



# Student Information Handbook

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## **General Information**

### **Introduction**

Welcome to Create Train Achieve (CTA)!

Create Train Achieve (CTA) is a Recognised Training Organisation (RTO), delivering Nationally Accredited training.

Please see our website for details of what nationally accredited courses are on our Scope of Registration.

We acknowledge the importance of adult learning principles in the delivery of effective training. We believe that all students should be encouraged to take responsibility for their own learning and to understand that as learners, they have an active role to play in their training/learning and assessment process.

We want to make you feel as comfortable as possible whilst you undertake your training, so we keep our class sizes at a comfortable level to ensure optimum learning environments. We ensure that all our students receive the in-depth learning and unlimited support they deserve.

The purpose of this Student Information Handbook is to introduce you to the services available to you at CTA.

All Trainers have relevant industry knowledge and experience and are professional, friendly, supportive and dynamic individuals!

#### *Training Guarantee*

Once a student has commenced a training program, we agree to work together with them to produce a unified approach in the achieving of the relevant qualification they are undertaking.

### **Location**

CTA has training sites in VIC, NSW, QLD and NT.

Please contact CTA for information on site locations and public transport/ parking options.

### **Student Attendance and Behaviour**

Students are required to follow all CTA rules and instructions from staff representing the organisation, act in a non- discriminatory manner at all times, and respect the rights of other students, staff and visitors.

Attendance at scheduled courses classes is paramount in ensuring students gain the maximum benefits associated with their training and fulfil the attendance requirements of their course. Students are responsible for notifying their Trainer (or Student Administration) if they are unable to attend a training session for whatever reason.

Students are also required to adhere to CTA's academic rules and regulations. If a student is found to have acted in a way that CTA deems to be misconduct, they may implement disciplinary action in the form of suspension or cancellation of the student's enrolment.

Please note where the student breaches the RTO Policies and Procedures and therefore is cancelled from the course, no refund for course fees is payable.

## Complaints and Appeals

Students have access to CTA's complaints and appeals process. The complaints and appeals policy and procedure ensures that fair and equitable processes are implemented for any complaints or appeals against CTA.

The definition for a complaint and an appeal are as follows:

### *Complaint*

*Initial notification of your dissatisfaction or an issue that has occurred*

### *Appeal*

*Application to have the outcome of a complaint reviewed due to dissatisfaction with the process that has been followed in dealing with the initial complaint or to have an assessment decision reviewed.*

Students are able to submit a formal complaint to CTA relating to any concern they may have (should they feel a person has acted inappropriately or treated someone unfairly, etc). This can be submitted to Student Administration or directly to the RTO Manager. All complaints are handled with confidence and are reviewed by the RTO Manager.

A student may also appeal a decision made by CTA in regards to an assessment outcome. Where a student feels they have been unfairly judged and assessed on a specified task, project or assessment they may have the assessment reviewed by submitting an appeal form. Students must provide supporting evidence or explanations as to why they feel the assessment is unfair and why they should be given further opportunity to be assessed.

Please note: Complainants have the right to access advice and support from independent external agencies / persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless otherwise authorised.

CTA is unable to deal with any workplace relations issues that are not related to the provision of your training. These should be taken up with relevant workplace personnel or external agencies.

All students have access to the Complaints and Appeals Policy and Procedure and the Complaints and Appeals Form on our website, and copies can also be produced by Student Administration at any time upon request.

## Equity Commitment

All CTA staff will adhere to the principles and practices of equity in education and training; they will treat every student fairly and without discrimination. CTA has procedures in place to ensure any student concerns are dealt with immediately and appropriately (refer to the Complaints and Appeals Policy & Procedure).

CTA acknowledges its legal obligations under State and Federal equal opportunity law, including:

- The Equal Opportunity Act 2010 (Vic)
- Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Racial and Religious Tolerance Act 2001 (Vic)
- The Racial Discrimination Act 1975 (Cth)
- The Age Discrimination Act 2004 (Cth)
- The Sex Discrimination Act 1984 (Cth)
- The Disability Discrimination Act 1992 (Cth)

The above legislation can be found at either:

- <http://www.comlaw.gov.au>
- <http://www.legislation.vic.gov.au>

CTA fosters equality and access in a training environment that is fair and conducive to learning at all levels. Our training services are available to all students regardless of ethnicity, gender, age, marital status, sexual orientation, physical or intellectual impairment.

