities for students, industry current trainers, and assessors along with modern equipment and resources, Stellar College is a wise choice for your learning and future.

Stellar College provides vocational education and training (or VET as commonly known). The VET sector in Australia is based on a partnership between governments and industry. VET qualifications are provided by government institutions, called Technical and Further Education (TAFE) and private institutions.

We are a private institution. VET courses broaden your skills in specialized areas and are competency-based. This means that you are either Competent, or Not Competent, and if you achieve competence for all your units that make up a qualification then you can be awarded with your qualification certificate. To read further about vocational education and to see the various certificate levels that make up the framework, follow the link:

<https://www.studyaustralia.gov.au/en/plan-your-studies/vocational-education-and-training>

As well as offering VET courses, we also offer English language courses (also known as ELICOS courses) which help you to develop your English language skills for everyday life, including work and study. To read more about English courses and the types of English language courses, follow the link:

<https://englishwise.com.au/elicos-in-australia-fees-eligibility-types-explained/>

Our obligation to you

As a Registered Training Organisation (RTO) and CRICOS Education Provider registered with the Australian Skills Quality Authority (ASQA), we must ensure the quality of the nationally recognised training and assessment we deliver. Stellar College complies with the Standards for Registered Training Organisations (RTOs) 2025, the ESOS Act 2000, National Code 2018 and ELICOS Standards 2018.

We take this seriously, so we have developed policies and procedures along with systems within our business to make sure we comply with the standards and legislation. As we are responsible, this means that we take responsibility for any third parties we may work with – this includes training partners, education agents and sales/marketing providers. We participate in audits with the regulator (ASQA) and must provide them with information when they request it.

We are also required to issue you with your Australian Qualification Framework (AQF) certification documents (VET courses only) once you have been found competent and with certification for ELICOS courses too. If you feel in any way that we are not living up to our obligations, you have the right to make a complaint. Please see the Complaints and Appeals section of this handbook for information on how to do so.

Our contact details:

Melbourne Campus Address: - Level 10 108 Lonsdale St, MELBOURNE, Victoria 3000

Sydney Campus Address: - Level 2 29 The Crescent, HOMEBUSH, New South Wales 2140

Phone numbers: 0424 074 583 (Sydney) / 03- 85297476 (Melbourne)

Student Support Email: info@stellarcollege.edu.au

Website: www.stellarcollege.edu.au

Administration and Student Support Officer

Sehaj Singh

Phone: 0424 074 583

Our Head Office location

Level 2 29 The Crescent, Homebush, New South Wales 2140

About our area

Sydney is in the sunny state of NSW and is one of the fastest growing capital cities in Australia in terms of population and employment. A culturally diverse city, Sydney is renowned for its iconic harbour, beaches and multicultural community and boasts a world class international airport, comprehensive road and rail networks and a fully integrated public transport ticketing system.

We recommend you purchase an Opal Card for travel between trains, buses, ferries, and trams. For more information, please click the link below:

- <https://transportnsw.info/tickets-opal/opal/get-opal-card>

Melbourne, the capital of Victoria, is the second largest city in Australia.

Melbourne was originally settled by graziers, John Batman being the first. He claimed land just north of Port Phillip Bay, whilst other graziers also decided to occupy areas near the Yarra River, but without the necessary permission to colonise.

The city is divided into two parts by the Yarra River, creating predominantly working-class areas in the North and West regions, and more affluent areas in the South and the East. The CBD used to be known as the 'Golden Mile', as it is 1 mile long and 1/2 mile wide. Public Transport Victoria (PTV) is the brand name for public transport in the Australian state of Victoria.

- <https://www.ptv.vic.gov.au/tickets/myki/>

COURSES WE OFFER

Stellar College delivers nationally recognised vocational education and training and English language programs to international students. Courses currently offered include:

- General English
- English for Academic Purposes
- MSF30422 Certificate III in Glass and Glazing
- CPC31020 Certificate III in Solid Plastering
- SIT40521 Certificate IV in Kitchen Management
- SIT50422 Diploma of Hospitality Management
- BSB50820 Diploma of Project Management.

VISAS AND CONDITIONS

After you have successfully completed the application and enrolment process, you will be issued with a Confirmation of Enrolment (CoE). Once you have this, you can apply to the Department of Home Affairs for a student visa. You may choose to use a Registered Migration Agent or may choose to complete it yourself. More information about how to apply for a visa can be accessed here: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>

Once you have received your visa, you must abide by its conditions. If you don't, you can be sent home and won't be able to finish your course. Conditions include (but are not limited to):

- Maintain satisfactory course progress and attendance as required by your provider
- Maintain a valid enrolment for your course.
- Students must comply with all work conditions attached to their visa and should refer to the Department of Home Affairs website for current information.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify us of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE you received.
- Remain with the principal education provider for the first six months of your principal course unless a release is approved and recorded in PRISMS in accordance with the National Code.
- Continue to satisfy the requirements of your student visa

WHAT IS A USI AND WHY DO I NEED ONE?

USI is the acronym for Unique Student Identifier. It is a reference number that creates an online record of your training and qualifications attained in Australia. If you don't have a USI, then you can't be awarded your qualification or statement of attainment. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have valid USI for any student that enrolls in nationally recognized training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must provide us with your USI. For information about USIs including how to create one visit <https://www.usi.gov.au/>

For information on exemptions visit:

<https://www.usi.gov.au/students/create-your-usi/exemptions-usi>

If you are having trouble creating a USI, we will assist you during the orientation session on the first day.

