



International Student Handbook

Welcome

Welcome to Superior Technical College (STC)

Thank you for choosing to enroll and study with Superior Technical College (STC). We hope your time spent with us is productive and provides you with a solid platform to launch you into a successful and prosperous future. STC is a quality and innovative educational institute located in East Perth, Western Australia offering a range of courses that are geared towards providing the skills and knowledge required and which are in great demand within Hospitality and Commercial Cookery industries. Being passionate about education, STC believes that every international student should have access to high-quality vocational education and training that supports them in achieving their chosen personal and professional aspirations and future goals and objectives. This International Student Handbook contains important information regarding your training, assessment, and other support services available to you whilst studying at STC. This Handbook also gives you information about your rights and responsibilities as a student studying within Australia on an approved Student Study Visa and as an enrolled student with STC. It is a requirement for all STC prospective and current Students to read through this International Student Handbook and gain a good understanding and appreciation of the information it contains, prior to accepting and enrolling with STC and regularly during their courses of study at STC. If there are any parts of this International Student Handbook that you do not understand and if you have any questions about the information contained within this International Student Handbook, or regarding your enrolment and/or study with STC, please do not hesitate to speak to the STC Student Services Supervisor or you can also make contact via phone on 0433 005 952. When you study at STC you will be joined by many other students from other different nationalities and cultures – STC has a staff of dedicated and friendly academic and support staff who are here to help you in making the adjustment into living, working and studying in Australia. The management and staff at STC look forward to welcoming and assisting you throughout your study journey with STC and we wish you all the very best in your in your future endeavors.

CEO

Superior Technical College (STC)

About STC

Superior Technical College (STC) is a Registered Training Organization (RTO) and CRICOS provider delivering nationally recognized cookery, kitchen management and hospitality qualifications in Perth Western Australia.



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We focus on:

- Practical skills for real workplaces
- Supportive and inclusive learning environments
- Industry-standard training kitchens
- Trainers with current industry experience

Contact Details

RTO Name: Superior Technical College (STC)

Main Campus: 110 Brown Street, East Perth, WA

Training Kitchen: 15/5 Rowallan Street, Osborne Park WA 6017

Email: info@stc.wa.edu.au

Phone: 0433 005 952

Office Hours: Monday–Friday, 9:00am–5:00pm

Enrolment Process

Before you start your course, you will complete:

- Application and interview
- English language check
- LLN test
- Pre-enrolment suitability assessment
- Course offer and Written Agreement
- Acceptance and payment schedule
- Confirmation of Enrolment (CoE)

Full steps are outlined in the **Enrolment Policy**.

Entry Requirements

All international students must:

- Be 18 years of age or older
- Have completed Year 10 (or equivalent)



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- Meet English requirements (IELTS 6 or equivalent)
- Complete the LLN test
- Have basic computer skills
- Provide valid identity documentation

Student Visa Requirements

Your visa requires you to:

- Attend scheduled classes
- Maintain course progress
- Keep valid OSHC (health insurance)
- Notify STC of any change of address/phone within 7 days
- Remain enrolled in a CRICOS course

Your visa and study conditions will be explained again at orientation.

Your Course (Overview)

STC delivers:

- SIT30821 Certificate III in Commercial Cookery
- SIT40521 Certificate IV in Kitchen Management
- SIT50422 Diploma of Hospitality Management

Courses include:

- Classroom theory sessions in East Perth
- Practical training in the Osborne Park kitchen
- Online learning via aXcelerate
- Work placement in approved workplaces for SITHCCC043 Work effectively as a cook

Work Placement

Work placement is a mandatory part of your cookery program for the unit SITHCCC043 Work effectively as a cook.

You will complete:



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- 200 hours of Work Based Training (WBT)
- 48 service periods (breakfast, lunch or dinner)
- A workplace logbook

STC will:

- Arrange placements OR approve your existing workplace
- Check workplace suitability
- Support you throughout your placement
- Visit you during your placement

More detail is provided in the Work Placement Agreement.

Training & Assessment Overview

Training includes:

- Classroom theory
- Practical cookery sessions
- Demonstrations and guided practice
- Online learning via aXcelerate

Assessment may include:

- Written tasks
- Practical demonstrations
- Projects
- Workplace tasks

All assessments follow national standards and allow reattempts where permitted.

Full rules are outlined in the **Effective Training, Assessment and Validation Policy**.

Attendance & Course Progress

Attendance

International students must maintain **at least 80% attendance** each term.

If your attendance falls, STC will:



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- Contact you
- Offer support
- Begin an intervention plan if required

Course Progress

You must:

- Complete assessments on time
- Participate in practical kitchen sessions
- Meet competency requirements across study periods

If you fall behind, you will receive an intervention plan.

Refer to the **Course Progress and Attendance Policy**.

Fees & Refunds (Summary)

- Fees are listed on the STC website and in your Written Agreement.
- Refunds follow the ESOS framework.
- Refund conditions are explained before you enrol.

See the **Financial Management & Refund Policy**.

Support & Welfare (Expanded)

STC provides a range of support services to help you succeed academically, personally and socially.

Academic Support

- Help understanding assessments
- One-on-one trainer support
- Study skills guidance
- Additional practice for kitchen skills

LLN Support

Interpretation of LLN test results may lead to:

- Additional tutoring



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- Language or literacy support
- Referral to external providers (if required)

Personal and Wellbeing Support

You can speak to Student Services privately about:

- Stress and mental health
- Homesickness
- Safety or personal issues
- Accommodation concerns

If needed, STC may refer you to free or low-cost external services.

