

# **Construction Training International**

## **Student Information Handbook** For Accredited Courses

**2020**

# Student Information Handbook

| <b>Table of Contents</b>                                       | <b>Page</b> |
|----------------------------------------------------------------|-------------|
| <b>General Information</b>                                     |             |
| Introduction                                                   | 3           |
| Location and Public Transport                                  | 3           |
| Student Attendance and Behaviour                               | 3           |
| Complaints and Appeals                                         | 4           |
| Equity Commitment                                              | 4           |
| Workplace Health and Safety                                    | 5           |
| Privacy                                                        | 5           |
| Access to Student Records                                      | 5           |
| Student Support Services                                       | 6           |
| Academic Misconduct                                            | 6           |
| Unique Student Identifier                                      | 7           |
| <b>Planning for training</b>                                   |             |
| Competency-Based Training and Assessment Process               | 7           |
| Recognition of Prior Learning (RPL) and Credit Transfer        | 8           |
| Language, Literacy and Numeracy                                | 9           |
| Online portal                                                  | 9           |
| Student contact requirements                                   | 9           |
| Training Evaluation                                            | 9           |
| Qualifications and Statements of Attainment                    | 10          |
| <b>Course information</b>                                      |             |
| Enrolment Process                                              | 10          |
| <b>Fees, Charges and Refunds</b>                               |             |
| Fees & Deposits                                                | 11          |
| Course Fee Refunds                                             | 11          |
| <b>Further Information</b>                                     | 12          |
| <b>Appendix 1: Complaints and Appeals Policy and Procedure</b> | 12          |
| <b>Appendix 2: Complaint and Appeals Form</b>                  | 17          |
| <b>Appendix 3: Privacy Policy Statement</b>                    | 18          |

## **General Information**

### **Introduction**

Welcome to Construction Training International (CTI)!

CTI is a Recognised Training Organisation (RTO), delivering Nationally Accredited, specialised industry training for people within the Construction, Resources and Infrastructure, and Training and Logistics Industries.

CTI has many nationally accredited courses on its Scope of Registration. Please see our website for details.

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 CTI.

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 and Public Transport**

CTI is located at 1164 Kilmore Rd, Riddells Creek, Vic, 3431. While there is no public transport to this location, we offer ample onsite parking for students to park their cars while attending the course.

Below is a link to a map showing where CTI is located:

<http://www.whereis.com/vic/riddells-creek/1164-kilmore-rd?id=1C4EDD14A51DAE&intref=emailmap>

### **Student Attendance and Behaviour**

Students are required to follow all CTI 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 the Student Administration Department) if they are unable to attend a training session for whatever reason.

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

## Complaints and Appeals

Students have access to CTI'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 CTI.

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 CTI 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 CTI 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.

All students have access to the Complaints and Appeals Policy and Procedure (Appendix 1) and the Complaints and Appeals Form (Appendix 2) are listed as Appendixes to this Student Information Handbook, and copies can also be produced by the Student Administration Department at any time upon request.

Please read the Appendixes 1 and 2 for more details about the complaints and appeals process.

## Equity Commitment

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

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

- Charter of Human Rights and Responsibilities Act 2006 (Vic)  
<http://www.legislation.vic.gov.au>
- Working with Children Act 2005  
<http://www.legislation.vic.gov.au>
- Child Wellbeing and Safety Act 2005 (Vic)  
<http://www.legislation.vic.gov.au>
- The Commonwealth Privacy Act 1988 (amended by the Commonwealth Privacy Amendment (Private Sector) Act 2006)  
<http://www.privacy.gov.au>
- The Victorian Information Privacy Act 2000 (Vic)  
<http://www.legislation.vic.gov.au>
- National Vocational Education and Training Regulator Act 2011 (Cth) (amended by the National Vocational Education and Training Regulator Amendment Act 2015)