All CTA staff are required to have an awareness and understanding of access and equity issues and are required to demonstrate access and equity principles in all dealings with students and other staff.

If you believe you have been treated unfairly by a CTA Representative, please contact the RTO Manager, on 1800 282 287.

### **Workplace Health and Safety**

CTA complies with all relevant Workplace Health and Safety legislation. Trainers will actively take steps to identify hazards that could cause harm to students in the learning environment. Where possible, the trainers will take action to remove or control these hazards, and will report the hazard to the appropriate on site personnel.

Where practicable, students must take responsibility for their own health and safety and that of their fellow students. This means students must follow all safety rules, procedures and the instructions of their trainer while attending a training session.

### **Privacy**

In accordance with our Privacy policy, we are committed to protecting the privacy and personal information of all of our students. Except as required under the Standards for Registered Training Organisations, Government Contracts or by law, information about a student will not be disclosed to a third party without the consent of the student.

A copy of the Privacy Statement can be found on the Enrolment Form.

### **Access to Student Records**

Access by students to their personal records is available upon request to Student Administration. Students may contact Student Administration to discuss a suitable time to view their file and access will only be granted once a student can confirm their identification.

Student Access to the file will be granted only once written notification is received and the Student Administration has validated the student's identification.

Access shall be provided within 2 days of confirming the student's identification.

### **Student Support Services**

Being a student is exciting, but it can also be challenging. All staff can be approached to gain advice on academic and personal issues. Staff at CTA will offer professional and confidential advice in areas where they can help and will ensure that all efforts are taken to ensure a positive learning experience is achieved.

Whilst all staff employed by the RTO has the responsibility to provide support to all students, the RTO shall nominate a 'Student Support Officer' who shall be available to all students, on an appointment basis, through the standard RTO hours of business.

Students can access the student support officer directly or via student administration and an appointment will be organised as soon as practical.

Currently the role and responsibility this 'Student Support Officer' is maintained by the person detailed below:

*Name: Chloe Callaghan  
Ph: 1800 282 287  
Email: chloe@cta.edu.au*

The Student Support Officer is able to provide links to external sources of support where the staff at CTA are not qualified or it is in the student's best interests to seek professional advice.

In the case of an emergency the student must contact '000' via telephone to report the emergency to appropriate authorities.

### **Academic Misconduct**

Students at CTA are expected to maintain the highest standards of academic conduct. We know that most students conduct themselves with integrity and are disturbed when they observe others cheating. The following information should help you avoid unintentional academic misconduct.

#### Definitions:

##### *Plagiarism:*

*It is the act of presenting another person's work as your own, and failing to acknowledging that the thought, ideas or writings are of another person.*

##### *Specifically it occurs when:*

- *other people's work and/or ideas are paraphrased and presented without a reference;*
- *other students' work is copied or partly copied;*
- *phrases and passages are used verbatim without quotation marks and/or without a reference to the author or a web page;*

##### *Cheating:*

*To act dishonestly or unfairly in connection to an assessment conducted by the RTO.*

*To avoid plagiarism and/ or cheating and its penalties, students are advised to note the following:*

- *You may quote from someone else's work (for example from textbooks, journals or other published materials) but you must always indicate the author and source of the material.*
- *You should name sources for any graphs, tables or specific data, which you include in your assignment.*
- *You must not copy someone else's work and present it as your own*

Trainers and Assessors will check students work for any plagiarised content or cheating that has occurred. Please uphold the integrity of the RTO and avoid cheating or plagiarising.

### **Unique Student Identifier**

The Unique Student Identifier (USI) is a reference number made up of 10 numbers and letters that:

- Creates a secure online record of your recognised training and qualifications gained in Australia, even from different training organisations
- Will give you access to your training records and transcripts
- Can be accessed online, anytime and anywhere
- Is free and easy to create
- Stays with you for life

It is a requirement that all learners must provide a Unique Student Identifier (USI) to CTA before a Qualification or Statement of Attainment can be issued (unless a USI Exemption has been granted by the Department of Education and Training).

