



Registered Training  
Organisation  
Student Handbook

Version: 1.2

Released: 08/05/2020

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## RTO Contact details

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## RTO Code of Practice

This code of practice describes Career Skills Australia (CSA) commitment to the maintenance of high standards in the provision of vocational education and training.

This code of practice applies to all persons employed by or contracted to CSA.

## Responsible Parties

The CSA Chief Executive Officer, General Managers, and Training Managers are responsible for the control and issuance of this code of practice.

## Definitions

*Standards* refer to the current Standards for Registered Training Organisations (RTOs).

## Quality Training

As a Registered Training Organisation (RTO), CSA has agreed to and does provide quality training and assessment across all of its operations within the requirements set down by the Australian Skills Quality Authority (ASQA), which include the National VET Regulator Act 2011, the current Standards.

CSA implements its policies and management practices to maintain high professional standards in the delivery of quality education and training services across all of its operations and acts to safeguard the interest and welfare of its clients.

CSA has a robust quality assurance system and a continuous improvement approach to the management of its operations which ensures clients receive the services detailed in their agreement with the organisation.

Staff, facilities, equipment and training and assessment materials used by CSA are consistent with the requirements of the Training Package or VET accredited course and the NVR registered training organisation's own training and assessment strategies, which are developed through effective consultation with industry.

CSA has checks and balances in place to ensure training and assessment is delivered only by trainers who possess the necessary qualifications and experience. Documented enrolment procedures, including a Student Handbook and established quality processes, ensure students are informed about the training, assessment and support services to be provided, and about their rights and obligations.

All staff members recognise the rights of students and provide information, advice and support that is consistent with this Code of Practice and will act ethically at all times. If, at any time, students feel a staff member is not abiding by the Code of Practice, they are encouraged to report their complaints to their Trainer/Teacher or anyone in the organisation. Action will be taken in line with CSA Student Complaints and Appeals Policy and Procedure.

CSA applies an assessment process that assesses an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a VET qualification.

## Access and Equity

The principles of access and equity are incorporated into the CSA Equal Employment Opportunities Policy and the CSA Code of Conduct, and are applied across the organisation. Students receive training, assessment and support services that meet their individual needs and have timely access to current and accurate records of their participation and progress. Employers and other parties who contribute to each student's training and assessment are engaged in the development, delivery and monitoring of training and assessment. CSA provides appropriate mechanisms and services for students to have complaints and appeals addressed efficiently and effectively.

## Administration

CSA has in place guidelines and practices to monitor its operations, including conduct of internal audits, process maps, documented procedures and checklists. Ammonite RTO Management Software and Upload Instructions clearly define the sequential process to successfully transfer training and assessment activity data from the Student Management System (SMS) to the relevant State Training System portals.

Regular reporting through the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) is monitored for compliance in line with the RTO Compliance Checklist. The National VET Regulator is provided with information about any significant changes to CSA operations and/or ownership through established reporting procedures.

Retention, archiving, retrieval and transfer of records is consistent with ASQA's requirements.

## Compliance with Legislation

Training and/or assessment services provided to clients on behalf of CSA are closely monitored to ensure compliance with all aspects of the VET Quality Framework and the delivery of services as detailed in their agreement with the organisation. Staff and clients are fully informed of legislative and regulatory requirements that affect their duties or participation in vocational education and training. Records are maintained, monitored and are subjected to regular internal and external auditing to ensure their accuracy and integrity. Actions are scheduled and progress is tracked in the organisation's TR060 RTO Compliance Checklist.

## Governance

The CSA Chief Executive Officer will ensure that the organisation continues to comply with the VET Quality Framework and with relevant Commonwealth, State and Territory legislation and regulatory requirements. This applies to all of the operations within CSA scope of registration, as listed on the National Register available on the Training.gov.au website at <http://training.gov.au/>.

Decision making of senior management is informed by the experiences of its trainers and assessors, through analysis and reporting of feedback, collected by an independent organisation and industry consultation. General Managers remain responsive to the needs of clients, staff and stakeholders, and the environment in which CSA operates.

The systematic approach includes review of the results, identification of potential risk and/or areas requiring improvement and report of their findings to the Board of Management. CSA Trainers/Teachers are consulted, and their views considered in the implementation of strategies for improvement. Staff and clients are fully informed of legislative and regulatory requirements that affect their duties or participation in vocational education and training. Any issues requiring immediate action are addressed and followed through in a timely manner.

## Insurance

CSA will maintain public liability insurance throughout its registration period. CSA is committed to providing a safe and enjoyable training experience for its students, including ensuring that all activities and events attended by students are covered by Personal Accident and Sickness Insurance.

## Financial Management

CSA will demonstrate to the National VET Regulator, on request, that it is financially viable at all times during the period of its registration. At enrolment, students are provided with a statement of fees which meets the required standards of financial management.