- <http://www.comlaw.gov.au/Details/C2015C00186>
- The Equal Opportunity Act 2010 (Vic)  
<http://www.legislation.vic.gov.au>
- The Work Health and Safety Act 2011 (Vic)  
<http://www.comlaw.gov.au/Details/C2011A00137>
- The Occupational Health and Safety Act 2004 (Vic)  
<http://www.legislation.vic.gov.au>
- The Racial and Religious Tolerance Act 2001 (Cth)  
<http://www.comlaw.gov.au>
- The Sex Discrimination Act 1984 (Cth)  
<http://www.comlaw.gov.au>
- The Disability Discrimination Act 1992 (Cth)  
<http://www.comlaw.gov.au>
- The Disability Act 2006 (VIC)  
<http://www.comlaw.gov.au>
- The Copyright Act 1968 (Cth)  
[http://www.austlii.edu.au/au/legis/cth/consol\\_act/ca1968133/](http://www.austlii.edu.au/au/legis/cth/consol_act/ca1968133/)
- The Australian Consumer Law (set out in Schedule 2 of the Competition and Consumer Act 2010 (Cth));
- Child Wellbeing and Safety Act 2005 (Vic)

All legislation can be accessed at: [www.comlaw.gov.au](http://www.comlaw.gov.au)

CTI 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 participants regardless of ethnicity, gender, age, marital status, sexual orientation, physical or intellectual impairment.

All CTI 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 CTI Representative, please contact the RTO Manager, on (03) 5428 6790.

### **Workplace Health and Safety**

CTI complies with all relevant Workplace Health and Safety legislation. Trainers will actively take steps to identify hazards that could cause harm to participants in the classroom and 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, or employees. This means students must follow all safety rules, procedures and the instructions of their trainer while in attendance at CTI premises.

### **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 2015, Government Contracts or by law, information about a participant will not be disclosed to a third party without the consent of the participant.

A copy of the Privacy Policy Statement is supplied as Appendix 3.

## **Access to Student Records**

Access by students to their personal records is available upon request to the Student Administration Department. 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 Administration Manager has validated the student's identification. Access shall be provided within 2 days of confirming the student's identification.

Information that may be accessed includes progress, personal details, and any relevant details of the student's enrolment that the RTO has collected.

## **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 CTI 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:* Rae Patterson      *Ph:* (03)5428 6790      *Email:* [rae@constructiontraining.com.au](mailto:rae@constructiontraining.com.au)

The RTO Manager is able to provide links to external sources of support where the staff at CTI 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 CTI 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 persons 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 must not copy someone else's work and present it as your own
- You should name sources for any graphs, tables or specific data, which you include in any assignments.
- 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.

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 CTI before a Qualification or Statement of Attainment can be issued (unless a USI Exemption has been granted by the Department of Education and Training).

CTI 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>

The student must send it to the register at the following address:

Student Identifiers Registrar  
C/- Department of Education and Training  
GPO Box 9880  
Canberra ACT 2601

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 CTI. To apply for a Credit Transfer, students must be able to present their original Qualification/ Statement of Attainment/ 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.

Course students applying for RPL must provide evidence to the satisfaction of CTI. 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 Construction Training International, there are licensing / legislative requirements in place (linked with Worksafe Certification) that may prevent the RTO from recognising Qualifications & Statements of Attainment previously issued by other RTO's, or recognising prior learning.
- CTI informs all students prior to enrolment that although there is no official expiry date on a course that is undertaken with CTI, it is a licensing recommendation that students complete a



refresher course every 3 years to ensure that you maintain currency in meeting licensing requirements and industry standards.

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**

CTI 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) activity 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.*

### **Online portal**

All students who enrol into a course at CTI will automatically receive an online login to the CTI portal.

The portal contains:

- Pre- learning course material. Some of our courses have pre- learning content that students are to read and work through prior to attending a course. We have found that this assists students with their learning and making their time on site at CTI effective. If your course has pre- learning requirements, this will be listed in relevant course information and pre- booking information. In such instances, students have the option to access the pre- learning material electronically via the CTI online portal, or they can have CTI post out a hard copy version for a small fee.
- Course learning materials (Student workbook). Although students are not required to read over the Student Workbook prior to the course, it is available on the portal if the student wants to get a head start prior to the course.

### **Student contact requirements (to avoid being withdrawn from a course of study)**

Students are required to attend scheduled classes, and to contact the RTO if they need to re-schedule a class.

Please be aware: Where a student enrolled in a Qualification has not attended 3 scheduled classes, CTI will attempt to make contact with the student either via phone or email to re-schedule those classes. 3 attempts at contact will be made over 60 days, and if the student has not made contact with the RTO during this time, then the RTO will cancel the student from the Qualification due to the non-contact.

### **Training Evaluation**

CTI 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.

