

Student Handbook



College of Transformation, Education & Training Pty Ltd

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College of Transformation, Education and Training

Our Vision

“To create a safe and inclusive environment for learning and personal growth, where every student has the opportunity for transformation to reach their full potential and develop a lifelong passion for learning.”

Our Mission Statement

"At CTET, our mission is to provide a holistic educational approach that caters to each student's individual needs, empowering them to embrace their unique learning journey. We believe that investing in education can be truly transformative and builds the foundation for future success and fosters a lifelong love of learning."

Our Values

1. **Inclusivity:** We embrace diversity and strive to create and maintain a learning environment where everyone feels respected and valued.
2. **Personalised Learning:** We recognise the unique needs of each student and tailor our educational approaches to support individual growth.
3. **Integrity:** We uphold the highest standards of honesty and ethics in all our interactions and decisions.
5. **Empowerment:** We empower students to take ownership of their education and develop confidence in their abilities.
6. **Lifelong Learning:** We foster a love of learning that continues beyond the classroom and throughout life.
7. **Safety:** We promote a safe and supportive environment for all students, staff, and community members.
8. **Collaboration:** We believe in the power of working together, both within our community, with external partners and stakeholders, to achieve the best outcomes for our students.

College of Transformation, Education & Training Pty Ltd (RTO No.88213)

2A Montague Street, GOULBURN 2580 0418238598



Introduction

Welcome to the College of Transformation, Education and Training Pty Ltd. The College of Transformation, Education and Training Pty Ltd (CTET) is a well-established Registered Training Organisation (RTO: 88213) registered with the Australian Skills Quality Authority (ASQA). We deliver nationally accredited qualifications.

The College of Transformation Education and Training Pty Ltd provides high quality training delivered by trainers and assessors who have current qualifications and are industry experts, with the skills to foster your learning experience. CTET strives for high quality and work in line with industry standards for delivery and continuous improvement.

Contact Details

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Access and Equity

At the College of Transformation Education and Training we pride ourselves on providing a safe and inclusive environment for all our students and trainers. This commitment is reflected in our comprehensive support services designed to assist every learner in achieving their educational goals. Our dedicated team ensures that all students, regardless of their background or personal circumstances, have access to the necessary resources and assistance to succeed. We believe in fostering a culture of respect, understanding, and continuous improvement to optimise the learning experience for everyone.

CTET recruit's students through a method that ensures alignment with the training designed to support their transformation, personal growth and professional development. CTET adheres to the recommendations and prerequisites specified in the individual course packages.

Enrolment Process

Enrollment and admission into courses delivered by The College of Transformation Education and Training Pty Ltd are subject to meeting prerequisite conditions. Prerequisite details are outlined in the individual course outlines. These can be viewed on training.gov or you can discuss them with our staff at The College of Education and Training.

All students require a Unique Student Identifier, also known as a USI

Each student is required to complete an enrollment package.

The package includes:

- ✚ Enrolment Form
- ✚ Consent and Privacy Forms
- ✚ Language, Literacy and Numeracy Assessment (LLN)
- ✚ Information on Credit Transfers and Recognition of Prior Learning (RPL's)
- ✚ Require Photo Identification

Universal Student Identifier

A USI is your individual education number for life. It also gives you an online record of your vocational education and training (VET) undertaken in Australia.

For further information on how to obtain a USI and this number is used and how it may affect you please go to <https://www.usi.gov.au/>





Enrolment Form

Our Enrolment form requires you to complete personal information that is relevant to registering you, to engage in your training.

This information is treated with respect and all the information is kept confidential and in a secure manner. Information related to Candidates, such as personal details and training and assessment records, may only be disclosed to other persons with written authority from the Regulator.

Photos and Consent

Any photos taken while undertaking your training will be used as supporting evidence of your skills and engagement during training. With consent it may be used for marketing. Privacy and consent forms will be provided to you on enrolment to gain consent and your status is respected on your choice made.

Consent and Privacy

The college of Transformation Education and Training recognises the importance of maintaining privacy and abiding to the Privacy Act 1988

Under the *Data Provision Requirements 2012*, the RTO is required to collect personal information about you and to disclose that information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on enrolment and your training activity data) may be used or disclosed by the CTET for statistical, regulatory and research purposes.

