



# Your Rights & Responsibilities

# Student Handbook

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## 1. Introduction

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

This handbook has been developed to assist with the administrative processes which you need to be aware of, 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.



John Dickson

Managing Director

## 2. 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 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.

### 3. 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.

- CTA provides the following assurances for best practice in the field of training and education:
- All students enrolled with CTA will be treated fairly and equitably.
- Fair access will be made available to candidates wishing to join a program being conducted by CTA.
- All students enrolled into a program being conducted by CTA will be invited to provide feedback to the organisation both informally and in formal feedback sessions.
- Any student or client who feels that they have not been dealt with fairly, may request that the Chief Executive Officer reviews the matter and a decision be made.
- CTA's assurance is to provide current training standards delivered by industry experienced and qualified personnel.
- CTA will offer nationally recognised units from the National Training Register <https://training.gov.au/> and will be tailored to individual or employer specific needs.
- CTA 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. To obtain this CTA must have been provided with a validated Unique Student Identifier (USI).
- For candidates who complete the required competencies within a program to equal a qualification, a certificate will be issued. To obtain this CTA must have been provided with a validated Unique Student Identifier (USI).
- CTA will comply with commonwealth and state laws regarding Equal Employment Opportunities, Anti-Discrimination and Workplace Health and Safety.
- In addition, CTA will follow the National Privacy Principles.

### 4. General Information

**Head Office Location:** Ground Floor, 55 Holland Street, Northgate QLD 4013

**Postal Address:** PO Box 263, Northgate QLD 4013

**Telephone:** (07) 3878 8977 - Press 1 for the Student Services Team, and 2 for Online Support.

**Email:** [admin@ctatraining.com.au](mailto:admin@ctatraining.com.au), [online@ctatraining.com.au](mailto:online@ctatraining.com.au)

**Website:** [www.ctatraining.com.au](http://www.ctatraining.com.au)

CTA administration offices and training rooms are located on Ground Floor, 55 Holland Street, Northgate.

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

CTA operates training programs in the following states:

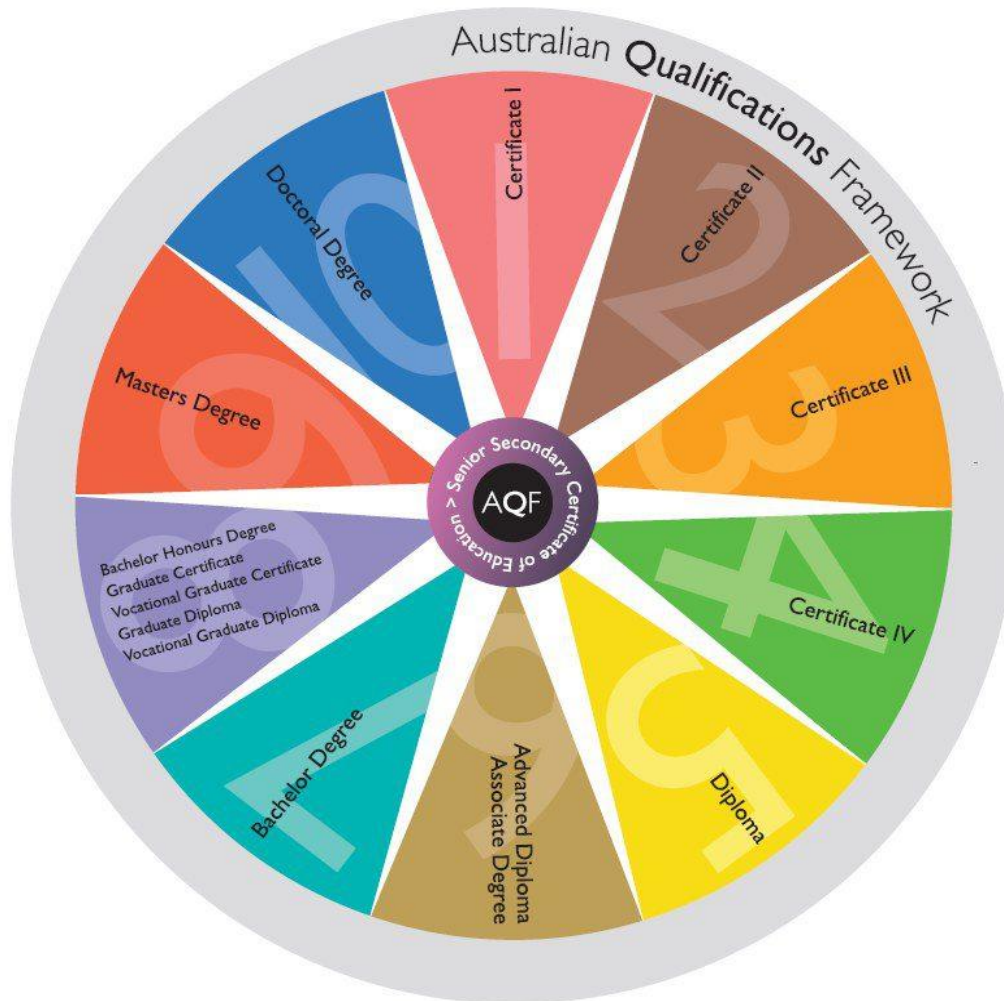
- |                     |                                |
|---------------------|--------------------------------|
| • Queensland        | • South Australia              |
| • New South Wales   | • Tasmania                     |
| • Victoria          | • Australian Capital Territory |
| • Western Australia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