### Midpoint Feedback (relevant for students undertaking a Qualification only):

At the midpoint of a student's course of study, the student will be asked to complete a 'Midpoint Feedback Survey'. This allows the RTO to ensure that the student is satisfied with the services that the RTO is providing and that they are receiving the services outlined in their enrolment information. The Midpoint Feedback Form will be administered by Student Administration and the relevant Trainer / Assessor. Completed surveys are to be submitted to the Student Administration Department. A summary of the feedback collected is to be presented for review through the RTO Meetings where required action can be determined.

### Completion Feedback:

All 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 Student Course Outline Brochures and information on the CTI website for course details, entry requirements, and related information.

For up to date information relating to course dates please call CTI directly to access the Timetable.

### **Enrolment Process**

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

1. Select the course you wish to undertake
2. Read and understand the information contained in this Student Information Handbook
3. Identify the course fee via the Course Fee List or Statement of Fees
4. Complete a Pre- Training Review ( including the LLN activity)

5. Complete and sign the Enrolment Form to declare that you understand all of the information provided
6. Complete and sign a Statement of Fees, Eligibility Declaration and Training Plan (only for Government Funded Students)
7. Submit fee payment to secure your spot in the course

*Please Note: The information collected on the Enrolment Form is used for administrative and statistical purposes and will remain confidential.*

## **Fees, Charges and Refunds**

### **Fees & Deposits**

For current information regarding the course fees please refer to the Course Fee List or Statement of Fees which can be accessed on the CTI website or via Student Administration.

Deposits are payable when placing a booking and these are **non-refundable** but can be transferred.

### **Judy Lazarus Transition Centre**

For students are from the Judy Lazarus Transition Centre, the following applies:

As per 2019 Guidelines about Fees *Skills First* Program Department of Education and Training

- 2.4. The Training Provider must not charge a tuition fee for enrolment by an individual who is from the Judy Lazarus Transition Centre (as a prisoner within the meaning of the Corrections Act 1986).
- 2.5. The Training Provider must retain a copy of written confirmation from the management of the Judy Lazarus Transition Centre that the individual meets the requirements of Clause 2.4.

CTI will not charge a fee to a Judy Lazarus Transition Centre prisoner who is an eligible funded student who is enrolled in a funded course.

### **Course Fee Refunds**

All applications for refunds must be made in writing by way of the 'Application for Refund' form and submitted to Student Administration. Approved applications will be processed within 14 days from the date of application.

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

| <b>Outline of Refunds</b>                                                                      |                                                                |
|------------------------------------------------------------------------------------------------|----------------------------------------------------------------|
| Withdrawal more than 48 hours prior to agreed start date                                       | Loss of Deposit (but can be transferred to another course fee) |
| Withdrawal less than 48 hours prior to agreed start date                                       | Loss of Deposit (but can be transferred to another course fee) |
| Withdrawal after course commencement.                                                          | No Refund of monies paid, not full payment required.           |
| Course withdrawn by CTI                                                                        | Full refund or reschedule                                      |
| CTI is unable to provide the course for which the original enrolment and payment has been made | Full refund                                                    |

### *Extenuating circumstances*

*\* Students may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary. 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 CTI Policies and Procedures no refund is payable.***

All clients have the right to appeal a refund decision made by CTI 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**

### Construction Training International

PO Box 311  
1164 Kilmore Rd  
Riddells Creek, Vic, 3431  
Ph: 03 5428 6790  
Fax: 03 5428 6317  
Email: [constructiontraining@bigpond.com](mailto:constructiontraining@bigpond.com)  
Website: [www.constructiontraining.com.au](http://www.constructiontraining.com.au)

CTI is registered under the National VET Regulator:

### Australian Skills Quality Authority

- Melbourne - Level 6 595 Collins Street
- Brisbane - Level 7 215 Adelaide Street
- Sydney - Level 10 255 Elizabeth Street
- Canberra - Ground Floor 64 Northbourne Avenue Canberra City.

Ph: 1300 701 801

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

## **Appendix 1**

### **Policy / Procedure**

# **Complaints and Appeals Policy & Procedure**

## **1. Policy**

This policy/procedure supports the RTO in providing a process for complaints and appeals to be heard and actioned. This includes any allegations involving the conduct of

- the RTO, its trainers, assessors or other staff;
- a third party providing services on the RTOs behalf, its trainers, assessors or other staff; or
- a learner of the RTO

All complaints and appeals received by Construction Training International will be viewed as an opportunity for improvement.

