



# STUDENT HANDBOOK





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## An introduction

Career Training Institute of Australia (**CTIA**) has been providing training services since 1998. **CTIA** provides training in Hospitality, Travel, Tourism and Retail.

We tailor all of our courses to meet employer's and industry needs, from one unit through to a complete qualification.

**CTIA** has an experienced team of trainers - all of whom have a strong industry background. These trainers are dedicated to helping students to reach their own personal best potential.

**CTIA** was established with the objective of developing multi-skilled professionals for the Hospitality and Tourism industry, taking training out of the traditional confines of a classroom and placing it back into the industry that it serves. We pride ourselves on *Quality* not *Quantity* & have gained much industry recognition for our industry-based programs.

Flexibility, availability and reliability are some of the core values of the organisation and these are reflected in the success of the projects undertaken:

**CTIA** - was the contracted training Provider for Sydney SuperDome. Located at Homebush Bay the Sydney SuperDome is a world-class venue. At 21,000 seats it is Australia's largest indoor entertainment and sporting arena. In 1999 **CTIA** managed the initial staff induction process including SuperDome-specific induction manual design, development and construction, as well as training delivery. Ongoing venue/departmental and supervisory level training needs analysis and ongoing training plan management are also managed by **CTIA**. During 2000 **CTIA** provided ongoing training in a seamless, integrated operation that sees **CTIA** working closely with SSD towards the ultimate success of the venue before, during and after the Olympic Games.

**CTIA** – in 2000 **CTIA** managed a training program for Spotless Services Limited, one of Australia's largest Master Caterers and the premier caterer for the Sydney 2000 Olympic Games. The program saw **CTIA** interviewing and selecting people to be trained to a Certificate I in Hospitality level. Successful completion of the course guaranteed trainees employment at the Olympic Games and Para-Olympic Games with Spotless Services.

**CTIA** – in 2000 **CTIA** was the contracted training provider for the Sydney Cricket Ground (SCG) and Sydney Football Stadium (SFS). Working with Eurest Australia, **CTIA** designed and managed the initial staff induction and training process for 650 food & beverage staff and supervisory level employees

**CTIA** - is a Skills Assure Supplier (SAS) for the delivery of training and assessment services subsidised by the Department of Employment, Small Business and Training (DESBT).

### Current accredited courses

#### Nationally Recognised Training Offered by CTIA

- Certificate I in Tourism (Australian Indigenous Culture)
- Certificate II in Tourism
- Certificate III in Tourism
- Certificate II in Hospitality
- Certificate III in Hospitality
- Certificate II in Retail Services

### Industry accolades

**Finalist** – "Tourism Education & Training" Queensland Tourism Awards 2006

**Winner** – "Tourism Education & Training" Whitsunday Tourism Awards 2006

**Winner** – "Industry Education" Fraser Coast South Burnett Tourism Awards for Excellence 2006

**Winner** – "Tourism, Education & Training" Central Qld/Southern Reef Tourism Awards 2005/06/07

**Winner** – "New Tourism Project" Central Queensland/Southern Reef Tourism Awards 2004

**Winner** – "Outstanding Contribution by Tourism Training Provider" - Tourism Training Queensland 2002

**Winner** – "Outstanding Contribution by a Large Tourism Organisation" - Tourism Training Queensland 2002 in partnership with Watermark Hotel & Spa

**Finalist** – "Innovative Program Development" - Tourism Training Queensland 2002

**Finalist** – "Outstanding Contribution by Tourism Training Provider" - Tourism Training Queensland 2001

## Aims, philosophies and objectives

**CTIA** works hard to establish itself as the leading force in the education of individuals training for a career in the Hospitality and Tourism industries.

The courses offered by the Institute are innovative and rewarding, with students being encouraged to reach their maximum potential, satisfied in the knowledge that their course has been especially designed to allow them every opportunity for creative or practical and technical advancement.

The Institute ensures that:

- Both the practical and theory elements relate directly to the industry.
- That the curriculum provides for continuity in, and progressive development of, knowledge, skills, attitudes and values.

- ✚ That students are helped to grow in confidence and self-worth, taking responsibility for their own learning and success.
- ✚ This commitment to helping each student to reach their full potential is reflected in the quality of staff, facilities and study program.

## Access to student records

Students may wish to access their records to check on work completed, progress or for other reasons. Please organise with your trainer a time suitable to view your training records. Other parties will not be permitted to access student files without written consent from the student.

## Attendance & progress policy

Students are required to attend all lessons, field trips and work experience (where applicable). More than 20% absenteeism could result in a student failing their course. **CTIA** monitors attendance closely. It is proactive in notifying and counselling students who are at risk of failing to meet the attendance requirements of at least 80% of all scheduled contact hours for the duration of the course.

Students are required to produce a doctor's certificate if absence is due to illness for periods of two days or more. A student **must** discuss any extension of course time with their trainer.

You are required to let the Institute know if you cannot attend class because of injury, illness or accident. Payment of Austudy / Abstudy Youth Allowance may be affected if you do not attend regularly. The Institute is obliged to report extended, unexplained absences for students receiving assistance.

### Absence due to illness

It is advisable for a student who is ill to obtain a medical certificate. This certificate is to be produced for recording, and then retained by the student. (A medical certificate does not cancel an absence; it only provides an explanation and must be presented within one month of its date of issue).

A student who is too ill to immediately continue his/her course may apply for special leave and have their enrolment temporarily suspended on the grounds of compassionate or compelling circumstances.

Medical and dental appointments should be made at times when they will not conflict with scheduled classes.

### Attendance monitoring

Classes commence promptly at the advised start time - please do not be late.

Each student's attendance is recorded on the classroom roll for every class for which they are scheduled.

**CTIA** will review attendance records weekly and will contact any student identified as having unsatisfactory attendance (i.e. less than 80%).

### Satisfactory academic progress policy

**CTIA** expects each student to progress through their course at a rate that will enable the student to complete the course in the nominated duration. **CTIA** monitors, records and assesses every student's progress.

### Special consideration

**CTIA** appreciates that from time to time, a student may not be able to attend classes due to circumstances beyond their control. In such circumstances, **CTIA** will assess each case on its individual merits, using the evidence provided, if:

- There is documentary evidence demonstrating that compassionate or compelling circumstances apply; and
- The student is maintaining satisfactory academic progress; and
- The student attended at least 80% of the scheduled course contact hours.

A copy of the evidence will be retained in the student's file.

## Assessment procedures

### Student instructions

Competency based assessment is the process of gathering evidence to confirm that students can perform required skills and knowledge. The assessment activities need to be conducted over a period of time, demonstrating application of skills and knowledge.

The assessment may require that the student complete different sections which may include: questions, research and work samples, project, scenarios, role plays and practical activities.

Competence in a unit requires the student successfully completes all activities. Students are entitled to two (2) re assessments for any question, activity or the entire assessment. It is the assessor's responsibility to work with the student and assist them with any additional training that maybe required following an assessment, to ensure that they are prepared for reassessment.

To ensure that students are ready for the practical assessment they are required to satisfactorily complete all activities prior to commencing the practical assessment.

## **Notes regarding the assessment**

- Students are required to keep a copy of their own work submitted along with their assessment.
- Students are required to clearly indicate which assessment section or question is being addressed.
- Please note we will keep your assessment on file and it will not be returned to you.
- Please do not submit assessments in plastic folders or sleeves
- Please make sure that you fill in your name, sign, date and attach the cover page to your assessment. Indicate which activities have been attached to the cover page.

## **Assessment activities**

### **Questions**

Require students to answer questions in their own words to demonstrate understanding of the unit. The questions can be answered during the face to face class time or outside of class time. Questions can be answered verbally with your answer being documented by either your assessor or another suitable person such as a workplace supervisor or mentor. If any of your answers are deemed not satisfactory your assessor will contact you to arrange re assessment.