## Certification

CSA has established procedures for the issuance which are in accordance with the requirements of the Australian Qualifications Framework. AQF and VET qualifications, and VET statements of attainment issued by any other RTO, will be recognised by CSA. Records of attainment of units of competency and qualifications will be retained by CSA for a period of 30 years.

CSA will provide returns of its client records of attainment of units of competency and VET qualifications to the National VET Regulator (ASQA) on a regular basis, as determined by the National VET Regulator. CSA will ensure the implementation of a national Unique Student Identifier (USI).

## Marketing

Marketing and advertising of AQF and VET qualifications to prospective clients is ethical, accurate and consistent with CSA scope of registration. CSA will use the Nationally Recognised Training (NRT) logo only in accordance with its conditions of use.

## Transition

CSA will manage the transition from superseded Training Packages within 12 months of their publication on the National Register so that it delivers only currently endorsed Training Packages.

CSA will manage the transition from superseded VET accredited courses so that it delivers only currently endorsed Training Packages or currently VET accredited courses.

Compliance with this Code of Practice will be monitored through a variety of avenues including, but not limited to, internal and external auditing, internal and external monitoring of feedback, validating resources, consulting with students, employers and CSA Trainers/Teachers and professional development of staff.

## Sanctions

CSA accepts that failure to meet the obligations of the Essential Standards for Continuing

Registration under the National Vocational Education and Training Regulator Act 2011 as a private provider of vocational education and training their registration as a private RTO may be suspended or revoked by ASQA.

## Marketing and Advertising

### Website Requirements

In accordance with the current Standards, CSA will publish on its website:

- a summary of the latest registration audit information available on ASQA website
- a copy of the results of the most recent Quality Indicators available on ASQA website
- the CSA Complaints and Appeals process

## Enrolment

### Student Selection and Enrolment

#### Recruitment

Recruitment of students will be conducted at all times in an ethical and responsible manner and be consistent with the requirements of the curriculum. CSA will ensure that student application and selection processes are explicit and defensible and comply with access and equity principles.

#### Enrolment

CSA is committed to ensuring that all student selection processes are consistent with Australian Core Skills Framework (ACSF) competency levels, training package requirements and where relevant workplace requirements.

CSA will enrol those students who have:

- Made a formal application
- Satisfactorily completed the enrolment process and
- Paid required fees and charges

#### Re-enrolment

Students undertaking a course of more than one year duration may be required to re-enrol each year. Affected students will be advised at their initial enrolment.

CSA will enrol those students who have:

- Satisfactorily completed the enrolment process and.
- Paid required fees and charges

#### Variation of enrolment

CSA will allow a student to vary the units being undertaken provided:

- The units are being offered by CSA
- The units selected meet the training package requirements of the course

- The student meets any training package and licensing requirements
- Any additional costs are paid by the student

## Pre Training Review

CSA will conduct a Pre Training Review in accordance with the relevant Vocational Education including a specific Language, literacy and numeracy (LLN) assessment.

## Manager Approval

All enrolments must be approved by a CSA Training Manager prior to the commencement of training.

## Short Course Enrolment

### Recruitment

Recruitment of students into short courses will be conducted at all times in an ethical and responsible manner and be consistent with the requirements of the curriculum. CSA will ensure that student application and selection processes are explicit and defensible and comply with access and equity principles.

### Enrolment

CSA is committed to ensuring that all student selection processes are consistent with Australian Core Skills Framework (ACSF) competency levels, course requirements and where relevant workplace requirements.

CSA will enrol those students who have:

- satisfactorily completed the enrolment process and
- paid required fees and charges prior to commencement of training

## Pre Training Review

CSA will conduct a Pre Training interview, including a specific Language, Literacy and Numeracy assessment.

## Credit for Prior Learning

### Application for Credit

All students will be offered the opportunity to apply for credit for previously completed studies. Students can apply for Credit by completing a Credit Application Form and providing relevant supporting documents, including certified copies of transcripts. This may include VET transcripts or extracts issued by the Student Identifiers Registrar.

All evidence provided as part of an application for Credit will be authenticated by CSA by contacting the issuing organisation to confirm the details provided on the document are valid. In the case of transcripts issued by the USI Registrar, documents will be authenticated through the USI Registry System.

CSA will not require any student to repeat any unit or module which they have already been assessed as Competent unless there is a license condition or regulatory requirement that requires

this.

## Assessing Credit

Where a student provides authenticated evidence of units or modules issued by another RTO or authorised issuing organisation, CSA will provide Credit for that unit or module where it is a unit listed in the student's course of enrolment with CSA.

Where evidence has been provided of previous study being completed at another RTO, university or other authorised issuing organisation, but the unit or module is not listed in the student's course of enrolment with CSA, an analysis as to the equivalence of the study completed with the units in the student's enrolment with CSA will be undertaken.