EDUCATION AGENTS

Stellar College uses education agents to assist us in recruiting students. We have written agreements in place to ensure ethical practices as we hold our responsibility to our students, the sector, and the reputation of the VET industry in Australia very seriously. A current list of approved education agents is available on our website. Students may lodge a complaint where they believe an education agent has engaged in misleading, unethical or inappropriate conduct.

RPL and CREDIT TRANSFER – VET students only

Credit transfer is a formal recognition of previous studies and can help to reduce the duration of your course, as well as fees. You may apply for a credit transfer for a complete unit or modules within a unit. There is no charge to apply for a credit transfer, but you need to let us know that you want to apply for this during submission of application form along with other supporting documents. You will need to provide a certified copy of your certificate either issued by another education provider or an authenticated VET transcript issued by the USI Registrar.

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognized training can be formally recognized. You need to let us know that you want to apply for RPL at the time of submission of application form along with other supporting documents. Fees applicable to Recognition of Prior Learning (RPL) are detailed in the Schedule of Fees and are provided to students before enrolment, and this can be viewed in the ***Fees and Refunds*** section of this handbook. RPL can also reduce your course duration and fees.

We will inform you in writing of any reduced course duration and fees due to credit transfer and RPL and issue your CoE for the reduced duration of the course.

COURSE ORIENTATION

On the first day of your course, we will deliver an orientation session to you which includes an induction session. It's vital that you attend this as we will cover the following topics:

- Course information.
- Facilities and resources are available on our campus.
- Emergency evacuation procedures.
- Your rights and responsibilities as a student.
- Support services available.
- Legal, emergency, and health services.
- Safety relevant to Australia and your environment.
- Critical incidents and critical incident reporting
- Policies about course progress, attendance monitoring, deferral, suspension and cancellation, course transfer, and our complaints and appeals process.
- Student visa conditions related to course progress and attendance.

- Information about work rights.
- Question and answer session
- Assistance in creating your USI if you have not done so already.
- Tuition Protection Service.
- Overseas Student Ombudsman.
- Critical Incident Procedures.
- Academic Integrity.
- Online Learning Requirements

WHAT CAN I EXPECT DURING TRAINING AND ASSESSMENT (VET students)?

Vocational training and assessment are all about practical and competency-based learning and assessment that is relevant to industry and our modern world.

You will learn in the classroom and/or the practical work environment where the industry conditions are simulated to prepare you for your chosen field. You are required to undertake a range of assessment activities depending on the course you are undertaking. Your assessment tasks will either be marked as Satisfactory or Not Satisfactory and achievement of a Satisfactory result for all assessment tasks within a unit of competency results in a mark of Competent for that unit. Once you have received a mark of Competent for all units that make up the qualification— you will be eligible to be awarded your qualification. Students may request reasonable adjustment in assessment where appropriate and where the integrity of the unit of competency is maintained.

WHAT CAN I EXPECT DURING TEACHING AND ASSESSMENT (ELICOS students)?

ELICOS course helps international students to develop their English language skills for a variety of purposes, and you can find detailed information about the English language courses we offer in our course information brochures.

When you enroll in our ELICOS course you will complete an English placement test and be placed in a suitable level for your current English skills.

All your learning will take place in the classroom, and you will complete a range of theoretical and practical activities. You will also have access to a variety of multimedia resources to help you. You are required to undertake a range of assessment activities depending on the course you are undertaking, and your teacher will explain these to you, as well as the timing of the assessments and the criteria against which you will be assessed, and the marks you must achieve.

If you pass the course, you will be awarded a certificate.

REASSESSMENT ARRANGEMENT

Re-assessment

Arrangements for reassessment will be arranged with you directly with your trainer/assessor if, and as necessary. To pass each unit you must be deemed satisfactory in all tasks. To gain your qualification, you must achieve a result of competence for each unit.

RE-ASSESSMENT

Students will be provided with reassessment opportunities in accordance with the Assessment Policy and the requirements of the training package. Students will generally be provided with two reassessment opportunities unless otherwise specified by the training package or course requirements and which may incur additional cost for re-assessment as outlined in the **Fees and Refunds** information and this will also be outlined in your *Student Agreement* signed at enrolment. Please refer to the **Fees and Refunds** section for more information.

We can't guarantee that you will be awarded your qualification or certificate as this depends on you and the work you put into your course. We will provide you with all the necessary facilities, equipment, trainers/teachers, and support to complete the qualification – but the outcome of it depends on you. We also can't guarantee that you will find work in your chosen field, as this depends on factors beyond our control – but what we can guarantee is that we will provide you with consistent training/teaching and a relevant course with the support and guidance from a fantastic team of dedicated trainers who care about your progress. Each student matters to us – and your positive outcome and successes are successes of our college community also.

RE-ASSESSMENT (ELICOS students)

Arrangements for reassessment will be arranged with you directly with your teacher if, and as necessary. To pass the course you must achieve a minimum grade of 60% in reading, writing, speaking, and listening.

SUPPORT AND WELFARE

We all need a little extra support sometimes and when you are living and studying overseas – you may need a little bit more than you normally would. We are here to help you – so don't ever be shy to let us know what you are going through and how we can help. We offer the following in relation to support and welfare:

- One-to-one support from the trainer/assessor or teacher.
- Support with personal issues.
- Access to additional learning resources.
- Reasonable adjustment in assessment.
- Social events.
- Buddy program.
- Information about external sources of support.

You may not have studied for a while, may have English as a second language or need additional assistance. We will identify any additional support needs you may have at the time of application and enrolment and may prepare a Student Support Plan for you based on those needs.