### **Research and work samples**

Research activities require you to find out about a specific topic and present your findings to your assessor. When you are requested to submit work samples following your research, this means you need to research, apply your research findings to the workplace and create examples of documents that would/could be used in the workplace. Work samples can also include completing workplace templates.

Work samples are documents which have been created in the workplace or in the same style and manner which is appropriate to the workplace. With all work samples it is essential that you maintain confidentiality of all parties including the employer, clients and any other parties.

In the event that you are submitting real workplace documents it is essential that you gain permission from all relevant personnel (this must be written) and submit the approval with the documents.

### **Projects**

When you are required to complete a project, this involves conducting research and compiling the requested information. You should present your project in a format and to a standard that would be accepted in the workplace.

### **Scenario**

A scenario is a summary of events that have occurred and the student is required to demonstrate their skills and knowledge through application of these to the situation given. Once you have read the scenario provided, you are required to complete the questions or activity that follows.

### **Role plays**

In order to demonstrate competency in a simulated practical environment your assessor/fellow student may act as a guest or client to enable you to demonstrate skills and knowledge within an industry simulated context.

### **Practical activities**

The practical assessment activities provide you with the opportunity to demonstrate your skills and knowledge in either a simulated or workplace environment. Some units require students to successfully complete multiple practical assessment activities to ensure you meet industry standards consistently under normal workplace constraints.

You may be observed in the workplace undertaking your daily activities or in a simulated environment. The specific skills to be demonstrated are detailed in the practical checklist under the heading, practical assessment.

Practical assessments must have access to particular workplace environments which will differ depending on the units being assessed. This environment and the requirement for equipment and the specific assessment context, such as customer ratios and time constraints is documented under the heading practical assessment.

Prior to the practical assessments the assessor is to establish with the student a time and date that would be suitable for the assessment to be undertaken. Suitability of time, date and location must be confirmed with the workplace supervisor if the assessment is being undertaken in the workplace.

### **Adjustments to assessment**

Written questions can be conducted via oral questioning for students who require assistance with reading and/or writing.

Students may access literacy support in the workplace to assist with reading and writing tasks, ranging from having access to support or assistance from expert/mentor/supervisor.

Literacy requirements will vary depending on the workplace. Adjustments can be made to the assessment to respond to the given workplace. Literacy may be in English, a community language, or Braille, etc,

If you are unable to complete a particular activity or have a suggestion of a relevant workplace activity that would meet the requirements of the unit, we encourage you discuss this with your assessor.

## Submitting your assessment

You can hand your assessment in through your trainer/assessor, email to [coursework@ctia.edu.au](mailto:coursework@ctia.edu.au) or alternatively you can post your assessment to the following address:

CTIA: Assessments  
PO Box 8651  
Gold Coast MC QLD 9726

## Feedback

Students will be given feedback on all assessment activities within 14 days of receiving your assessment. Competency based assessment does not use a marking scale rather the student is deemed competent or not yet competent. Students deemed not yet competent are given additional opportunities to demonstrate competency.

Satisfactory demonstration of all activities is required before competency is achieved for the unit.

## Plagiarism

Plagiarism is a form of cheating. It is taking and using someone else's thoughts, writings or inventions and representing them as your own. Plagiarism is a serious act and may result in a student's exclusion from a unit or a course. If you have any doubts about including the work of other authors in your assessments, please consult with your assessor. The following list outlines some of the activities for which a student can be accused of plagiarism:

- Presenting any work by another individual as one's own unintentionally
- Handing in assessments markedly similar to or copied from another student
- Presenting the work of another individual or group as their own work.
- Handing in assessments without the adequate acknowledgement of sources used, including assessments taken totally or in part from the internet.

## What about copyright?

You must be careful when using work from others. Copyright covers all work that is not your own including textbooks, newspapers, website information, music, magazines, movies etc.

You are allowed to do a certain amount of copying for research or study purposes. Generally, 10% or one chapter of a book is acceptable. All material taken from another source, word for word or paraphrased, must be acknowledge using an acceptable referencing system.

## Re-evaluation of assessment/deferred assessment event/s

A student has a right to approach their trainer, staff member or assessor concerned for an initial re-evaluation of any assessment, no later than 4 weeks or the end of term, whichever comes first after results have been notified to the student, after this time the student will be deemed NYC.

## Access and equity policy

This policy represents **CTIA's** commitment to ensuring that everyone has the opportunity to successfully gain skills, knowledge and experience through vocational education and training.

This policy has been developed to address the particular requirements of:

- + Potential students
- + Students in Institute programs/courses
- + Other **CTIA** clients
- + Institute staff

**CTIA** is responsible for fulfilling its commitment to access and equity by ensuring continued participation of target groups in VET programs. These target groups include:

- + Women
- + Aboriginal and Torres Strait Islander peoples
- + People from non-English speaking backgrounds
- + People with a disability
- + Rural and regionally isolated communities
- + People in transition and other special groups (i.e. people re-entering the workforce, sole parents, people with literacy issues and the long-term unemployed).

## Equity

Essentially, EQUITY means fairness. At **CTIA** it means that people are provided with an opportunity to access, participate in and successfully achieve outcomes. **CTIA** understands that:

- + It is common for people to identify with more than one equity group;
- + There are differences within and between equity groups;
- + Each equity group does not experience the same type of disadvantage; and
- + There remain many common barriers for equity groups.

## Access

CTIA recognises that there are many factors which influence the ability of people to access, participate in and succeed in a vocational education and training environment, including:

- |                                 |                     |
|---------------------------------|---------------------|
| ✚ prior educational experiences | ✚ cultural identity |
| ✚ language                      | ✚ learning styles   |
| ✚ goals and expectations        | ✚ motivation        |
| ✚ work and social experiences   | ✚ gender            |
| ✚ values and beliefs            | ✚ religion          |
| ✚ income                        | ✚ family            |
| ✚ geographic location           | ✚ age               |

### ***This policy will be used to:***

- ✚ Inform staff, students and the wider community of CTIA's commitment to equity and diversity;
- ✚ Guide the development of Institute specific equity implementation plans and strategies; and
- ✚ Facilitate the design of products and services that are attractive to clients.

### ***Policy statements***

- ❑ CTIA will ensure that equity principles for all people are implemented through fair allocation of resources and the right to equality of opportunity without discrimination.
- ❑ CTIA will increase opportunities for people to participate in the vocational education and training system, and in associated decisions that affect their lives.
- ❑ CTIA will implement customer oriented conservation programs and target specific needs market segments in enhancing the economic development of the organisation.
- ❑ CTIA will meet the needs of individuals and the community as a whole through its integration of access and equity guidelines and procedures.

## Code of practice

As a Registered Training Organisation, CTIA has agreed to operate within the principles and standards of the Australian Skills Quality Authority (ASQA) & state training agency.

CTIA is committed to integrating access and equity principles within all our services that we provide to our students. All staff recognise the rights of students and provide information, advice and support that is consistent with this Code of Practice and our scope of registration as a Nationally Recognised Training Organisation.

Regardless of cultural background, gender, sexuality, disability or age you have the right to study in an environment that is free from discrimination and harassment and be treated in a fair and considerate manner while you are studying with us.

If, at any time, you feel that we are not abiding by our code of practice then report your complaints or grievance to your supervisor/trainer, or complete our complaints and/or appeals forms.

### **Our guarantee to you**

We are committed to providing a pleasant, friendly environment for the duration of your selected course of study. Further, on receipt of payments from you, we guarantee you our full support for the whole duration of your course of study through to your completion.

### **Information, advice & support services**

We are committed to providing a pleasant and friendly environment and provide and support the following services within our code of practice:

#### **Student selection, enrolment & induction / orientation procedures**

Student selection is derived from the outcomes of our learning & assessment strategies. Our enrolment process is documented in our student handbook. We conduct induction and orientation sessions for staff and students alike.

