



CANTERBURY
TECHNICAL INSTITUTE

CTI

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Student Handbook

Domestic Student Handbook

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Published by the Canterbury Technical Institute (CTI)

Level 1, 333 Adelaide St QLD 4000

Telephone (07) 3123 4055

Facsimile (07) 3221 2225

Email: info@cti.qld.edu.au

Internet: www.cti.qld.edu.au

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Disclaimer

While every effort has been made to ensure that the information in this publication is correct at the time of printing, Canterbury Technical Institute reserves the right to make changes at any time in order to meet educational requirements and standards. Any changes will be notified to students as they occur. This Student Handbook should be read in conjunction with the current Prospectus, the Course Guidelines relating to the course you are enrolled in, and any other publicity material applicable to your programme at time of enrolment.

Introduction

Welcome to Canterbury Technical Institute (CTI)!

The purpose of this Handbook is to assist you as a student, to become a valued member of the Institute. We want to ensure that you are provided with vital information that will guide you through your time at CTI. It is of prime importance that you read and understand all the content of this Handbook from general information to confirmation of enrolment and finally graduation.

This handbook outlines policies and procedures that govern the professional operation of CTI. Students are required to comply with the published rules and policies of the Institute with regard to attendance, academic progress, standard of dress, health and safety, and behaviour.

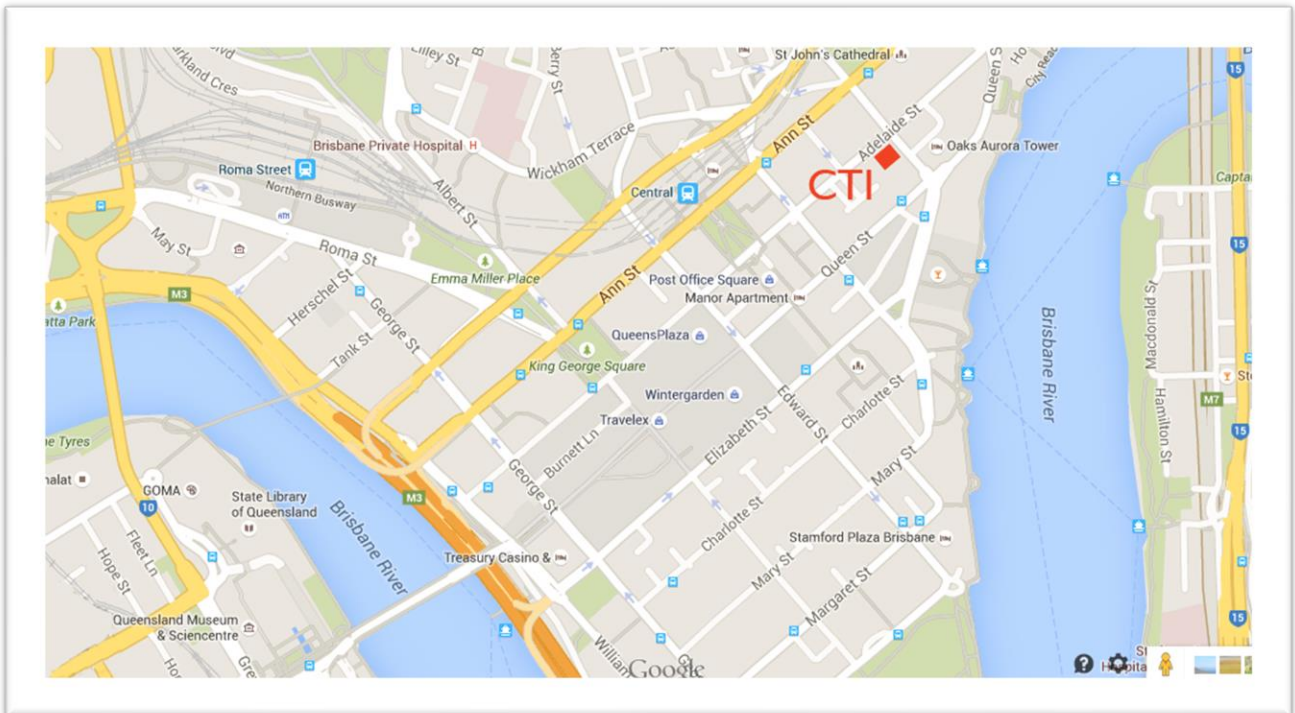
The Handbook should be read in conjunction with the latest version of the Institute brochure, which you may have received when you approached to apply for enrolment information.

A copy of the CTI's brochure is available on its website (www.cti.qld.edu.au) for reference.

Information can also be obtained from the Department of Education (<https://www.dese.gov.au>)

If you need a personal copy, please request one from reception and an electronic copy will be emailed to you.