CTET may disclose your personal information for these purposes to third parties, including School (if you are a secondary student undertaking VET including a school-based apprenticeship or traineeship), Employer (if you are enrolled in training paid by your employer), Commonwealth or State or territory government departments and authorised agencies, NCVER, Organisations conducting student surveys and Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes: issuing a VET Statement of Attainment or VET qualification and populating Authenticated VET Transcripts, facilitating statistics and research relating to education, including surveys, understanding how the VET market operates for policy, workforce planning and consumer information and administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVER survey which will be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted. NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988 (Cth)*, the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au)



Student Records

We treat all personal records of clients confidentially and in accordance with the Privacy Act 1988 and the Privacy Amendment Act 2012. As Registered Training Organisations (RTO), we must collect and report certain information to the national VET regulator, Department of Training and Workforce Development, Job Active Providers and other government agencies. This includes your name, address, telephone number, email address, drivers licence details as well as the following information:

- ✚ Unique Student Identifier (USI) Number
- ✚ Languages spoken at home and level of English language proficiency
- ✚ Aboriginal and Torres Strait Islander origin
- ✚ Level of schooling completed
- ✚ Employment status
- ✚ Reasons for undertaking the relevant educational course

We keep enrolment forms, training schedules and records of your assessment on file and store them confidentially. State and Federal government agencies and the RTO will use the information gathered for statistical and reporting purposes. It may also be used to claim State and/or Commonwealth Government funding for your training. Information may also be provided to your employer (Apprenticeship and Traineeships only) as per requirements of the Apprenticeship Policy and the VET ACT.

The personal information we collect about you will not be used or disclosed other than in accordance with the Privacy Act, and for the purposes for which the information was collected.

If, at any stage, your personal details change throughout the course of your training, please inform administration so that your details can be amended.

You have the right to access your personal information record at any time and provide any necessary corrections. Please contact your trainer or administration staff to arrange access to your personal records.

Service Quality Commitment

Each RTO is responsible for the quality of the training and assessment in compliance with the Standards for RTO 2015, and for the issuance of AQF certification documentation. Once a student has commenced assessment in their chosen course or unit of competency, the RTO is committed to completing the delivery of the assessment within the agreed duration and will further negotiate the timing for completion of the assessment if a student is unable to complete the course due to illness or extenuating circumstances.

Compliance with Legislation

We will inform students of any relevant Commonwealth, State, and Regulatory requirements at enrolment. Information is available upon request from your trainer, the Training Coordinator, or our Administration Office. We will also update students on any legislative or regulatory changes during their training.



Language, Literacy and Numeracy Assessment (LLN)

LLN skills are part of foundation skills along with employment skills. These foundation skills are necessary for VET learners to understand and receive training so that they can successfully retain employment. LLN stands for Language, Literacy and Numeracy.

LLN assessments or LLN tests are an excellent way to get reliable information on students' LLN levels. It is crucial for the relevant training and assessment. It will also identify the skills gap and RTOs can provide support for students in need.

It is important to understand that it is OK to not be able to complete some areas or questions in an LLN. It is not designed to be a stressful experience. Completing an LLN is to assist you in your learning journey, so it is a positive experience. Assessors can then identify learning needs and work with you to achieve your goals and qualifications; along with ensuring you are enrolled in an achievable course that is relevant to your aspirations.

Credit Transfers

Credit Transfers recognise that a student has previously completed relevant units of a course through Vocational Education Training or Higher Education.

CTET provides the opportunity for the student to provide evidence that they have already completed specific units in previously completed education, so that they do not have to complete those subjects again.

What is required from the student?

The student is required to provide evidence of previously completed training.

What Evidence is required?

CTET requires students to provide a verified copy of their transcript of previous training.

This can be in the form of either

- ✚ a certified copy of certificate and transcript from a Registered Training Organisation (RTO) (signed by a Justice of the Peace, JP).
- ✚ a verified copy of the students USI transcript verified from www.usi.gov.au or both.

For further information please see Credit Transfer Procedure included in your enrolment pack and available on our Website.



Recognition of Prior Learning (RPL)

CTET is committed to providing up to date and relevant Recognition of Prior Learning (RPL) information to all students at enrolment. The RTO's staff will provide support and guidance regarding RPL enquiries in a timely manner.

