



CTET

College of Transformation Education and Training

Student Handbook

Transforming lives through education & training

CTET Student Handbook – this page is blank to assist with printing

Contents

Page 2	Mission statement Code of Practice Access and equity Enrolment and induction
Page 3	Fees and charges Refunds
Page 4	Student guarantee Language, literacy and numeracy (LLN) Welfare, complaints and appeals
Page 5	Student Code of Conduct Specific issues for students
Page 6	Assessment standards Issuing qualifications Replacement awards
Page 7	Recognition of prior learning (RPL) Quality control Legislative requirements
Page 8	Workplace health and safety Privacy policy and access to information Contact details
Page 9	Complaints procedure flowchart
Page 10	Recognition of prior learning flowchart

Mission statement

CTET's mission is to enable people to transform their lives through education and training.

CTET aims to improve employment opportunities through purposeful training and personal development. In doing this, CTET makes every effort to offer assistance to the disadvantaged and those in need.

Code of Practice

As a Registered Training Organisation, CTET has agreed to operate within the Principles and Standards of the VET Quality Framework. CTET ensures that policies and practices maintain high professional standards in the delivery of vocational education and training services. CTET operations are designed to safeguard the educational interests and welfare of clients and students.

CTET:

- Maintains a learning environment that is conducive to the success of students
- Uses appropriate methods and materials to deliver courses
- Recognises the training qualifications issued by other Registered Training Organisations.

Access and equity

All students and clients are recruited in an ethical and responsible manner consistent with the requirements of the Australian Quality Training Framework. CTET's Access and Equity Policy ensures that applicant selection decisions comply with equal opportunity legislation.

Additionally, qualified staff assesses the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications, current skills and experience.

Enrolment and induction

Applicants intending to undertake training through CTET are asked to complete an enrolment form. This information is used to maintain student training records and for statistical and reporting purposes. Sometimes additional information may be requested to enable CTET to assist with additional needs. If an applicant chooses not to fully complete an enrolment form, CTET may be unable to provide the sought after services. All information about students is used for the intended purposes and is not disclosed to other parties unless written permission is provided by the student.

Fees and charges

Public courses

When an individual enrolls on a public course with CTET payment must be made (or arrangements for payment made) prior to commencement of the course.

Companies may make arrangements for a seven (7) day account and this is invoiced accordingly.

Service agreements

CTET enters into service agreements upon negotiation with the Company Manager based on 30 day accounts.

Refunds

CTET has a fair and equitable Refund Policy. In summary:

- Registration may be cancelled up to five (5) working days prior to commencement of the course. Students can then transfer to another course or receive a full refund.
- Registration cancelled less than five working days but before 3 days prior to commencement of a course incurs a 25% cancellation or transfer fee.
- If no cancellation notice is received, or cancellation is made with less than 3 days' notice, no refund is issued.
- Another student can be substituted at any time prior to the course commencement date if the nominated person is unable to attend. Notification of this arrangement to CTET is required.
- CTET reserves the right to cancel a course or postpone it. Registered students affected by such changes receive a full refund or alternatively are offered the opportunity to transfer to the next available course.
- No refunds are made after the commencement of the course unless the student provides a medical certificate or establishes extreme personal hardship. In this case, fees may be refunded on a pro-rata basis at the discretion of CTET management.

Student guarantee

CTET has policies to guarantee the ability of a student to complete the training once enrolled or to receive a refund of fees under reasonable circumstances.

CTET guarantees the sound financial position of the College and safeguards client and student fees until they are used for training and assessment. All money received is placed in a holding account and is not accessed until the course commences. A proportion remains in the account until the program is completed, to ensure pro-rata refunds for eligible students.

Language literacy and numeracy (LLN)

Students are assessed for LLN needs and CTET provides ongoing support as needed to assist them to achieve their training goals. Part of the assessment is a language, literacy and numeracy test undertaken upon sign-up along with an interview with the trainer. If a student identifies needs but is unsure as to the nature of those needs, CTET refers them to an external organisation specialising in assessing learning needs.

Appropriate adjustments are made to course materials to ensure that the LLN needs of the training do not exceed the requirements of the workplace. Adjustments can also be made to delivery, for example access to additional teaching and practice time.

Welfare, complaints and appeals

The CTET Welfare Policy is underpinned by the Occupational Health and Safety Policy and the Access and Equity policy, which are based on the relevant state and federal legislations.

CTET provides a safe workplace for staff and students and which is free from harassment, discrimination and unfair treatment. Where problems occur, it is important that the person with the complaint first attempts to resolve the problem directly with the person/s involved. If resolution is not achieved at this time, the complaint must be registered with CTET, in writing, as soon as possible.