If you need any assistance or further clarification, kindly contact the administration or any other relevant staff. We will be happy to assist you.



Mission Statement

Canterbury Technical Institute (CTI) will be recognised as one of the premier vocational providers of domestic and international education and training in Australia.

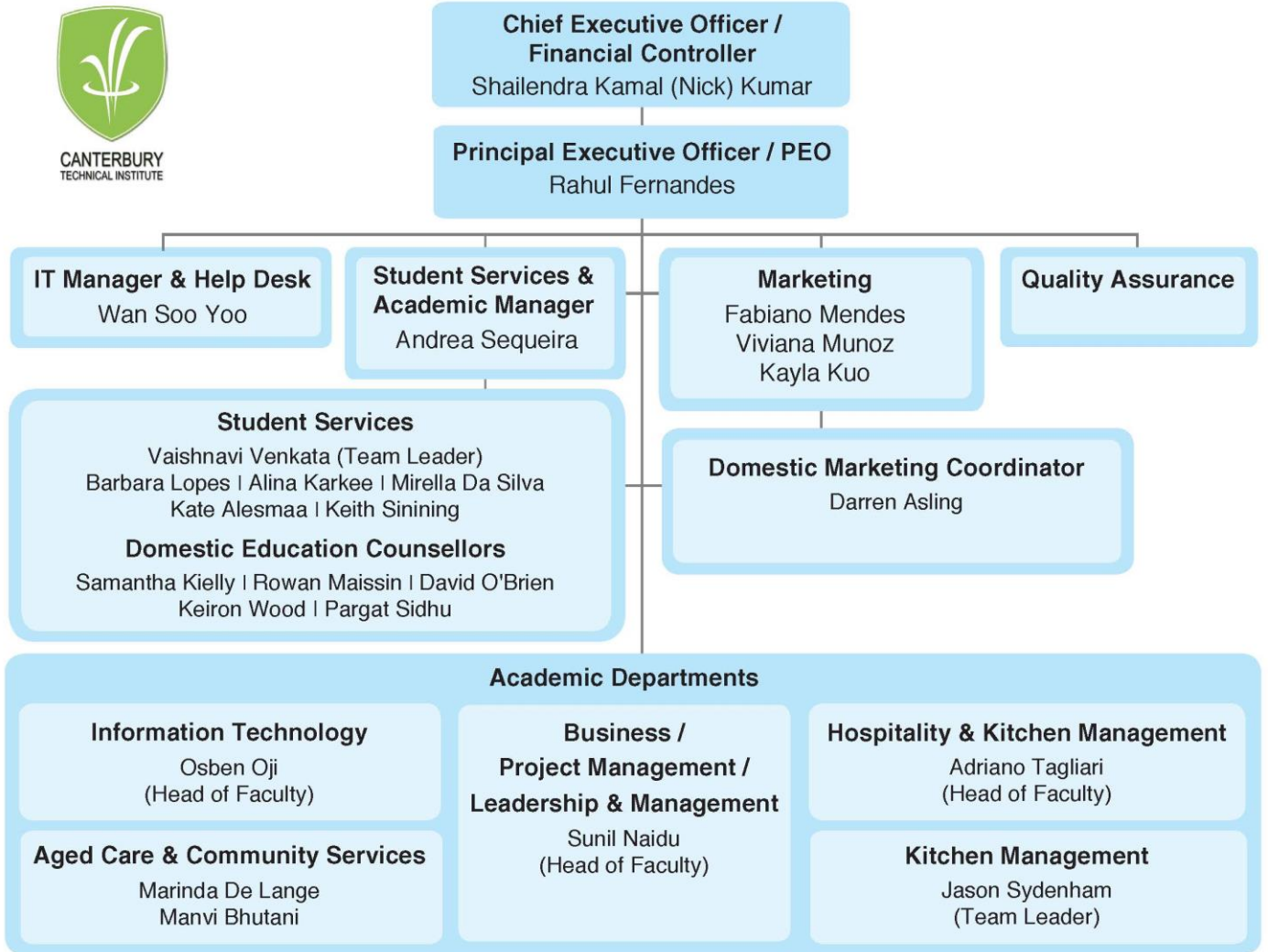
Goals & Objectives

CTI is a private registered training organisation committed to providing quality education and training for the students in the most effective and professional manner. CTI has highly trained professionals with the right attitude and personal qualities necessary to deliver the highest standard of training services.

CTI values:

- A commitment to excellence in learning, teaching and promoting learning as an enjoyable, lifelong activity.
- The importance of academic, physical, social, emotional, moral and spiritual development of each student.
- Commitment to the respect and recognition of people as our most valuable asset.
- Supportive environment where all persons on campus are treated fairly and respectfully.
- Attractive physical environment, which enhances effective teaching and learning.