RPL refers to the acknowledgment of the full range of an individual's skills and knowledge. It includes competencies gained through formal study, work experience and other 'life' experience.

Our RTO aims to ensure that an individual's prior learning is recognised, irrespective of where or how the learning has taken place. To apply for this, you will be required to complete an application form and supply further documentation, which may include evidence such as:

- ✚ A certified copy of your qualification/s
- ✚ Verification from your current manager indicating your current involvement in relevant areas – on official letterhead
- ✚ Documented evidence of your current work, including samples as requested
- ✚ Detailed Resume

Please talk with your trainer or RTO administration staff if you have any questions about RPL or would like to commence an application. Please be aware that RPL applications will incur fees and charges.

Attendance

- ✚ You will be provided with time, days and the venue for your training.
- ✚ You will be required to sign an attendance sheet.
- ✚ You will be required to attend training sessions and arrive on time.
- ✚ Ensure that you are prepared with your resources such as, Learning workbooks, guides and pens.
- ✚ If you are unwell or unable to attend, please advise your trainer in a reasonable time frame.
- ✚ If you are aware that you are unable to attend for any reason, please advise your trainer or our administration staff
- ✚ Absences of more than five days from a training program will result in administrative follow up and the formation of an intervention plan. Medical absences from training will require submission of a valid medical certificate to the Administration office.
- ✚ Students who do not attend their classes will be withdrawn from their studies if they do not make contact with the RTO and their intentions known within a 12-week period after the initial course completion date.



Fees and Charges

Enrolment is not complete until statutory and RTO based fees and charges are paid, deferred payment arrangements have been made or fees and charges have been waived.

- ✚ It is preferred that fees are paid by Direct Deposit
- ✚ Cash or cheque payments can be organised upon request
- ✚ Students may apply for a fees and charges waiver on the grounds of severe financial hardship (supporting evidence will be required)
- ✚ Payment can be arranged by instalment

Certificates and Statements of Attainment or Attendance will not be issued until all fees owing are paid. This is in accordance with the Standards for RTO 2015 guidelines.

Payment of Fees in Advance

Requests for acceptance of fees in advance of delivery of training services need to be made in accordance with the Standards for RTO 2015, Schedule 6.

This means that we will not collect fees before the commencement of a course of more than \$1500 from an individual or where the payer is a company. Our payment policy for traineeships (progressive billing) is designed to comply with this condition.

Further increments will be paid during and upon completion of the course. These increments will not be greater than \$1500 in any one payment. Please refer to individual qualification payment schedules for more information.

Payment Plans/Installments Alternative payment plans (including scheduling of payment) may be assessed on an individual basis and must be discussed and approved by the CEO.

Payment Terms

Payment must be made within 14 days from the issue of the invoice.

Overdue invoices may be forwarded to a Debt Collection Agency for recovery. Costs for debt collection will be charged to the individual/company.

All outstanding fees must be paid prior to issuing Statement of Attainment and/or Certificates.

RPL Fees

RPL fees will be charged at the same rate as the fee for nominal hours advertised on our website. A \$150.00 non-refundable application fee will apply for a full qualification.



Cancellation, Withdrawal and Refunds

Jobs and Skills

Formal written notification is required. Students are eligible for a refund of tuition fees and or resource fees under the following circumstances:

- ✚ A full refund will be provided if a unit is cancelled or re-scheduled to a time unsuitable to the student or a student is not given a place due to the maximum number of places being reached.
- ✚ Students who lodge a written withdrawal before 20% of the way between the commencement and completion dates for the unit will be eligible for a full refund of the course fee and 50% of the resource fee.
- ✚ If a student can produce reasonable documentary evidence of serious illness, injury or disability or other exceptional circumstances preventing the student from completing the course, CTET may approve a pro rata refund.

Please note: Students who withdraw from their course without notifying the RTO in writing may not be eligible for a refund. Withdrawal Forms are available from the Administration Office.