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



## 5. 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

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

## 6. Student selection, enrolment and induction procedures

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

All CTA Staff will induct all VET students with this handbook.

## 7. Discipline

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

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

The trainer/assessor has the right to remove any student from a class should they feel that the ongoing participation of the student will adversely affect the learning ability of other students and/or the trainer/assessor's ability to conduct effective training.

## 8. Anti-Discrimination and Sexual Harassment

CTA takes a zero-tolerance to any form of unlawful discrimination and sexual harassment. This includes discrimination and or sexual harassment that occurs in the workplace or in any work-related context including, but not limited to, face to face training sessions, virtual training sessions via Zoom or Teams, online or in-person.

### 8.1 What is Anti-Discrimination?

#### Direct Discrimination

**Direct discrimination** occurs where a person treats or proposes to treat, a person less favorably than another person in the same or similar circumstances for the substantial reason of them having or being perceived as having any of the following attributes.

Direct Discrimination may include:

- Offensive "jokes" or comments about another worker's racial or ethnic background, sex, sexual preference, age or disability.
- Display of pictures, computer graphics or posters which are offensive or derogatory;
- Expressing negative stereotypes of particular groups, e.g. "married women shouldn't be working";
- Judging someone on their political or religious beliefs rather than their work performance;
- Using stereotypes or assumptions to guide decision making about a person's career;
- Calling people names associated with an attribute; or
- Undermining a person's authority or work performance because you dislike one of their personal characteristics.

#### Indirect Discrimination

**Indirect discrimination** occurs when an unreasonable requirement, condition or practice is imposed that persons with one or more of the above attributes cannot comply with, whereas most persons without the attribute can comply.

## Unlawful Vilification

It is unlawful to incite hatred towards, serious contempt for, or severe ridicule of a person because of their race, religion, sexuality or gender identity, by a public act. We refer to this as unlawful vilification.

### 8.2 What is Sexual Harassment?

- Sexual harassment involves any unwelcome sexual advance, unwelcome request for sexual favours or other unwelcome conduct of a sexual nature which makes a person feel offended, humiliated or intimidated, and where that reaction is reasonable in the circumstances.
- It covers a wide range of behaviours of a sexual nature and can be verbal, written, visual or physical.
- Sexual harassment can involve conduct by one or more people and can be a single incident, repeated conduct or part of a course of conduct.
- Sexual harassment is not limited to members of the opposite sex. SG recognises that sexual harassment may occur between people of the same sex.
- Sexual harassment is against the law regardless of the sex, sexual orientation or gender identity of the people involved.
- The person engaging in the unwelcome behaviour does not have to intend to be sexually harassing the other person for the behaviour to be considered sexual harassment. Regardless of what was intended, sexual harassment is defined by the reasonably foreseeable nature and the impact of the behaviour, and not the intention behind it.
- If a person does not object to the inappropriate behaviour at the time, it should not be assumed that they are giving their consent to it. Consent to such conduct must be clear and unambiguous, freely given at the time and which continues to be freely given. Complex workplace dynamics, including power imbalances and concerns about reprisal, may prevent the person from expressly objecting to the conduct or to freely consenting to the conduct.