#### **Fees & charges (including refund policy & exemptions where applicable)**

Information on fees is included in the course promotional materials such as course brochures and flyers and is also available through our website. This information includes:

- Course fees plus any other additional costs such as administration fees, materials fees and any other charges
- Payment terms, including the timing and amount of fees to be paid
- Any non-refundable deposit/administration fee.

#### **Provision for language, literacy & numeracy assessment**

We provide provisions for language, literacy and numeracy assessment for all students and on request. We also monitor the needs of our student's language, literacy and numeracy skills through our induction process, application & enrolment forms, and interviews. If at any time we feel a student requires any language, literacy and numeracy assistance we will either provide this or tailor learning and assessment materials to match student needs.



## **Student support**

We offer support in (i) RPL assessment; (ii) options in learning; (iii) guidance on career options; (iv) one on one tutoring; (v) pre-course interviews; (vi) training needs analysis; and (vii) research facilities.

## **Student Service**

We have sound management practices to ensure effective student service. In particular we have student service standards to ensure timely issue of assessment results and qualifications. These will be appropriate to competence achieved and issued in accordance with national guidelines.

Our quality focus includes a Recognition of Prior Learning and Credit Transfer Policy, a fair and equitable refund policy, a complaints and/or appeal policy, an access and equity policy and student welfare and guidance services. We will take every opportunity to ensure that this information is disseminated, understood and valued by personnel students and clients.

## **Complaints and appeals procedures**

We have a clearly documented procedure that covers how to initiate a complaint or appeal. Should you have a complaint or an appeal contact your trainer, training manager or director for more detailed information.

## **Recognition of Prior Learning (RPL) & Credit Transfer/Mutual Recognition**

**RPL:** Our RPL process is clearly documented. If you believe that you already have the skills and knowledge that will be covered in some / all of the units you are enrolling to study, either through previous study or through work experience, then discuss with your trainer.

### **Credit Transfer/Mutual Recognition:**

We recognise and accept the credentials issued by another registered training organisation based in any state/territory of Australia. This can include a statement of attainment for specific modules or units of competency, or it may be a complete qualification such as certificate or diploma. As part of this recognition we verify the issuing organisation's registration status on training.gov.au database.

## **Welfare and guidance services**

We will endeavour to provide welfare and guidance to all students/clients. This includes (i) Workplace Health and Safety; (ii) review of payment schedules when requested (iii) learning pathways and possible RPL opportunities; (iv) provision for special learning needs; (v) provision for special cultural and religious needs; and (vi) provision for special dietary needs.

Extra learning support is provided to students who are at risk of not achieving success in their chosen course of study. Students may access extra learning support through self-referral, referral from vocational teachers, referral from outside agencies, or identification through literacy and numeracy assessments. Extra learning support would be used to develop such skills as language, literacy, numeracy, study skills and technology (where it is a requirement of the course).

Any student, who has special learning requirements or disabilities, is able to be provided with specialist learning support.

## **Disciplinary procedure**

To ensure all students receive equal opportunities and gain the maximum from their time with us, these rules apply to all people that attend any of our training. Any person(s) whom displays dysfunctional or disruptive behaviour may be asked to leave the session and/or the course. Dysfunctional behaviour may include:

- Continuous interruptions to the trainer whilst delivering the course content
- Smoking in non-smoking areas
- Being disrespectful to other students
- Harassment by using offensive language
- Sexual harassment
- Acting in an unsafe manner that places themselves and others at risk
- Refusing to participate when required in group activities
- Continued absence at required times

Any person who is asked to leave a session/course has the right of appeal through our appeals process.

## **Quality management focus**

Management has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from students, staff and employers for incorporation into future programs.

## **External review**

**CTIA** must participate in external monitoring and audit processes required by the Australian Skills Quality Authority (ASQA) & State Training Agency. This covers random quality audits, audit following a complaint and audit for the purposes of re-registration.

## **Management and administration**

**CTIA** has policies and management strategies, which ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position and safeguards fees until used for training/assessment. We have a refund policy, which is fair and equitable. Student records are managed securely and confidentially and are available for student perusal on request. **CTIA** has adequate insurance policies.

## Marketing and advertising

We market our vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

## Training and assessment standards

**CTIA** has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles (including Recognition for Prior Learning and Credit Transfer). Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of students.

This means that training and assessment you receive with us is done in accordance with the National Quality Training Framework and any qualifications you achieve with us will be recognised anywhere in Australia.

## Sanctions

**CTIA** will honour all guarantees outlined in the code of practice. We understand that if we do not meet the obligations of this code or supporting regulatory requirements, we may have our registration withdrawn or suspended.

## Complaints & appeals

**CTIA** is dedicated to providing a high standard of service. Should a student have a complaint or wish to appeal an assessment result they are encouraged to do so by using the following process:

**Step One:** Students are encouraged to speak immediately with their trainer. If the student is not comfortable addressing the issue with the trainer they are encouraged to contact the Training Manager/Director. All complaints & appeals must be in writing and acknowledgement of same will be provided within 2 days. Forms can be obtained from the website, office, trainer or Training Manager/Director. All complaints/appeals will be held in confidence and kept securely.

**Step Two:** Students will be notified of an outcome within 30 calendar days. Where **CTIA** are unable to process and finalise the complaint or appeal within this time the students will be notified and advised why more than 30 days is required. Students have 14 working days in which to register a complaint or appeal against a result.

**Step Three:** If the matter is still not resolved an independent third party will be requested to assist with resolution. The student may seek assistance from a formal external authority within ten (10) working days if they are not satisfied with the decision reached. **CTIA** uses the following external providers for this service at no cost to the student:

External complaints can also be made via the following avenues:

- **Queensland Training Ombudsman**

The Queensland Training Ombudsman is an independent office that provides Queenslanders with dedicated support to resolve training issues or make complaints.

- Calling 1800 773 048 Monday to Friday between 8.30am – 4.45pm.
- Email: [infor@qto.qld.gov.au](mailto:infor@qto.qld.gov.au)

To download a complaints form refer the following <https://trainingombudsman.qld.gov.au/contact/>

- **National Complaints Hotline**

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

- Calling: 13 38 73, Monday–Friday, 8am to 6pm nationally.
- Email: [skilling@education.gov.au](mailto:skilling@education.gov.au)

For more information about the National Complaints Hotline, refer to the following webpage:

<https://www.employment.gov.au/national-training-complaints-hotline>

- **Australian Skills Quality Authority (ASQA):**

You may also complain to our RTO's registering body: Australian Skills Quality Authority (ASQA).

However, ASQA's will only use the information you provide to inform its regulatory approach and will not contact us on your behalf or act as your advocate. For more information, refer to the following webpage:

<http://www.asqa.gov.au/complaints/make-a-complaint—domestic-students/make-a-complaint—domestic-students1.html>

## Credit Transfer

You may be eligible for a credit transfer if you have previously undertaken training through a Registered Training Organisation. Credit transfer may be granted for one or more units. Three major factors need to be considered.

1. How current the qualification is,
2. Mapping to the current unit of competency and
3. If the training was undertaken with a Registered Training Organisation.

If you think you may be eligible for a credit transfer you will need to provide the following:



The original statement of attainment and/or certificate for your trainer to sight

- ✚ A copy of the statement of attainment and/or certificate
- ✚ A USI record
- ✚ Or a certified copy of your qualification signed by a justice of peace

## Competency based training & assessment

Students enrolled in training which will lead to either a statement of attainment or certificate are required to complete assessments to demonstrate competency. Competency based assessment is the process of gathering evidence to confirm that students can perform required skills and knowledge.