## Credit application outcomes

Students will be advised of the outcome of their Credit application in writing.

Where there are significant Credits granted, this may result in a reduction of the Course fees which will be advised at the same time.

The result of Credit Transfer will be recorded for any relevant units on the student management system.

Students may appeal the decisions made about their Credit application by following CSA's Complaints and Appeals Policy and Procedure.

## Online Learning

This Online Learning policy is concerned with programs in which the delivery medium is predominantly internet-based. Blended learning is defined as the delivery of programs where only some modules are delivered online. The online portion of such blended programs is also covered by this policy. Students of online programs are non-standard students who wish to avail of learning but for whom attendance at a CSA Training Centre full time or part time is not possible or unpractical.

The provision of online learning programs serve to help CSA fulfil its remit with regard to acting as a resource for its region and also will increase lifelong learning opportunities. The development of online learning will help increase student numbers. Online learning programs represent an opportunity to increase revenue.

Programs may be developed uniquely for online learning and validated by the normal CSA quality procedures. Programs currently delivered in a classroom setting may be adopted for online delivery, and such modified programs must go through the appropriate quality assurance approval process.

All online programs are subject to the normal Quality procedures and standards of CSA. The provision of many programs is particularly suited for online delivery.

Shorter programs, such as Special Purpose Programs, Short Courses, or single modules may also be suited for online delivery. Students of online learning programs have the same rights and entitlements and can access the same services as full-time attending students.

## Fees

### Information about fees and charges

CSA does not require a student to ever pay more than \$1500 in advance for services not yet

provided, either prior to course commencement or at any stage during their course. Fees will be paid off during the course in instalments according to a set payment plan.

Fee information relevant to a course is outlined in detail on the Student Agreement and summarised on the Course Outline as well as the RTO's website. In compliance with Clause 5.3 of the Standards, detailed fee information is provided prior to enrolment or commencement of training, whichever is first.

Fee information includes:

- All costs for the course including any materials fees or levies
- Payment terms

Where an employer is paying for a student's course, an Employer Agreement will be provided at the time of enrolment outlining the total fees, payment terms and schedule of payments applicable.

Students have the right to a cooling off period if they signed up to a course as a result of tele-marketing or door-to-door sales. The cooling off period is 7 days from the date they signed their Agreement. To exercise this right, the student must notify our office in writing within 7 days of enrolment.

## Course fee inclusions

Course and tuition fees include:

- All of the training and assessment required for students to achieve the qualification or course in which they are enrolling within the attempts allowed. However, in the case of re-assessment, where a student fails to achieve a satisfactory outcome after three attempts at an assessment task, an additional fee may apply for additional training and re-assessment. This fee is outlined on the Student Agreement.
- One copy of the required textbooks and learning materials for each student unless otherwise stated on the Course Outline.
- Issuance of one set of certification documents including the testamur (certificate) and record of results and/or a Statement of Attainment (in the case of withdrawal or partial completion). Re-issuance or additional copies of these documents will attract a fee of \$75 per document.

Course and tuition fees do not include:

- Any optional textbooks and materials that may be recommended but not required to complete a course.
- Replacement textbooks if original copies are lost or misplaced. Costs for replacement textbooks are outlined on the Student Agreement.
- Stationery such as paper and pens.
- Uniform (if required for placement).
- Re-assessment if required, as outlined above.
- Re-issuance of AQF certification documents a cost of \$75 per document applies.
- Direct debit setup, transaction and dishonour fees (where applicable).
- Credit card payment surcharges.

CSA cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

## Payments

- Payments can be accepted by EFTPOS, electronic transfer, credit card, money order or direct debit.
- Credit card payments may incur a surcharge of 2% per transaction.
- Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- Debts will be referred to a debt collection agency where fees are more than 40 days past due.

CSA reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

## Refunds for fee-for-service students

All course fees for fee-for-service students include a non-refundable deposit which is detailed on the Course Outline and Student Agreement. The deposit is non-refundable, except in the circumstances detailed below.

A full refund of any fees paid (including the deposit) will apply where a student withdraws or cancels their course in writing within the cooling off period. The cooling off period is insert timeframe and applies from the date of first enrolment or sign-up. (note this has to be added based on statutory regs in each state You may not need a cooling off period depending on the sales approach used)

A full refund of any fees paid (including the deposit) will apply if CSA is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.

A refund of fees paid may also apply in the following circumstances:

- Where CSA (or any related third parties delivering training and assessment) ceases to operate, a partial refund may apply. The refund will be for any fees paid for training that is not able to be delivered.
- Where CSA ceases to deliver the course in which a student is enrolled and the agreement is terminated, a partial refund may apply. The refund will be for any fees paid for training that is not able to be delivered.