We have a range of information we can provide you with on a variety of issues – this may be related to accommodation, legal or financial issues, cultural considerations, disability support, stress management – or maybe you are experiencing a bout of homesickness. If you are experiencing it – then we are concerned about it. Please communicate with us because we care. We don't charge for internal services, but you will be responsible for any external provider costs at the time you access the services. We can assist you to find local groups of like-minded people in the area, connect you with other students with similar interest groups or simply be a friendly listening ear when you need one.

Depending on your needs, we will provide you with a referral to the relevant local organization and assist you in accessing services from them.

Some support services are listed in our **Important information about Australia** section of this handbook – but it's best to come and speak to the Administration and Student Support Officer where you can have a confidential discussion and get the right type of service / support for your need or concern. Stellar College does not charge students for internal support services. Students may access confidential support services without fear of discrimination or disadvantage.

ISSUING CERTIFICATES (VET students)

Once you have been found competent in all units you are enrolled in that make up your qualification and have paid all your relevant fees – we will issue you with your qualification and record of results within 30 days. If you withdraw, meaning that you only partially complete your course, then you will be issued with a Statement of Attainment (SoA) within 30 days of withdrawal for all the relevant units that you have completed as competent. Stellar College may withhold certification where fees remain outstanding except, where prohibited by legislation or regulatory requirements. We cannot issue your certificates if we do not have your USI on file, which is why we ensure upfront that you have created one and assist you to do so at the time of orientation if you have not created one prior to this. Students may request replacement certification documents by submitting a written application and paying the applicable fee.

Reissuing certification documents

We are required by law to keep records of your qualification and units achieved for at least thirty (30) years. If you lose your statements or qualifications, we can re-issue these to you for an additional charge. Refer to our ***Fees and Refunds*** section for more information.

ISSUING CERTIFICATES (ELICOS students)

Once you have successfully completed the course you are enrolled in and have paid all your relevant fees – we will issue you with your qualification and record of results within 10 working days of successful completion. If you withdraw, meaning that you only partially complete your course, then you will be issued with a partial completion certificate within 30 days of withdrawal for the number of weeks you have completed. We reserve the right to withhold the issuance of any certificates until all fees have been paid, except where we are not permitted to do so by law.

FEEDBACK

Your feedback is important to us! Like all businesses, we strive to improve and use feedback to make changes in line with continuous improvement. We want to make sure we are meeting the needs of current and future students so please let us know if something isn't right or if you have feedback suggestion by emailing or calling us.

You may also receive surveys from us from time to time. Please complete these and return as advised.

If you are a VET student, you will also be provided with a Quality Indicator Survey which is issued by the National Centre for Vocation Education and Research (NCVER). We hope you will complete this as it's an important way for us to get feedback.

Students may provide feedback anonymously.

IF YOUR DETAILS CHANGE...

From time to time your personal details may change. You might get a new mobile phone number, change your address or emergency contact details.

Students must notify Stellar College within seven (7) days of any changes to:

- residential address
- mobile number
- email address
- emergency contact details.

This requirement is also a condition of the student visa under the ESOS framework.

WHAT'S REQUIRED OF ME AS A STUDENT?

The next section of this handbook outlines important policies and processes that you need to know about as a student. It's expected that you have read through and are familiar with this information – keep this handbook handy for future reference so you can refer to it when needed.

You are also expected to read through and abide by the Student Code of Conduct which is included in the next section below along with other important information. You can also find out more about the ESOS Framework which protects your rights at:

<https://www.education.gov.au/esos-framework>

We look forward to welcoming you as a new student if you are not one already and wish you the best of luck in your studies and your time spent here in Australia.

ENROLMENT PROCESS

The enrolment process is outlined in the diagram below and please note if you are an ELICOS student you will also be required to complete an English Placement Test:



Confirm Identity & Visa Status

- Verify ID and visa validity
- Confirm student visa compliance requirements



Offer of Enrolment & Agreement

- Issue conditional written offer (course, fees, refund policy, rights & obligations and based on satisfactory completion of LLN test, Digital test and Pre enrolment test)
- Student signs the Written Agreement before any tuition fees are accepted



Record Student Details & Enrolment

- Enter details into Student Management System
- Assign student ID and enrolment record



Enrolment & Confirmation of Enrolment (CoE)

- Issue CoE once initial payment has been made
- Confirm enrolment with Department of Home Affairs if required



Provide Pre-Commencement Information

- Send orientation information
- Provide handbooks, policies, support services access



Schedule Orientation & Induction

- Conduct orientation session
- Explain student support, policies, code of conduct



Ongoing Compliance & Monitoring

- Monitor attendance and academic progress
- Ensure student welfare and visa compliance
- Maintain records in accordance with ASQA, CRICOS, ESOS Act, National Code 2018, ELICOS Standards 2018 and Stellar College record keeping requirements.

POLICIES AND PROCESSES

Fees and refunds

We want to make sure you understand all fees and charges associated with your course so please carefully read this section.

Full details are contained in the Student Refund Policy and Written Agreement. The Written Agreement also includes a detailed payment schedule and payment options, as well as your rights.

We will also tell you about the potential for fees and charges to change over the duration of your course, although it is unlikely that fees and charges will change.

We always protect your fees by:

- Maintaining enough in our account so we can repay all tuition fees already paid.
- Through our membership of the Tuition Protection Service (TPS). The role of TPS is to assist international students where we are unable to fully deliver their course of study. TPS ensures that you can either complete your studies on another course or with another education provider or receive a refund of your unspent tuition fees.
- Not requiring you to pay more than 50% of course fees prior to commencement, except where a course is less than 26 weeks. However, you may choose to pay your fees in full or a greater amount than 50%. Please contact us if you would like to pay more than is documented in your student agreement.