Despite all efforts of the RTO to provide satisfactory services to its students and clients, complaints may occasionally arise that require formal resolution. The following procedures provide students the opportunity to have any issues relating to a substantiated complaint or appeal resolved and resolutions reached that attempt to satisfy all parties involved. This complaints and appeals process will be at no cost to the student or client (unless referred to a third party; see procedure for more details).

## **2. Procedure**

The complaints and appeals policy and procedure and applicable form is made available to all students, potential students, and clients by directly contacting the RTO, through the RTO's website, and within the student information handbook.

### ***2.1 General Complaints***

Where possible all non-formal attempts shall be made to resolve the issue. This may include advice, discussions, and general mediation in relation to the issue and the student's issue. Any staff can be involved in this informal process to resolve issues but once a student has placed a formal complaint / appeal the following procedures must be followed.

- Any student, potential student, or third party may submit a formal complaint to the RTO with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for accessing the internal complaints and appeals process.
- 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 by the CEO.
- Any person wishing to submit a formal complaint or appeal can do so by completing the 'Complaints and Appeals Form' and state their case providing as many details as possible. This form can be gained by contacting Student Administration at the RTO, or through the RTO website
- All formally submitted complaints or appeals are submitted to the Administration Manager or directly to the RTO Manager. Complaints are to include the following information:
  - Submission date of complaint
  - Name of complainant;
  - Nature of complaint ;
  - Date of the event which lead to the complaint
  - Attachments (if applicable);

- Once a formal complaint is received it is to be entered into the ‘Complaints and Appeals Register’ which is monitored by the RTO Manager regularly. The information to be contained and updated within the register is as follows:
  - Submission date of complaint
  - Name of complainant;
  - Description of complaint / appeal
  - Determined Resolution; and
  - Date of Resolution.
- The complainant shall be notified in writing that their complaint has been received and registered with the RTO.
- A complainant may be assisted or accompanied by a support person regardless of the nature of the issue or complaint throughout the process at all times.
- The RTO Manager shall then refer the matter to the appropriate staff to resolve, or make a decision on the complaint within 10 working days and keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint.
- As part of the process of investigating the complaint the RTO Manager shall ensure the principles of natural justice and procedural fairness are maintained at all times. This includes informing and involving all parties involved in the allegations or cause for the complaint. There will be opportunities provided to all parties to provide their version of the event(s) or action(s) that have caused the complaint. The collection of information and details regarding the complaint will be conducted in a manner that ensures the privacy and confidentiality of all parties involved.
- To ensure the fairness of the complaints system, the complaints resolution process (investigation and determining outcomes of a complaint) must be completed by a person independent of the complaint. In other words where the complaint is in relation to the CEO or RTO Manager’s actions, the complaint shall be referred immediately to the external and independent mediator listed below.
- In the unlikely event that the complaint is not finalised within 60 calendar days, the RTO shall ensure that the complainant shall be provided reasons for the delay, and will be regularly kept informed and updated of the progress of the matter.
- Once a decision has been reached the RTO Manager shall be required to inform all parties involved of any decisions or outcomes that are concluded in writing. Within the notification of the outcome of the formal complaint the complainant shall also be notified that they have the right of appeal. To appeal a decision the RTO must receive, in writing, grounds of the appeal. Complainants are referred to the appeals procedure.
- The RTO Manager shall ensure that the RTO will act immediately on any substantiated complaint. If the internal or any external complaint handling or appeal process results in a decision that supports the complainant, the registered provider must immediately implement any decision and/or corrective and preventative action that is required, and advise the complainant of the outcome.
- Copies of all documentation, outcomes and further action required will be placed into the ‘Complaints and Appeals Register’ by the Administration Manager and on the complainants file.