In the unlikely event that CSA is unable to deliver the course as promised, the student will be issued with a refund for any portion of the course that was not provided. The refund will be a pro-rated amount per unit that was not able to be delivered.

In any of the above situations, CSA will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.

Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the Application for Refund Form. The application must include the details and reason for the request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.

The refund assessment will be based on reviewing the services provided to the student and the costs incurred by CSA to provide those services.

The outcome of the refund assessment will be provided in writing to the student's registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our Complaints and Appeals Policy and Procedure.

A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.

RPL application fees are non-refundable.

## Recording and payment of refunds

- Refunds will be paid to the person or organisation that made the original payment.
- Refund assessments can be appealed following our Complaints and Appeals Policy and Procedure.
- Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system.

## Publication

CSA will publish in a prominent place on its website the following:

- Costs for fee for service programs.
- This Fees and Refunds Policy.

## Support and Progression

### Access, Equity and Support

- The CSA is committed to:
  - equal opportunity for all students
  - providing an inclusive learning experience that takes into account differing learning styles and preferences
  - giving students with disability the right to participate in its courses on the same basis as students without disability
  - being responsive to individual needs irrespective of gender, age, race, religion, culture, linguistic background, marital status, geographic location, socio-economic background, disability, sexual preference, family responsibility or political conviction
  - identifying the support that each individual student needs prior to their commencement or enrolment with the RTO (whichever is first) and providing access to the educational and support services necessary to meet these needs and Course outcomes, including reasonable adjustments to accommodate the needs of students with a disability
  - non-discriminatory student selection and enrolment procedures where all individuals are treated fairly and equitably

- fair access for members of under-represented groups such as people with a disability, Aboriginal and Torres Strait Islander people, people with a non-English speaking background, people with language, literacy and numeracy difficulties, and older people
- respecting an individual's right to privacy and confidentiality and being sensitive to students' needs and circumstances
- increasing the participation of all learners
- creating and maintaining a learning environment free from all forms of discrimination and harassment including, sexual harassment, bullying, violence, victimisation and vilification
- ensuring access and equity issues are considered during the development of training and assessment strategies
- the promotion of and adherence to the principles of the Commonwealth Disability Discrimination Act 1992 and the Disability Standards for Education 2005.

## Discrimination and Harassment

- CSA does not tolerate discrimination against, or harassment of students, including those with a disability, by any other student or by any CSA employee. It is CSA's policy that any form of discrimination and harassment is totally unacceptable.
- Discrimination and harassment covers a range of verbal and physical behaviour which is unwelcome and unsolicited. Any behaviour which is personally offensive, debilitates morale or interferes with a student's academic performance, because of sex/gender, marital status, pregnancy, sexual preference, HIV or AIDS status, race, disability, religious belief, political opinion or age may constitute discrimination and/or harassment. Harassment may be a form of discrimination. Serious forms of harassment may constitute assault, an offence under the Crimes Act (NSW), and thereby may be subject to police investigation and criminal penalties.
- Harassment occurs when behaviour and/or language is found to be unwelcome, offensive, or intimidating; it does not apply to reciprocal behaviour or banter in private which neither party finds offensive.
- CSA is committed to creating and maintaining a learning environment free from all forms of discrimination and harassment on the grounds specified under State and Commonwealth anti-discrimination legislation and CSA's own related policies. The Board of Directors of CSA formally condemns discrimination and harassment of students.
- Staff and students are responsible for ensuring that their own behaviour contributes to the maintenance of a learning environment free from all forms of discrimination and harassment, including sexual harassment.

## Student Code of Conduct

### Students' Rights

- All students have the right to:
- Be treated fairly and with respect by all students and staff
- Learn in a supportive environment which is free from harassment, discrimination and

#### victimisation

- Learn in a healthy and safe environment where the risks to personal health and safety are minimised
- Have their personal details and records kept private and secure according to our Privacy Policy and Procedure
- Access the information CSA holds about them
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution
- Make appeals about procedural and assessment decisions
- Receive training, assessment and support services that meet their individual needs
- Be given clear and accurate information about their course, training and assessment arrangements and progress
- Access the support they need to effectively participate in their training program
- Provide feedback to CSA on the client services, training, assessment and support services they receive.

### Students' Responsibilities

All students, throughout their training and involvement with CSA, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others
- Not harass, victimise, discriminate against or disrupt others
- Treat all others and their property with respect
- Respect the opinions and backgrounds of others
- Follow all safety policies and procedures as directed by staff
- Report any perceived safety risks as they become known
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others
- Notify us if any of their personal or contact details change
- Provide relevant and accurate information to CSA in a timely manner
- Approach their course with due personal commitment and integrity
- Complete all assessment tasks and learning activities honestly and without plagiarism, cheating, collusion or infringing on copyright laws
- Hand in all assessment tasks and other evidence of their work by their due date
- Make regular contact with CSA via their Trainer/Assessor or Student Services
- Prepare appropriately for all assessment tasks, workplace visits (if applicable) and workshops
- Notify CSA if any difficulties arise as part of their involvement in the program

- Notify CSA if they are unable to attend a workshop for any reason prior to the commencement of the activity
- Ensure all required course fees are paid.