CTA will include provision for the USI on the Enrolment Form and encourage all students to generate their own USI at [www.usi.gov.au/students/create-your-usi](http://www.usi.gov.au/students/create-your-usi)

#### USI Exemption

A person with a genuine personal objection to being assigned a USI can apply for an exemption to the Student Identifiers Registrar. To apply for an exemption, the student must complete the Commonwealth Statutory Declaration Form found at: <https://www.usi.gov.au/documents/usi-statutory-declaration>

If a USI exemption is granted then the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

## **Planning for training**

### **Competency-Based Training and Assessment Process**

Competency-based training (CBT) is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a training program. The aim of CBT is to ensure that vocational education and training programs better meet the needs of Australia's industries and enterprises.

Outcomes from CBT reflect workplace duties, working environments and performance requirements. This should include performing higher level duties such as planning, problem solving and managing tasks through to completion. CBT programs are often comprised of Units of Competency that contain specific learning outcomes, which are based on standards set by the particular industry. Delivery of training may occur in a variety of forms (classroom, work based) to ensure an overall understanding of all skills and knowledge is available.

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. The purpose of assessment is to confirm that an individual can perform the standard expected in the workplace, as expressed in the relevant endorsed industry or enterprise competency standards. Assessments through this course will require students to complete a variety of written work, oral questions, practical demonstrations and assignment/portfolio presentations.

Where a student has undertaken an assessment and it has been marked as NYC (Not Yet Competent), they be allowed to re-sit the test/or have a re-assessment. If they are deemed NYC for a second and third time, they are to re-enrol into that unit/ subject. This will include re-training and therefore a re-enrolment fee for the unit in question.

### **Recognition of Prior Learning (RPL) and Credit Transfer (CT)**

Competency-based training places emphasis on the workplace application of attained knowledge and skills - not how long spent in training or the amount of knowledge acquired in a formal learning environment.

The RTO will ensure the following definition of Credit Transfer is implemented:

Credit Transfer: Credit transfer assesses the initial course or subject that an individual is using to claim access to, or the award of credit in, a destination course. The assessment determines the extent to which the client's initial course or subject is equivalent to

the required learning outcomes, competency outcomes, or standards in a qualification. This may include credit transfer based on formal learning that is outside the AQF.

Australian Qualifications and Statements of Attainments that have been issued by any other Registered Training Organisation (RTO) will be recognised by CTA. To apply for a Credit Transfer, students must be able to present their original Qualification/ Statement of Attainment or USI Transcript with National codes and titles that match the current course in which they are enrolled.

Recognition of Prior Learning (RPL) is the acknowledgment of skills and knowledge obtained through formal training, work experience and/or life experience. The purpose of this process is to identify and assess previously acquired skills and knowledge against the required competency standards.

Students applying for RPL must provide evidence to the satisfaction of CTA. This evidence must clearly indicate that the applicant is able to demonstrate all the required skills and knowledge.

Information and documentation regarding the application procedure for RPL and/or Credit Transfers will be made available to all students upon request.

Please note that RPL cannot be granted for part of a unit. Any applicant may appeal in writing against a decision regarding RPL to the RTO Manager by following the 'Complaints and Appeals Policy and Procedure.'

Note:

- Due to the nature of the courses offered by the RTO there are licensing / legislative requirements in place (linked with Worksafe Certification, or Safe Work Australia regarding First Aid units) that may prevent the RTO from recognising Qualifications & Statements of Attainment previously issued by other RTO's, or recognising prior learning.
- Although there is no official expiry date on a course that is undertaken with CTA, there may be some licensing/industry recommendations for students regarding completing a refresher course (every set number of years) to ensure that you maintain currency.

Where a student wishes to apply for Credit Transfer or RPL, the RTO will inform the student of the reasons and licensing / legislative issues associated with their request.

### **Language Literacy and Numeracy**

CTA recognises that reading, writing, listening, speaking and understanding mathematical concepts and processes are integral skills required for work and are therefore an important component of training. As all students are individuals with different life experiences, literacy and numeracy skills vary.

As part of the enrolment process, the student will need to complete a language, literacy and numeracy (LLN) exercise which will be used to assess the LLN ability of the student. Some students may be referred on for special help as required.

We encourage students with Language Literacy or Numeracy concerns to undertake training. A range of support services can be provided for the student upon request.

