

CTA Training Specialists

Participant Handbook

Student's rights and responsibilities in plain English



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Contents

Introduction	3
Commitment.....	4
Code of Practice	5
General Information.....	6
The Australian Qualifications Framework (AQF).....	7
2. Student selection, enrolment and induction procedures.....	8
3. Discipline	8
4. Qualification or accredited course information	8
5. Marketing and advertising of course information.....	9
6. Legislative requirements	9
7. Government Funded Programs	10
8. Fees and charges.....	11
9. Refund policy.....	13
10. International and Overseas Students Policy	15
11. Student services.....	15
12. Student support services	16
13. Provision for language, literacy and numeracy assistance.....	16
14. Access and equity	16
15. Flexible learning and assessment procedures	16
16. Competency based assessment	17
17. Student access to accurate records policy and procedures	18
18. Confidentiality procedure.....	18
19. Employer contributing to learner’s training and assessment.....	19
20. Complaints and appeals procedures.....	19
21. Recognition arrangements for Recognition of Prior Learning.....	20
22. Recognition of AQF qualifications and statements of attainment issued by another RTO.....	21
23. Unique Student Identifier	21
24. Certification and issuing qualifications	22

Introduction

Congratulations on your decision to enrol in a nationally recognised vocational course.

This handbook has been developed to assist with the administrative processes of which you need to be aware to achieve smooth enrolment and acceptance into your program.

You will face challenges, new ideas and learn a great deal from the trainers and your peers. We encourage you to take up the challenges and optimize these for your success.

All our trainers and administration staff are committed to one goal and that is your success.

We trust that you will enjoy your learning experience with us and that CTA will be able to continue in supporting your educational development for many years to come.

On behalf of our team I would like to wish you the very best for a successful future.

A handwritten signature in black ink, appearing to read 'John Dickson', written over a horizontal line.

John Dickson
Managing Director - Training

Commitment

CTA's commitment to the principle of access and equity in vocational education and training gives practical expression to the Australian National Training Authority goal of improving the knowledge, skills, and quality of life for Australians, having regard to the needs of target groups.

In keeping with this commitment CTA will strive to ensure that programs and services are relevant, accessible, fair and inclusive by promoting programs and services to the Australian community in a manner that includes and reflects the diverse client population, to ensure that all prospective students are well informed on the options available to meet their individual training needs, increasing the skills base of the unemployed in the community to improve employability in line with the skills requirements of industries and enterprises in Australia. Providing an effective range of vocational programs to the community ensuring that those groups traditionally under-represented in vocational education and employment can participate and achieve the same outcomes as other members of the community. Implementing fair educational program and geographic resource allocation practices, to maximise the participation of target groups providing culturally inclusive literacy and numeracy assessment that meets individual, community and industry needs.

CTA undertakes to eliminate policies, practices, structures, assumptions and behaviours that may contribute to the disadvantages suffered by under-represented groups both in employment and in education.

Code of Practice

CTA is committed to providing the most up-to-date industry approved training programs that are designed to allow students to develop fully in their chosen field.

We provide the following assurances for best practice in the field of training and education:

- Fair access will be made available to persons wishing to join a program being conducted by CTA.
- All persons enrolled in to a program being conducted by CTA will be invited to provide feedback to the organisation both informally and in formal feedback sessions.
- Any participant or client who feels that they have not been dealt with fairly may request that the General Manager reviews the matter and a decision made.
- All students enrolled with CTA will be treated fairly and equitably.
- Our assurance is to provide current training standards delivered by industry experienced and qualified personnel.
- CTA will offer nationally recognised units from the Tourism, Travel and Hospitality Training Package and the Business Services Training Package that will be tailored to individual or employer specific needs.
- CTA through its application and use of the National Training Packages can ensure that successful graduates of a program will receive the articulation and accreditation from Institutions of further learning i.e. Universities, TAFE and private providers. CTA undertakes to follow the guidelines as published by the Training and Employment Recognition Council and will adhere to Australian Skills Quality Authority (ASQA) and principles provided in the Vocational Education, Training and Employment Act 2000.
- Students on successful completion of a unit of competency from within a program will be eligible to receive a Statement of Attainment.
- For candidates who complete the required competencies within a program to equal a qualification, a certificate will be issued.
- CTA will comply with Commonwealth and state laws regarding EEO, Anti- Discrimination and WH&S.
- In addition, CTA will follow the National Privacy Principles.