### Access, Equity and Support Considerations in Training and Assessment Design

- When planning a new course or developing learning materials, CSA considers access and equity issues to ensure the course is flexible and inclusive of a range of student needs, has a mix of instructional and assessment modes to accommodate different learning styles, has sufficient support mechanisms for all students including those with special needs, incorporates adjustments or alternative learning and assessment strategies and avoids non-inclusive and discriminatory language and examples.
- CSA follows the principles of 'Universal Design' and design training and assessment strategies, learning materials and learning activities to be accessible and useable by learners with widely different backgrounds and abilities.
- CSA ensure there are multiple pathways for each course including training and assessment, recognition of prior learning and assessment only pathways.

### Student Selection and Enrolment

- CSA's student selection and enrolment process is free from bias, non-discriminatory and the same for all applicants. All applicants must meet the published entry criteria as per each Course Outline and CSA's Enrolment Policy and Procedure.
- Prior to enrolment or commencement of training CSA provides to each individual current and accurate information that enables them to make informed decisions about undertaking training with CSA. The CSA Learning Course Guide, CSA website, Course Outlines and other course information provided prior to enrolment will provide the individual with detailed information on course suitability, the entry requirements, language, literacy and numeracy required levels, course structure, delivery methods, assessment methods, language, and the level of support they may expect.
- Individual support needs of students will be identified at the enrolment stage or, if that is not feasible, as early as possible after the commencement of the course.

### Language, Literacy and Numeracy (LLN)

- To maximise the chance of learners successfully completing their training, CSA identifies any support individual learners need prior to their enrolment or commencement, including the identification of Language, Literacy and Numeracy (LLN) level and support requirements.
- CSA bases the assessment of LLN skill level on the Australian Core Skills Framework (ACSF) and all Course Outlines will clearly specify entry criteria including LLN level.
- Individuals enrolling in an accredited course with CSA will need to show evidence that they have the LLN skills to succeed in the course by one of the following methods:
  - Providing a copy of a valid Australian Senior Secondary Certificate of Education (SSCE) issued on completion of Year 12
  - Providing evidence of the successful completion of an AQF course at the same or higher

level to the course they are applying for (where the language of instruction is English)

- CSA is committed to supporting students with LLN needs and to assist students to identify these needs prior to enrolment so they can make an informed decision about whether the course is suitable for them.
- Where LLN gaps are identified, CSA will discuss options with the student including:
  - Developing an Individual Support Plan outlining additional support requirements and ways addressing LLN gaps such as access to self-paced online learning tools, group tutorials and workshops, and trainer and assessor support
  - Referring the individual to language, literacy and numeracy (LLN) programs
  - Referring to a learning specialist for advice regarding appropriate learning support and reasonable adjustment
  - Identifying preliminary support programs or discussing alternative study options.

### Identifying Individual Support Needs

- All individuals enrolling in an accredited course with CSA complete pre-training review questions which are integrated into the Enrolment Form to ensure that any individual learning needs are identified and that they are enrolling in a suitable course.
- Specific needs may also be identified by the student or CSA staff at any time during the enrolment or learning and assessment process.
- If individuals have additional support requirements identified which are over and above what is normally offered in the course and wish to be provided with additional support mechanisms or reasonable adjustment, an Individual Support Plan will be developed in consultation with the student which will outline the strategies used to provide the student with additional support. Any adjustments made will not compromise the integrity of the learning or assessment process.
- CSA recognises that it may not always have the internal knowledge and expertise to identify and provide the support needed for some individuals. CSA utilises external expertise in relation to specific disabilities or needs when required.

### Support for Students with Disabilities

- CSA will not exclude, discontinue or dismiss a student on the grounds of having a disability alone.
- The CSA Enrolment Form includes a section relating to disclosure of disabilities with an option to request adjustments to the learning or assessment process or methodology due to disability. All personal information provided around disabilities is handled confidentially and any questions asked around disability are for the purposes of being able to offer support and arrange reasonable adjustments.
- The Enrolment Form states that all information pertaining to the applicant, including disabilities, will be treated confidentially.
- Specific needs for students with a disability may also be disclosed by the student at any time during the enrolment or learning and assessment process.