Assessments undertaken may include:

- ✚ Written/oral assessments
- ✚ Practical demonstrations
- ✚ Completion of case studies and similar activities
- ✚ Development of a portfolio
- ✚ Work samples
- ✚ Third party reports
- ✚ Role plays

Students will be given feedback on all assessment activities. Competency based assessment does not use a marking scale rather the student is deemed competent or not yet competent.

## Change of personal details

Should you change any of your personal details please advise your trainer. Such details include, address, surname, contact telephone number etc.

## Course evaluation

Your feedback is particularly important to our commitment to ongoing improvement. Throughout your training you will be asked to provide your thoughts and comments on the training received. **CTIA** also encourage all students to make contact should they wish to provide feedback or comments on any aspect of the service they have received. Certificate 3 Guarantee funded students are required to complete a student training and employment survey within three months of completing or discontinuing their qualification.

## Student selection:

From time to time we have more applicants than available positions for a course or qualification. When this occurs, applications are assessed on suitability for entry into the course or qualification & positions are offered accordingly. To obtain more information about specific course / qualification selection criteria, please contact **CTIA**.

## Computer use

There are strict guidelines for the use of the computers to make sure all students can use them. The main requirements are:

- ✚ No software is to be added, copied, altered, deleted or in any other way accessed, other than through the menu option provided.
- ✚ No material offensive to others shall be downloaded, or printed from the Internet or Email.
- ✚ No access to personnel Email.

## Conduct

Students are requested to conduct themselves in an orderly manner at all times. Whilst classes are in progress students should be considerate of both teachers and fellow students.

The Director of the Institute reserves the right to withdraw from a course any student whose attitude or conduct is deemed to be unacceptable.

## Contacting trainers

Talk to your trainer to make sure you have a contact number to avoid delays in trying to contact trainers through the main switchboard. Make sure you know the trainers preferred contact arrangements in case you need to contact your trainer urgently.

**CTIA** will not provide trainers home telephone numbers to anyone.

## Counselling services

Our staff are able to provide information and referral to relevant agencies/workers for financial, health and disability issues and qualified and trained counsellors for assistance and advice to students with:

### Personal counselling

Relationship difficulties, life crises, traumas, anxieties, lack of assertiveness, sleeping and eating disorders, alcohol and other drug issues, stress or any other distressing personal situation.

### Educational counselling

Assessment anxieties, time management, lack of motivation or concentration, or any other difficulties with your present course.

## Career & course counselling

Assist you in exploring your interests and abilities and in developing an educational career path of your choice.

## Support & information

Support and assistance in the event of harassment (sexual, emotional, physical). This service is free, confidential and non-judgmental.

Trainers are available to counsel students who may need some guidance with their assignments, study or course. The Institute Director and Training Manager are available by appointment to counsel students when required. Any student whose work is suffering due to illness or personal problems should seek an appointment with the Institute Director.

Any student who has any concern or grievance in relation to their curriculum, program of study, assessment or teaching methods may at any time consult with the Director of the Institute. Any discussions between the student and Director will be kept strictly confidential.

## Lifeline - Child, Youth & Family Counselling

24 hour telephone counselling is available. Face to face counselling is available by appointment.

Counselling support is provided for couples, families & individuals suffering crisis & emotional distress.

Phone : 13 1114 Web: <https://www.unitingcareqld.com.au/lifeline>

## Relationships Australia (Relationship Counselling & Gambling Help)

Addiction, Financial & Family Relationship counselling & Mediation is available to everyone.

Phone: 1300 364 277 Web: <http://www.relationships.org.au/>

## Course completion

Student's progress will be monitored and discussed with the Training Manager throughout your study to ensure that you are on track to complete your studies within the expected duration.

## Course Costs

Student fees for each course are clearly stated in all course brochures/materials.

- Fees for any text & materials, uniforms, tools or other equipment required for study
- Fees reflect the content of the award not the duration, therefore there is no reduction in tuition fees if the course is completed in a shorter duration of time
- Where RPL or credit transfers are granted fees may/will be reduced.

Under Standards for Registered Training Organisations (RTOs) 2015 Standard 7.3 **CTIA** implements the following policy in relation to 'Capping of fees paid in advance': **CTIA** only accepts payment up to \$1,500 prior to the commencement of a course or at any time during a course **CTIA** accepts no more than \$1,500 in advance at any given time from each student for tuition services yet to be received by the student.

**CTIA** requires an initial enrolment fee (where applicable) prior to course commencement. The remaining amount that is owed (depending on the cost of your particular course) can be paid progressively, using a payment plan.

Students are liable for the financial commitment to the Institute for the duration of their course. Students whose fees are in arrears may have their enrolment cancelled unless prior arrangements have been made with institute.

Enrolment and course fees can be paid by cash or cheque and should be made payable to the Career Training Institute of Australia. No cash payments should be sent through the mail. Receipts will be issued on payment of fees. Reminder notices will be sent when fee instalments are due.

At the start of each term, a tax invoice for tuition fees, will be provided. Payment of fees is due in 10 working days of receipt of the invoice. Students will not be allowed to commence study until all applicable fees are paid.

### Summary of payment requirements

- ✚ Fees must be paid by the due date as stated in the students agreement.
- ✚ If for any reason you are unable to pay your fees prior to starting, please contact our office immediately.
- ✚ If you fail to pay your fees you will be in breach of your student agreement.
- ✚ You will receive a warning letter and maybe excluded from further study. Your attendance will also be affected.
- ✚ Students will not be allowed to commence study until all applicable fees are paid.

## Deadlines

In order for the CTIA to simulate real working situations and time restraints, student deadlines for the completion of assignments will be strictly enforced. This will enable trainers to successfully complete the curriculum within the necessary period and students to achieve the course objectives.

If assessments for a term are not submitted by the end of that term students may have to return the following year to repeat that subject/s.

## Deferring, suspending or cancellation of enrolment

A student may only defer his/her studies on the grounds of illness, evidence by a doctor's certificate, compassionate or compelling circumstances on grounds beyond the control of the student or misbehaviour by the student. Students must apply to **CTIA** for deferral of their studies and in doing so acknowledges the provider may choose to grant or decline any such request.

Situations that could give rise to deferral, suspension or cancellation of enrolment, include but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes; or
- Bereavement of close family members such as parents or grandparents; or
- A significant traumatic experience; or
- The student's behaviour is unacceptable as defined by the **CTIA's** Student Code of Conduct; or
- Failure to pay tuition fees; or
- Failure to maintain satisfactory course progression

Should a student have his/her enrolment deferred, suspended or cancelled, the student is allowed 20 days in which to access the Careers Training Institute of Australia's complaints and appeals procedures.

Deferment will only be granted if all fees are fully paid up to date. If deferment is granted, students must recommence studies within 2 years and any increase in fees will be applicable.

## Dress code

To maintain a professional image, students must be dressed in a neat and tidy manner at all times. Industry placement and excursions unless otherwise notified by your trainer.

*Jewellery* – Taking into account safety considerations, jewellery should be kept to a minimum. That is, wedding ring, business style watch, one small earring per ear (ladies only).

*Facial Studs* – Facial studs (eyebrows, nose, tongue etc) are not permitted under any circumstances.

*Tattoos* - Visible tattoos are not permitted.

## Expectations of students

To avoid any confusion in the future, the following expectations of behaviour are provided. Compliance with these expectations is required by all students. Failure to do so may result in cancellation of your enrolment.

- ✚ Abide by copyright and plagiarism laws and legislation.
- ✚ Comply with Workplace Health and Safety (WHS) regulations at all times.
- ✚ Comply with anti-discrimination legislation at all times. This includes but is not limited to equal opportunity, racial vilification and disability discrimination.
- ✚ Comply with workplace harassment, victimisation and bullying regulations at all times.
- ✚ Ensure that behaviour is of a level acceptable to the workplace /classroom at all times.
- ✚ Complete training and assessment activities within agreed timeframes.
- ✚ Communicate any difficulties with completion of activities or assessment with your trainer.
- ✚ Inform your trainer in advance of any intended absences.
- ✚ Inform your trainer immediately should you be unable to attend due to illness or other reasons.
- ✚ Inform your trainer if you have a medical condition that may affect your participation within a course or affect those with whom you may be training.