*If you have a Language Literacy or Numeracy concern that is affecting your training program, we encourage you to raise the matter directly with your Trainer.*



## **Training Evaluation**

CTA fully appreciates and acts accordingly to any feedback that you give us. Students are encouraged to bring any issues of concern they may have to the attention of appropriate staff as soon as possible. This ensures the ability for the RTO to address any immediate areas of concern.

Feedback shall be gained from the student at various points throughout the program at an informal level. The RTO shall also conduct formal feedback in the following manner:

### Completion Feedback:

Students are asked to complete a 'Learner Questionnaire' upon completion of their course of study. This evaluation requests feedback across a range of aspects including:

- Course content
- Course delivery
- Course assessment
- Training Staff
- Facilities
- Resources

Please be assured that feedback forms remain confidential and are only used for the purpose of improving the quality of our service to students.

## **Qualifications & Statements of Attainment**

Students will be issued a Qualification when they have been assessed as competent in the Units of Competency specified as being required for completion of a Qualification. The Qualification will be issued within 30 days of completion of the course (providing all course fees associated with the student have been paid).

Students will be issued with a Statement of Attainment where students have completed some Units of Competency – but have not attained a full Qualification (either they have withdrawn from a Qualification or have only enrolled into single unit). The Statement of Attainment will be issued within 30 days of completion/ withdrawal of the course (providing all course fees associated with the student have been paid).

Please note: A Qualification or Statement of Attainment may not be issued without a valid USI unless an exemption has been granted.

## **Course information**

Prior to enrolment, we will provide all students with course information, including content and vocational outcomes.

Please refer to individual our Course Guide, Course Brochures and website for course details, entry requirements, and the enrolment process and related information.

## **Enrolment Process**

The enrolment process is completed by following the steps outlined below:

1. Read and understand the information contained in the Student Information Booklet
2. Select the course of study you wish to undertake and complete an Enrolment Form.
3. Sign the Enrolment Form to show that you understand all of the information provided
4. Complete a Language, Literacy and Numeracy Test
5. Provide the RTO with the tuition payment

Note: where the training is to be conducted at your workplace, your Employer will need to engage with CTA as part of the enrolment process.

## Fees and Charges

For up to date information relating to course dates and fee schedules please refer to our Course Fee List and information on the CTA website.

Please note that CTA may update fees and charges from time to time and it is recommended potential students contact CTA to ensure the most up to date information is obtained.

## Course Fee Refunds

All applications for refunds must be made in writing by way of the 'Refund Application Form' and submitted to Student Administration. Applications approved by the RTO Manager will be processed within 21 days from the date of application.

The assessment of refund applications shall be granted as indicated below:

Refund Reason	Type of Refund
The RTO is unable to commence the course for which the original enrolment and payment has been made.	Full refund or alternative placement in a course
The RTO is unable to continue to deliver the course as agreed.	Partial refund or alternative placement in a course
Withdrawal more than 7 days prior to agreed start date of course	Full refund of fees paid
Withdrawal less than 7 days, but more than 48 hours prior to the agreed start date of the course	Full refund of fees paid minus 10% of fees paid, and minus a \$20 administration fee
Withdrawal less than 48 hours prior to the agreed start date of the course	No refund
Withdrawal after course commencement	No refund

### *Extenuating circumstances*

Students may have extenuating circumstances that prevent them from attending scheduled course dates. These circumstances may include (but are not limited to):

- Illness
- Family or personal matters
- Other extraordinary reasons

Where evidence can be successfully provided to support the student's circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued. This decision of assessing the extenuating circumstances rests with the RTO Manager and shall be assessed on a case by case situation.

*Please note: where the student breaches the conditions of enrolment no refund is payable.*

All clients have the right to appeal a refund decision made by CTA by accessing the Complaints and Appeals Policy and Procedure.

These refund arrangements and the availability of the complaints and appeals processes, does not remove the client's right to take action under Australia's consumer protection laws, including but not limited to a statutory cooling-off period, if one applies.

## **Further Information**

### CTA

CTA has sites in VIC, NSW, QLD and in NT.

Head Office details:

- Address: Factory 2 17-23 Keppel Dr, HALLAM VIC 3803
- Phone number: 1800 282 287
- Email: [info@cta.edu.au](mailto:info@cta.edu.au)

CTA is registered under the National VET Regulator:

Australian Skills Quality Authority

Ph: 1300 701 801

Website: [www.asqa.gov.au](http://www.asqa.gov.au)