Please note that the following fees can apply in addition to the fees advertised in the Course Brochure.

Additional fees that may apply in addition to tuition and non-tuition fees include:

Additional fees that may apply	Amount
Non-refundable Enrolment fee (administration fee)	AUD\$500
CoE change/deferment/suspension	AUD\$350
Installment plan fee	AUD\$100
Student ID Card	AUD\$10
Late submission fee	AUD \$200 per unit
Re-assessment fee before the course ends (Failed units of competency)	AUD \$50 per unit
Re-assessment fee after the course ends (Failed units of competency)	AUD \$250 per unit
Late payment fee	AUD \$15 per week
Black and White Printing/Coping	AUD \$0.30 per page
Colour Printing/Coping	AUD \$0.50 per page
Refund to overseas account bank fee	AUD\$30
Re-issue Certificate or Statement of Attainment	AUD\$30
Certificate Delivery fee (Only domestic)	AUD\$15

You are required to pay all fees and charges by the date indicated on the invoice/Offer Letter. If you are unable to make a payment by the specified date, please contact us to discuss alternative arrangements.

All payments are to be made into the account specified on the invoice/Offer Letter.

Where fees are overdue and you have not made alternative arrangements, a first warning, second warning and notice of intention to report regarding non-payment of fees will be sent to you as follows:

- First warning letter: failing to pay an invoice within 5 days of receipt or contacting us to make alternative arrangements.
- Second warning letter: failing to pay an invoice within 5 days of receipt of the first warning letter or contacting us to make alternative arrangements.
- Notice of intention to cancel the CoE - failing to pay an invoice within 5 days of receipt of the second warning letter or contacting us to make alternative arrangements.

Following the cancellation of enrolment due to non-payment of fees, your debt will be referred to a debt collection agency.

REFUNDS

Please carefully read the following information about refunds. This applies whether you paid the fees, or an education agent paid the fees and non-tuition fees on your behalf.

All enrolment fees are non-refundable except when we cancel a course before it starts.

If we cancel a course either before or after it starts, you will receive an automatic refund and do not need to complete the Refund Application Form. A refund will be provided within 10 working days of the default.

In all other circumstances, you should complete and submit a Refund Application Form which can be accessed after emailing the college. This form must be submitted within 10 working days of the event that led to the request for a refund. The outcome of the refund assessment will be forwarded to you within 20 working days, as well as any applicable refund.

Refunds will be paid to you or to the person or organization who paid the course fees and will be paid in Australian Dollars.

International student refunds

In addition to the above circumstances, refunds apply as follows:

Circumstance	Refund due
Stellar College cancels courses before commencement	Full refund of all fees
Stellar College cancels course following commencement	Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default). Where Stellar College is unable to deliver a course as agreed, students will be protected under the Tuition Protection Service (TPS). Students may be assisted to continue their studies with another provider or receive a refund of unspent tuition fees in accordance with ESOS requirements.
Student withdraws up to 4 weeks prior to course commencement.	Application / enrolment fee not refunded. Refund of all other fees and charges.
Student withdraws less than 4 weeks prior to course commencement.	Application / enrolment fee not refunded. Refund of 90% of all other fees and charges.
The student does not commence on the agreed start date and has not previously withdrawn.	Refunds will be assessed in accordance with the Student Written Agreement, Refund Policy and ESOS requirements. Fees for the current study period may remain payable.
Student withdraws after commencement.	Refunds will be assessed in accordance with the Student Written Agreement, Refund Policy and ESOS requirements. Fees for the current study period may remain payable.
Students' enrolment is cancelled due to disciplinary action.	Refunds will be assessed in accordance with the Student Written Agreement, Refund Policy and ESOS requirements. Fees for the current study period may remain payable.
Student breaches a visa condition	Refunds will be assessed in accordance with the Student Written Agreement, Refund Policy and ESOS requirements. Fees for the current study period may remain payable.
The student has supplied incorrect or incomplete information causing Stellar College to withdraw from the offer of the course prior to commencement.	Refunds will be assessed in accordance with the Student Written Agreement, Refund Policy and ESOS requirements. Fees for the current study period may remain payable.

COMPLAINTS AND APPEALS

We sincerely hope not, but from time to time you may be unhappy with the services we provide or want to appeal against a decision we have made. We take your complaints and appeal seriously and will ensure in assessing them that we look at the causes and action that we can take to ensure it does not happen again/reduce the likelihood of it happening again.

Complaints can be made against us, our trainers and assessors and other staff, another learner from Stellar College, as well as any third party that provides services on our behalf such as education agents.

Complaints can be made in relation to any aspect of our services.

Appeals can be made in respect of any decision made by Stellar College. An appeal is a request for Stellar College's decision to be reviewed in relation to a matter, including assessment appeals.

In managing complaints, we will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint process. This means that we will review each complaint or appeal in an objective and consistent manner and give everyone the opportunity to present their point of view.

Our internal complaints and appeals process can be accessed at no cost.

We do encourage you to firstly seek to address the issue informally by discussing it with the person involved.

However, if you do not feel comfortable with this or you have tried this and did not get the outcome you wished you could access the formal complaints and appeals process.

If you want to make a complaint or appeal, you must:

- Submit your complaint or appeal in writing.
- Submit your complaint within 30 calendar days of the incident or in the case of an appeal within 30 calendar days of the decision being made.

We will acknowledge your complaint or appeal in writing within three (3) working days of receipt

We will review your complaint or appeal which will commence within 5 working days of receiving the complaints.