## Enrolment

Your enrolment is not complete until your fees are paid (where applicable). Both new and re-enrolling students must pay their fees or make arrangements to pay them before attending class. See the **CTIA** student rules section at the back of this guide for further details about "Conditions of Enrolment".

## Evacuation procedures

Students will be shown evacuation procedures; various exit routes and assembly points, when their course of study begins. If you have a disability that may cause you difficulty during an evacuation, please inform your trainer at the start of your course. Safety measures to be followed during evacuation:

- ✚ Follow all instructions given by staff
- ✚ Close all windows/doors
- ✚ Leave what you can't quickly pick up
- ✚ Keep together as a group
- ✚ Never panic
- ✚ Don't take refuge in the storerooms or rest rooms.

## Excursions

It is your responsibility to meet all costs associated with any excursions you take part in, unless directly associated with your course, in which case your costs are paid for by **CTIA**.

## Flexible learning

Flexible learning means an approach to vocational education and training which allows for the adoption of a range of learning strategies in a variety of learning environments. This caters for differences in learning styles, learning interests and needs, and variations in learning opportunities (including on-line).

Many areas of **CTIA** offer flexible learning arrangements. For more information refer to your Course Information brochure or talk to your trainer.

## Have your say (student feedback)

The Institute provides various student feedback forms to allow for your comments on any methods to improve our student service, make a complaint or pay a compliment.

## Health and safety

Students are not to smoke in the classrooms or building. Food, sweets, drinks (except water), gum etc. are not to be consumed during class.

Alcohol and drugs are not permitted on the premises and students are not to partake of either prior to class or during lunch breaks. Failure to comply with this regulation will result in suspension or expulsion.

Students must inform the Institute staff of any medical condition that may affect their work or of any medication they are required to take.

## Industry placement

Industry Placement is an essential part of most award courses. The purpose of industry placement is to satisfy the practical training and experience requirements of the particular course. Your work-based learning will focus on linking your knowledge and skills with situations in the workplace. It will provide you with the opportunity to put theory into practice and make you more ready for work. Students will be required to find their own placement with assistance from **CTIA**.

## Induction/orientation procedure

All students are to complete an induction / orientation to the Institute and their course / qualification. The Institute conducts a general orientation at the commencement of all courses. Students will also be required to complete a course specific orientation (usually conducted in the first class held).

## Job placement

Many jobs are phoned in to the Institute throughout the year, and wherever possible students are selected to make an application. Trainers assist students in preparing a resume and give guidance with interview techniques and resume production.

No specific claims or promises of job placement are implied or stated. However, the institute has very good industry links and will do everything possible to aid in the placement of graduates.

## Learning support

Learning support is available to students by negotiation with your trainers. Learning support is very flexible and designed to cater for individual learning needs.

To be effective, learning support needs to be identified and accessed in the early stages of your studies. If you think you may need learning support, please talk with your trainer.

The Training Manager will conduct regular progress report meetings to discuss individually with you how you are progressing and any concerns you may have that can affect your studies.

## Non English speaking background

If a student from a non-English speaking background requires assistance with English learning, please advise your trainer who will guide you on how to obtain assistance.

## Our commitment

To ensure that we provide training and assessment services that meet the needs of students and industry we employ sufficient suitably qualified and experienced trainers, secure suitable facilities, ensure sufficient opportunities for learning in appropriate environments with suitable resources and assessment which fair and flexible.

## Our service commitment

- ✚ All student calls will be returned promptly and trainers will make reasonable time available to answer student queries.
- ✚ Individual training plans will be developed with each student.
- ✚ Trainers will provide regular feedback to students about their progress and will provide verbal feedback on each assessment. If you would like written feedback please indicate this on your assessment.
- ✚ Statements of attainment/qualifications are issued within 21 working days of your completion.
- ✚ Please advise us if you would like to withdraw or cancel your enrolment for any reason. This enables us to issue your statement of attainment for units completed.
- ✚ For courses that have commenced—In the unlikely event that **CTIA** is unable to deliver the specified qualification in full, the student will be offered the option to enrol with another RTO and **CTIA** will assist in both finding a suitable RTO and in the transition to the new RTO.

## Student support

CTIA is dedicated to providing a high standard of service to students. Students can contact their trainer by phone, email, post or fax during office hours. We endeavour to respond to students as quickly as possible but students are reminded that our trainers do have other students and classes to attend to. We will provide feedback on assessments within 10 working days and to all queries, telephone calls and emails within 2 working days.

Should students require further support, CTIA can assist in identifying the appropriate support service as well as organising access to such service. Services referred to may include but are not limited to language, literacy & numeracy, counselling, etc. It should be noted that such services may attract an additional fee to the service provider. Such fees are the responsibility of the student should they seek to utilise such services. If you require such support, please email [mabs@ctia.edu.au](mailto:mabs@ctia.edu.au).

## Privacy Notice

### Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage 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.

### 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 Education, Skills and Employment (DESE), 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.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct 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](http://www.ncver.edu.au/privacy).

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

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information,

### Surveys

You may receive a student survey which may be run 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 CTIA to request access to your personal information, correct your personal information, make a complaint about how your personal information has been handled or ask a question about this Privacy Notice.

### Identification Evidence

As a government registered training organisation, regulated by the Australian Skills Quality Authority, CTIA is required to collect, hold, use and disclose a wide range of personal and sensitive information on Students in nationally recognised training programs. This information requirement is outlined in the National Vocational Education and Training Regulator Act 2011 and associated legislative instruments.

CTIA must require and confirm identification in services delivery to individuals for nationally recognised course programs. We are authorised by Australian law to deal only with individuals who have appropriately identified themselves. That is, it is a Condition of Registration for all RTOs under the National Vocational Education and Training Regulator Act 2011 that we identify individuals and their specific individual needs on commencement of services delivery and collect and disclose Australian Vocational Education and Training Management of Information Statistical Standard (AVETMISS) data on all individuals enrolled in nationally recognised training programs.

To ensure that Registered Training Organisations meet the national standards and offer quality training to students, the Australian Skills Quality Authority conduct regular audits. The audit process involves a review of a training organisations policies, procedures, record keeping and practices. On occasion the Australian Skills Quality Authority may contact past and present students to conduct an interview to confirm that the organisation is complying with its obligations and providing a service, which meets the needs of students and industry.

Upon request **CTIA** is required to supply the following information to the Australian Skills Quality Authority:

- ✚ Contact details including address, telephone numbers and email address

For audit purposes and in the event of a complaint or appeal, the Australian Skills Quality Authority may request to view students files. The purpose of this is to ensure compliance with regulations and standards.

We will not disclose any information that we gather about students to any third party. We use the information collected only for the services we provide. No student information is shared with another organisation. If student information is required by a third party we will obtain written consent from the relevant student prior to release of any information.

Should students seek access to their own information we have a documented procedure requiring authorisation before this can occur.

## Refund policy

**CTIA** is committed to providing its students with a refund policy that is fair and reasonable and disseminates the policy in clear information to each student, prior to enrolment.

As a student you pay an agreed fee upon enrolment of a course of study. Course fees / deposits will be accounted separately and are not accessed until course commencement. If applying for a refund the following applies:

- All requests for refunds must be in writing, a fully completed refund form must be submitted to the training Manager or Director
- All refunds will be paid within 4 weeks of receiving written claim

Withdrawal from course

- All withdrawals must be in writing and signed by the student.
- If withdrawal is 2 weeks or more PRIOR to start of course all paid course fees will be refunded.
- If withdrawal is less than 2 weeks PRIOR to start of course 80% of paid course fees will be refunded.
- If withdrawal is AFTER the start of course there will be a pro-rata refund based on the quantity of units enrolled in and time studied.