General Information

Physical Address	Level 1/36 Station Road INDOOROPILLY QLD 4068
Postal Address	PO Box 343 INDOOROPILLY QLD 4068
Help Desk	FREE CALL 1800 653 266
Telephone	(07) 3878 8977
Facsimile No	(07) 3878 6133
Email	admin@ctatraining.com.au online@ctatraining.com.au
Website	www.ctatraining.com.au

Head Office Location:

CTA administration offices and training rooms are on Station Road, Indooroopilly. We are located on Level 1, 36 Station Road (this is the road that runs behind Indooroopilly Shopping Centre).

Car parking is available on Station Road in front of the building or on side roads (Foxton Street/ Riverview Terrace) or at Indooroopilly Shopping Centre.

Please note that there is no private off-street parking available.

CTA operates training programs in the following states:

- Queensland
- New South Wales
- Victoria
- Western Australia
- South Australia
- Tasmania
- Australian Capital Territory
- Northern Territory

Programs scheduled to run in these areas are published on our website, in the local press and are offered through local associations and employer groups.

The Australian Qualifications Framework (AQF)

All the Vocational Educational and Training (VET) courses offered by CTA lead to nationally recognised qualifications – a certificate (if all the requirements of the qualification are completed) or a statement of attainment (for those parts that are successfully completed where the full qualification is not completed). This certificate/statement of attainment will be recognised in all eight states/territories in Australia. This is because Australia has a national qualifications framework called the Australian Qualifications Framework (AQF). There are fourteen (14) different types of qualifications that can be obtained. These are shown in the following diagram.



Source: Australian Qualifications Framework Second Edition January 2013

Your Trainer and Assessor will provide you with information about your VET qualification/s including an overview of the specific units of competency/modules in each, assessment requirements, vocational outcomes, etc.

2. Student selection, enrolment and induction procedures

CTA will provide each student with information about the training, assessment and support services they will receive, and about their rights and obligations (through the VET student induction session) on enrolment.

The Registered Training Organisation (RTO) Manager and associated Trainers and Assessors will induct all VET students with this handbook.

3. Discipline

CTA is committed to the development of skills in an adult learning environment, where participants are encouraged to actively participate in the learning and involve others in the experience. However, on occasions it may be necessary to speak to candidates attending a training session because of unruly or disorderly behaviour towards your trainer or fellow learners, the following is a guide to how such discipline might occur. Discipline of a participant will occur in the following circumstances:

- Should the participant behave in an unruly manner, which is affecting the learning abilities of other participants.
- Should the participant use language or make inferences that can be deemed as offensive i.e. make jokes or swear or make innuendos regarding subject matter or participants that the trainer feels is not appropriate or that may cause offence.
- Should the participant show signs of undue intoxication or under the influence of other substances.

The trainer has the right to remove any participant from a class should they feel that the ongoing participation of the student will adversely affect the learning ability of the other learners.

4. Qualification or accredited course information

Information pertaining to your qualification or accredited course can be sourced from course documentation provided by your Trainer and Assessor.

Information available to students regarding course information will include:

- Qualification or VET accredited course code and title
- Packaging rule information as per the specified Training Package or VET Accredited course
- Units of competency (code and title) to be delivered
- Entry requirements
- Fees and charges
- Course outcomes and pathways
- Work experience requirements (where applicable)
- Licensing requirements (where applicable)
- Third party arrangements (where applicable)

5. Marketing and advertising of course information

CTA will ensure that its marketing and advertising of AQF qualifications to prospective students is ethical, accurate and consistent with its scope of registration. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

CTA will not advertise or market in any way VET accredited courses, qualifications or units of competency that are not on the scope of registration.