## ***2.2 Appealing a Decision***

All complainants have the right to appeal decisions made by the RTO where reasonable grounds can be established. The areas in which a student may appeal a decision made by the RTO may include:

- Assessments conducted

- Deferral, suspension, or cancellation decisions made in relation to the student's enrolment
  - Or any other conclusion / decision that is made after a complaint has been dealt with by the RTO in the first instance.
- To activate the appeals process the complainant is to complete a 'Complaints and Appeals Form' which is to include a summary of the grounds the appeal is based upon. The reason the complainant feels the decision is unfair is to be clearly explained and help and support with this process can be gained from Student Administrations Department.
  - The complainant shall be notified in writing that their appeal has been received and registered with the RTO.
  - The RTO Manager shall then determine the validity of the appeal and organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.
  - The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged.
  - The RTO Manager shall ensure that the RTO acts on any substantiated appeal.
  - Where an appeal has been lodged it will be defined into one of the following categories and the appropriate procedures followed:

### **General appeals**

- Where a complainant has appealed a decision or outcome of a formal complaint they are required to notify the RTO in writing within 20 working days of the grounds of their appeal. Any supporting documentation should also be attached to the appeal.
- The appeal shall be lodged through student administrations and the student administration manager shall ensure the details of the appeal are added to the 'Complaints and Appeals Register'.
- The RTO Manager shall be notified and shall seek details regarding the initial documentation of the complaint and shall make a decision based on the grounds of the appeal.
- The complainant shall be notified in writing of the outcome with reasons for the decisions, and the 'Complaints and Appeals Register' updated. The complainant shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The complainant is required to notify the RTO if they wish to proceed with the external appeals process.

### **Assessment appeals**

- Where a student wishes to appeal an assessment they are required to notify their Trainer in the first instance. Where appropriate the Trainer may decide to re-assess the student to ensure a fair and equitable decision is gained. The Trainer shall complete a written report regarding the re-assessment outlining the reasons why assessment was or was not granted.
- If this is still not to the student's satisfaction the student shall formally lodge an appeal by submitting a written letter outlining their reasons for the appeal. They shall lodge this with student administrations department and the appeal shall be entered into the 'Complaints and Appeals Register'.
- The RTO Manager shall be notified and shall seek details from the Trainer involved and any other relevant parties. A decision shall be made regarding the appeal either indicating the

assessment decision stands or details of a possible re-assessment by a ‘third party’. The third party shall be another Trainer appointed by the RTO.

- The student shall be notified in writing of the outcome with reasons for the decision, and the ‘Complaints and Appeals Register’ updated. The student shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify the RTO if they wish to proceed with the external appeals process.

## 2.3 External Information and Further Information

### External (Independent )Appeals:

In addition to the above internal processes, if the processes fail to resolve the complaint or appeal, or the complainant or appellant is still dissatisfied with the decision of the RTO, an application with an independent and external dispute resolution body can be submitted to allow for any decisions made by the RTO in relation to the complaints and / or appeals process to be reviewed independently of the RTO. (See below for contact details).

It should also be noted that any complaints about the CEO or RTO Manager will be automatically be dealt with by this external and independent mediator in the first instance of the complaint being received.

Where the RTO is informed that the student has accessed external appeals processes:

- The RTO will maintain a student’s enrolment until the external appeal process is finalised.
- The RTO will comply with the findings of the external appeals process.
- Where a decision or outcome is in favour of the complainant CTI shall follow the required action and recommendation from the relevant external appeals organisation to satisfy the student’s grievance as soon as practicable.  
The decision of the independent mediator is final and any further action the student wishes to take is outside the RTO’s policies and procedures. The student shall be referred to the appropriate government agencies and this information can be gained from the Training Manager.
- All records and correspondence in relation to an external appeal shall be maintained with the initial complaint and internal appeal documentation within the ‘complaints and appeals register’ and the student file for a minimum of 5 years.

### Independent Mediator:

The Dispute Settlement Centre of Victoria (DSCV) is a free dispute resolution and mediation service funded by the Victorian Government and may be able to assist resolve any outstanding complaint or issue with the complaint handling process. Further details and office locations for this service are available from <http://www.disputes.vic.gov.au/>

|                |                                                                                                                             |
|----------------|-----------------------------------------------------------------------------------------------------------------------------|
| Organisation:  | Disputes Settlement Centre of Victoria<br>( <a href="http://www.disputes.vic.gov.au/">http://www.disputes.vic.gov.au/</a> ) |
| Contact Point: | <u>Melbourne Office:</u><br>Level 4, 456 Lonsdale Street<br>Melbourne VIC 3000<br>Tel: 1300 372 888<br>Fax: 8684 1311       |

### Further information

If, after the RTO’s internal complaints and appeals processes have been completed, you still believe the RTO is breaching or has breached its legal requirements, you can submit a complaint to ASQA via the ASQAconnect webpage. <https://asqaconnect.asqa.gov.au/>



## **National Training Complaints Hotline**

Alternatively students are able to contact the **National Training Complaints Hotline** which is designed to protect the interests of students and employers. The contact details are as follows:

Website: <https://www.education.gov.au/NTCH>

Phone: 13 38 73

Students are also able to submit their complaint via email following the process described at <https://www.education.gov.au/email-complaints>

## ***2.4 Preventative and Corrective Action***

If the internal or any external complaint handling or appeal processes result in a decision that supports the complainant, CTI will immediately implement any decision and/or corrective and preventative action that is required, and advise the complainant, and all involved in the matter, of the outcome.