#### Sexual harassment may include, but is not limited to:

- comments about a person's sex life or physical appearance;
- comments of a sexual nature;
- leering and staring;
- following, watching or lingering;
- unwanted touching, such as brushing up against a person, fondling or hugging;
- 'flashing';
- sexual gestures or jokes or imitating a sexual act;
- sexual propositions;
- repeated unwanted requests for dates or for contact;
- making promises or threats in return for sexual favours;
- sexual jokes or innuendo;
- comments about a person's clothing;
- offensive telephone calls, text messages or communications on social media platforms;
- displays of offensive photographs, reading matter or objects;
- sending jokes or graphics of a sexual nature by email, internet, fax or mobile phone;
- unwelcome questioning about a person's private life;
- offensive screensavers, pictures, posters or gifts;
- unwanted requests for sex;
- stalking, sexual assault, indecent assault or rape (which are also criminal offences); and
- engaging in any other unwelcome conduct of a sexual nature in relation to the other person, whether in person, or on line, or remotely, and the conduct would reasonably be perceived as likely to offend, humiliate or intimidate the other person, whether that perception was intended or not.

## 9. Qualification or accredited course information

Information pertaining to a student's qualification or accredited course can be sourced from the course information page on our website <https://clubtraining.com.au/> or by talking to any CTA staff member.

Information available to students regarding their course 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, charges and refunds
- Course outcomes and pathways
- Work experience requirements (where applicable)
- Licensing requirements (where applicable)
- Third party arrangements (where applicable)

## 10. 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 registered training organisation's (RTO) scope of registration. If CTA loses access to these resources, it will provide students with alternative opportunities to complete the course and the related qualification.

## 11. Legislative requirements

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

CTA 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](#)

Please contact CTA Head Office for further information.



## 12. Queensland Government Funded Programs

CTA has a Skills Assure Suppliers (SAS) status with the Department of Trade, Employment and Training (DTET) which allows CTA to deliver subsidised training and assessment services under a range of publicly funded programs. Further information regarding program specific rules, costs, eligibility requirements and funding for students provided by both State and Federal Departments can be found at:

- Apprenticeships and Traineeships - <https://desbt.qld.gov.au/training/apprentices>
- General Training - <https://desbt.qld.gov.au/training/employers/funding>
- Queensland State Government **Department of Trade, Employment and Training** (DTET) - <https://desbt.qld.gov.au/>
- Australian Government <https://my.gov.au/en/services/education>
- Or by calling CTA on (07) 3878 8977

### Apprenticeship and Traineeship pathway

The Apprenticeship and Traineeship program provides the flexibility for apprentices, trainees and their employers to select a preferred RTO from a list of Skills Assure Suppliers (SAS) for the delivery of nationally recognised, accredited training to meet their specific needs. This Pathway is part of the Australian Apprenticeships system and requires all parties to sign an Apprenticeship and Traineeship Training Contract (the Contract) as defined by the *Further Education and Training Act 2014*. Apprentices and Trainees enter into a legally binding training contract with their employers and receive structured training to achieve a nationally recognised qualification.

### General Training pathway

Qualifications and introductory skill sets delivered through a general training pathway are available for direct enrolment and do not require the student to enter into a training contract via the Apprenticeship / Traineeship pathway with an employer.

### 12.1 Career Start

Career Start provides individuals with the support and skills to start their career.

The program provides training to help individuals find a job, and supports those already employed to move into more skilled and/or full time roles. Career Start supports delivery of entry level training to students, apprentices and trainees aligned with the skills and outcomes required for the chosen industry.

