



STUDENT HANDBOOK



The RTO for Strata Professionals

Strata Education Limited

Wholly owned by Strata Community Association Ltd.

RTO [number]

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Welcome!

Thank you for choosing Strata Education as your learning partner.

We are passionate about the Strata Industry and are committed to supporting people in the industry to achieve excellence in learning and practice.

We wish you every success in your learning journey and trust that it will not only result in you being better equipped to deliver for your clients, but that you will also make new industry connections through the shared learning experience that will build your professional support network.

Enjoy the journey!



Alisha Fisher
Acting CEO
Strata Education Ltd

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THINKING ABOUT STUDYING WITH US?

This brochure provides details of Strata Education policies and procedures that may affect you, as well as the support services available to you. It is important that you read this information carefully prior to your enrolment.

Strata Education is the only training provider for the Strata Industry which is owned by the Strata Industry and course content designed by strata management practitioners. Our trainers are experienced strata management industry professionals.

Strata Education is registered with the Australian Skills Quality Authority (ASQA) and the Tertiary Education Quality and Standards Agency (TEQSA) and complies with the National VET Regulator Standards and the Higher Education Standards Framework that outline good practice in marketing, operation, financing and administration as well as the training and assessment services provided to you.



ORIENTATION

We want to make sure you have everything you need to make a great start. Our orientation sessions will give you all the essential information you need to have a successful study experience. As well as a general orientation session, you may also have a course specific and/or international student orientation to attend.

Visit [\[website\]/orientation](#).

All new students should be enrolled in Strata Education's online orientation unit. You'll learn how to use the learning management system, have digital access to all your orientation materials and resources, and join discussions with other students.

The Strata Education website is also a great resource for new students. Here you can find your campus map, access the student rules and policies, and view upcoming events. The Current Students section is also a great place to get familiar with. It covers key student information such as the academic calendar, timetable information, and technical support options.

Visit [\[website\]/current-students](#) for more information.



What is competency-based training?

The courses we offer are part of the Vocational Education and Training (VET) framework and as such are described as competency-based training.

Competency-based training is an approach to education or professional development where learners are assessed on their ability to demonstrate specific skills or competencies rather than just completing hours of instruction. The focus is on the learner's ability to perform tasks or behaviours that meet defined standards of performance.

As such, your learning journey will be a combination of acquiring knowledge but also being able to demonstrate the application of that knowledge in your workplace.

Or in simpler terms there will be a mix of theory and practice. This is reflected in the types of assessments you will undertake through your course.

Structured Workplace Learning

In keeping with the competency-based approach, there will be a proportion of the assessments that will be Structured Workplace Learning and Assessment (SWLA).

Structured workplace learning and assessment evidence gathering is used to assess a course participant demonstrating/performing a job role or work related tasks using work examples/scenarios. Evidence is mostly gathered through Projects or Third party reports.

Projects – Projects will assess the candidate's ability to apply knowledge and skills to simulated or real-life workplace scenarios.

Third Party Report - A third-party report, completed by a suitably experienced individual (e.g., a supervisor), contains responses to questions provided by the RTO about their observations of a candidate performing specific workplace role or task.

The RTO assessor reviews these responses against the assessment criteria and then makes an assessment judgement about the candidate's competency. This method is typically used when workplace role or tasks can't be demonstrated through a project.

GENERAL COURSE INFORMATION

Choosing a course

Course information is available from the Strata Education information service on [insert number] (freecall) or our website [insert website].

Applications are lodged through the Strata Education website at [insert website]. When you complete your application you agree to a set of terms and conditions, including that Strata Education reserves the right to review your current skills and enrol you at the most appropriate entry level for any course you may be offered.

Further details on these terms and conditions can be found at [insert website/offer-terms].

Our Courses

Strata Education offers three courses that are all related to the Strata Management industry.

Assistant Strata Manager course - Units from CPP40521

- This is an introductory/foundation course for those new to Strata Management. Units from this course can be credited (recognised as completed) should you choose to undertake the Certificate IV course.
- In New South Wales this course is compulsory training and a pre-requisite to registration as an Assistant Strata Manager.

CPP40521 Cert IV in Strata Community Management

- This course is ideal for those people already working as a Strata Manager to deepen their knowledge and skills for more effectively fulfil their role.
- Completing the Certificate IV in Strata Community Management will meet the educational standards required to apply for a Strata Manager position in states or territories where such requirements exist.

CPP51122 Diploma of Property (Agency Management – Strata)

- The Diploma is designed to strengthen and upskill experienced Strata Managers who are looking to progress their career which can include becoming a more senior manager or taking on the role of Principal of a strata company – or even starting your own business.

Study modes

Strata Education offers a range of study options that may include:

- face-to-face classes
- blended delivery
- external study
- online delivery
- virtual classroom
- workplace training and assessment

You should check course availability by phoning [insert number] (freecall) or our website [insert website].