CTA will ensure it will have the appropriate human and physical resources to deliver and assess any course currently on the RTO's scope of registration. If CTA loses access to these resources, we will provide students with alternative opportunities to complete the course and the related qualification.

6. Legislative requirements

CTA will observe all Australian, state and territory laws governing Vocational Education and Training.

We will also meet all legislative requirements of the:

- [Education \(General Provisions\) Act 2006](#)
- [National Vocational Education and Training Regulator Act 2011](#)
- [Copyright Act 1968 \(2006\)](#)
- [Education \(Work Experience\) Act 1996](#)
- [Child Protection Act 1999](#)
- [Work Health and Safety Act 2011](#)
- [Anti-discrimination Act 1991](#)
- [Privacy Act 1988 \(2014\)](#)
- [Information Privacy Act 2009](#)

If students require any further information, please contact the RTO Manager.

7. Government Funded Programs

CTA has a Pre-Qualified Supplier (PQS) status with the Department of Education and Training (DET) which allows CTA to deliver subsidised training and assessment services under a range of publicly funded programs as listed below. Further information regarding program specific rules, costs, eligibility requirements and funding for students provided by both State and Federal Departments can be found:

- User Choice - <https://training.qld.gov.au/training/incentives/userchoice>
- VET investment - <https://training.qld.gov.au/docs-data/strategies/vetinvest>
- Apprentice - <http://apprenticeshipsinfo.qld.gov.au/index.html>
- Queensland State Government Department of Education and Training - <https://training.qld.gov.au/home>
- [Australian Government](#)
- Or by calling CTA on (07) 3878 8977

User Choice (apprenticeship and traineeship funding)

The User Choice program provides the flexibility for apprentices, trainees and their employers to select a preferred registered training organisation (RTO) from a list of pre-qualified suppliers for the delivery of nationally recognised, accredited training to meet their specific needs. The program works in conjunction with the Commonwealth Australian Apprenticeships System, under which apprentices and trainees (also known in some jurisdictions as "Australian Apprentices") enter into legally binding training contracts with their employers and receive structured training to achieve a nationally recognised qualification.

Higher Level Skills

The Higher-Level Skills program provides a government subsidy to help individuals gain the higher-level skills and qualifications required to secure employment or career advancement in a priority industry.

Certificate 3 Guarantee

The Certificate 3 Guarantee provides a government subsidy to allow eligible Queenslanders to obtain their first post-school Certificate III level qualification.

Fee-free training for Year 12 graduates

Fee-free training is available for Year 12 graduates through two Queensland Government VET investment programs - the Certificate 3 Guarantee and User Choice.

Vocational Education and Training in Schools (VETiS)

Vocational Education and Training in Schools (VETiS) focuses on delivering qualifications to provide school students with the skills and knowledge required for employment in specific industries.

8. Fees and charges

User Choice – Student Contribution Fees (SCF)

If the participant fulfils the eligibility criteria, they may be eligible to receive a Government contribution for their training. In addition to this the Student Contribution Fees (SCF) are a Participant's contribution to the cost of tuition. The SCF is a mandatory charge required by the Queensland Department of Education and Training detailed within the User Choice Policy. The charge is calculated as \$1.60 per nominal hour for units completed/module delivered and is reviewed annually in January.

The SCF fees will be charged in instalments as detailed below:

- Employer Funded – Equal instalments at 1, 3 and 5 months
- Self-funded Student – Equal instalments over nine months via direct debit

Partial Exemptions - Only 40% of the SCF will be charged if:

- Student was or will be under 17 years of age at the end of February in the year the RTO provides training and the participant has not completed year 12
- Student provides evidence that he/she is a healthcare card or pensioner card holder
- Student provides an official form under Commonwealth law confirming that his/her partner or the person of whom the student is a dependent, is entitled to concessions under a healthcare card or pensioner card
- Student is an Aboriginal or Torres Strait Islander person

Full Exemptions:

- School based trainees (SATs)
- Year 12 Fee – Free for participants undertaking a High Priority qualification 12 months after graduating year 12

The SCF payable is a mandatory charge to either the Employer, Participant or Third Party. An Apprenticeships Info - Self Service (AISS) search is conducted by CTA for every student to determine any units of competency that could be used for Credit Transfer or Transitional gap training. If a participant has previously completed a unit of competency that forms part of their qualification they will not be charged for those units upon submission of such evidence in the form of a Statement of Attainment or Certificate.