Upon receipt of the complaint, a person is appointed to manage it and the complaint is registered in the Appeals Register. An independent person or panel is appointed to hear the complaint if a satisfactory outcome is not achieved. Details of the outcome must be entered into the Appeals Register.

For a summary of the complaints process, see Complaints Flow Chart on page 9

Student Code of Conduct

All students have a responsibility to:

- Respect the rights of everyone who accesses CTET services and facilities.
- Uphold and encourage the application of CTET's Access and Equity policy.
- Behave in ways that contribute to the orderly, effective and safe functioning of the College.
- Refrain from actions that negatively impact on the learning environment for other individuals or groups of students.

In response to inappropriate behaviour:

- The student may be excluded from class for the session, day or course.
- The student's enrolment may be cancelled.
- The student may be requested to make restitution.

If a student is dissatisfied with CTET's handling of a situation described above, the student can access CTET's Complaints and Appeals Policy and Procedures.

Specific issues for students

- Punctuality - classes start and finish on time.
- Absences - if a student is unable to attend a training session, they should ring to advise of the absence before the start of the session.
- When a student is absent for five (5) consecutive hours of training without notifying CTET, the learner is deemed to have withdrawn and CTET notifies the relevant employer or agency.
- No smoking - CTET's venues are smoke free environments. This extends to covered walkways, verandas, sheds etc.
- Appropriate breaks are provided during training sessions. Tea and coffee are provided.
- A broad cross section of the community participates in CTET classes. Students are expected to respect other students, their belongings and their confidentiality.
- Students are reminded that training venues are public places and students are responsible for their own property. Valuables should not be left unattended.
- Appropriate language and behaviour, reflecting the community nature of CTET, should be exercised at all times during training.
- CTET understands the continuation of business however mobile phones should be switched to silent during classes.
- Cheating, collusion and plagiarism are not unacceptable in a learning environment and are dealt with using CTET's disciplinary procedures.

Assessment standards

CTET has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment meets the National Assessment Principles (including Recognition for Prior Learning and Credit Transfer).

A student has successfully completed a unit when they have demonstrated competency or achieved the learning outcomes. Trainers advise learners of the required competencies and learning outcomes, the context and purpose of the assessments, the assessment process and when and where the assessments occur as well as when a learner has successfully completed the requirements.

Students who feel they have been unfairly assessed should refer to the Complaints and Appeals Process.

All results are kept in accordance with the guidelines set down by the AQTF Guidelines. If a student does not complete an entire qualification, a Statement of Attainment is issued. A Certificate is issued to each student who satisfactorily completes a qualification.

Issuing qualifications

CTET is committed to issuing qualifications that meet the requirements of the Australian Qualification Framework Implementation Handbook. These qualifications use the standard templates provided and are printed on certificate paper. They are signed by an authorised person or on behalf of the authorised person by their delegate.

Replacement awards

In the event of loss or damage to a student award document a replacement may be issued. The Training Administrator is responsible for all replacement awards. Students who require replacement awards should make direct application to the Training Administrator. The cost of initial copies of awards is included in the course fee. Replacement awards are provided at a nominal fee.

Recognition of prior learning (RPL)

Please see RPL flow chart on page 10

CTET provides a process to all students for recognition of prior learning that is:

- Valid
- Reliable
- Flexible
- Fair
- Authentic

RPL enables a student's competency to be assessed against a nationally recognised course or qualification. The process looks at current skills and knowledge, as well as previous learning and education experiences which support the claim to competency.

In accordance with the Australian Quality Training Framework, RPL ensures that efficiency, effectiveness; flexibility, fairness and openness are maintained at the planning, implementation and reviewing stages of the recognition process. To achieve this, the RPL process is conducted by Recognition Assessors who are experienced professionals in their industry and have detailed knowledge of competencies and qualifications within Nationally Recognised Courses.

A student who is dissatisfied with the outcome of a recognition process can lodge an appeal through CTET appeals process. Student feedback is a valuable mechanism to continually improve the RPL process.

Quality control

CTET is committed to providing a quality service through a focus on continuous improvement. Feedback is sought and valued from students, staff and employers for incorporation into future programs.

Legislative requirements

CTET meets all legislative requirements of State and Territory Governments, in particular, Workplace Health and Safety, Workplace Relations and Vocational Placement Standards.

Workplace health and safety

The Health and Safety Policy of CTET aims to protect clients and others at workplaces or training venues from work-caused injury and ill health and complies with all relevant safety legislation. CTET is committed to providing and maintaining a safe and healthy working environment.