Complaints and appeals will be handled promptly, fairly, confidentially and without victimisation. Students may be accompanied by a support person at any meeting.

Complaints and appeals will be finalised as soon as practicable or within 30 calendar days. However, where the complaint or appeal is expected to take more than 60 calendar days to process, Stellar College will write to inform the complainant or appellant of this including the reasons for such. Following this update, regular updates will be provided for progress.

For assessment appeals, we will appoint an independent assessor to conduct a review of an assessment decision that is being appealed.

We will communicate the result of the complaints and appeals process to you in writing, and this will include the reasons for the decision.

If you do need to come to a meeting, you can have a support person of your choice present to assist you to resolve the complaint or appeal.

For international students, Stellar College will maintain the students' enrolment while the internal complaints and appeals process is ongoing. Where the matter relates to reporting for unsatisfactory course progress or attendance, enrolment will be maintained until the external appeals process is completed, where required by the National Code.

If the appeal is against our decision to suspend or cancel your enrolment due to misbehaviour, this will not take effect until after the outcome of the internal appeals process.

Independent parties

Where the internal process has failed to resolve the complaint or appeal, you will be able to take your case to the Overseas Students Ombudsman (OSO).

International students may complain to the OSO about a range of circumstances including:

- being refused admission to a course
- course fees and refunds
- being refused a course transfer
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by the Stellar College
- incorrect advice given by an education agent.

- taking too long in certain processes such as issuing results
- not delivering the services indicated in the Student Agreement.

More information can be found at:

<https://www.ombudsman.gov.au/complaints/international-student-complaints>

You can access these services at no cost in relation to matters that cannot be resolved through internal processes. Further information and contact details are included below.

Stellar College will cooperate fully with the Overseas Student Ombudsman and will implement any required corrective or preventative actions arising from the outcome.

We will communicate all actions to you in writing based on OSO's decision.

Complaints can also be made to the organisations indicated below:

National Training Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers to the appropriate agency/authority/jurisdiction to assist with their complaints. Access to the Hotline is through:

Phone: 13 38 73, Monday–Friday, 8 am to 6 pm nationally

Email: ntch@education.gov.au

Australian Skills Quality Authority (ASQA):

Complainants may also complain to our registering body, the Australian Skills Quality Authority (ASQA). It is important to understand that ASQA does not act as an advocate for individual students and is not responsible for resolving disputes between students and training providers. ASQA only uses information from all complaints as intelligence to inform regulatory activities. More information can be found at:

<https://www.asqa.gov.au/complaints>

Nothing in this policy and procedure limits the rights of an individual to act under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

COMPASSIONATE OR COMPELLING CIRCUMSTANCES

You will find that many of our policies refer to compassionate and compelling circumstances, so it is important to understand this term. Compassionate and compelling circumstances are personal circumstances that:

- are involuntary and outside your control, for example, medical, family, well-being, or enrolment circumstances, and
- present you with limited or no choice.

Examples may include serious illness or injury, bereavement of close family members, major political upheaval or natural disaster in the student's home country, traumatic experience, or other circumstances supported by evidence.

COURSE PROGRESS AND MONITORING

To maintain satisfactory course progress and attendance you must:

- attend all your classes, with a minimum attendance of 80% expected.
- satisfactorily complete all your assessments
- actively participate in classes.

Your course progress will be monitored to make sure you complete all your assessments and actively participate in learning.

VET students are monitored for course progress. ELICOS students are monitored for both course progress and attendance in accordance with ESOS and National Code requirements

ATTENDANCE AND MONITORING

Your attendance will be recorded at the start and end of each class you attend, and your attendance rate will be calculated weekly. Please note you cannot be absent for more than 5 consecutive days without approval for a leave of absence. If you are absent, we will contact you via SMS, phone calls, and emails.

We may assess that you are at risk of unsatisfactory course progress and/or attendance if you:

- have an overall result of Not Yet Competent result for a unit
- do not attend classes regularly
- do not participate in learning activities within the classroom.

Stellar College may decide not to report a student where the student is maintaining satisfactory course progress and has evidence of compassionate or compelling circumstances, in accordance with the National Code.

In this case, we will contact you in writing and issue you with a First Warning Letter inviting you to attend a meeting with us to discuss your lack of progress and/or attendance and to agree on a plan to address this (an Intervention Strategy).

If following the First Warning Letter you either do not attend a meeting with us or continue to not make satisfactory course progress, we will send you a Second Warning Letter inviting you to attend a meeting with us to discuss your lack of progress and/or attendance and to possibly adjust the Intervention Strategy agreed on.

If following the Second Warning Letter you either do not attend a meeting with us or continue to not make satisfactory course progress, we will send you a Notice of Intention to Report for Unsatisfactory Course Progress/Attendance including the reasons for the notice. This will mean you may be reported to the Department of Home Affairs with the risk of your visa being canceled. You may appeal against this decision (see section on complaints and appeals) but you must do so within 20 days of receiving the notice.

We will only report unsatisfactory course progress or unsatisfactory course attendance if:

- the internal and external complaints processes have been completed, and the decision or recommendation supports our original decision; or
- you do not appeal the decision within the 20-working day period; or
- you do not access an external complaints and appeals process; or
- You withdraw from the internal or external appeals processes by notifying us in writing.

Extensions to the course duration specified on the CoE may only be approved where the student can provide evidence of compassionate or compelling circumstances, is participating in an intervention strategy, or where an approved deferral or suspension has been granted.

DEFERRING YOUR COURSE

Stellar College allows you to defer your course. This means that your place is guaranteed but you can choose to delay the start of your course for up to 12 months.