Certificate 3 Guarantee and Higher Learning Level Skills Student Co-Contribution Fees

If students meet the eligibility criteria, SIT30616 Certificate III in Hospitality, SIT40416 Certificate IV in Hospitality and SIT50416 Diploma of Hospitality Management can be funded through the Queensland VET Investment Plan Certificate 3 Guarantee and Higher-Level Skills programs. Eligible students are required to contribute to the costs of their training through a co-contribution fee as listed below and may be paid on your behalf by an employer or another third party.

Queensland (Face-to-face delivery)

Courses	Co-Contribution Fees - Full Qualification		Co-Contribution Fees - Per unit of competency	
	Non-Concession	Concession	Non-Concession	Concession
SIT30616 Certificate III in Hospitality	\$33.00	\$16.50	\$2.20	\$1.10
SIT40416 Certificate IV in Hospitality	\$149.00	\$74.50	\$7.10	\$3.55
SIT50416 Diploma of Hospitality Management	\$199.00	\$99.50	\$7.10	\$3.55

Concessional status applies when:

- The student holds a Health Care or Pensioner Concession Card issued under Commonwealth law, or is the partner or a dependant of a person who holds a Health Care or Pensioner Concession Card and is named on the card
- The student provides CTA with an official form under Commonwealth law confirming that the student, their partner or the person of whom the student is a dependant is entitled to concessions under a Health Care or Pensioner Concession Card
- The student is an Aboriginal or Torres Strait Islander
- The student has a disability
- The student is an adult prisoner

An AISS search is conducted by CTA for every student to determine any units of competency that could be used for Credit Transfer or Transitional gap training. If a participant has previously completed a unit of competency that forms part of their qualification they will not be charged for those units upon submission of such evidence in the form of a Statement of Attainment or Certificate.

Non-State Government Funded Participant Fees

If the participant is not eligible for funding from the relevant State Training Authority, then CTA will invoice the relevant parties on a Fee for Service basis.

CTA reserves the right to cancel training programs should insufficient students be enrolled. In this event, students will be entitled to receive a full refund of the enrolment fee.

Should any student wish to cancel their enrolment to a program or course please note the following conditions are applied to refunds.

9. Refund policy

User Choice - Employer Contribution and Student Contribution Fees (SCF)

- a. Full refunds will be given for student contribution fees charged for training delivery that has not commenced at the time of the cancellation; and
- b. Proportionate refunds will be given where the Participant has withdrawn from a Unit of Competency/Module.
- c. In the event a student cancels after commencement of training, the employer contribution fee will be refunded at a pro-rata rate for units not completed or withdrawn.

Certificate 3 Guarantee and Higher Learning Level Skills Student Co-Contribution Fees

- a. In the event a student completes their training, CTA will reimburse (if charged) the Co-Contribution Fees for units where an The Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) Outcome '60' Credit Transfer, '65' Transitional gap training has been reported.
- b. In the event a student cancels their training, CTA will reimburse (if charged) the Co-Contribution Fees for units where an AVETMISS Outcome '60' Credit Transfer, '65' Transitional gap training has been reported.

Fee for Service

Any payments that have been remitted to CTA prior to cancellation are non-refundable.