Student timetables

Your class timetable will let you know when and where your classes will be held. You'll receive your full class timetable during your course orientation session. Students may access their timetable online at [website]/timetables.

Timetable changes

Please note that while we try and keep any timetable changes to a minimum, they may need to change due to unforeseen circumstances. We'll do our best to keep you informed of any changes, however we recommend you regularly check your timetable for any updates.

Your contact details

It's important that you keep Strata Education up to date with any changes to your contact details, including those of your emergency contact.

If your details are incorrect, you may miss out on important information such as timetable updates, results and certificates, student surveys, and graduation invitations.

If you change address, update your email address, or get a new phone number, remember to update your details in the Student Portal.



RECOGNITION OF PRIOR EXPERIENCE OR STUDY

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) acknowledges the skills and knowledge you have gained through work, volunteering, study, or general life experiences. RPL is achieved by providing evidence that meets the assessment criteria for a specific qualification. Fees apply for the RPL process. For more information, please refer to the Strata Education website [insert website] or contact Student Support Services.

Credit Transfer

Credit transfer is the formal recognition of studies completed at other education providers or universities. The Strata Education has credit transfer arrangements in place to help students fast-track their qualifications.

If you are eligible, credit transfer provides:

- Automatic credit for part(s) of a course/qualification.
- Exemption from the corresponding part(s) of the course.

Credits awarded through this process will be recorded on your academic record. There are no fees for applying for recognition through credit transfer. For more information, please refer to the Strata Education website [insert website] or contact Student Support Services.

National recognition

National recognition is the recognition and acceptance by a Registered Training Organisation (RTO) of Australian Qualifications Framework Qualification Parchments and Statements of Attainment issued by another RTO in Australia.

Strata Education accepts Australian Qualifications Framework Qualification Parchments and Statements of Attainment issued by other RTOs. There are no fees for national recognition.



STUDENT ENROLMENT

When you complete your enrolment you will be acknowledging that you have been provided with the information contained in this brochure and on the Strata Education website.

Please ensure that you complete all enrolment sections so that we may support any specific study requirements you have. You are enrolled in a course once you have been selected, completed enrolment and arranged payment of fees.

You are encouraged to disclose any disability or ongoing health/medical condition that may require support. We can help you develop a personal access plan that will assist in your successful participation.

Privacy policy

Strata Education is required to collect and store personal information in order to administer your application and enrolment, to monitor your academic progress and to provide other services.

Strata Education will ensure that information collected from you is not excessive and is only used for the purpose for which it is collected.

ACCESS AND EQUITY

Strata Education is committed to the provision of a safe and inclusive teaching and learning environment that is free from discrimination and harassment.

If you require assistance to support your study because of a disability or ongoing health/ medical condition, Strata Education will help you develop a personal access plan.

For further assistance and information contact Student Support Services.



For further information, contact Student Support Services, or visit [insert website].

FEES

Each course has an established fee which varies depending on the nature of the course and your circumstance, such as eligibility for concession. Fees for any other incidental costs which may apply to your course are published on the Strata Education website. Fees can be paid online with a credit card or by telephone and EFT.

Training Product Transition

Students currently enrolled in a training product that has been superseded will be transitioned to the new replacement product at no additional cost.

Withdrawal from study

If you are thinking of withdrawing from study you should discuss options with your lecturer. Student Support Services staff are available to help resolve difficulties that might influence your decision to withdraw. You must complete a form and submit to your Strata Education program support staff with supporting documentation to support your claim as soon as possible.

REFUNDS

Strata Education understands that circumstances change and that there may be one of a number of reasons that a student is not able to commence or complete a course of study.

In some circumstances, a student may be eligible for a refund for all or part of the course fees. Please refer to the Strata Education Refund Policy and Procedure for all the relevant information, this document is available on the Strata Education website or from the Student Services Officer Theresa Boylan on telephone 0407 481 010 or via email Theresa.boylan@strata.community.

A full refund will be issued to students who provide notice of withdrawal from a course prior to the census date.

Students who have commenced their course may be eligible for refund of their course fees on a pro-rata basis less an administrative fee of \$100 OR at the fee as advertised on the Strata Education website.

A full or partial refund may apply if course fees are overpaid, if the student has changed enrolment or if Strata Education no longer offers this course. Refunds may also be authorised if exceptional circumstances apply, such as due to hardship or illness.

Other fees relating to applications for RPL to be accredited, replacement of transcript fees, supply of replacement of training materials may also be refunded in full or in part.

Students are required to complete a STUDENT REFUND APPLICATION form which is available on the SCA RTO website or from Student Services Officer and refer the completed form, including relevant attachments, to the Student Services Officer for consideration.