Organisation Chart & Important Contact Details



V2023.1-13032023

Important Contact Details for Students

Information required on	Source	Contact details
CTI Emergency Contact Person/s (Working hours & After-hours contact)	Rahul Fernandes – Principal Executive Officer Andrea Sequeira- Student Services & Academic Manager	0413 222 969 0452 631 250
Emergency: Police / Fire/ Ambulance	QLD State Emergency Services	Dial 000 In Case Of Emergency Police, Fire and Ambulance - Emergency Assistance. http://www.emergency.qld.gov.au Lifeline - Phone 13 11 14 for crisis support when feeling suicidal or if you need to talk to someone immediately. Kids Help Line - Phone 1800 55 1800. SANE Helpline - Phone 1800 18 SANE for help during business hours. Crisis Counselling Service - Phone 1300 363 622.
Student Safety and Security	Study Queensland	http://www.studyqueensland.qld.edu.au/live/
NVR standards, National Code, ESOS Act	ASQA	http://www.asqa.gov.au/ http://www.legislation.qld.gov.au ASQA info line on 1300 701 801 Postal address Level 7 215 Adelaide St, QLD 4000, Australia Phone: 61-7-3237-0111
Tax File Number (TFN)	Australian Taxation Office (ATO)	http://www.ato.gov.au/
Overseas Health Cover (OSHC)		http://www.medibank.com.au 24 Hour Helpline: 1800 644 325 General Questions: 13 41 90
Dispute resolution Mediation Services	LEADR (LEADR has chapters / offices in Brisbane)	LEADR Level 1, 13-15 Bridge Street Sydney NSW 2000 Phone: (+61 2) 9251 3366 Fax: (+61 2) 9251 3733 Free call: 1800 651 650 Email: leadr@leadr.com.au Website: http://www.leadr.com.au
National Training Complaints Hotline	Ph: 1800 000 674	www.directory.gov.au
Permission To Work Student Visa Conditions Applying For Other Visas	Department Of Immigration And Boarder Protection (DHA)	https://www.homeaffairs.gov.au/
Employment Writing Applications & Resumes	Seek My Career	www.seek.com.au www.mycareer.com.au
Information On Renting Real Estate Agents	QLD Office Of Fair Trading Domain	http://www.fairtrading.qld.gov.au/ www.domain.com.au
Transport	City Rail Brisbane Buses Ferries	http://www.translink.com.au/
Information On Location/ Street Maps	Where Is	http://www.whereis.com/whereis/home.do
General Information	Yellow Pages	http://www.yellowpages.com.au/
Taxi Information	Yellow Cabs Black & White Cabs	http://www.ourbrisbane.com/transport/taxis/

Driving license / Vehicle Registration	Road Traffic Authority (RTA)	http://www.rta.qld.gov.au/
QLD Government Funding for Courses	Certificate 3 Guarantee Program	http://www.skillsgateway.training.qld.gov.au
Professional Counselling Services	All Psychology Australian Counselling Group	Shop 11, 250 Ipswich Rd, Burdanda Phone: (07) 3892 6136 Web http://www.allpsychology.com 9th Floor, Inergise House 135 Wickham Terrace, Brisbane Phone (07) 3832 5700 / Fax (07) 3832 6817 http://www.wtpc.com.au/ACG/IndexACG.htm Email acg@wtpc.com.au
Disability Services	Disability Services, Queensland	Level 1, 27 Peel Street, South Brisbane. (07) 3109 7007 http://www.disability.qld.gov.au/
Legal Services	Legal Aid	44 Herschel Street Brisbane 4000 http://www.legalaids.qld.gov.au/ 1300 65 11 88
Bullying	Human Rights and Equal Opportunity Commission (HREOC),	Human Rights and Equal Opportunity Commission (HREOC), Tel: 1300 656 419 E-Mail: complaintsinfo@humanrights.gov.au . Website: www.hreoc.gov.au
Occupational Health And Safety	Work Cover, QLD Occupational Health And Safety	Occupational Health and safety http://www.business.gov.au/BusinessTopics/Occupationalhealthandsafety/Pages/default.aspx WORK COVER, QLD 1300 362 12 www.workcoverqld.com.au
Family Assistance & Child Assistance	Relationship Australia	Relationship Australia http://www.relationships.com.au/ Ph: 1300 364 277 Kids Help Line - 1800 551 800
Personal Safety	Study Queensland	http://www.studyqueensland.qld.edu.au/live/safety/
Pregnancy Help	Centacare, Brisbane	Centacare Administration The Catholic Centre 143 Edward St., Brisbane, QLD 4000 Ph: 07 3336 9246 / Fax: 07 3221 3485 Email: centacare@bne.catholic.net.au
Domestic Violence	Domestic Violence Line	Domestic Violence Line Women: 1800 811 811 Men: 1800 600 636
Drug And Alcohol	Centre for Drug and Alcohol QLD Health	Drugs: Level 1, 24 Hamilton Place, Bowen Hills QLD 4006. (07) 3620 8800 Alcohol: 1800 177 833
Gambling Helpline	Gamblers Anonymous	1800 002 210
Mental Health Information	Mental Health Association	Queensland Health Building 47-163 Charlotte St, Brisbane Queensland 4000 http://www.health.qld.gov.au
Multicultural Community Information	Multicultural Australia Multicultural Affairs Queensland	Multicultural Australia http://www.multiculturalaustralia.edu.au/ Multicultural Affairs Queensland http://www.multicultural.qld.gov.au/
Postal / Courier	Post Office	300 Adelaide St, Brisbane City. QLD 4000