To defer your course, you will need to complete a Deferral Form and provide evidence of compassionate or compelling circumstances. If your request is approved, you will receive a new Student Agreement including a revised start date.

It is important to check the impact on your visa by contacting the Department of Home Affairs.

Approved deferrals or suspensions may be recorded in PRISMS and may affect the student visa. Students should seek advice from the Department of Home Affairs.

SUSPENDING YOUR COURSE

Stellar College allows you to suspend your course. This means that although you have commenced your studies you will be able to take leave from your studies for up to 12 months.

To suspend your course, you will need to complete a Leave of Absence Form and provide evidence of compassionate or compelling circumstances.

If your request is approved, you will receive a new Student Agreement including a revised start date.

It is important to check the impact on your visa by contacting the Department of Home Affairs.

A leave of absence will not be approved if fees are unpaid.

Approved deferrals or suspensions may be recorded in PRISMS and may affect the student visa. Students should seek advice from the Department of Home Affairs.

TRANSFERRING COURSES

If you wish to transfer to another RTO or English course provider or university within the first six months of your main course of study, you will need to apply for release from Stellar College. If you wish to transfer after six months you do not need permission for release (although you will still need to complete a withdrawal form - see the section on deferral, suspension, and cancellation).

For your application, the RTO or university you wish to transfer to must be registered with the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). It is important to check this which you can do using the [CRICOS course and institution search](#).

Stellar College will approve your request for transfer if:

- The course is academically unsuitable for you because you are not able to achieve satisfactory course progress at the level you are studying despite participating in an agreed Intervention Strategy.
- You can prove that you need the transfer because of compassionate or compelling circumstances.
- the course outlined in your Student Agreement has not been delivered.
- You provide evidence that your reasonable expectations about the course are not being met.
- You provide evidence of being misled by Stellar College, or by an education or migration agent, regarding the Stellar College or the course, and the course is therefore unsuitable.

Stellar College will not approve your request if:

- You do not provide satisfactory evidence of compassionate or compelling circumstances.
- You cannot show that you have been participating in the agreed Intervention Strategy to achieve satisfactory course progress.
- you have unpaid course fees for the current study period
- the transfer would put your progression through a package of courses at risk
- You require access to support services that have not yet been provided or offered to you.

How to apply

If you wish to apply to transfer to another registered provider prior to completing six months of your main course, you must complete a Withdrawal Form and attach a copy of the offer from the other RTO or English course provider or university. The Withdrawal Form will require you to include a statement of your reasons for seeking release.

You will receive a notice advising you of the outcome within 10 working days of receipt of the form and valid enrolment offer. Where release is approved, Stellar College will record the release decision in PRISMS. A separate letter of release is generally not required, will be provided to you. You need to contact the Department of Home Affairs (DHA) to seek advice on whether a new student visa is required. All refunds associated with course transfer will be in accordance with our Fees and Refunds policy.

Appealing the decision

If your application is unsuccessful, you will be advised in writing, and you can access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

We will not finalise the refusal until the appeal process is complete and either find it in our favor or until the 20-working day period in which you can access the complaints, and the appeals process has passed.

Transferring courses within Stellar College

Stellar College offers students the option to transfer to other courses within Stellar College.

Stellar College will approve your request for transfer if you can show that:

- The course better meets your study capabilities and/or long-term goals
- You provide evidence that your reasonable expectations about the course are not being met.

Stellar College will not approve your request if:

- the transfer would put your progression through a package of courses at risk
- You require access to support services that have not yet been provided or offered to you.
- There is evidence that you are trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.
- You have unpaid course fees for the current study period.

How to apply

If you wish to apply to transfer to another course, you must complete an Internal Course Transfer Form. The Form will require you to include a statement of your reasons for seeking release.

You will receive a notice advising you of the outcome within 10 working days of receipt of the form. Where the request is granted, a new CoE will be provided to you. You need to contact the DHA to seek advice on whether a new student visa is required.

It is also important to check whether any additional fees will be required to be paid.

Appealing the decision

If your application for internal transfer is unsuccessful you will be advised in writing, and you can access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

DISCONTINUING YOUR COURSE

You may decide that study is not for you and choose to discontinue your studies. Before you make a final decision, however, it's a good idea to talk to us to help you make an informed decision.

If you no longer wish to continue with your studies with us, then you must complete a Withdrawal Form. Make sure you carefully read the Fees and Refunds information so that you know how your decision affects your fees. Usually, once you have commenced a study period (term) you won't be able to get a refund.

SUSPENDING OR CANCELLING YOUR ENROLMENT

It is important to understand that your enrolment may be cancelled or suspended by us in a range of circumstances:

- Misbehaviour (i.e. not abiding by the Student Code of Conduct as outlined in this Handbook).
- Not paying your course fees.
- Not making satisfactory course progress or attending classes as set out in this Handbook. Where any of the above circumstances apply you will be contacted in writing to inform you of the intended suspension or cancellation and the reasons for this.

You will be given the opportunity to access our Complaints and Appeals Policy and Procedure to appeal against the decision within 20 working days of receipt of the decision.

Stellar College will not report the suspension or cancellation in PRISMS until the internal appeals process is complete, unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

You need to contact the DHA to seek advice on your student visa.

Students will be notified in writing of the intention to suspend or cancel enrolment, the reasons for the decision, and their right to access the complaints and appeals process within 20 working days.

PRIVACY AND ACCESS TO RECORDS (VET Students)

Why do we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment on a vocational education and training (VET) course with us. If you do not provide this information, we will be unable to process your enrolment.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

PRIVACY AND ACCESS TO RECORDS (ELICOS Students)

Why we collect your personal information

As a CRICOS provider, we collect your personal information so we can process and manage your enrolment on an ELICOS course with us. If you do not provide this information, we will be unable to process your enrolment.