Refunds are not available to students who have deferred from their course. For further information refer to [insert website/apply-enrol/fees-payments/withdrawals-refunds](#)



STUDENT CODE OF CONDUCT

What Students Can Expect

- **Receive clear course information:** Be provided with accurate details about your course, including enrolment requirements and expectations.
- **Be treated with respect:** Experience courtesy, fairness, and respect regardless of age, gender, ethnicity, religion, sexuality, or disability.
- **Learn in a safe environment:** Study in a safe learning environment where risks are identified and managed appropriately.
- **Access resources:** Be provided with the necessary tools and resources to support your education and training.
- **Have your information protected:** Know that your personal information will be handled confidentially, safeguarded from unauthorised access, and shared with third parties only as permitted or required by law.
- **Experience fair assessments:** Be assessed impartially based on the criteria outlined in your course information.
- **Receive constructive feedback:** Gain timely and constructive feedback on assessments and overall study progress.
- **Have complaints and appeals addressed:** Trust that complaints and appeals will be considered promptly and fairly.

Student Expectations

- **Respect others:** Treat fellow students and staff with respect to ensure the health, safety, privacy, and well-being of everyone.
- **Support a safe environment:** Contribute to the orderly, effective, and safe functioning of Strata Education.
- **Follow safety guidelines:** Adhere to occupational health, safety, and welfare policies and procedures.
- **Comply with lawful instructions:** Follow all lawful directions given by Strata Education staff.
- **Prevent discrimination:** Uphold Strata Education's commitment to preventing and eliminating unlawful discrimination and fostering an inclusive environment.
- **Avoid inappropriate behaviour:** Refrain from bullying, harassment, or any unlawful activities or behaviour, whether in person or online.
- **Use resources responsibly:** Access and use only Strata Education property or systems for which you are authorised.
- **Follow program guidelines:** Adhere to course requirements and any class norms or expectations established during your program.
- **Meet financial obligations:** Make timely payments for any fees, charges, or penalties imposed by Strata Education.

If you need further assistance or clarification, Student Support Services is available to help.

Plagiarism and Contract Cheating

Maintaining academic integrity is essential to your learning journey with Strata Education.

- **Plagiarism:** Using someone else's words, ideas, or work without proper acknowledgment is plagiarism. If you use external sources in your assignments, you must reference them correctly. Educators will provide guidance on referencing and plagiarism during orientation and in class.
- **Generative AI:** Students are responsible for using generative AI tools ethically and adhering to the assessment conditions for each task. Misrepresenting AI-generated content as your own without acknowledgment breaches academic integrity.
- **Contract Cheating:** Purchasing or submitting assessment materials from third parties as your own is contract cheating. This, along with sharing Strata Education materials or assessments on unauthorised platforms, constitutes major academic misconduct.

PRIVACY AND FEEDBACK

Privacy

Strata Education is committed to protecting your personal information at all times. Your information is only used for the purposes for which it is collected and will not be shared with third parties without your consent unless required by law. For more details, please review our privacy statement at [insert Strata Education website link].

Feedback

We value your feedback to help us improve your learning experience. You can provide feedback at any time during your studies by completing the online feedback form on our website at [insert Strata Education website link].



STUDENT SUPPORT SERVICES

Career and Employment Services

Earning your qualification is just the beginning—at Strata Education, our ultimate goal is to help students achieve meaningful job outcomes.

Depending on your course and location, you may have access to tailored career and employment resources and services. Our educators and support staff are available to assist with career planning, job applications, and professional development to support your future career pathway.

For more information, visit [insert Strata Education website link]. Helpful resources, including tips on resumes and cover letters, are also available online.

Learning Support

At Strata Education, we are dedicated to supporting every student from enrolment through to graduation. Learning support services are available to assist you with:

- Assignments, essay writing, and referencing
- Study skills and exam preparation
- English and mathematics
- Time management and organisational skills

Support may be accessible through various channels, including Student Hubs, libraries, online services, and on-campus staff, depending on your location. For more information on how to access learning support, contact Student Support Services.

Customer Service Team

Strata Education has staff who are able to help you with a wide range of services and issues. Our Customer Service Team can help you to:

- answer questions about and make changes to enrolments
- take payments and assist with payment plans
- provide course information and eligibility criteria

Complaints and Appeals

At Strata Education, we are committed to resolving any complaints or appeals promptly and fairly. If you have a complaint or wish to appeal a decision, please refer to the Strata Education Complaints and Appeals Policy and Procedure, which outlines the steps for lodging and resolving complaints and appeals.

For further information, contact Student Support Services, or visit [insert website].



FOR FURTHER INFORMATION

Every effort has been made to ensure that the information in the student pre-enrolment information brochure is correct as at [date].

Strata Education reserves the right to alter policies at any time without prior notice. Policies may have been only partially reproduced in this brochure.

Enquire for full and current policies.



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