Hazards to health and safety are removed. Where this is not practical, they are managed and controlled to prevent injury, illness and dangerous occurrences. When delivering training and assessment in the workplace, the employer is responsible for safety issues and is expected to abide by workplace safety responsibilities. CTET reviews the workplace initially and then makes any recommendations to employers on additional requirements. CTET's aim is that through consultation and cooperation there are zero injuries to staff, contractors and members of the public.

Privacy and access to information

CTET is committed to protecting the privacy of your personal information. CTET Privacy Policy outlines the way that personal information is handled. It covers the use and disclosure of personal information and rights to access that information.

CTET only collects information that is directly relevant to effective service delivery. CTET exercises strict control over consent, clarity and confidentiality of information. If a third party requires client information written consent is obtained from the relevant student or staff member prior to the release of any information.

Each student has full access to his or her records upon request to the Manager. This request can come in person, by telephone or via the trainer/assessor responsible for the student's training and assessment.

Contact details

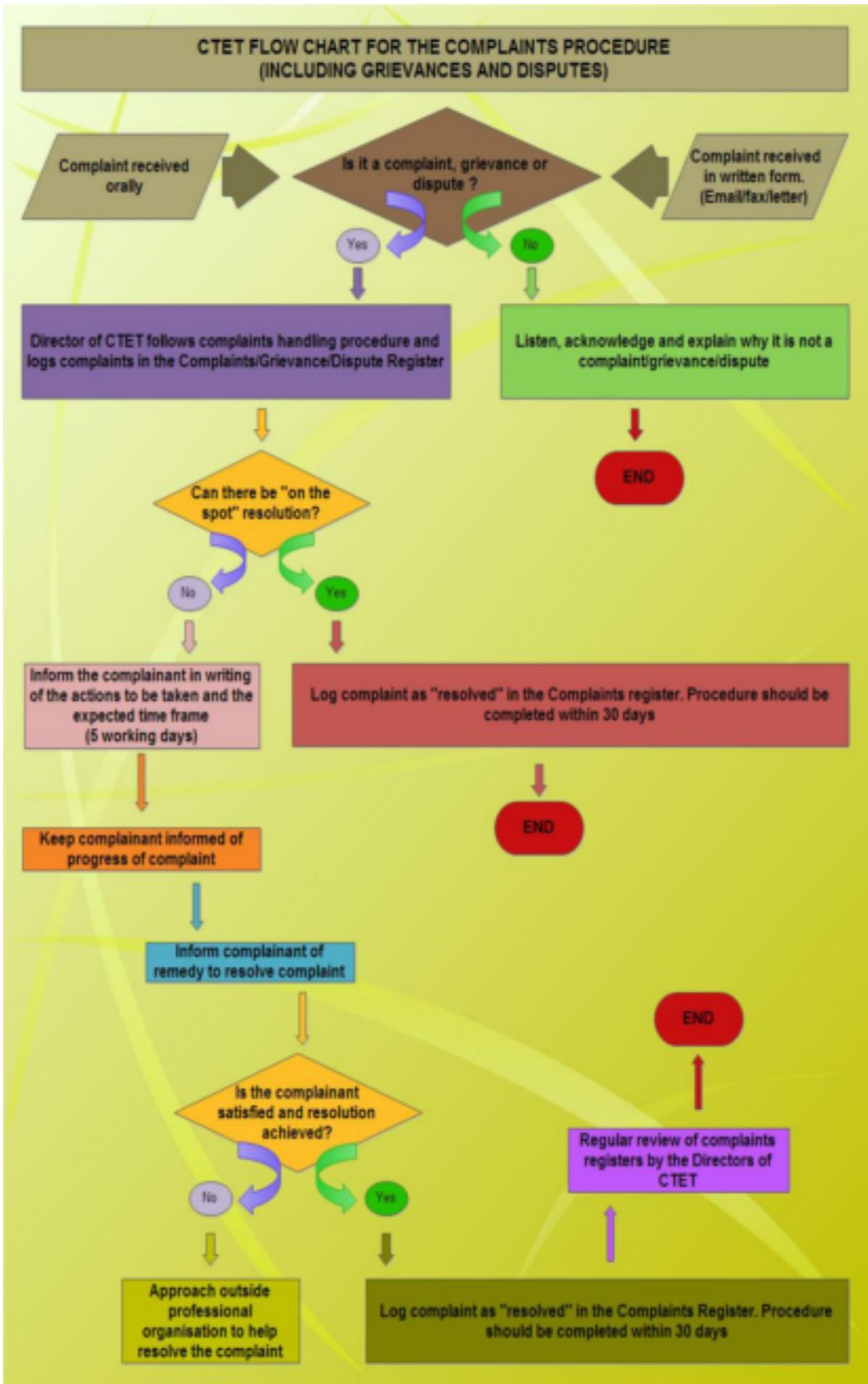
Office and postal address: 2A Montague Street Goulburn NSW 2580