Appeals

A person who is refused a refund may within seven (7) days after written notice is received, follow the Complaints and Appeals Procedure for on the CTA's website <https://ctatraining.com.au>

Training Fees for General Training Programs Offered by CTA

CTA delivers several public programs (face-to-face and online) offered on a fee for service basis including the following:

- Responsible Management of a Licensed Venue (RMLV)

- SITHFAB002 Provide Responsible Service of Alcohol (RSA)
- SITHGAM001 Provide Responsible Gambling Services (RSG/RGS)
- SITXFSA001 Use Hygienic Practices for Food Safety (Food Safety Level 1)
- SITXFSA002 Participate in Safe Food Handling Practices (Food Safety Level 2)
- SITXFSA001 Use Hygienic Practices for Food Safety (Food Safety Level 1) & SITXFSA002 Participate in Safe Food Handling Practices (Food Safety Level 2) - Food Safety Supervisor course
- Workplace Hygiene for Food Handlers (HYG)
- Customer Liaison Officer Training (CLO)
- Gaming Nominee Training

Admission to the above listed programs when delivered face-to-face is based on prior payment or payment on course commencement. The scheduled fee must be paid in full prior to the commencement of online training courses. A tax invoice will be issued as proof of purchase along with student login details.

Cancellations

Cancellation by a student must be sent in writing. This can be e-mailed to info@ctatraining.com.au or faxed to (07) 3878 6133.

They will receive a 100% refund if they provide cancellation in seven (7) working days or more, prior to the course commencement.

If they cancel in less than seven (7) working days of the course date they will be refunded 50% of their total fees or have the option of transferring to another date.

Online Delivery

Refunds will be considered in the following circumstances:

- If the student is unable to access the course within a reasonable timeframe due to technical difficulties caused by CTA website and internet service.
- If the course is discontinued.
- If a student has been charged incorrectly.
- If the student selects the wrong course and commences that course in error. CTA will organise a transfer to the correct course if the student has not completed more than one topic/unit of the course. CTA may retain 10% of the cost of the course for administrative costs.

For further information in relation to cancellations and refunds please contact CTA on (07) 3878 8977.

10. International and Overseas Students Policy

CTA can enrol persons into any nationally recognised/accredited courses to those people from Australia providing they are not considered to be an “Overseas Student”.

The Education Services for Overseas Students Act 2000 (ESOS Act) defines an “Overseas Student” as a person who holds a student visa (as defined in regulation 1.03 of the Migration Regulations 1994).

This includes the following Subclasses of visa:

- a Subclass 500 (Student) visa;
- a Subclass 571 (Schools Sector) visa;
- a Subclass 570 (Independent ELICOS Sector) visa;
- a Subclass 572 (Vocational Education and Training Sector) visa;
- a Subclass 573 (Higher Education Sector) visa;
- a Subclass 574 (Postgraduate Research Sector) visa;
- a Subclass 575 (Non-Award Sector) visa;
- a Subclass 576 (Foreign Affairs or Defence Sector) visa.

Please note persons who hold a secondary Subclass visa are subject to the same conditions.

“Overseas Students” can only be trained by training organisations who are registered on Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) as specified in the ESOS Act 2000. You can visit <http://cricos.education.gov.au> for more information.

Unfortunately, CTA is not a CRICOS registered training provider. Before a person who is not an Australian citizen enrolls in any accredited CTA course, they will be required to acknowledge, by accepting the Terms & Conditions prior to payment, that they are not an “Overseas Student” or International student. Any persons who are identified as an “Overseas Student” or International student cannot enrol or attain a statement of attainment in any accredited courses with CTA.

11. Student services

CTA will establish the needs of their students and deliver services to meet their individual needs where applicable. All students will be involved with some or all the following processes, designed to establish their educational and support needs:

- Training Plan
- Unit selection processes

The provision of educational services will be monitored to ensure that CTA continues to cater for student needs through review of student training plan, as needed. CTA will also ensure that all students receive the services detailed in their agreement.

CTA will continually improve student services by collecting, analysing and acting on any relevant data collection through students providing valuable feedback through informal and formal processes i.e. through individual student assessment feedback, course evaluation feedback, quality indicators — student engagement surveys.