Code of Practice

Administration

Canterbury Technical Institute Campus (CTI) will ensure, through a continuous review process that quality policies and management practices are implemented, resulting in the maintenance of high professional standards in the delivery of VET services, which safeguard the interest and welfare of students.

CTI will maintain a learning environment that is conducive to the success of students by providing modern and up to date training resources, providing high quality facilities and methods that are appropriate to the training needs of the students.

CTI ensures all training and assessment programs are registered with the appropriate state and national registers.

CTI academic staff will collaborate with student services staff to ensure that all students enrolled will be monitored and assessed in their performance, attendance and progress.

CTI will employ appropriately qualified staff, providing adequate professional development to maintain up to date qualifications and will ensure staff is sensitive to the culture of the students being taught.

CTI will maintain flexibility in its operations and functions ensuring appropriate responses to the changing education needs of the student community are met.

Dissemination of information

CTI will ensure its entire staff and student body have accurate and current information regarding policies and procedures affecting their stay with the CTI.

The Principal Executive Officer will ensure that these policies and procedures are circulated, understood and implemented consistently throughout CTI.

CTI will ensure that all staff are provided with information about current legislation and regulatory requirements that significantly affect their duties.

CTI will ensure that all its students are provided with information about current legislation and regulatory requirements that significantly affect their participation in VET.

CTI will ensure that each student is provided clear information, prior to enrolment, about:

- Selection, enrolment and induction on/orientation procedures.
- Program information, including content and vocational outcomes.
- Fees and charges, including refund policy and exemptions (where applicable)
- Provision for language, literacy, and numeracy assistance.
- Client support, including any external support the RTO has arranged for clients.
- Flexible learning and assessment procedures.
- Counselling and guidance services.
- Appeals and complaints procedures.

Student Handbook

- Disciplinary procedures.
- Staff responsibilities for access and equity as provided for in the CTI's code of practice or similar document, and
- Recognition of Prior Learning (RPL) arrangements (if required).

CTI's Policies and Procedures document, current legislation and regulatory requirements shall be readily accessible and visible at all times for immediate access by CTI staff and students. Where necessary, arrangements will be made for those students requiring literacy and / or numeracy support programs. These documents will be available with the receptionist in electronic copy and emailed to any interested individual.

Any changes and/or updates made to the existing CTI Policies and Procedures due to organisational and legislative purposes shall be disseminated and be made available to all CTI staff and students by any one, or any combination of the methods outlined below.

- CTI's Learning Management System- myCTI
- CTI Policies and Procedures,
- current legislation and regulatory requirements shall be informed to any new recruit through induction and counselling programs,
- handbooks, circulating memos & emails,
- meetings and notice boards.

CTI Code of Conduct

Privacy - Student Personal Information

CTI will collect information from the student at enrolment for general student administration. This information may also be used for planning, communication, research, evaluation and marketing activities. The student's personal information is stored securely and only authorised CTI staff has access to the information.

CTI will manage the student's personal information according to the Commonwealth Privacy Act and its Information Privacy Principles, and the Qld Information Privacy Act 2009. The student may request access at any time to information CTI holds about them and ask CTI to correct it, if the student believes the information is inaccurate, incomplete or out of date.

The student's personal information may be disclosed to Commonwealth and State Government Agencies. In these circumstances, the minimum amount of information required or requested will be disclosed.

In the interest of privacy of individuals/organisation, only authorised CTI staff will have access to the student's information.

In accordance with the Information Privacy Principles, no further access to the student's enrolment information will be provided to any other organisation or persons without the student's written consent unless authorised or required by law.

The student's right to privacy is important to CTI and all personal information collected about the student is treated as confidential.