Fee for Service (Non-Funded)

- ✚ Formal written notification of withdrawal is required. Withdrawal Forms are available from the Administration office.
- ✚ A full refund will be provided if a unit of competency, qualification or training is cancelled or re-scheduled to a time unsuitable for the student
- ✚ A full refund will be provided prior to unit of competency commencement – the withdrawal request must be submitted 7 days prior to commencement of the unit
- ✚ A partial refund of 50% will be provided for withdrawal within 7 days of unit of competence commencement. A \$50.00 administration charge will apply.
- ✚ Outside of the above, individual circumstances will be considered by the RTO on a case by case basis to determine refund suitability (supporting documentary evidence must be provided).

Course Cancellation

We reserve the right to cancel a course due to unforeseen circumstances. Should this occur, any fees paid will be refunded in full. In such cases, our liability will be limited to the amount of fees already paid.

In the case that an RTO closes or ceases to deliver any part of the training product the learner has enrolled in, any fees paid will be refunded in full.



Student facilities

CTET offers various training sites, either at their facilities or within workplace environments. CTET ensures the facilities are safe and suitable for effective training. Facilities such as classrooms, toilets, and kitchens must be maintained clean and orderly. Respect for the learning environments is expected.

Valuables

- ✚ Please always keep your bag and valuables with you whilst training with us.
- ✚ Please be aware that we are not responsible for any lost or stolen items.
- ✚ Should you misplace any personal items, kindly consult your Trainer or the administrative staff for assistance.
- ✚ Please hand over any lost property to your trainer or the administration staff.

Parking

Parking availability at our training sites may be limited. If you are uncertain about where to park, please consult your trainer or administrative staff

Code of Conduct

When engaging in training at CTET, all participants agree to honor and uphold CTET's values by engaging in training with a commitment to respectfulness, safety, and always demonstrating integrity. Participants are expected to maintain a high standard of conduct that reflects positively on the learning environment and the community as a whole.

Respect is to be demonstrated when interacting with trainers, students, and the wider community. This includes actively listening, being considerate of others' opinions, and providing constructive feedback. Ensuring a respectful atmosphere fosters a positive and productive learning environment for everyone.

Breaches of the Code of Conduct will be thoroughly investigated and penalties applied in alignment with the severity of the breach. Students should be aware that a breach of the Code of Conduct may, in serious cases, result in their removal from the training program



Personal Hygiene and Dress Code

Students should wear neat, casual clothing that is modest and appropriate for training. When required, relevant Personal Protective Equipment (PPE) must be worn.

Students must maintain a high standard of personal hygiene during training.

Handwashing is an important part of training environments to prevent the spread of germs and illness. Wash hands after using the toilet, after handling trash, after coughing/sneezing and when hands are visibly dirty. Wash hands with soap and water or hand sanitizer.

Classroom Behaviour

All students are expected to comply with the following rules of behaviour whilst enrolled at our RTO:

- ✚ Demonstrate mutual respect for staff and fellow students.
- ✚ Turn off mobile phones, paging devices and portable personal music players during class times
- ✚ Prepare for each class by completing the required reading
- ✚ Attend all classes except when prevented by illness or exceptional circumstances.
- ✚ Arrive at classes at the scheduled time as late arrival is both disrespectful and disruptive to trainers and fellow students.
- ✚ Participate actively in learning activities.
- ✚ Avoid all forms of general and academic misconduct.
- ✚ Provide constructive feedback when evaluating courses and trainers
- ✚ Refrain from any activities that might have a negative impact on other members of the community.
- ✚ Familiarise themselves with the responsibilities required of their course
- ✚ Refrain from eating or drinking in classrooms at any time
- ✚ Abide by any other rules of classroom behaviour as determined by, and/or negotiated with their trainer

Disruptive Behaviour

To ensure all learners are provided with an equal opportunity to learn and achieve, disruptive behaviour, including offensive behaviour and language usage, will not be tolerated. Any student who exhibits such behaviour will be asked to leave the premises immediately and risks being permanently removed from the course.

Bullying and Harassment

In accordance with legislation and our commitment to providing a safe learning environment, harassment, bullying and intimidation, including sexual harassment, will not be accepted in the training environment. If you have any concerns, please speak with your trainer, the RTO Training Coordinator and/or Student Administration. Any reported cases of harassment, bullying, discrimination and/or intimidation will be taken very seriously and investigated further.