Career start offers either a:

#### Employment-based Apprenticeship or Traineeship Pathway eligibility

Eligible Students must meet the following criteria:

- Are currently employed as a Queensland apprentice or trainee (under a registered training contract) in an eligible apprenticeship or traineeship Qualification through this Program;
- Not currently be enrolled in a Qualification;
- Not be a school student;

#### School Based Apprenticeship and Traineeships eligibility

Eligible Students will be able to be funded for a maximum of one (1) School-based apprenticeship or traineeship and must meet the following criteria:

- Be enrolled in Year 10, 11, or 12 in a Queensland School, unless undertaking an electrotechnology school-based apprenticeship, in which case the student must be in Year 11 or 12;
- Not be concurrently enrolled in any other Qualifications funded by the Department; and
- Have entered into a training contract (training contract) for a Qualification that is funded by the Department and be registered on the Department's training database.

## General Training Pathway eligibility

Eligible Students must meet the following criteria:

- Be a permanent Queensland resident;
- Be an Australian citizen, or Australian permanent resident (includes humanitarian entrant), or temporary resident with the right visa and work permits on the pathway to permanent residency, or a New Zealand citizen
- Not currently be enrolled in a Qualification
- Not have previously completed a certificate III or higher-level Qualification within the last 10 years for a general training pathway; and
- Not exceed a maximum of two government-funded apprenticeships/traineeships within a 10-year period. An individual cannot do two general pathway qualifications under Career Start.

### 12.2 Career Boost

Career Boost aims to take a person's career to the next level, enabling them to grow and apply their skills to existing or new job roles and to support productivity growth and workplace innovation.

The program delivers training to help individuals develop the higher-level skills needed to secure employment, advance their careers, or progress to further education and training to undertake university or tertiary qualifications.

Career Boost offers either a:

#### Employment-based Apprenticeship or Traineeship Pathway eligibility

Eligible Students must meet the following criteria:

- Are currently employed as a Queensland apprentice or trainee (under a registered training contract) in an eligible apprenticeship or traineeship Qualification through this Program;
- Not currently be enrolled in a Qualification;
- Not be a school student;
- Not exceed a maximum of two government-funded apprenticeships/traineeships within a 10-year period.

#### General Training Pathway eligibility

Eligible Students must meet the following criteria:

- Aged 15 years or older;
- Not be a school student;
- Eligible Students must meet the following criteria:
- Be a permanent Queensland resident;
- Be an Australian citizen, or Australian permanent resident (includes humanitarian entrant), or a temporary resident with the right visa and work permits on the pathway to permanent residency, or a New Zealand citizen;
- Not already have a Certificate IV or higher qualification (including tertiary qualification) completed within the last 10 years (qualifications completed as a school student, and foundation skills qualifications, do not count).
- Not be enrolled in any other qualification, whether funded or unfunded, except for foundation skills qualifications.

Under Career Boost, an eligible individual **may** access:

- One subsidised training place in either a certificate IV, diploma, or advanced diploma qualification under the general training pathway;
- A higher level apprenticeship/traineeship at certificate IV or above; **and**
- up to two subsidised skill sets in priority industries or sectors as part of the program.

If the individual has already accessed two apprenticeships/traineeships through a school based apprenticeship or traineeship (SAT) or Career Start within the last 10 years, they are **not** eligible to undertake an apprenticeship/traineeship under Career Boost. An individual cannot do two general pathway qualifications under Career Boost.

### 12.3 Vocational Education and Training in Schools (VETiS) pathway

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.

## 13. Fees and charges

### 13.1 Queensland Government Co- Contribution Fees

#### Apprenticeship and Traineeships

If the student fulfils the eligibility criteria, they may be eligible to receive a Government contribution for their training. In addition to this the Co-Contribution Fees are a student's or employers contribution to the cost of tuition. The Fees are a mandatory charge required by the Queensland **Department of Trade, Employment and Training** (DTET) detailed within the Career Start and Career Boost Policy. The charge is calculated as \$1.60 per nominal hour for units completed/module delivered.

- The fees will be charged in instalments as detailed below:
- 30% of the qualification paid in full prior to the training starting.
- Installments based on individual agreements organised with CTA.

Partial Exemptions - Only 40% of the Co-Contribution fee 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 is not at school and has not completed year 12;
- Student provides evidence that they hold a Health Care, Veteran or Pensioner Concession Card issued under Commonwealth law or is the partner or a dependent of a person who holds such a card, and is named on said card.
- Student provides an official form under Commonwealth law that the individual, their partner or the person of whom they are dependent, is entitled to concessions under a Health Care, Veteran or Pensioner or Concession Card.
- Identifies as a First Nations person (Aboriginal and Torres Strait Islander person).