Anti-Discrimination

Discrimination means treating someone unfairly because they belong to a particular group of race, sex, marital status, physical ability, age, political conviction or religious beliefs.

CTI takes great care to ensure that all students and staff members are treated fairly and equitably and that everyone on CTI's premises complies with the QLD Anti-Discrimination Act 1991.

It is against the law and action will be taken against those in breach of Anti-Discrimination laws. Any matters in relation to discrimination must be reported to the Principal Executive Officer.

Further information can be obtained on <https://www.qhrc.qld.gov.au/> or 1300 130 670.

Equal opportunity

CTI integrates equal opportunity and affirmative action principles into all decisions and operations. CTI is committed to the examination of all its practices, as they affect both staff and students, so as to avoid discrimination on the basis of sex, race, marital status, physical ability, age, political conviction or religious beliefs.

CTI is involved in an ongoing program of policy development, implementation, monitoring, review and evaluation. Any CTI staff/student who feels that they have been discriminated against is free to discuss the matter with the Director – Student Services.

CTI's Access and Equity Policy is based on the following principles:

- Providing and maintaining training services that reflect fair and reasonable opportunity, and consideration for all students and staff, regardless of race, colour, religion, gender or physical disability, regardless of the prevailing community values.
- Equity for all people through the fair and appropriate allocation of resources and involvement in training,
- Equality of outcome within training for all students without discrimination,

CTI will apply the following rules in support of access and equity. All students will be:

- Given fair and reasonable opportunity to participate in relevant decision-making processes,
- Provided with timely and appropriate information, advice and support services which assist students to identify and achieve their desired outcomes, and
- Allocate resources and services.

Harassment

Harassment is any form of verbal or physical behaviour that is unwanted, unwelcome and unreciprocated that makes the learning environment unpleasant, humiliating or intimidating for the person who is the target of that behaviour.

If a student considers that they have been harassed, the student should let the person know that they object to such behaviour and do not want it repeated. If the student does not feel comfortable talking to the person or the person continues with their behaviour, the student should speak to their trainer or any other CTI staff member.

All complaints / discussions are treated as confidential. The student also has the right to lodge a formal complaint of misconduct against the person harassing them or can discuss the matter without making a formal complaint.

Sex-based harassment / Victimisation / Bullying

CTI understands that staff and students have the right to study and work in an environment free of sex-based harassment. It is the responsibility of all students and staff to contribute to the achievement of a productive, safe and equitable study and work environment by avoiding practices, which lead to, support or condone sex-based harassment.

CTI does not allow or condone sex-based harassment of staff by other staff, students or other workplace participants nor does it allow or condone sex-based harassment of students by staff or other students. This stance is supported by the Commonwealth Sex Discrimination Act 1984, under which such actions are unlawful.

CTI will ensure that this policy is implemented, and CTI will treat any complaint of sex-based harassment / victimisation / bullying seriously and sympathetically. All complaints will be investigated thoroughly, fairly and confidentially.

Examples of sexual harassment include but are not restricted to:

- Distribution or display of offensive pictures or written material;
- Repeated unwelcome requests for social outings or dates;
- Offensive comments about a person's appearance, dress or private life;
- Unsolicited comments, messages or telephone calls of a sexual nature;
- Leering, patting, pinching, touching, indecent exposure and unnecessary familiarity.

Disciplinary action will be taken against anyone found to have committed sex-based harassment. Inquiries and complaints about sex-based harassment can be raised with any of the CTI staff.

Victimisation

Victimisation is threatening or harassing a person because they;

- Have made a complaint or intend to make a complaint
- Are acting as a witness or intend to act as a witness
- Are supporting a victim or intend to support a victim

CTI does not allow victimisation of staff by other staff, students or other workplace participants nor does it allow victimisation of students by staff or other students.

Bullying

Bullying is inappropriate treatment of a person that intimidates, offends, degrades or humiliates them. Bullying will not be tolerated at any CTI Campus.

Examples of bullying include;

- Verbal / Physical abuse, insults, threats, continuous teasing or criticism
- Physically hurting another person
- Touching another person without permission
- Overwork, unnecessary pressure, impossible deadlines
- Undermining work performance, unfair assessment
- Discrimination, racism, sexism
- Keeping someone out of a group
- Acting in an unpleasant way near someone
- 'Mucking about' that goes too far
- Harassment or any form of discrimination based on disability, gender, race or religion.

Misconduct

Student misconduct includes:

1. academic misconduct, and
2. behavioural misconduct.

Academic Misconduct: Cheating, Plagiarism and Collusion

Academic misconduct is a very serious offence. The penalties for academic misconduct include but are not limited to:

- Failing the assessment.
- Failing the competency
- In some cases expulsion

Note: A student may, at the discretion of CTI, be given the opportunity to resit an assessment. Students need to have at least a minimum of 80% attendance and above to be given an opportunity for a reassessment.