- Disclosure of a disability to CSA is optional and an individual does not have to disclose their disability unless they want to arrange adjustments, or their disability poses a risk to themselves or others.
- Individual Support Plans, (as part of the Training plan) are created for students with disabilities when reasonable adjustments are requested. The Individual Support Plan will be developed in consultation with the student and will outline the strategies used to provide the student with additional support. The discussion and development of the Individual Support Plan will consider:
  - the nature of the disability
  - how the disability affects their participation
  - the students preferred adjustment
  - whether the adjustment affects others
  - how the adjustment will help them achieve the learning outcomes
  - the impacts on CSA Learning.
- Depending on the reasonable adjustment required, students may be requested to provide documentation from a medical or other health professional to help guide this process.
- CSA recognises that it may not have the internal knowledge and expertise to identify the support needed for certain disabilities. In these instances CSA will engage and utilise external expertise from disability support agencies.
- When an individual support need or disability is disclosed to CSA and an Individual Support Plan completed, the reasonable adjustment will be implemented to CSA's usual process, environment or practice so long as it will not impose unjustifiable hardship on the person or CSA. If required, CSA may seek advice from government agencies or support organisations to determine what needs to be done to accommodate the requirements of the individual.
- Any reasonable adjustments made will not compromise the integrity of the learning or assessment process.
- Whilst the possibilities of reasonable adjustments are considerable and will always be based on the individual's needs, some examples of reasonable adjustments that can assist students meet course requirements include:
  - an adjustable workstation or ergonomic chair/desk
  - providing special adaptive technologies such as voice-activated computer software, special keyboard, large screen monitor or associated aids
  - note-takers or interpreters
  - referrals to language, literacy and numeracy (LLN) programs
  - referrals to counselling support
  - flexible scheduling and delivery of training and assessment
  - learning materials in alternative formats i.e. electronic, large print, braille
  - adapting the assessment methodology such as allowing extra time, oral questioning

rather than written, audiotaped or videotaped answers instead of written answers.

- Any adjustments considered must be 'reasonable' in that it must not impose unjustifiable hardship on the person or CSA. There may be adjustments which are considered not reasonable. Decisions on whether the adjustment can be made will be based on consideration of a range of factors, including the impact on CSA, staff and other students, and the costs and benefits of making the adjustment as detailed in Section 10 of the Disability Standards for Education 2005, and in consideration of the definition of 'unreasonable hardship' defined under the Disability Discrimination Act 1992.

## **Staff Awareness and Professional Development of Access, Equity and Support**

- All CSA Learning staff are aware of the Commonwealth and State Based legislation regarding access, equity and support of students and the responsibilities of education providers under these. They also actively participate in ongoing professional development in the following areas:
  - this Access, Equity and Support Policy and Procedure
  - Disability Discrimination Act 1992
  - bullying, harassment and victimisation
  - reasonable adjustment and development and implementation of Individual Support Plans
  - monitoring of students with Individual Support Plans.

## **Access, Equity and Support Complaints and Appeals**

- All students and staff are encouraged to bring any instances of perceived harassment, bullying, victimisation, or unfair treatment to the attention of CSA management by following CSA's Complaints and Appeals Policy and Procedure.
- Students may also wish to appeal a decision made around whether an adjustment can be made and should do so following CSA's Complaints and Appeals Policy and Procedure.

## **Unique Student Identifier**

All students participating in nationally recognised training from 1 January 2015 are required to have a Unique Student Identifier (USI) and provide it to CSA upon enrolment. Alternatively, CSA can apply for a USI on behalf of an individual.

The Student Identifiers Act 2014 authorises the Australian Government's Student Identifiers Registrar to collect information about USI applicants. When CSA applies for a USI on behalf of a student who has authorised us to do so, we need to collect personal information about the student which will be passed on to the Student Identifiers Registrar. This will include:

- name, including first or given name(s), middle name(s) and surname or family name
- date of birth
- city or town of birth
- country of birth
- gender

- contact details, so the Student Identifiers Registrar can provide individuals with their USI and explain how to activate their USI account.

In order to create a USI on behalf of a student, CSA will be required to verify the identity of the individual by receiving a copy of an accepted identification document. This document will only be used for the purposes of generating the USI and confirming the identity of the individual with the Registrar. Once the USI has been generated and validated, the identity documents used or collected for this purpose will be securely destroyed.

The information provided by an individual in connection with their application for a USI:

- is collected by the Registrar as authorised by the Student Identifiers Act 2014.
- is collected by the Registrar for the purposes of:
  - applying for, verifying and giving a USI
  - resolving problems with a USI
  - creating authenticated vocational education and training (VET) transcripts
- may be disclosed to:
  - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
    - the purposes of administering and auditing VET, VET providers and VET programs
    - education related policy and research purposes
  - VET Regulators to enable them to perform their VET regulatory functions
  - the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics
  - researchers for education and training related research purposes
  - any other person or agency that may be authorised or required by law to access the information
  - any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system
- will not otherwise be disclosed without the student's consent unless authorised or required by or under law

The consequences to the student of not providing the Registrar with some or all of their personal information are that the Registrar will not be able to issue the student with a USI, and therefore CSA will be unable to issue a qualification or statement of attainment.