Full Exemptions:

- School based apprentices or trainees (SATs); or
- Specific fee-free training programs as announced by the Queensland Government.
- A student applicable for the Free apprenticeships for under 25s initiative

The co-contribution fee is a mandatory charge to either the Employer, Student 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 student 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, Qualification Certificate or USI transcript.

#### General Training

If students meet the eligibility criteria, the following qualifications may be funded through the Queensland **Career Start** and **Career Boost** General Training 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 their behalf by an employer or another third party which is unrelated to CTA, but cannot be paid or waived by CTA (whether directly or indirectly).

Co-Contribution Fees Queensland (Face-to-face delivery) *				
Courses	Full Qualification Non-Concession	Per unit of competency non-concession	Full Qualification Concession	Per unit of competency Concession
SIT20421 Certificate II in Cookery	\$99.00	\$7.62	\$49.50	\$3.81
SIT20322 Certificate II in Hospitality	\$99.00	\$8.25	\$49.50	\$4.13
SIT30622 Certificate III in Hospitality	\$199.00	\$13.27	\$99.50	\$6.64
BSB30120 Certificate III in Business	\$199.00	\$15.31	\$99.50	\$7.65
SIT30122 Certificate III in Tourism	\$199.00	\$13.27	\$99.50	\$6.64
SIT40422 Certificate IV in Hospitality	\$299.00	\$14.24	\$149.50	\$7.12
SIT40521 Certificate IV in Kitchen Management	\$799.00	\$24.21	\$399.50	\$21.15
SIT50422 Diploma of Hospitality Management	\$499.00	\$17.82	\$249.50	\$8.91

\*Fees effective 1 July 2025

Concessional status applies when:

- The student holds a Health Care, Veteran or Pensioner Concession Card issued under Commonwealth law, or is the partner or a dependent of a person who holds a Health Care, Veteran 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 dependent is entitled to concessions under a Health Care or Pensioner Concession Card;
- The student identifies as Aboriginal and Torres Strait Islander
- The student has a disability; or
- 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 student 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, Qualification Certificate or USI transcript.

### 13.2 Fee for Service Fees

If the student 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.

### 14. Online payment options

Courses can be purchased through the CTA website. Online payment options available for courses include

- Credit Card (via Stripe), attract a transaction fee of 1.75%.
- PayPal, attract a transaction fee of 2.65%.

## 15. Refund policy

### 15.1 Queensland Government – Co-Contribution Fee

Full refunds will be given for co-contribution fees charged for training delivery that has not commenced at the time of the cancellation; and

Proportionate refunds will be given where the Student has withdrawn from a Unit of Competency/Module.

In the event a student completes or cancels their training, CTA will reimburse (if charged) the Co-Contribution Fees for units where the unit outcome '60' Credit Transfer, '65' Transitional gap training has been reported.

### 15.2 Fee for Service

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

### 15.3 Cancellation and Refunds for face-to-face / virtual day courses

All refund requests must be made during business hours via phone at 07 3878 8977

- All cancellations requested **more** than 3 business days before the course starts:
  - A refund will be provided equal to the booking price minus a \$50 admin fee with the exception of NSW Regulatory courses
  - For NSW Regulatory courses the cost of the interim certificate included in the course price will be refunded only
- All cancellations requested **less** than 3 business days before the course starts:
  - A refund will be provided equal to the booking price minus a \$100 admin fee with the exception of NSW Regulatory courses
  - For NSW Regulatory courses the cost of the interim certificate included in the course price will be refunded only
- No-shows and cancellations requested the day of the course:
  - No refund will be provided.



#### 15.4 Rescheduling Policy for face to face / virtual day courses:

- A \$25 admin fee will be applied every time a ticket is rescheduled from one course instance to another.
- A booking/ticket may only be rescheduled once.
- The admin fee will need to be made at the time of rescheduling.
- Rescheduling requests must be made during business hours via phone at 07 3878 8977.
- CTA Training Specialists will not accept rescheduling requests made within 24 hours of the course start time.