Alcohol and Drugs

Substance abuse impacts performance and safety. At CTET, drugs and alcohol are prohibited on the property or if under the influence. Suspected violations will be investigated and may lead to suspension. Repeat offenses could result in permanent removal from the course.

Mobile Phones

Please refrain from using mobile phones during training. As a courtesy to your trainer and other students, please keep your phone on silent mode when training is in progress.



Smoking

We do not permit smoking or vaping in our training areas or on our property at any time. If you wish to smoke, you must use the designated smoking areas during scheduled breaks only.



WH&S Policy

We aim to protect students and others at our workplace or training venues from work-caused injury and ill health and comply with all relevant safety legislation. Follow Work Health and Safety Act to ensure all practices are adhered to and maintained. This includes safety audits, risk assessments, and providing the necessary safety training for all participants. Our commitment to a safe learning environment is unwavering, and we will take all necessary measures to uphold these standards.

Training in the workplace

When delivering training and assessment in the workplace, the employer is responsible for safety issues and has to abide by workplace safety responsibilities.

WH&S Responsibility

Students must take care of their own health and safety and that of their fellow workers to the extent of their capability. This means they must follow all safety rules, procedures and instructions of staff, workplace supervisors or any other management personnel involved during day-to-day training activities. If you have any concerns about any Work Health and Safety matter, please talk with your trainer in the first instance. This will then be escalated to the Training Coordinator and/or the Operations Manager.



COVID-19 Policy

If you were diagnosed with a Rapid Antigen Test, please register your case through Service NSW or ACT Health and follow the recommendations from NSW/ACT Health on managing COVID-19 safely from home. The Government has removed the mandatory self-isolation requirement for people who test positive for COVID-19, except for high-risk settings.

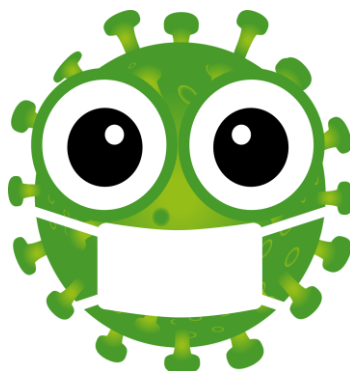
You should not attend any of our classes if you are unwell or experiencing any COVID-19 or respiratory symptoms. If you are unwell, please take the time you need to recover. If you have mild symptoms but are well enough to study, we urge you to study from home until your symptoms have cleared. Staying away from classes when you have symptoms will ensure that we continue to protect everyone in our community, especially the most vulnerable.

If you were in class during your infectious period, (2 days before the onset of symptoms or positive test) we would like to know about it. We use this information to alert our community members to the sites of potential exposure.

If you miss class, please contact your course trainer or our admin office. They may be able to help you make alternative arrangements.

If you are going to miss any assessment, please advise us ASAP.

The use of face masks and social distancing may be required, dependent upon mandatory regulations released by the State, Territory or Federal Governments.



Assessments

Competency Based Assessment

CTET accredited courses consist of units of competency from nationally endorsed training packages.

The learning packages have been developed to reflect best practice in the industry /sector relevant to the course

Vocational Education and Training (VET) aims to provide people with the skills and knowledge they require to:

- ✚ enter the workforce for the first time
- ✚ re-enter the workforce after an absence
- ✚ train or re-train for a new job
- ✚ upgrade their skills
- ✚ progress into further study including further VET or university courses

VET sector training is competency-based. Students must address all parts of a unit to be deemed competent, providing sufficient evidence of their knowledge and skills. Each assessment task is rated Satisfactory or Not Yet Satisfactory, and overall units and courses are rated Competent or Not Yet Competent. (See Reassessment).

Methods of assessment used by CTET include:

- ✚ Written theory questions
- ✚ Oral questioning
- ✚ Practical tasks
- ✚ Third party evidence
- ✚ Portfolio of evidence e.g. photographs, reports
- ✚ A blend of several of the varieties stated above

Your trainer will fully explain the requirements of each assessment before the assessment takes place and supply you with the date, place and time of assessment. You have the right to indicate your readiness to undertake assessment and to negotiate a different assessment date with your trainer if required.