## Complaints and Appeals

### General

CSA understands that a situation may arise when a student wishes to lodge a complaint in relation to training and assessment services provided by CSA, or to appeal against a decision (including assessment decisions).

## Complaints

A complaint may arise in relation to:

- the conduct of a CSA staff member or student
- student selection and enrolment process
- training delivery
- assessment
- issuance of results
- student services and amenities
- equal opportunity, including bullying, victimisation, harassment or discrimination
- the conduct of a third party providing services on behalf of CSA

## Appeals

An appeal may be lodged against a decision reached in the hearing of a complaint or against an assessment result.

## Communication of Complaints and Appeals Process

CSA will ensure that all students are made aware of, and have access to, the Student Complaints and Appeals Policy and Procedure.

## Management of Complaints and Appeals

CSA will manage and respond to all complaints and appeals (including those against assessment decisions) in a professional and confidential manner and will ensure a fair, equitable and efficient investigation in its efforts to achieve a satisfactory result for all parties.

CSA is committed to resolving the complaint and/or appeal in a timely manner. CSA will ensure complaints and appeals are acknowledged in writing and finalised as soon as practicable.

CSA will establish complaint and appeals committees to investigate and decide upon appropriate outcomes. Where CSA is unable to resolve the complaint or appeal, the matter may be referred to an external mediator.

## Complaints Register

CSA will maintain a confidential register of all complaints and appeals.

## Outcomes Review

The outcomes of complaints and appeals will be reviewed by the relevant CSA Training Manager as required as part of the continuous improvement process.

## Plagiarism and Cheating

### General

CSA will be vigilant in monitoring for any evidence of plagiarism and cheating.

Academic misconduct will be deemed to have occurred where a student engages in cheating,

plagiarism or behaves in any other manner by which they seek to gain any academic advantage or advancement (for themselves or another).

## Plagiarism and Cheating

CSA will treat assisting in plagiarism and cheating as a form of plagiarism and cheating. This may include knowingly assisting another person to cheat or allowing another student to copy work by giving them access to a draft/completed assignment.

Whilst CSA will have no objection to preliminary discussion of an assignment, joint planning and/or execution of work is not permitted except where specified. Students must acknowledge the names of other students with whom they may have collaborated in any piece of work.

CSA discipline rules on plagiarism and cheating also apply to electronic information. Students will be advised that misuse of computers in general may attract criminal charges.

## Penalties for Plagiarism and Cheating

Where CSA finds evidence of plagiarism and cheating, the appropriate action or penalty will be enforced, as per the Plagiarism and Cheating Procedure.

## Appeal

The student has the right to appeal the outcome of a plagiarism or cheating decision.

## Training and Assessment

### Training and Assessment General

#### Scope of Registration

CSA will only train and assess those qualifications and accredited courses listed on its scope of registration.

#### Training and Assessment Strategy

CSA will develop training and assessment strategies for each qualification and accredited course on the CSA Scope of Registration and will maintain currency through annual review.

#### Training Plan

CSA will create a Training Plan in conjunction with the student and where applicable, the employer.

CSA will ensure that the Training Plan is:

- suitable and appropriate to the individual needs of the student
- compliant with the current Standards

#### Training

Training will be delivered in accordance with:

- Training and Assessment Strategy
- Training Plan
- Timetable (if applicable)

- Support strategy (if applicable)
- Lesson plans (if applicable)

## Timetables

A CSA representative will develop the appropriate timetable where tuition is provided in a classroom environment.

## Trainer and Assessor Qualifications

CSA will only employ individuals as trainers and/or assessors who hold qualifications, relevant vocational competence and current industry skills required by the Standards.

CSA will ensure that trainers and assessors actively engage in professional development activities as required by the Standards.

## Training Delivery

The training delivery methods may include classroom, workplace, on-line, correspondence or a combination of these delivery methods.

## Assessment

### Principles of Assessment and Rules of Evidence

CSA will apply the principles of assessment and rules of evidence when conducting assessment of student work.

### Communication of Assessment

CSA assessors will inform students of:

- the timing, purpose and nature of the assessment
- their responsibilities in relation to the assessment, including such issues as plagiarism and cheating

CSA will ensure that assessors are aware of their responsibilities associated with the conduct of an assessment, including making allowable reasonable adjustments where required.

### Benchmarking

CSA will provide assessors with benchmarked answers for all assessment tools.

### Appeals Against Assessment Outcomes

Any appeals against assessment outcomes or complaints regarding the assessment process will be actioned according to the Student Complaints and Appeals Policy and Procedure.

### Retention of Records

CSA will retain records according to the current Standards.

## Completion

### Compliance

CSA will only issue certification documents for Vocational Education and Training (VET) qualifications and accredited courses within its Scope of Registration.