#### 15.5 Online short courses

Cancellations must be sent in writing during business hours. This can be emailed to [online@ctatraining.com.au](mailto:online@ctatraining.com.au).

- The student will receive a 100% refund (minus any transaction fees) if the student cancels in writing with in seven (7) working days of the course purchase date.
- If the student cancels more than seven (7) days after the course purchase date no refund will be provided.
  - Any government fees associated to the course purchase price will be refunded
  - If the student purchases the wrong course CTA will organise a transfer to the correct course and charge any difference in course price. No refund in course price will be provided if the correct course is cheaper than the original course purchased price.

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 the CTA website and/or Learning Management System.
- If the course is discontinued.
- If a student has been charged incorrectly.

Please note that if you have paid via Stripe the Stripe Fee will not be refunded.

Please note that if you have paid via Credit Card the Credit Card Fee will not be refunded.

Please note that if you have paid via PayPal the PayPal Fee will not be refunded.

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

#### 15.6 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 website <https://ctatraining.com.au>.

### 16. International and Overseas Students Policy

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. Visit <http://cricos.education.gov.au> for more information.

CTA is not a CRICOS registered training provider. Therefore 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 with the exception that the enrolment is in the courses listed in below, made effective 29 June 2021 via the *Education Services for Overseas Students (Exempt Courses) Instrument 2021*:

- SITHFAB021 Provide Responsible Service of Alcohol (RSA)
- SITHGAM022 Provide Responsible Gambling Services (RSG/RGS)
- SITXFSA005 Use Hygienic Practices for Food Safety
- SITXFSA006 Participate in Safe Food Handling Practices
- HLTAID011 Provide First Aid

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 accredited courses with CTA unless the enrolment is in the courses listed above.

*Please note that from January 1, 2023 International students studying in Australia with an Australian education or training provider will need to get a USI before being issued with their nationally accredited certificate/s. Read more [here](#).*

## 17. Student support services

### 17.1 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 reviews of the 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 via student feedback. This may include course evaluation feedback and quality indicators through student engagement surveys.

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

- Chief Executive Officer
- Chief Operating Officer
- Training Manager
- Compliance and Administration Manager
- Operations Manager
- Trainers and Assessors; and
- CTA Online and Student Services team.

### 17.2 Language, literacy numeracy and digital support

Students may be assessed in order to ascertain if their Literacy and Numeracy skills are sufficient to successfully undertake the training program. This is usually via interview or completion of an exercise contained in the proposed training program.

Basic literacy/numeracy elements have been incorporated into units of competency from a training package in the

VET course being undertaken. This should enable basic literacy/numeracy components to be learnt more readily, as they are being delivered and assessed in the context of the industry vocational area of choice.

Individuals may wish to seek additional help with their literacy and numeracy and can access information about their nearest LLN provider by calling The Reading Writing Hotline on 1300 655 506 or refer to their website at <https://www.readingwritinghotline.edu.au/>. Any costs incurred will be the responsibility of the student.

### 17.3 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 students 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. Government identified target groups include women, First Nations People (Aboriginal and Torres Strait Islander peoples), people of non-English speaking backgrounds, people with physical or intellectual disabilities and the long term unemployed.

### 17.4 Inclusion and diversity

CTA celebrate the diverse backgrounds, identities, and abilities of all students, including those with disabilities, students from different cultural or linguistic backgrounds, and those with diverse gender identities or sexual orientations. We ensure all students have equal access to learning opportunities, resources, and training activities which can include providing reasonable adjustments to assessments, different training methods, and a supportive environment with diverse learning needs.

- All students should feel welcome, respected, and able to take part in learning, no matter their background, identity, or ability. CTA aims to provide a safe and supportive place where all students can succeed. This involves working together to help every student do their best. Respectful relationships are important, and CTA works hard to prevent bullying, discrimination, or unfair treatment based on things like race, religion, gender, or sexuality.

### 17.5 Wellbeing

student wellbeing is important to CTA, and we're committed to creating a safe, supportive, and inclusive environment where you can thrive throughout your training journey. We have systems in place to identify the types of support students may need, and we provide services that are suited to the training you're doing and your individual circumstances.