Other circumstances

- If our organisation cancels a course that you are enrolled in we will offer a full refund of all paid fees or offer enrolment into a similar course of study if applicable.
- If a third party providing services on our behalf cancel a course that you are enrolled in we will offer a full refund of all paid fees or offer enrolment into a similar course of study if applicable.
- If a student has their enrolment cancelled due to misbehavior or breach of enrolment then no refund will be given for fees paid.

Skills Assure Supplier funded programs (Traineeships – User Choice, VET investment programs)

- Traineeships - As **CTIA** do not charge tuition fees or co contribution fees until cancellation or completion of the training contract – refunds do not apply.
- Students who withdraw from a course will be issued a refund for any units of competency provided training has not commenced.

Should you need to enquire about a refund contact the Training Manager in the first instance on 5564 9044.

Submit all refund applications to the Training Manager or the Director. You have the option to have an informal meeting with the Training Manager or the Director to discuss your situation and possibility of refund. Refund forms can be obtained from the Training Manager or directly off the website.

None of the above removes the student's right to pursue other legal action under Australia's consumer protection laws.

## Recognition of Prior Learning (RPL)

Recognition of Prior Learning is the process of formal recognition for skills and knowledge gained through previous learning such as:

- ✚ Life experiences
- ✚ Previous formal learning
- ✚ Employment
- ✚ Recreational or personal interests



### **What RPL is not!**

Using the RPL process is not an easy way to get a qualification. It is not a matter of time served or amounts of experience but the specific and relevant learning which is assessed according to the prescribed competency standards. Applicants need to be committed to supporting their case by locating and providing suitable evidence and documentation as required.

You may be eligible for recognition of prior learning for part or all of your intended study, based on your previous experiences and learning. For more information regarding RPL and how to apply, please discuss this with your trainer.

### **Relevant legislation and regulatory requirements**

**CTIA** ensures compliance with Commonwealth and state legislation and regulatory requirements relevant to its operations including but not limited to:

#### **Standards for Registered Training organisations (RTOs) 2015**

The purpose of these standards is to: 1. set out the requirements that an organisation must meet in order to be an RTO, 2. ensure that training products delivered by RTO's meet the requirements of training packages or VET accredited courses, and have integrity for employment and further study and ensure RTO's operate ethically with due consideration of students and enterprises' needs. For more information visit:

<https://www.legislation.gov.au/details/f2014i01377>

#### **Work Health and Safety Act 2011**

The Work Health and Safety Act 2011 provides a framework for managing health and safety risks in Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high risk plant - this is achieved by preventing or minimising exposure to risk.

For more information visit: <https://www.legislation.gov.au/Details/C2016C00887>

#### **Privacy Act 1988**

The Privacy Act 1988 makes provision to protect the privacy of individuals, and for related purposes. For more information visit: <https://www.legislation.gov.au/Details/C2016C00979>

#### **Copyright Act 1968**

The copyright Act 1968 is an Act relating to copyright and the protection of certain performances, and for other purposes. For more information visit: <https://www.legislation.gov.au/Details/C2016C00741>

#### **Legislation for Managing and Minimising Risk**

Like any organisation, training organisations must have systems in place for managing and minimising risk commensurate with the nature of the services they provide. Visit the Queensland Government's

<https://www.worksafe.qld.gov.au/> for more information regarding legislation for managing and minimising risk.

#### **National Vocational Education and Training Regulator Act 2011**

This Act was introduced in 2011 to establish a consistent registration and accreditation framework for vocational education and training, by applying nationally agreed standards. For more information visit:

<https://www.legislation.gov.au/Details/C2017C00009>

#### **Anti-Discrimination Act 1991**

The Anti Discrimination Act 1991 aims to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including education and training.. For more information visit:

[www.adcq.qld.gov.au/](http://www.adcq.qld.gov.au/)

#### **Australian Consumer Law (ACL) 2011**

Australian Consumer Law (ACL) 2011 aims to provide an equitable, competitive, informed and safe market place. It makes provisions in respect to certain unfair or undesirable trade practices, and aims at regulating the supply of goods and services. For more information visit: <http://consumerlaw.gov.au/>

#### **Competition and Consumer Act (CCA) 2010**

The object of the Competition and Consumer Act (CCA) 2010 is to enhance the welfare of Australians through the promotion of competition and fair trading, and through a provision for consumer protection. For more information visit:

<http://www.accc.gov.au/about-us/australian-competition-consumer-commission/legislation>

#### **Working with Children (Risk Management and Screening) Act 2000**

The object of the Working with Children (Risk Management and Screening) Act 2000 is to promote and protect the rights, interests and well-being of children in Queensland. For more information:

<https://www.legislation.qld.gov.au/view/html/inforce/current/act-2000-060>

#### **Tourism Australia Act 2004**

The main purpose of this Act is to provide for fair trading in the tourism services industries

For more information <https://www.legislation.qld.gov.au/view/pdf/asmade/act-2003-061>

#### **Tourism Services Act 2003**

The main purpose of this act is to provide protection for tourists in dealings with inbound tour operators and tour guides, and for related purposes: For more information: <https://www.legislation.qld.gov.au/view/html/asmade/act-2003-061#>

#### **Further Education and Training Act 2014**

The Further Education and Training Act 2014 provides a legislative foundation for flexible, high-quality training to support Queensland's workforce. For further information visit:

<https://www.legislation.qld.gov.au/view/html/inforce/current/act-2014-025>

### Disability Discrimination Act 1992

The objects of this Act are clarify the obligations of education and training providers to ensure that students with disabilities are able to access and participate in education and training on the same basis as those without disability. For more information visit: <https://www.legislation.gov.au/Details/C2016C00763>

### The Liquor Act 1992

The purpose of the Act is for the responsible service, supply and promotion of alcohol. For more information visit: <https://www.legislation.qld.gov.au/view/html/inforce/current/act-1992-021>

### Fair Work Act 2009

The Fair Work Act 2009 and the Fair Work Regulations 2009 are the main legislation they deal with. They govern the employee / employer relationship in Australia. They provide a safety net of minimum entitlements, enable flexible working arrangements and fairness at work and prevent discrimination against employees. For more information visit: <https://www.legislation.gov.au/Details/C2016C01108>

### Racial Discrimination Act 1975

The Act promotes equality before the law for all persons, regardless of their race, colour or national or ethnic origin, and. make discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful. For more information visit: <https://www.comlaw.gov.au/Details/C2016C00089>

### Sex Discrimination Act 1984

The Sex Discrimination Act 1984 is an Act of the Parliament of Australia which prohibits discrimination on the basis of sex, marital or relationship status, actual or potential pregnancy, sexual orientation, gender identity, intersex status or breastfeeding in a range of areas of public life. For more information visit: <https://www.legislation.gov.au/Details/C2016C00880>

### Fair Work Ombudsman

The Fair Work Ombudsmans jurisdiction is set out in the Fair Work Act. The Fair Work Ombudsman clarifies the obligations of education and training providers to ensure Vocational placements that meet the definition under the *Fair Work Act 2009* (the FW Act) are lawfully unpaid. Students completing vocational placements are not considered to be employees and therefore are not entitled to the minimum wage nor other entitlements provided under the FW Act.. For more information visit: <https://www.fwc.gov.au/unfair-dismissals-benchbook/coverage/people-excluded/vocational-placements-volunteers>

### Criminal Code Act 1995

The Australian government is committed to protecting children from the threat of sexual abuse. The measures contained in Act will result in a strengthened child sex tourism regime and send a strong message to Australians contemplating such behaviour overseas. Child Sex Tourism could be defined as travelling to a foreign country with the intent to engage in sexual activity with a child under the age of 18. For more information visit: <https://www.comlaw.gov.au/Details/C2004A04778>

## Results

All students will receive their assessment feedback and result within 10 working days of submission. On completion of a certificate or unit of study **CTIA** will issue statements of attainment/certificates within 21 days.