CSA will assess, record and report completion of qualifications and accredited courses to the AVETMISS in relation to each student as soon as possible after successful completion.

### Consistent and Secure Certification

CSA will adhere to the regulatory and quality assurance arrangements in relation to the issuance of VET qualifications, the issuing and recognition of AQF qualifications and statements of attainment, as described in the current Standards and the AQF Qualifications Issuance Policy.

CSA will ensure that certification documentation issued is consistent and contains measures to prevent fraudulent reproduction of certification.

### Certification

CSA will issue a testamur and a record of results to all graduates who have completed a program of learning that leads to the award of a VET or AQF qualification or accredited course. This will occur within thirty calendar days of the student being assessed as meeting the requirements of the training program, provided that all agreed fees the student owes to CSA have been paid.

Certification will only be issued when it has been verified by CSA that all requirements of the training program have been completed.

### Student Identifier Scheme

CSA will participate in the Student Identifier Scheme, by ensuring that AQF certification documentation is only provided to students with a Unique Student Identifier, unless an exemption applies under the Student Identifiers Act 2014.

### Statement of Attainment

CSA will issue a statement of attainment to students who successfully complete one or more units of competency or an accredited short course, but do not meet the requirements for a qualification.

### Reissuing Certification

CSA will reissue or replace certification documentation at the request of the student/graduate. A cost to the student will be incurred for the replacement of the testamur.

### Register of Qualifications

CSA will maintain a register of all qualifications issued to graduates and a register of which AQF qualifications CSA is authorised to issue. Records of qualifications and statements of attainment issued by CSA will be retained for a minimum of thirty years.

### Recognising Qualifications and Statements of Attainment

CSA will recognise AQF and VET qualifications and statements of attainment issued by any other RTO within any state or territory of Australia. A qualification or statement of attainment issued by CSA

will be recognised by other RTOs within any state or territory of Australia under the same arrangements.

### Third party arrangements

CSA will remain responsible for the issuance of certification relating to qualifications and accredited courses on its Scope of Registration, regardless of any third party arrangements in place to deliver training and/or assessment services on behalf of CSA.

### Privacy Principles

Personal information is collected from individuals in order that CSA can carry out its business functions. CSA only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.

In collecting personal information, CSA complies with the requirements set out in the Privacy Act 1988 and the relevant privacy legislation and regulations of the states/territories in which the RTO operates.

This means CSA ensures each individual:

- Knows why their information is being collected, how it will be used and who it will be disclosed to.
- Is able to access their personal information upon request.
- Does not receive unwanted direct marketing.
- Can ask for personal information that is incorrect to be corrected.
- Can make a complaint about CSA if you consider that your personal information has been mishandled.

### Collection of information

In general personal information will be collected through course application and/or enrolment forms, training records, assessment records and online forms and submissions.

The types of personal information collected include:

- personal and contact details
- employment information, where relevant
- academic history
- background information collected for statistical purposes about prior education, schooling, place of birth, disabilities and so on
- training, participation and assessment information
- fees and payment information
- information required for the issuance of a USI.

### Storage and use of information

CSA will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorised access, misuse or disclosure.

Personal information will be stored in paper-based files that are kept in a secure location (locked filing cabinets/locked compactor) and electronically in a secure environment to which only authorised staff have access.

The personal information held about individuals will only be used to enable efficient student administration, provide information about training opportunities, issue statements of attainment and qualifications to eligible students, and to maintain accurate and detailed records of student course participation, progress and outcomes (insert any other goals of organisation if relevant).

CSA may use the personal information provided by an individual to market other internal products and services to them. An individual may opt out of being contacted for marketing purposes at any time by contacting our office. Information will not be passed onto any third party marketing companies without the prior written consent of the individual.

### Disclosure of information

The personal information about students enrolled in a Course with CSA may be shared with the Australian Government and designated authorities, such as ASQA (the RTO's registering body) and its auditors, the USI Registrar (as per above), CSA will not disclose an individual's personal information to another person or organisation unless:

- They are aware that information of that kind is usually passed to that person or organisation.
- The individual has given written consent.
- CSA believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious threat to the life or health of the individual concerned or another person.
- The disclosure is required or authorised by, or under, law.
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.
- Any person or organisation to which information is disclosed is not permitted to use or disclose the information for a purpose other than for which the information was supplied to them.

### Access to and correction of records

Individuals have the right to access or obtain a copy of the information that CSA holds about them including personal details, contact details and information relating to course participation, progress and AQF certification and statements of attainment issued.

Requests to access or obtain a copy of the records held about an individual must be made by contacting our office using the Request to Access Records Form. The individual must prove their identity to be able to access their records.

There is no charge for an individual to access the records that CSA holds about them; however there may be a charge for any copies made. Arrangements will be made within 10 days for the individual to access their records.