Academic misconduct includes but is not limited to cheating, plagiarism, collusion, and falsifying documentation or results. The following actions are considered to be examples of academic misconduct:

- Giving or receiving assistance during an examination or assessment that has not been agreed to by the trainer.
- Obtaining information about an examination before it is held, except for information provided to all the class by the trainer.
- Copying from another student's examination paper.
- Stealing, buying or obtaining in any other way, all, or part, of an examination before it is administered.
- Using any sources of information during an examination or assessment that has not been agreed to by the trainer.
- Substituting for another student to take an examination (vice versa).
- A student giving their password to another student thus enabling that student to log on and undertake any academic activity, including assessment. (vice versa)
- Working with other students to produce work in groups that has not been agreed to by the trainer.
- Making up or falsifying data in experiments or other research.
- Altering the record of any grade or result.
- Giving untrue information in order to obtain exemptions from program requirements.
- Bribery in any form. This includes offering or giving CTI staff members money or any other benefit as a means of influencing them or their decisions.
- Handing in someone else's work as your own. This includes anything that the student may have obtained from the internet or from books.
- Copying published or unpublished material without proper acknowledgement
- Publishing or otherwise distributing assessments publicly in order to facilitate plagiarism
- Using or developing another person's ideas without acknowledging them
- Using the work of other students (with or without their permission) and claiming it as your own.

A student should not engage in any activities that can be considered to be academic misconduct or do anything that is intended to assist any other person in an act of academic misconduct. It should be noted that:

- if a trainer believes that a student is involved in academic misconduct, the student will be informed.
- the matter will be referred to the Principal Executive Officer / Academic & Student Services Manager for appropriate action.

Behavioural Misconduct

Behavioural misconduct is broadly defined as actions that breach the Student Responsibilities and Obligations listed in this document or impair the reasonable freedom of other student/staff to pursue their studies/work and participate in activities at CTI.

Examples of behavioural misconduct include but are not limited to:

- failure to comply with any CTI guidelines;
- breaches of any CTI policy, including but not limited to harassment (including sexual harassment), intellectual property, occupational health and safety, and use of computing and electronic resources;
- stealing, destroying, impairing the accessibility of, or defacing any part of CTI;
- refusing or failing to identify oneself truthfully
- failure to comply with any lawful order that was given by CTI staff in order to ensure the safety of any person and the orderly conduct of learning programs and other activities at CTI;
- any act or failure to act that endangers the safety or health of any other person;
- actions that impair any persons' participation in a CTI activity or, by act or omission disrupts the peace or good order of CTI;
- conduct which unduly disrupts or interferes with a class, a meeting or any other official activity within CTI;
- acting in a way that causes students or staff or other persons within CTI to fear for their personal safety;
- assault or attempts to assault any other person or cause any person to hold reasonable fear for their safety or physical or psychological well being;
- being under the influence of prohibited drugs and/or substances including alcohol while on CTI premises or while participating in a CTI related activity
- unauthorised possession of a weapon on CTI premises or while participating in a CTI related activity.

Reporting Discrimination, Sexual Harassment, Victimisation & Bullying

- All students & staff should report an incident of concern to the Principal Executive Officer/ Student Services & Academic Manager. A written complaint is not required. All reports of discrimination, sexual harassment, victimisation, or bullying will be dealt with in complete confidence and the institution will ensure any person making a report is protected from victimisation.
- If you wish to make a complaint about any of these behaviours at CTI, please contact the Principal Executive Officer/ Student Services & Academic Manager in the first instance. Any complaint of discrimination, sexual harassment or victimisation will be treated seriously and investigated promptly, confidentially and impartially. A written complaint is not required. You do not have to put up with discrimination, sexual harassment or victimisation.
- CTI will follow up any report discreetly and will undertake an appropriate investigation.

- If the report is verified, the school will view the matter seriously and will take appropriate action, which may include penalty and counselling (CTI will assist the student / staff to appropriate and professional counselling services)
- If the complainant is dissatisfied with the action taken, then recourse may be through first following CTI's internal student complaint/appeal procedure and if still dissatisfied by contacting the following organizations:

WorkCover Queensland

GPO Box 69

Brisbane Qld 4001

Ph: 1300 362 128

<https://www.worksafe.qld.gov.au/>

Anti-Discrimination

CTI takes great care to ensure that all students and staff members are treated fairly and equitably and that everyone on CTI's premises complies with the QLD Anti-Discrimination Act 1991. Discrimination means treating someone unfairly because they belong to a particular group of people. It is against law and action will be taken against those in breach of the law. Any matters in relation to discrimination must be reported to the Principal Executive Officer/ Student Services & Academic Manager.