Our trainers and staff are trained to recognise when students might need a bit of extra help and can guide you towards the right support options. You'll also receive information on how to access a range of wellbeing resources, including:

- Study skills support assisting with time management and organisation skills.
- Referrals to Mental health and counselling professionals to support emotional wellbeing.
- links to local Cultural and community support networks that understand and support background, identity, or life stage.
- Referrals to Safety and personal wellbeing support services if you are experiencing any form of abuse, harassment, or violence.

We're always working to improve how we support student wellbeing. This means we regularly ask for feedback and stay up to date with current best practices to make sure you're getting the help you need when you need it.

## 18. 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; and

A clearly documented mechanism for appeal against assessment processes and decisions is available to students and is publicly available in this handbook.

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

## 19. 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.

### 19.1 Assessment methods

Assessments conducted for all nationally recognised outcomes will involve assessment in a continual evidence gathering mode. The units selected on the 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 being undertaken may involve; trainers/assessors, supervisors, managers or schools.

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

Important note: Each student 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 student not feel comfortable or confident they should let the trainer/assessor know. Other assessment arrangements that better meet the needs of the student can be entered.

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

- Diagnostic assessment – this form of assessment will generally begin at the commencement of the chosen field of study and will involve the trainer/assessor establishing 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 interactions with the study group and/or trainer/assessor, exercises such as group interaction and discussion, presentations and question and answer sessions and theory assessments; and
- 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.

### 19.2 Competency not achieved/fail

A student will have three (3) attempts of each assessment required for a Unit of Competency. If after the third attempt the student is not yet competent a result of ‘Competency not achieved/fail’ will be recorded for that unit of competency.

### 19.3 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.

### 19.4 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 trainer/assessor;
- If the student is dissatisfied with the decision of the trainer/assessor, the student shall have further right to appeal to the Chief Executive Officer and
- If the student is dissatisfied by the decision of the Chief Executive Officer, the student has the right to appeal to the Managing Director - Training.

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

## 20. Student access to accurate records policy and procedures

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

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.

### 20.1 Confidentiality

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 it has written consent from each student.



## 21. Privacy

### Our Commitment

CTA Training Specialists (CTA) respects the confidentiality of information and is committed to the protection of the individuals' right to privacy in accordance with the Privacy Act 1988 and the National Privacy Principles.

Your privacy is important to us. This statement outlines our policy on how we manage the personal information we hold about our customers and others. It applies to all operations within CTA, including visitors to our website.

### Collection Of Personal Information

As part of the enrolment and providing of education, we only collect personal information which is necessary to conduct our business functions.

CTA will be responsible for the collection of student and client information which can include, but not limited to:

- Name
- Address
- Contact details – phone number and email address
- Age
- Unique Student Identifier (USI)
- Payment details

This information will be collected by lawful and fair means and will not be collected in an unreasonably intrusive way.

All staff at CTA will make reasonable efforts to ensure that information collected and kept is secured at all times. All staff take care to ensure that any personal information will be reasonably protected from misuse, loss, unauthorised access, modification or disclosure and will be maintained by us in an accurate, complete and up to date manner.

### Storage and Use of Collected Information

CTA has a responsibility to the individual to handle and maintain this information in a secure manner as practically possible.

Safeguarding the privacy of this information is important to us, whether the interaction with us is personally, by phone, mail, over the internet or other electronic medium. We will use our best efforts to ensure that the information submitted to us remains private, and is used only for the purpose agreed to.

We only use the personal information we have collected about you as it directly relates to a sale with use.

We are committed to protecting the privacy of our students by ensuring any videos / imagery you submit will only be disclosed to relevant Trainers and Assessors and only used for the purpose of assessing and grading units of competency.

We do not sell your details to third-parties for any purpose. In accordance with the Privacy Act 1988 we may need to disclose personal information about you in certain circumstances such as to comply with a subpoena or court order. These circumstances are outlined on the government website: <http://www.privacy.gov.au/>

From time to time we may use your personal information to provide you with news or offers about products and services available from CTA or its related companies that may be of interest to you. At any time, if you no longer wish to receive this additional marketing material please contact us on [admin@ctatraining.com.au](mailto:admin@ctatraining.com.au).