How we use your personal information

We use your personal information to enable us to deliver ELICOS courses to you, and otherwise, as needed, to comply with our obligations as a CRICOS Provider. We also use your personal data to help us comply with the law.

How we disclose your personal information

Your personal information may be shared with Australian government agencies as required. However, we will not disclose your personal information unless you have given written consent, or we are required to provide the information under law.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include

populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), or any successor Australian Government department responsible for VET data collection, Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.
- For international students, personal information may also be disclosed to the Department of Education, Department of Home Affairs, TPS Director, ASQA, NCVER and other government agencies where required or authorised by law.

NCVER may also disclose personal information to people engaged by NCVER to research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients. For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy

If you would like to seek access to or correct your information, in the first instance, please contact us using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVET Act, to collect, use and disclose your personal information to fulfill specified functions and activities. For more information about how DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>

SURVEYS

You may receive a student survey which may be conducted by a government department or an NCVER employee, agent, third-party contractor, or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact Stellar College to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Please contact us using the contact details provided at the beginning of this Handbook. If you would like to view a copy of our privacy policy and associated procedures, let us know and we will provide this for you.

STUDENT CODE OF CONDUCT

The following information outlines what's expected of you.

YOUR RESPONSIBILITIES

Policies and procedures

You are expected to:

- read and follow our policies as documented in this handbook
- respond to our communications promptly

- advise us within 7 days of any change of contact details including current residential address, mobile number, email address and who to contact in the event of an emergency.

Learning and assessment

You are expected to:

- attend scheduled classes
- actively participate in learning
- complete all the homework given to you
- complete and submit all assessments on time
- refrain from plagiarism, cheating, collusion, contract cheating and unauthorised use of artificial intelligence
- pay all fees due
- ask for support if needed.

Academic Integrity and Use of Artificial Intelligence: Students must submit their own work. Plagiarism, collusion, cheating, contract cheating or unauthorised use of AI tools may result in reassessment, academic misconduct action, suspension or cancellation of enrolment.

Classroom Conduct

You are expected to:

- arrive on time for your class
- be prepared for class
- dress appropriately
- only use handheld devices in class when relevant to the activity
- communicate in English.

Respect and ethics

Students are expected to:

- respect others' values and beliefs
- interact with others in a collaborative, professional manner
- use our resources for the purpose for which they are intended
- refrain from harassment and discrimination of any kind
- resolve any conflicts calmly
- respect ours and other people's property.

YOUR RIGHTS

Policies and procedures

You can expect to:

- be informed of our policies and associated procedures
- receive regular and relevant communications
- learn in a safe environment
- have your personal details kept confidential and secure
- access the information that we hold about you.
- provide feedback or make a complaint without fear of disadvantage.

Learning and assessment

You can expect to:

- be provided with high-quality training, assessment, and support services
- receive the support you need
- Have assessments marked and returned within 14 working days, unless otherwise advised due to exceptional circumstances.
- receive feedback on assessments where the result is not satisfactory.

Classroom Conduct

You can expect your trainer and assessor to:

- be on time for classes
- be prepared for class
- be knowledgeable and engaging
- dress appropriately
- only use handheld devices in class when they are relevant to the activity
- communicate in English.

Respect and ethics

You can expect:

- to have your values and beliefs respected
- to be treated fairly and equitably by staff and students
- interact with others in a collaborative, professional manner
- Respect for yourself and your property.

INCLUSION AND DISABILITY SUPPORT

Stellar College is committed to providing a **safe, respectful, and inclusive learning environment** for all students, staff, and visitors. We value diversity and recognise that our student community includes people from different cultures, backgrounds, abilities, genders, and life experiences.

In line with the **2025 Revised Standards for Registered Training Organisations (RTOs)**, Stellar College promotes a learning environment that supports and respects the diversity of all Vocational Education and Training (VET) students.

Our policies and practices aim to ensure that all students are treated fairly, with dignity and respect, and have equal opportunity to participate and succeed in their studies.

Students who require reasonable adjustment due to disability, injury, health condition, language, literacy, numeracy or digital literacy needs should contact Student Support as early as possible.

PREVENTING DISCRIMINATION AND HARASSMENT

Stellar College maintains a zero-tolerance approach to discrimination, harassment, bullying, or victimisation.

Students and staff are expected to:

- Treat others with respect and fairness
- Value diversity and inclusion
- Avoid behaviour that may cause harm, offence, or exclusion

Any concerns related to discrimination, harassment, or bullying can be reported through the College Complaints and Appeals process and will be addressed promptly and confidentially.

IMPORTANT INFORMATION ABOUT AUSTRALIA

Living and studying in Australia

Australia is one of the world leaders in education and is home to almost 700,000 international students. It's a great place to live and study as Australia has some of the lowest crime rates in the world with lots of open spaces, beautiful parks and wildlife, golden surf beaches, and vibrant cities and nightlife. Australia is a welcoming and friendly country toward overseas visitors, and our national values include individual freedoms along with protection of the rights of citizens and visitors with a transparent legal system in place. We are a multi-cultural and diverse nation with a thriving mix of regional and city centers providing a variety of landscapes and opportunities. Australia is a technologically advanced nation with great infrastructure and transportation options for students and being a country with one of the highest minimum wage rates – Australia is a fantastic place to live and study.