Further information can be obtained on <https://www.qhrc.qld.gov.au/>

Fair Treatment and Equal Benefits and Opportunity Policy

Canterbury Technical Institute Pty Ltd will treat fairly all of its students and all prospective students seeking to enrol with CANTERBURY TECHNICAL INSTITUTE PTY LTD (Please ask reception staff for details Fair Treatment and Equal Benefits and Opportunity Policy)

Consequences of Misconduct

CTI staff may in respect to any misconduct committed by a student immediately suspend the student from CTI for a determined period of time.

If a suspension action is taken the CTI staff shall:

- advise the designated Principal Executive Officer/ Student Services & Academic Manager immediately
- provide a written statement, which details the circumstances of the suspension.

Following receipt of advice of an act of misconduct, the designated staff must advise the student in writing of the alleged incident of misconduct.

The student has five working days to make oral or written representations regarding the alleged incident of misconduct.

If required, following the receipt of advice from the Principal Executive Officer/ Student Services & Academic Manager, they may review the circumstances and may:

- determine further appropriate action;
- suspend or exclude the student from CTI for a specified period of time; or
- expel the student.

The student must be informed of their right to appeal the decision.

Note: Where State or Commonwealth laws appear to have been breached, the matter will be referred to the police or other appropriate authority.

Misconduct Appeals

If the student has been found guilty of misconduct, the student can appeal the decision or the decision process in writing to the Principal Executive Officer/ Student Services & Academic Manager.

- A date for a review meeting will be set as quickly as possible and the student will be notified of the time, date and venue in writing.
- If required, the CTI may provide an interpreter, or the student may bring a support person to assist them during the meeting.
- If the student does not attend the meeting or provide a written submission, the Principal Executive Officer/ Student Services & Academic Manager may assess the matter and where necessary impose a penalty.
- The Principal Executive Officer/ Student Services & Academic Manager will advise the student in writing of the decision within two working days of the meeting concluding.
- The decision of the DSS will be deemed final.

VET Quality Framework

The National Vocational Education and Training Regulator Act 2011 provides the legislative instruments for the VET Quality Framework regulated by the Australian Skills Quality Authority ASQA. As the national regulator for the vocational education and training (VET) sector, ASQA seeks to make sure that the sector's quality is maintained through the effective regulation of providers and accredited courses:

<http://www.asqa.gov.au>

Canterbury Technical Institute is a registered Training Organisation (RTO) operating under the VET Quality Framework.

The VET Quality framework consists of the Standards for National VET Registered Training Organisations (SNR) and SRTO 2015 and includes:

- Fit and Proper Person Requirements
- Financial Viability Risk Assessment Requirements
- Data Provision Requirements
- The Australian Qualification Framework

Marketing and Agents

CTI markets and advertises its products and services with integrity and accuracy and in an ethical manner. CTI markets its courses directly and through recruitment agents with a formal written agreement.

Accurate and Clear Marketing

- CTI agrees to accurately represent training products and services to prospective clients.
- Where advertisements refer to the CTI's RTO status, the products and services covered by the organisation's scope of registration will be clearly identified. AQF qualifications will only be advertised if CTI has them on scope.
- Advertisements utilised by CTI will identify nationally recognised (NRT) products separately from training and assessment programs recognised by other bodies or without recognised status.
- Logos will only be used in advertising materials as per guidelines provided by the appropriate bodies.
- The names of training packages, qualifications and/or accredited courses listed in advertising materials utilised by CTI will comply with the names/titles as endorsed by the appropriate bodies.
- CTI or its agents with a formal agreement offer no guarantee a learner will successfully complete a training program
- CTI RTO code number is included in all marketing material, including that of agents or third parties with a formal agreement with CTI.

Agent Selection

The Principal Executive Officer (PEO) is responsible for agent selection, management and review.

Selection procedure

- When an agent makes an application to represent CTI, the PEO will review the profile of the agent
- The PEO will request 2 references and conduct reference checks.
- If satisfied, the PEO will forward CTI's agent agreement copy for reference to the prospective agent.
- The agreement includes the requirement of the agent to co-operate fully with the Australian Skills Quality Authority (ASQA) if required (SRTO 8).
- Once approved the agent will sign 2 copies and send it to the PEO. The PEO will sign a copy for the agent's record

Agent monitoring and review

All applications received from agents will be reviewed on a case-to-case basis to verify if all admission requirements are being met according to CTI's Student selection process.

The PEO will be responsible for agent reviews. As a part of the role PEO will conduct reviews at scheduled intervals.