Technology & Portal Support

- Help using aXcelerate
- Assistance with email and online submissions
- Guidance with accessing resources

See the **Learner Support Policy** for details.

Living in Perth (Expanded)

Perth is a safe, multicultural city with reliable public transport and a relaxed lifestyle.

Cost of Living

Approximate weekly costs:

- Rent (shared): \$180–\$250
- Public transport: \$20–\$35
- Food: \$60–\$120
- Mobile phone: \$15–\$35

Transport

- Transperth trains and buses service most areas
- Smart Rider cards lower transport costs



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Healthcare

- You must have Overseas Student Health Cover (OSHC)
- Bring your OSHC card or digital card to appointments

Safety Tips

- Call **000** for emergencies
- Keep valuables secure
- Be aware of your surroundings at night

Useful Links

- www.studypertth.com.au
- www.transperth.wa.gov.au
- www.healthdirect.gov.au

Preparing to Arrive in Australia

- Check your visa grant letter
- Book temporary accommodation
- Organise OSHC
- Pack important documents:
- Passport
- CoE
- STC Offer Letter
- Written Agreement
- Academic transcripts
- Medication in original packaging

Student Portal (aXcelerate)

STC uses **aXcelerate** as the student portal. You will receive login details at orientation.

In aXcelerate you can:

- View your timetable
- Access learning materials



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- Submit assessments
- Complete theory assessments and online tasks
- Review your attendance record
- Check your results
- Update your contact details

If you forget your password, Student Services can reset it.

Health & Safety (Expanded)

Your safety is important. STC follows strict health and safety procedures across both campuses.

General Safety

- Follow all trainer instructions
- Keep walkways clear
- Report hazards immediately
- Wear closed shoes in practical areas

Kitchen Safety

- Wear required PPE
- Use knives and hot equipment carefully
- Report burns or injuries immediately
- Follow hygiene and food safety rules

Emergency Procedures

- Evacuation procedures are covered at orientation
- Follow staff directions during an emergency
- Emergency assembly areas are signposted



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Social Media Expectations

Students must use social media responsibly.

Acceptable Use (Examples)

- Sharing photos of dishes you cooked during class (with no faces shown)
- Communicating with classmates for study purposes
- Joining STC groups or forums respectfully

Unacceptable Use (Examples)

- Posting videos/photos of other students without permission
- Sharing content that harms STC's reputation
- Posting discriminatory, offensive or abusive comments
- Filming trainers or staff without consent
- Posting assessment answers or confidential materials

Breaches may lead to disciplinary action.

Special Learning Needs

STC supports students with diverse learning needs.

What Are Learning Needs?

Learning needs may include:

- Dyslexia or learning disorders
- ADHD or autism spectrum conditions
- Hearing or vision difficulties
- Mental health conditions
- Physical impairments
- Temporary injuries (e.g., broken hand)

Disclaimer

STC will make reasonable adjustments that:

- Do not change assessment outcomes



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- Maintain safety in the kitchen
- Are supported by appropriate evidence (e.g., medical certificate)

Examples of Reasonable Adjustments

- Extra time for written tasks
- Verbal assessment responses
- Larger print materials
- Quiet space for assessments

See the **Access & Equity Policy**.

Complaints & Appeals

What is a Complaint?

A complaint is when you feel:

- You have been treated unfairly
- You received poor service
- You have a classroom or welfare concern
- Something at STC is not working well

What is an Appeal?

An appeal is when you:

- Disagree with an assessment result
- Disagree with a decision made by STC

How the Process Works

1. Start by talking to your trainer or Student Services
2. If unresolved, submit a formal complaint or appeal
3. STC will review your case and respond in writing
4. You can take the matter to an external body if still unhappy

Refer to the **Complaints & Appeals Policy**.



RPL and Credit Transfer

Credit Transfer (CT)

You may receive CT if you have already completed the exact same unit at another RTO.

Evidence required:

- Statement of Attainment or USI transcript
- Matching unit codes

Recognition of Prior Learning (RPL)

RPL assesses your current skills from:

- Previous study
- Work experience
- Life experience

Evidence may include:

- Resume
- Letters from employers
- Work samples
- Photos/videos of relevant tasks
- Certificates

Speak to Student Services if you want to apply.

Safety & Critical Incidents

Critical incidents include:

- Serious injury or illness
- Missing persons
- Natural disasters
- Threatening behaviour

STC will:

- Ensure your safety first



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- Notify emergency services
- Provide support and follow-up care

Student Conduct

Students must:

- Treat classmates and staff respectfully
- Follow health and safety rules
- Behave professionally in practical classes
- Only use equipment as instructed

Breaches may lead to disciplinary action.

Privacy Summary

STC protects your personal information and only shares it where legally required (e.g., PRISMS reporting).

See the **Privacy Policy** for details.

Changes to Education Services

If STC changes your course, timetable, or campus you will receive written notification in advance.

If STC cannot continue your course, tuition protection processes will apply.

Access to Results & Certificates

When you finish your course and all fees are paid, STC will issue:

- A qualification (Testamur), or
- A Statement of Attainment for any units obtained

Reprints can be requested through Student Services.

Contact Points for Help

Student Services

info@stc.wa.edu.au



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0433 005 952

If you need assistance at any time, we are here to support you.