12. Student support services

Students have access to a wide range of support services, including:

- RTO Manager
- Trainers and Assessors

13. Provision for language, literacy and numeracy assistance

If you are undertaking a VET subject, which has units of competency from a training package, you will find that basic literacy/numeracy elements have been incorporated. This should help you learn these basic literacy/numeracy components more readily, as they are being delivered and assessed in the context of an industry vocational area of your choice. If you still feel you need additional language, literacy or numeracy support, please seek further advice from the RTO Manager.

14. Access and equity

CTA is firmly committed to achieving best practice in the provision of vocational education and training in Australia. CTA acknowledges that this is dependent on non-discriminatory access to services and comparable educational outcomes by all groups in society. By providing accessible and equitable vocational education and training, employment and youth services all participants will be able to develop knowledge and skills to enhance life and work opportunities.

CTA recognises that groups of people in society have experienced, and continue to experience, institutional disadvantage and unequal educational outcomes. Target groups include women, Aboriginal and Torres Strait Islanders, people of non-English speaking backgrounds, people with physical or intellectual disabilities and the long term unemployed.

15. Flexible learning and assessment procedures

The following represent the basic VET assessment principles of CTA. They are designed to promote fairness and equity in assessment:

- All students will be fully informed of the assessment procedures and requirements and will have the right to appeal.
- Students will be given clear and timely information on assessment.
- Information given to students, on the assessment cover sheet, will include -
 - advice about the assessment methods
 - assessment procedures
 - the criteria against which they will be assessed
 - when and how they will receive feedback
- Students will sight their profile sheet of results in each subject on at least two occasions throughout their course.
- The assessment approach chosen will cater for the language, literacy and numeracy needs of students.

- Any special geographic, financial or social needs of students will be considered in the development and conduction of the assessment.
- Reasonable adjustment will be made to the assessment strategy to ensure equity for all students, while maintaining the integrity of the assessment outcomes.
- Opportunities for feedback and review of all aspects of assessment will be provided to students.
- A clearly documented mechanism for appeal against assessment processes and decisions is available to students and is publicly available in this handbook.

Your Trainer and Assessor will provide you with a thorough overview of the assessment requirements for your individual course. The following information, however, represents some general information about the VET assessment process adopted at CTA.

16. Competency based assessment

To be successful in gaining competency, students must demonstrate consistent application of knowledge and skill to the standard of performance required in the workplace. Students must be able to transfer and apply skills and knowledge to new situations and environments.

Assessment methods

Assessments conducted for all nationally recognised outcomes will involve assessment in a continual evidence gathering mode. The units selected on your training plan will have a range of skills that are required to be assessed, this may include theoretical component assessment, practical assessment (demonstration of skills) and according to the methods of assessment selected for the units of study you are undertaking may involve, your trainer, your supervisors, your manager or your school.

CTA recognises that each participant will absorb and become confident about new information at differing levels and in different ways. Each participant therefore will be treated separately regarding their needs and approaches to learning and assessment.

Important note: Each participant needs to be aware that they must only commence assessment for a skill whether theoretical or practical when they feel confident and comfortable to do so. Prior to commencing any period of assessment, should the participant not feel comfortable or confident they should let the trainer/assessor know. Other assessment arrangements that better meet the needs of the participant can be entered.

Assessment for the participant with CTA will be made up of the following components:

- Diagnostic assessment – this form of assessment will generally begin at the commencement of your chosen field of study and will involve the trainer establishing your prior experiences in the area of study to be undertaken.
- Formative assessment – this form of assessment is a continuous evidence gathering exercise and will occur throughout your interactions with your study group and/or trainer, exercises such as group interaction and discussion, presentations and question and answer sessions and theory assessments.

- Summative assessment – this stage of assessment will involve the bringing together of the ‘diagnostic assessment’ and the ‘formative assessment’ to make final decisions in relation to whether competency has been achieved.

Re-evaluation of Assessments

Any enrolled student has the right to approach an appropriate academic staff member or assessor concerned for an initial re-evaluation of any assessment no later than ten (10) working days after the results have been provided to the student.