Re-assessment

Where an assessment is considered Not Yet Satisfactory (NYS) or Not Yet Competent (NYC), our RTO give students reassessment opportunities. Students can resubmit theory assessments up to three times and resit machinery based/practical assessments up to twice. After this, CTET may, at its discretion, grant a further reassessment opportunity based on the circumstances and the learner's needs. This will be evaluated on a case-by-case basis.

Where a student requires a further reassessment and the assessment requires substantial physical or human resources such as with a practical placement or practical assessments where equipment must be hired etc, CTET may negotiate a reasonable fee if the student has been provided with opportunity for additional training between the initial assessment and the reassessment. This fee is to be negotiated and approved by the CEO and must be undertaken in line (where applicable) with state funding requirements.

Academic Misconduct

All work submitted by students must be their own. Academic dishonesty undermines the integrity of our assessment processes and issuance of qualifications and damages the reputation of our RTO. Most significantly, it reduces the knowledge/skills gained by students during their studies. Acts of academic dishonesty are deemed to be academic misconduct and treated as a very serious matter by our RTO.

Definitions

We define Academic Misconduct as any conduct by a student in relation to academic work that is dishonest and includes, but is not limited to:

- ✚ Plagiarism
- ✚ Unauthorised collaboration (collusion) Theft of another student's work

Plagiarism

Plagiarism occurs when a student submits the work of another person as their own work or copies directly from a source without acknowledgement. The fact that a student did not intend to plagiarise does not prevent it from being considered plagiarism.

Unauthorised Collaboration - Collusion

Collusion occurs when a student works with another person for a fraudulent purpose with the intention of obtaining an advantage by submitting a co-authored assignment or other work. This can occur when:

- ✚ A student works with others on an assessment that is meant to be individual
- ✚ A person/student completes an assessment in part or in its entirety for a student

Penalties for Academic Misconduct

We will impose a penalty on any student who is found to have committed an act of Academic Misconduct.

Penalties may include:

- ✚ Counselling/warning
- ✚ A request for resubmission
- ✚ Having to repeat a unit
- ✚ Removal from the program

The penalty applied will depend on the nature and extent of the academic misconduct



Complaints and Appeals Processes

The RTO has Informal and Formal Complaints and Appeals Procedure to help resolve any issues students may have in relation to their training. The Complaints and Appeals Policy is based on the principles of natural justice and procedural fairness and aims to assist all students or parties to resolve disputes, settle grievances, and receive a fair hearing. Student concerns will be handled in the strictest confidence. Lodging a complaint or appeal will not affect a student's ability to continue studying or obtain other services that the student is eligible to receive.

Informal process

- + Learners may attempt to resolve a complaint directly with the parties concerned through discussion and through mutual agreement.
- + Students may seek support with an informal complaint by discussing it with their trainer who may direct them to other relevant staff members
- + If the student does not wish to discuss the complaint with the trainer (or if the complaint is about the trainer), the student may contact the CTET via the provided telephone number or email address and seek the support of the CEO who may refer the matter to other staff members as required.
- + Learners may be accompanied by a third party of their choice to support them in the informal process discussion.
- + All informal complaints when finalised will be reported to management for further review and consideration for potential continuous improvement actions, regardless of whether the complaint was resolved or not.
- + The complaint will be recorded in the Complaints and Appeals Register
- + All informal complaints that are not resolved with learners by mutual agreement with staff will require the completion of the formal complaints process.

Formal Process

- + When a learner wishes to submit a formal complaint or is dissatisfied with the attempt to resolve a complaint informally (directly with staff/relevant parties), the learner may submit a formal complaint to the Training and Development Manager by utilising the Student Complaint Form available on the website.
- + The Training and Development Manager will respond in writing to all formal learner complaints within 5 days of receipt of a Student Complaint Form.
- + When a complaint is recognised as requiring more than 60 calendar days to resolve, the manager must inform the complainant in writing, including reasons why more than 60 calendar days are required and regularly update the complainant on the progress of the matter.
- + The manager shall respond to formal complaints from learners in writing proposing a resolution to the complaint.
- + Management responses to the complainant shall include information and procedures concerning the complainant's right to appeal the proposed solution and request for an independent adjudicator.
- + All formal complaints when finalised shall be reported to the CEO for further review and consideration for potential continuous improvement actions, regardless of whether the complaint was resolved or not.