This information has been sourced from a Study in Australia provided by the Australian Government. If you would like more information about a specific topic, please visit the website: <https://www.studyaustralia.gov.au/>



COST OF LIVING



Students should refer to the Department of Home Affairs and Study Australia websites for current minimum living cost requirements. Living costs are subject to change and students must ensure they have sufficient funds for tuition, accommodation, food, transport, health cover and personal expenses.

For a specific breakdown of accommodation and other living costs, please refer to <https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs> and make use of the cost-of-living calculator provided by Insider Guides at <https://insiderguides.com.au/cost-of-living-calculator/>

ACCOMMODATION

Stellar College does not provide or guarantee accommodation. Students are responsible for arranging their own accommodation; however, Student Support may provide general referral information. However, there are a variety of accommodation options in Australia to suit every need, preference, and budget. This includes renting, purpose-built student accommodation, and short-term accommodation like hotels and hostels, shared houses, or homestays. For detailed information about the various types of accommodation and legal obligations and rights for renting in each state and territory, please visit <https://www.studyaustralia.gov.au/en/life-in-australia/accommodation>



TRANSPORT

Australia has great public transport options including trains, buses, taxis, and other ride-share options like Uber and Didi. Australia also has many cycling and walking paths, and its affordable domestic flight travel means that you may like to take advantage of your time here by seeing more of the sights.

HEALTH AND SAFETY

Australia is generally a safe country, but you do need to be aware of the risks and be prepared. Make sure you read the information provided at the link on the following topics:

- Emergencies
- Home safety
- Fire
- Transport and personal
- Sun and water.

Students must follow all campus safety instructions, emergency procedures, WHS requirements, trainer directions and any safety rules applicable to practical or simulated training activities.

WORKING ON A STUDENT VISA

Student visa work conditions may change. Students must comply with the work conditions attached to their visa and should refer to the Department of Home Affairs website for current work rights. For more information on popular industries for students to work in, your rights and responsibilities, your employer's rights, and information about the Fair Work Ombudsman visit: <https://www.studyaustralia.gov.au/en/work-in-australia>

OVERSEAS STUDENT HEALTH COVER (OSHC)

You must have student healthcare cover before arriving in Australia and for the duration of time you are in Australia – this is a visa requirement of the Department of Home Affairs. For further information about OSHC and other optional insurances visit <https://www.studyaustralia.gov.au/en/plan-your-move/overseas-student-health-cover-oshc>

EMERGENCY CONTACTS AND OTHER USEFUL NUMBERS AND INFORMATION

Emergency services:

Dial 000 and advise whether you require:

- police
- fire
- ambulance.

Police station

The nearest police station is:

Auburn Police Station	Address: Corner of Queen and Susan Streets AUBURN 2144	Phone: (02) 9646 8699
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<http://www.police.nsw.gov.au/>



Department of Home Affairs (DHA):

Address: 101 George St, Homebush NSW 2150

Phone: 13 18 81

Website: <https://immi.homeaffairs.gov.au/>

Medical facilities near campus:

The closest hospital to campus with an Accident and Emergency Department is:

Auburn Hospital	Address: Auburn Hospital, 263 Hargrave Rd, Auburn NSW 2144	Phone: (02) 8759 3000
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The closest medical center is:

Homebush Medical Practice	Address: 16 Rochester St, Homebush NSW 2140	Phone: (02) 9746 6005
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Transport services

NSW Public Transport: <https://transportnsw.info/>

Taxi Company

Black and white cabs 133222

<https://www.blackandwhitecabs.com.au>

Students studying at the Melbourne campus should contact 000 in an emergency and seek assistance from Student Support for details of nearby medical, police and welfare services.

CRISIS SUPPORT

Lifeline 13 11 14

Lifelines provide 24-hour crisis support and suicide prevention service.

If you are thinking about suicide or are experiencing a personal crisis, call Lifeline for immediate support.



Beyond Blue 1300 22 4636

Beyond Blue provides support services to those who need support and may be affected by anxiety, depression, or suicidal thoughts. They can be contacted by phone, online chat support, or via email. Visit their site: www.beyondblue.com.au



See a range of help lines and websites at <https://www.beyondblue.org.au/about/contact-us>

including mental health, groups who may experience discrimination, kids' helpline, Relationships Australia and Headspace.

If there is immediate danger or risk to life, call 000 immediately.

STUDENT DECLARATION

I acknowledge that I have read, understood and agree to comply with this International Student Handbook, the Student Written Agreement, and Stellar College policies and procedures.

I understand:

- That if I am in jeopardy of breaching any of these terms and conditions Stellar College will initiate a Warning and Reporting Procedure.
- If I am in breach of any of these terms and conditions, my enrolment from Stellar College will be cancelled and if I am on a visa my details will be forwarded to the Department of Home Affairs (DHA) with a recommendation for the cancellation of my student (Temporary) visa.
- I understand that I must attend all scheduled classes and meet the course progress and attendance requirements set by Stellar College and required under my student visa.
- I understand that I must maintain satisfactory course progress as defined in the Course Progress and Attendance Policy and any intervention strategy issued by Stellar College.
- That I will notify Stellar College of any change of contact details within 7 days.
- That I must always maintain my financial status and will pay all my Fees, that is, Tuition Fees, as per the agreed Student Payment Schedule on the Offer Letter.
- That I will always maintain my Health Insurance.
- That I have read and understood all the Stellar College rules, policies and associated procedures as detailed in the student handbook, and
- Agree that if I am in breach of any of these conditions, my enrolment will be cancelled, and details reported to the Department of Education and Department of Home Affairs, where required and DHA for cancellation of my student visa.

Name of Student:	
Signature	
Date	