Our websites may contain links to other websites and those third party web sites may collect personal information about you. We are not responsible for the privacy practices of other businesses or the content of websites that are linked to our website. CTA encourages users to be aware when they leave the site and to read the privacy statements of each and every website that collects personally identifiable information.

### Access To Your Personal Information

Individuals can access and correct the personal information held on our systems by establishing contact via e-mail on [admin@ctatraining.com.au](mailto:admin@ctatraining.com.au) or Call (07) 3878 8977. You will be required to verify your identity and specify what

information you require.

### Disclosing Personal Information To Third Party

We may disclose your personal information for the purposes for which it is primarily held or for a related secondary purpose and in some cases, we may only disclose information with your consent.

In accordance with the Privacy Act 1998, we reserve the right to disclose your personally identifiable information as required by law and when we believe that disclosure is necessary to protect our rights and/or comply with a judicial proceeding, court order, or legal process served on our Website. These circumstances are outlined on the government website: <http://www.privacy.gov.au>

We are required by law (under the National Vocational Education and Training Regulator Act 2011) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NCVER Act) to disclose your personal information to the relevant state or territory training authority. For more information about how the NCVER will handle your personal information please refer to [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy).

We may on occasion use your personal information to provide you with news or offers about products and services available from CTA that may be of interest to you. At any time, if you no longer wish to receive this additional marketing material please contact us via e-mail on [admin@ctatraining.com.au](mailto:admin@ctatraining.com.au) or Call (07) 3878 8977.

### Our Assurance

As we plan to ensure our privacy policy remains current, this policy is subject to change. We may modify this policy at any time, in our sole discretion.

If we make any changes to our Privacy Policy, we will post these changes on our website so that you will always know what information we gather, how we might use that information, and whether we will disclose it to anyone.

## 22. Employer contributing to student'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/trainer/assessor 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.

## 23. 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. Students are to request complaint/appeals interview with the Chief Executive Officer.

The interview will be conducted with the Chief Executive Officer, student 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 student, 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 students 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 Chief Executive Officer.

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 Chief Executive Officer 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.

## 24. 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 students 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 students already know and can do with the learning outcomes/performance criteria of the course. If a student 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 are considering seeking RPL.

Please note when completing a Government funded course, only 80% of the qualification will be able to be assessed via the RPL Pathway, this is inclusive of Credit Transfers.

- All units requiring RPL MUST be completed in the first 6 months of the enrolment.

### What to do next

Students who are enrolled and believe they have experience and or training in the area of study within the program, and would like to seek RPL, should request an RPL kit from their Trainer/Assessor as soon as possible after enrolment to begin the evidence gathering process.

The types of evidence that should be collected in the first instance are records of any training and work experience 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.

Recognition of Prior Learning Pathway is only available to be achieved in the first 6-months of the enrolment.

## 25. 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 (NRTTO) 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.

## 26. 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 a student access to training records and transcripts (available in late 2016);
- Can be accessed online, anytime and anywhere;
- Is free and easy to create and stays with the student for life; and
- All students undertaking a VET qualification are required to have a USI.

CTA will generate a USI on behalf of a VET student with their permission and who have provided a copy of one of the following forms of identification:

- Birth certificate
- Passport
- Driver's License

Once the USI is generated an email will be sent to the 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/>

## 27. 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 2025 Standards for RTOs.

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 (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.

In order to receive any Statement of Attainment or Qualification, a Unique Student Identifier (USI) must be provided to CTA Training.

It is at the responsibility of the student to update contact details throughout the term of the enrolment. Failure to do so may impact receipt of your qualification. Please provide to our Student Services Team [admin@ctatraining.com.au](mailto:admin@ctatraining.com.au) or call on 07 3878 8977.

### Replacement of certification documentation

CTA maintains a Register of Certification Documents Issued for 30 years from the date of issue. This allows students 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 with \$20.00 payable over the phone via credit card.

The process for a student, or former student, to request a reissuance of documentation is as follows:

- All requests for a replacement qualification or statement of attainment must be in
- writing (email is acceptable) from the student to [admin@ctatraining.com.au](mailto:admin@ctatraining.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.