Academic Appeals process

A student wishing to seek appeal against an academic decision shall adhere to the following avenues of appeal:

- Informal approach may be made to the teacher/trainer.
- If the student is dissatisfied with the decision of the teacher, the student shall have further right to appeal to the General Manager.
- If the student is dissatisfied by the decision of the General Manager Director - Training the student has the right to appeal to the Director - Training.

The CTA Complaints and Appeals Procedure can be requested at any time and is also made publicly available through our website.

17. Student access to accurate records policy and procedures

CTA is committed to regularly providing student with information regarding their participation and progress.

The Trainers and Assessors must maintain accurate and current records of each student’s progress towards and achievement of competencies.

Trainer and Assessors will provide access to a student’s own records at least once every 3 months, or on request by the student.

18. Confidentiality procedure

Information about a student, except as required by law or as required under the VET Quality Framework, is not disclosed without the student’s written permission and that of their parent or guardian if the student is less than 18 years of age. CTA will ensure that have written consent from each student.

19. Employer contributing to learner's training and assessment

Wherever possible students will be placed in workplaces that provide experience in the competencies included in their qualifications. Students on work placements may record their activities in a workplace experience logbook (or similar document). The work placement organiser/teacher will seek the cooperation of the workplace supervisor in the sign-off on the accuracy of the student's entries in the log. This logbook (or similar document) may be used by the assessor to support judgments of competency. Students will be placed in workplaces where it forms a mandatory requirement of the Training Package or Accredited course.

20. Complaints and appeals procedures

Complaints and appeals are managed in a fair, efficient and effective manner. CTA will create an environment where student's views are valued. Participants are to request a complaint/appeals interview with the General Manager.

- The interview will be conducted with the General Manager, participant and an agreed witness.
- Following the interview, a report will be compiled, and in line with quality standards a copy of the report will be provided to the participant, which will outline the action to be taken.
- All efforts will be made to equitably come to a fair decision that reflects the needs of the participants and the needs of CTA.
- Where no such agreement can be made an independent negotiator will be engaged at CTA expense to arbitrate the situation. If no satisfactory conclusion can be reached final arbitration will be sought from the relevant State Training Authority. If the complaint comes about due to an unsatisfactory academic result being published the complainant has the right to appeal the decision in writing to the General Manager.
- Each complaint and appeal and its outcome is recorded in writing.
- Each appeal is heard by an independent person or panel.
- Each appellant:
 - has an opportunity to formally present his or her case
 - is given a written statement of the appeal outcomes, including reasons for the decision
- CTA will act upon the subject of any complaint found to be substantiated.
- Complaints can be raised with CTA on a confidential basis at any time.

CTA Complaints and Appeals procedure can be requested at any time and is also made publicly available through our website.

The RTO Manager will keep a Register of Complaints which documents all formal complaints and their resolution. Any substantiated complaints will be reviewed as part of the continuous improvement procedure.

21. Recognition arrangements for Recognition of Prior Learning

Many of the people participating in training with CTA may have substantial experience in, and knowledge of their industry and are therefore entitled to gain recognition for this towards the completion of their chosen qualification. Under the guidelines of this program all participants are both entitled and encouraged to access the advantages of Recognition of Prior Learning (RPL) and it is the purpose of this document to briefly outline how this process works.

RPL is based on the awareness that people learn in many ways throughout their lifetime—through work experience and life experience as well as through education and training. RPL considers a person's skills and experiences, no matter how they were obtained, to allow them to gain credit for a course of study.

In broad terms the process of RPL involves matching what the participants already know and can do with the learning outcomes/performance criteria of the course. If a participant can show they have already attained the learning outcomes for any of the units they do not have to undertake those units. This situation can have very real and obvious benefits for those who access it.

The key point to understand about RPL is that it is based on the notion of evidence and more particularly evidence that shows how the performance criteria of the program have been met. It is a retrospective process which requires the candidate to link their experience and learning to very specific course requirements. In some cases, the process of seeking RPL, the subsequent work involved in detailing evidence and the linking of this evidence to the course outcomes is more time consuming than following the prescribed course material and this needs to be considered by those who consider seeking RPL.