## Safety

**CTIA** is committed to observing Workplace Health and Safety legislative requirements. It therefore becomes an Institute responsibility to encourage all persons working and studying in the Institute creating a healthy and safe work environment. To achieve this you will need to comply with the following:

- Both written and verbal instructions from staff should be followed at all times
- Wear safety clothing where required
- Equipment should only be used when a person knows how to do so, all training will be provided.
- The health, safety and well-being of any person should not be risked.
- Report any WHS issues to your trainer or the Training Manager

## Child safety

CTIA is committed to the Safeguarding of Children and Young People, under the age of 18, and acknowledges that a child-safe organisation doesn't just happen; it requires conscious action to protect children from harm.

It is imperative that we provide a safe and supportive environment for children and young people, that focuses on education and building the confidence of our students through positive learning and development.

We respect and value the rights of all children and young people, and support them to reach their full potential. We recognise that particular consideration needs to be paid to the cultural safety of Aboriginal and Torres Strait Islander children and young people. We also acknowledge the particular needs of children and young people arising from their cultural and linguistic background, sexuality, gender diversity, disability, or as a result of domestic and family violence or other trauma.

## Sexual harassment

Sexual harassment is any form of sexual attention that is unwelcome and which causes distress. What constitutes sexual harassment to one person may be acceptable to another. Sexual harassment may be unintended and may involve a single incident or a series of incidents. Sexual harassment is illegal under anti-discrimination legislation. Sexual harassment includes a wide range of behaviors. Some examples are:

- Physical contact: touching, patting, pinching, embracing someone against their will, sexual assault
- Verbal comments: innuendo, smutty jokes, suggestive comments about someone's appearance or body, persistent invitations and personal inquiries, sexual suggestions or requests.

There are several options you have to resolve a sexual harassment situation, in the first instance please see your trainer or contact the Institute Director.

If you are under 18 years, any complaints of sexual harassment will be referred to the Institute Director so that your best interests are protected.

## Social justice

Principles of social justice will be appropriately addressed in all aspects of each unit. In rare cases workplace health and safety legislation may infringe on social justice considerations.

## Staff

The Institute employs trainers who have substantial industry experience. In order to provide the very best training to the students it is vital that trainers have current industry experience. This is essential to provide relevant up to date information and techniques to students.

Students are encouraged to reach a high level of expertise and competency by the completion of their course. Each trainer ensures that students work to their maximum potential so that they will acquire all the necessary competencies which will lead them to successful employment within the Hospitality, Tourism and Travel industries.

## Telephones

Mobile telephones must be switched off during class time.

## Traineeships

### Agreement overview

Traineeships offer a great opportunity for you to develop skills in the workplace, by combining employment and structured training. A trainee is contracted to an employer or Group Training Scheme for a nominal period of time, enabling them to successfully gain competence in the vocational area of their calling.

The qualification which is issued at the end of the training is Nationally Recognised.

In Queensland, the Department of Employment, Small Business and Training (DESBT) is responsible for approving and administering the traineeship arrangements, for more information visit <https://training.qld.gov.au/apprentices>.

Setting up the traineeship is easy. One of our trainers will visit your workplace and explain how the traineeship works and the Australian Apprenticeship Support Network will provide the necessary paperwork that needs to be filled in.

### Steps to get started:

An apprentice or trainee is a person contracted to an employer under a training contract for a nominal period of time. Apprenticeships and traineeships provide a combination of employment and structured training, enabling the person to successfully gain competence in a trade as an apprentice, or vocational area as a trainee.

<https://training.qld.gov.au/apprenticeshipsinfo/apprentices>

However, **school-based apprenticeships and traineeships** have **specific requirements** in addition to the information above, visit <https://training.qld.gov.au/apprenticeshipsinfo/school-based>

Through User Choice, the employer and the trainee, have the ability to select a Registered Training Organisation (RTO) which meets your needs. There are various RTO's offering different styles of training delivery. Our Organisation focuses on bringing the training to you, helping you develop your skills in your workplace, on your equipment. This is trainer led training on a one-to-one basis.

It is very important that you read and understand the terms and conditions of the training agreement.

Once the traineeship has past the probationary period, you and your employer are both bound by the terms and conditions of the contract. You will receive a letter from DESBT to confirm your traineeship has been registered, you need to give us a copy of this letter for your file, as this gives us the go ahead to start your training. You should file your copy of the letter in a safe place at home or work.

If you have any questions regarding the Training Agreement please talk with your trainer, an Australian Apprenticeship Support Network or the DESBT officer in your local region.

### Responsibilities of employers and apprentices/trainee

A training contract is a legally binding contract for the **training** of an apprentice or trainee. The parties to the training contract are identified as the employer, the apprentice or trainee (and parent/guardian where applicable).

Both the employer and apprentice or trainee have certain roles and obligations to fulfil under the training contract.

There are some requirements that relate specifically to SATs. It is important that parties are aware of the requirements. <https://training.qld.gov.au/apprenticeshipsinfo/school-based/students-parents-schools>

## How we provide training

Setting up the traineeship is easy. One of our trainers will visit your workplace and explain how the traineeship works and the Australian Apprenticeship Support Network will provide the necessary paperwork that needs to be filled in.

Once the traineeship has been activated, we will visit the trainee in the workplace and together with the employer and the trainee, we will create a structured training plan which reflects the existing skills of the student and any training which needs to be completed. Each unit of competency will have an expected completion time frame. We will also work out the tuition fees which may be applicable.

Training will be provided at your workplace. In many of the traineeships, the employer can be responsible for the training and assessment of some or all of the units. When we complete the training plan with you, we will determine if the skills are carried out in the organisation, if the resources are available for the training, who will do the training and when the training will be completed by.

We will also identify all learning resources which will need to be supplied.

The trainee will be issued with a training record book, which stays in the workplace for the duration of the traineeship. This record book will be signed off as the trainee achieves competency in each unit of study.

The traineeship is usually completed over a 12 – 24 month period. However, part-time traineeship will take longer. Many trainees who have good underpinning knowledge will be able to gain their skills in a shorter length of time.

When the training is delivered, our trainer will work with the trainee on a one-on-one or small group basis. During the training, we will encourage the trainee to make notes. The trainee will need to practice, do research in the workplace, complete written reports and various assessment activities as part of collecting the evidence of skills.

## Training plan

The training plan determines which units of competency you need to complete for your traineeship.

Our trainer will visit the workplace and create the training plan in consultation with both the trainee and the employer. It is important that all parties take the time to sit down and discuss all the issues. When we design the training plan, we will explain what each unit of competency consists of, how it relates back to your workplace, how the assessment will be conducted, what evidence needs to be produced and when the unit should be completed by.

If you have completed any other courses or subjects and you would like to apply for credit transfer or RPL you should bring your documentation to this meeting.

The training plan will be copied and given to the trainer, the trainee and the employer. You will now use this as a guide so that you know which competencies to start working on.

## Fees and charges

Student contribution/tuition fees are a compulsory charge which is applied by the State Government through the User Choice contract. While DESBT funds the training up to a maximum amount for a qualification, the student tuition fee must be met by either the employer or the trainee as part of their contribution towards the cost of the training.

Tuition fees are the student's contribution to the cost of tuition. **CTIA** is required to collect tuition fees from students in accordance with the User Choice policy guidelines.

The tuition fees are collected for any traineeship which is at level II or III. The tuition fees are collected for any units where we are responsible for the training.