In all cases where a complaint, internal appeal, or external appeal is submitted results in any type of corrective action to be taken by the RTO, details of the complaint and / or appeal shall be reviewed to ensure that steps are taken to eliminate or mitigate the likelihood of recurrence.

In addition the complaints and appeals register shall be monitored by the CEO to ensure that all complaints and appeals submitted, regardless of the outcome, are able to be monitored and reviewed to ensure appropriate steps and actions are identified to prevent further re-occurrence.

The details of the complaint and resulting outcome(s) shall be reviewed as part of the RTO's next management meeting with the purpose of identifying the potential causes of the initial complaint. The RTO will then determine appropriate steps to be taken so as to remove the potential issue arising again in the future. Where the complaint has arisen due to any employee or student actions, appropriate mechanisms shall be implemented to ensure appropriate education is provided to prevent recurrence of potential issues.

## **Appendix 2**

### **Complaints and Appeals Form**

The following is a cover sheet to support your complaint/ appeal. It is to outline your complaint / appeal and you are to attach any supporting documentation.

Please indicate what your grievance is (tick the appropriate box below):

#### **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.

|                                                                                                                                    |  |
|------------------------------------------------------------------------------------------------------------------------------------|--|
| Date of submission:                                                                                                                |  |
| Name of Complainant:                                                                                                               |  |
| Detailed Description Of Complaint/ Appeal: (Include an outline of your complaint/appeal with details of dates and people involved) |  |
|                                                                                                                                    |  |
| Signature:                                                                                                                         |  |
| Date:                                                                                                                              |  |

### **Appendix 3**

#### **RTO Privacy Statement**

Construction Training International is committed to protecting the privacy of your personal information. This statement explains how we handle your personal information.

This statement only applies to personal information maintained by Construction Training International and does not provide any advice on how data will be maintained or used by Government Agencies that have access to this data. You are advised to contact the relevant government agency for a copy of their privacy policy.

The use of the words ‘we’ and ‘us’ in this document refer to Construction Training International.

## **Your Personal Information**

In order to provide you with training, employment and associated services, we may need to collect personal information such as your name, address, work history, qualifications, job seeker identification number, government benefit card, etc.

If you decline to provide your personal information, Construction Training International may not be able to:

- provide the product or service you requested, or
- enter into a business relationship with you.

## **Collection of personal information**

Personal information will only be collected in relation to the provision of training services and the operation of the Registered Training Organisation.

Where services are provided on behalf of a Commonwealth and/or State Government Department, we may collect personal information from such government departments and agencies. We may also need to collect relevant personal information from other third parties with or without your direct involvement or consent, such as an employer however this will not include sensitive information.

## **Use and disclosure**

We will use our best efforts to ensure that the information you provide to us remains private and is used only for the purposes of operating the Registered Training Organisation.

We will only disclose personal information to a third party where one or more of the following apply:

- you have given consent (verbal or written)
- it is authorised or required by law, or necessary for enforcement of law
- it will protect the rights, property or personal safety of another person
- the assets and operations of the RTO business are transferred

## **Access to personal information**

You can access the personal information we hold on you, except when government legislation requires or authorises the refusal of access.

To access your personal information, you will need to contact the Student Administration department in writing and specify the type/s of information you wish to view. You will be required to provide proof of identification in person to view the information.

## **Storage & Security**

We will take reasonable steps to maintain the privacy and security of personal information. We ensure this by having such security measures as:

- storing electronic information on a secure server with restricted access
- storing paper-based documents securely on our premises

We will take reasonable steps to destroy or permanently de-identify personal information when it is no longer required for any purpose.

## **Resolving privacy concerns**

If you wish to raise a concern about a privacy matter you should contact the Student Administration department.