Phone: 0418 238 598

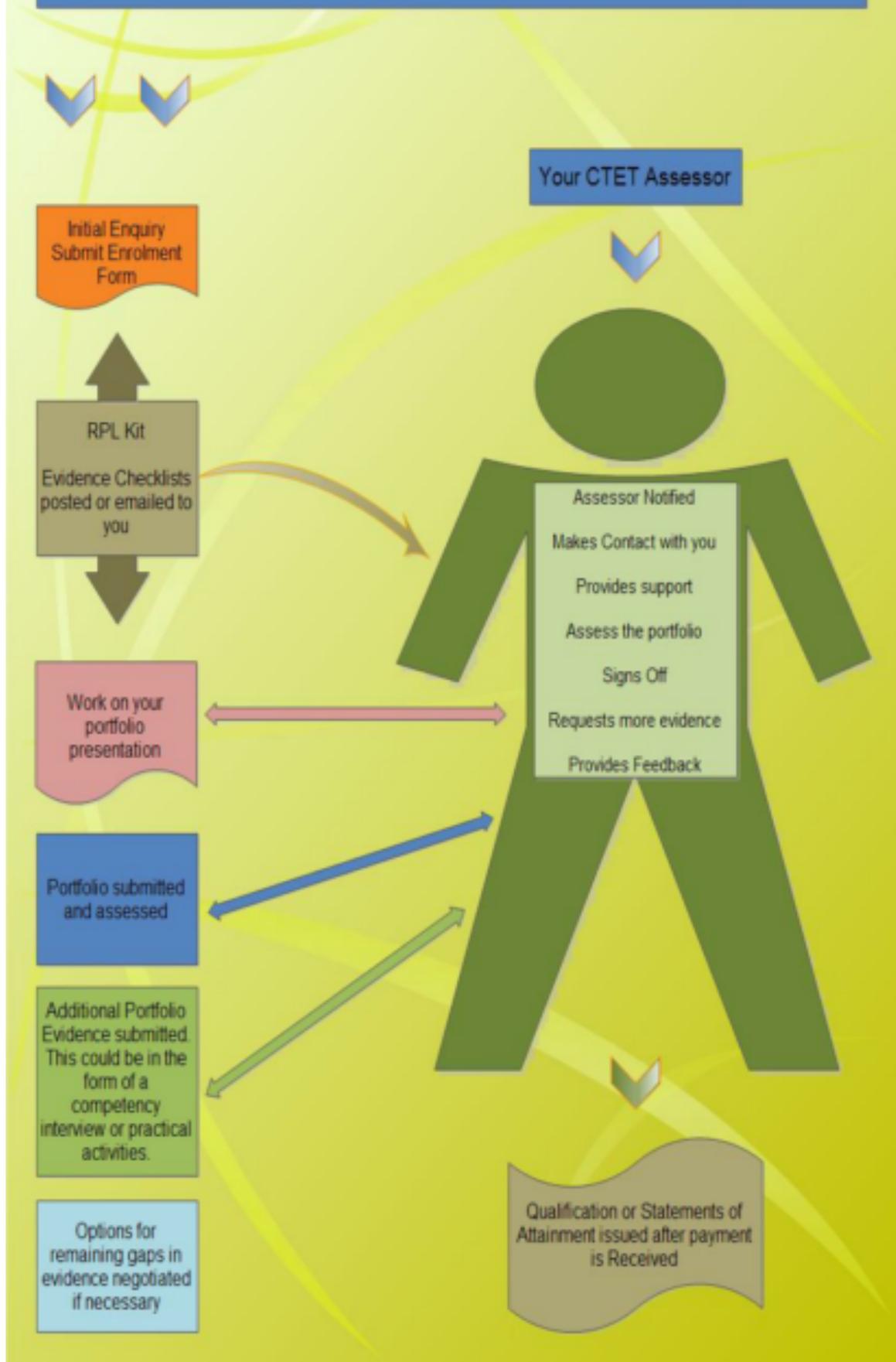
Email: JoGreenwood@CTET.com.au

Web: www.ctet.com.au

Office hours: 8.30am to 5.00pm Monday to Friday



FLOW CHART OF THE RECOGNITION PROCESS WITH CTET



Enjoy your studies with us!