Appeals Process following a Formal Complaint

- + In the event of a learner advising that they are dissatisfied with the proposed solution for a formal complaint, the CEO shall provide an additional opportunity to provide a solution and shall apply the External Appeal process.

External Appeals

- ✚ The CEO shall advise the learner that an Independent Third party shall be sought to consider the nature of the complaint /appeal and a possible further resolution at no cost to the learner.
- ✚ The selection of the Independent Third party shall be communicated to the learner and the selection must be with the mutual agreement of the learner.
- ✚ The CEO shall make contact with the Independent Third party and provide all documentation related to the formal complaint and learner contact details.
- ✚ Independent adjudication responses must be within 7 days from the date that all formal complaint/appeal documentation is provided to the Independent Adjudicator.
- ✚ When an Appeal process is recognised as requiring more than 60 calendar days to resolve, management must inform the appellant in writing, including reasons why more than 60 calendar days are required and regularly update the appellant on the progress of the matter.
- ✚ On receipt of the formal complaint documentation, the Independent Third party shall make contact with management and the learner and arrange a suitable time for further discussion pertaining to the formal complaint/appeal.
- ✚ All Independent Third Party proposed solutions shall be final and be reported to management and the learner in writing and will require immediate implementation by both parties.

Assessment Result Appeals

All appeals from learners relating to assessment results must be received in a period no longer than 3 months following the competency decision.

Assessment Appeals Procedure

Staff delivering training and assessment services on behalf of the RTO will be required to:

- ✚ Provide timely guidance to all course participants regarding the assessment appeals procedure.
- ✚ Clarify any aspects of the assessment results that a student does not understand.
- ✚ Provide each student that requests an assessment appeal with the required Student Appeal form or direct them to the website.
- ✚ Communicate directly via email as soon as possible with management on any advice (verbal or written) provided by a student that they are seeking to appeal an assessment decision.

Management will be required to:

- ✚ Schedule a meeting with the student when a completed assessment appeal form is received from a student.
- ✚ Communicate any outcome decision by management to uphold or overturn an assessment appeal to the student in writing clearly identifying the reason for the outcome.
- ✚ Communicate any outcome decision by management to uphold or overturn an assessment appeal to the student in writing clearly identifying the reason for the outcome.
- ✚ All **assessment** appeals will be processed by management within 10 days of receipt. All assessment appeals must be maintained on the student's file.
- ✚ Student records will be adjusted to comply with management appeal outcomes.

Other Appeals

Students may also appeal against any other decision taken by the RTO (eg fee payment issue, exclusion from a course) by using the Student Appeal form.

In this case, Management will be required to:

- ✚ Schedule a meeting with the student when a completed appeal form is received from a student.
- ✚ Communicate any outcome decision by management to uphold or overturn an assessment appeal to the student in writing clearly identifying the reason for the outcome.
- ✚ All appeals will be processed by management within 10 days of receipt of an appeal. All appeals must be maintained on the student's file.
- ✚ Student records will be adjusted to comply with management appeal outcome decisions.
- ✚ Students may avail themselves of the external process should they be dissatisfied with the outcome of the internal appeal process.

Complaints and Appeals records

Management shall maintain records of all complaints and appeals and their outcomes and reference complaints and appeals in the Management meeting minutes, identifying potential causes of complaints and appeals and taking appropriate corrective actions to eliminate or mitigate the likelihood of reoccurrence. Records of all informal and formal complaints and appeals will be recorded in the meeting minutes.



Support

Student Support

CTET provides students with a range of support services including:

- ✚ Academic support and counselling
- ✚ Light lunches at selected training venues
- ✚ Recommend an appropriate external support provider for the student, with the understanding that the associated costs will be the student's responsibility.

- ✚ Learning Difficulties Australia www.lidaustralia.org
- ✚ Australian Council for Adult Literacy www.acal.edu.au

CTET is committed to supporting all students throughout their learning journey. Learner support procedures are provided from initial enrollment and beyond. CTET's learner support policy outlines the procedures followed to ensure each student's unique learning needs are supported.

Special Needs

Students with disabilities or special needs can request reasonable adjustments from the CTET. These adjustments alter the learning environment, training, or assessment process to ensure equal opportunities for all learners. CTET will provide these accommodations based on the demonstrated requirements.