What to do next

If you are enrolled and believe that you have experience/training in the area of study within the program like to seek RPL then the sooner the process of evidence gathering begins the better.

The types of evidence that should be collected in the first instance are records of any training and work experience that you have been involved with in the past.

Evidence that is of value includes:

- Copies of Certificates or Statements of Attainment.
- Instruction manuals/books etc. that you have completed.
- Diaries that indicate your involvement in the chosen industry.
- Authentic "checkable" references of your past work experience that helps to point out your role as a professional within your chosen industry.

22. Recognition of AQF qualifications and statements of attainment issued by another RTO

Credit is the application under national recognition, where a candidate holds a full qualification and Statement of Results or a Statement of Attainment in partial completion of a qualification, issued by a Nationally Registered Training Organisation (NRTO) and who's issued documents, hold the Nationally Recognised Training Logo.

CTA will recognise partial or completed statements, which hold the above- mentioned endorsement. There is no charge for credit application as the candidate has already either been funded or paid for the recognition they hold (note: providing all currently required pre- requisites have been met).

If the candidate is submitting documentation that is pre-the introduction of Training Packages then, the national mapping documents will be utilised to match pre-issue units to the new elements of competence.

23. Unique Student Identifier

The Unique Student Identifier (or 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
- Will give you access to your training records and transcripts (available in late 2016)
- Can be accessed online, anytime and anywhere
- Is free and easy to create and stays with you for life
- All students undertaking a vet qualification are required to have a USI.
- CTA will generate a USI on behalf of a vet students with their permission and who have provided a copy of one of the following forms of identification:
 - Birth certificate
 - Passport
 - Driver's Licence

Once the USI is generated an email will be sent to student advising them that a USI has been created. The email will contain the USI and a link to activate the account. To do so, students will be required to set a password and security questions after which they will be able to log into their USI account. CTA will also record and maintain the USI once it has been generated.

Students who already have a USI are required to provide this to CTA so that a Certificate or Statement of Attainment can be issued.

More information regarding USI's is available at:

<https://www.usi.gov.au/documents/students-and-usi-factsheet-students>

24. Certification and issuing qualifications

The RTO, must issue to students whom it has assessed as competent in accordance with the requirements of the Training package or VET accredited course, a VET qualification or VET statement of attainment (as appropriate) that meets the requirements of the Standards for RTOs 2015.

CTA will ensure that through the implementation of the AQF Qualifications Issuance Policy:

- Students will receive the certification documentation to which they are entitled
- AQF qualifications are correctly identified in certification documentation
- AQF qualifications are protected against fraudulent issuance
- A clear distinction can be made between AQF qualifications and non-AQF qualifications
- Certification documentation is used consistently across the RTO, and
- Students and parents/guardians are confident that the qualifications they have
- been awarded are part of Australia's national qualifications framework – the AQF
- The RTO, will establish anti-fraud mechanisms by including the RTO's own logo
- watermarked to ensure there is no fraudulent reproduction or use of credentials.

Replacement of certification documentation

CTA maintains a Register of Certification Documents Issued for 30 years from the date of issue. This allows learners to request a reissue of their documentation at a later date. The RTO ensures that this is stored in an accessible format electronically and kept securely.

Electronic reissuing of Certificates or Statements of Attainments electronically will be free of charge and a reprint will \$20.00 payable over the phone via credit card. The process for a learner, or former learner, to request a reissue of their documentation is as follows:

- All requests for a replacement qualification or statement of attainment must be in writing (email is acceptable) from the learner to admin@clubtraining.com.au with contact details.
- The request will be forwarded to the Administration Team to coordinate who may print the certification documentation.
- The RTO will access the archived records/Register of Certification Documentation Issued to access the required information for the replacement document.
- The replacement will be issued with 30 working days of receipt of the written request.