## Student contribution fees

Student contribution fees are the non-government contribution to the cost of training and assessment services provided by **CTIA** (fee is paid to **CTIA**).

Student contribution fees under the User Choice program in 2020/21 are set at **\$1.60** per nominal hour for each unit of competency/module to be calculated at the commencement of the unit of competency/module.

When the student converts from a school-based apprentice or trainee to a full-time or part-time apprenticeship or traineeship, student contribution fees must be charged for training and assessment for any units of competency not yet commenced. This does not apply when the student is a Year 12 graduate and is undertaking a high priority qualification as identified by the department.

Where **CTIA** must collect a student contribution fee, it may be paid on behalf of the student by their employer or another third party, but cannot be paid or waived by **CTIA**. **CTIA** will generate an invoice for tuition fees on completion of the traineeship.

## Partial exemption — tuition fees

**CTIA** must charge 40 per cent of the student contribution fee where the student falls into one or more of the following exemption categories:

- (a) The student was or will be under 17 years of age at the end of February in the year in which the supplier provides training, and the student has not completed year 12.
- (b) The student holds a Health Care Card or Pensioner Concession Card issued under Commonwealth law or is the partner or a dependant of a person who holds a Health Care Card or Pensioner Concession Card, and is named on the card.

- (c) The student issues **CTIA** with an official form under Commonwealth law confirming that the student, his or her partner or the person of whom the student is a dependant, is entitled to concessions under a Health Care Card or Pensioner Concession Card.
- (d) The student is an Aboriginal or Torres Strait Islander person. Acceptable evidence is as stated on the Training Contract and AVETMISS Enrolment Form.

### **Full exemption — tuition fees**

**CTIA** may apply full exemption from the student contribution fee where the student falls into one or more of the following exemption categories:

Where payment of the student contribution fee would cause extreme financial hardship, then **CTIA** may waive these fees.

**CTIA** must apply full exemption from the student contribution fee where the student falls into one or more of the following exemption categories:

- (a) Where credit transfer/national recognition has been applied to a unit of competency/module
- (b) Where the student is a school-based apprentice or trainee
- (c) Is undertaking a qualification as part of the Skilling Queenslanders for Work's Work Skills Traineeship program.

### **Year 12 graduates**

**CTIA** does not charge a student contribution fee to a Year 12 graduate who:

- (a) commences an apprenticeship/traineeship within 12 months of completing Year 12 (that is, by the end of the calendar year following completion of Year 12), and
- (b) meets the student eligibility and;
- (c) enrolls in a high priority qualification identified by the department.

Students must provide evidence to show that they have completed Year 12 in Queensland and hold a Senior Statement issued by the Queensland Curriculum and Assessment Authority, or equivalent certification.

### **Free apprenticeships for under 21's**

**CTIA** does not charge a student contribution where the trainee:

- (a) commences a high priority traineeship after 1 July 2019 and before 30 June 2023 and were under the age of 21 at time of commencement

### **Additional charges**

**CTIA** may seek additional charges from the employer/industry where the qualification funding priority is not priority One.

The funding priority accorded to a qualification represents the level of public funding contributed towards the cost of training for apprentices and trainees as published in the User Choice price list. The funding priorities are:

- Priority One (100 per cent subsidised)
- Priority Two (87.5 per cent subsidised)
- Priority Three (75 per cent subsidised)

If the qualification you wish to undertake attracts a 75% or 87.50% Government contribution because they are Priority Two or Priority Three qualifications respectively, then a Co-Contribution fee will be negotiated with you and/or your employer by **CTIA** prior to enrolment.

### **Priority population groups**

Individuals identified as belonging to a priority population group (PPG) undertaking a Priority Two or Priority Three qualification will receive 100 per cent of the government contribution.

PPGs are those declared on the national Apprenticeship/Traineeship Training Contract, such as individuals of Aboriginal or Torres Strait Islander origin, individuals from a non-English speaking background and individuals with disability, impairment or long-term condition.

### **School-based apprentices and trainees**

School-based apprentices and trainees receive funding aligned to the priority level of the qualification.

### **Existing workers**

Existing workers with an active registration number commencement date or recommencement date **from 1 January 2020** are eligible for funding when undertaking Priority One, Priority Two or Priority Three qualifications. Existing workers with an active registration number commencement date or recommencement date up to 31 December 2019 are eligible only when undertaking priority one qualifications.

### **Recognition of prior learning**

We are required to charge and collect a fee calculated at **\$1.60** for the unit/s of competency assessed through the recognition of prior learning process under the User Choice Contract.

When the training plan is being developed, your trainer will be able to tell you how much the tuition fees will be.

### **Fee for service**

Not all trainees have their training funded by the State Government. There are circumstances where you may be eligible to become a trainee, but there will be no training funding. In this instance, the employer needs to make a commitment to fund the training. A costing will be negotiated on an individual basis with **CTIA**.

### **Completion procedure/issuing results:**

Completing your course is a great achievement. Throughout the traineeship, your trainer will have verified the skills attained in the workplace. At the end of the traineeship, your trainer will check that the record book is totally completed and that all evidence has been collected.

Our courses are nationally recognised courses and **CTIA** is a Registered Training Organisation. In order to be eligible for the qualifications students must be assessed as competent (C) in each of the competency units.

If students are assessed as Not Yet Competent (NYC) they will be given feedback and asked to resubmit the assignment with revisions.

When you have completed all the units in the record book, and these have been signed off by the trainee, employer and the trainer, the trainee and the employer must complete a Traineeship Completion Agreement (available from your trainer). This Completion Agreement must be signed by both parties within 5 working days after the employer and trainee have agreed to complete. The employer or trainee must give **CTIA** a copy of this signed notice within 10 working days after agreement.

Once the employer, trainee and the registered training organisation have signed this completion agreement, the traineeship, including the training contract and training plan ends. The date on which all signatures are finalised, becomes the actual completion date of the traineeship.

We will send you a copy of your results within 21 days of completing your course.

### **Withdrawing from your course**

You have a responsibility as part of your training contract to notify **CTIA** of any changes to your course. If you are going to withdraw from your course you need firstly terminate the traineeship with DESBT. This is done by completing a cancellation of training contract form (available from your trainer) and must be signed by both the employer and the trainee.

As a trainee, you cannot just leave the workplace without mutually terminating the agreement, nor can the employer discontinue your employment without mutual consent. If there is an issue here, it needs to be brought to the attention of the training consultants or DESBT and this matter will be mediated through the State Training Council. It is important to act on these matters immediately, if you contact us, we will put you in contact with all of the appropriate people.

Once you have sent the form to DESBT, you need to send a copy to us, so we can issue you with results for any modules you have completed. You will then be able to use this statement of attainment.

### **Unique Student Identifier (USI)**

From 1 January 2015, all students enrolled in nationally recognised training, are required to provide their registered training organisation (RTO) with their USI and date of birth. Registering for a USI is simple and the registration process is available online and at no cost to the student. This USI will stay with the student for life and be recorded with any nationally recognised VET course that is undertaken.

You can now create a USI by logging on to: <https://www.usi.gov.au/students>

AQF qualifications can only be issued where **CTIA** have recorded a verified USI.

### **What if I need my certificate/statement of attainment to be re-issued?**

In the event of a lost or damaged certificate, please contact **CTIA** office to request for re-issuance of a certificate or statement of attainment a re issue fee of \$15.00 applies.

### **Workers compensation**

Students involved in industry placement have workers compensation coverage for permanent injury, disability or death, whilst at the placement location, or while travelling directly between their home or the Institute and the location.

The insurance does not cover payments for medical or hospital treatment, rehabilitation, artificial limbs or travelling expenses. You may choose to get additional medical and hospital insurance for the time of the placement. It is your responsibility to arrange this on your own behalf.