Procedure

CTI will review its agent contracts and operations every 6 months, unless:

- They apply to renew or amend their contract before the scheduled renewal date
- CTI has continuous rejection of student applications failing to meet CTI's entry requirements
- Following a complaint to CTI about an agent from any government agency or student, regarding unethical or criminal behaviour.
- Engaged in dishonest practices
- Engage in false or misleading recruitment practices

CTI will assess if the agent is compliant to CTI's policies and with SRTO 2015 Clauses 2.3-2.4, 4.1, 5

- CTI will train (if new) and update agents and recruitment staff with regard to all its programs, admission requirements, and VET Student Loan assistance information
- Monitoring of agents will occur on an ongoing basis such as through student induction and enrolment feedback
- The PEO will complete an agent review report once a review is completed.
- If the review report requires further actions, the PEO will complete a Corrective Action Report (CAR) for the specific agent.

Marketing Practices

No false or misleading comparisons shall be drawn with any other provider or their training and assessment programs. CTI will not make any inaccurate claims of association with any other provider or organisation, or give inaccurate advice as to acceptance into another training and assessment program.

- CTI will always gain participant's permission before using information about that individual in any marketing materials. This is in line with the access and equity policy of the organisation:
- The dignity and privacy of an individual will be respected at all times.
- Respect will be given to the confidentiality of information acquired during the course of operation of the organisation.
- A participant's permission will be gained before CTI can use information about that individual in any marketing materials. Staff members will ensure conformity to all relevant privacy legislation.

Process for seeking permission from person or organization

CTI will maintain ethical standards at all times within its marketing activities. To seek permission from any student, the PEO will be responsible for executing this role. Student's testimonials can be used for any form of marketing and PR purposes.

The PEO will contact the party via telephone, email or in person to request for a testimonial.

The PEO will explain the testimonial request and give all detail with regards to the time, place, audience, reason and plan for using the testimonial.

PEO will then provide a "Student Testimonial form" for the client to fill in and authorise its use. DM will ensure that the testimonial is solely used for the purpose as explained to the client.

Student Support Services

CTI has resources and staff available to help students if necessary. If you are facing problems of any kind, please do not hesitate to contact any of the staff. Our staff members are always happy to help you whenever possible. Please take advantage of the support facilities available before any problems becomes an issue, so that you may have a happy and rewarding experience while you are studying at CTI.

Induction and Orientation program

Orientation program

The orientation program is conducted for all new students arriving on campus at the beginning of the course. A briefing is conducted on Australian culture and course outline. Information is given to students regarding student visa conditions, accommodation, overseas health cover, and use of information technology facilities within CTI. Students are also given a campus tour and are introduced to academic and administrative staff.

Orientation Schedule

- Introduction & welcome
- Student registration form
- VSL assistance
- USI Number (Unique Student Identifier)
- Course information, time table, learning & assessment strategies
- Student rights and obligations
- Complaints and appeals processes
- Learner needs survey
- Orientation feedback form
- Emergency evacuation directions & protocol
- Student ID Cards

CTI provides support services to its students. PEO is appointed for the provision of support services to:

- adjust to life and study in Australia.
- Assist in the resolution of problems, which could impede in their studies.

USI Number help

The USI system generates a unique student number which students can use throughout their studies in Australia. The USI allows access to a full range of study information fast and easy.

CTI Administration staff will request consent from the student to generate a USI for them

Or

Will record the students generated USI into CTI's student management system.

Personal Counselling services

CTI offers professional counselling service to students / staff. The student counselling service is designed to assist students in dealing with a wide range of problems including managing stress, handling conflicts, emotional issues, improving motivation, enhancing study skills, organising study time and any other issue that may be upsetting the student.

If you require personal counselling services, please contact Student Services or the PEO to make the necessary arrangements.

Academic support

CTI offers academic support to students in addition to their regular scheduled lectures. To assist students in their assignments there are Assignment Referencing workshops to help prevent plagiarism.

Additional tutorial support is organised for students requiring academic assistance. Workshops are conducted for students with academic difficulties such as study skills, counselling, support and guidance is offered to students who have academic difficulties. Students are advised to contact their respective course trainer or course coordinator/s for any additional academic support. The course coordinator/s will then refer you to the respective staff that will then provide you with relevant assistance.

Language, Literacy & Numeracy skills

During the orientation process, students will be offered to fill in a “**Learner Needs Survey**” form, which will collect information about individual learning styles and needs. This form will be an exercise to determine if CTI needs to deploy additional resources to accommodate student’s learning needs to achieve the desired outcome and offer equal learning opportunities.

Procedure

1. During orientation CTI representative (Manager – Student Services or the counsellor) will explain the need for the “Learner Needs” survey to the student
2. Students will complete it during the orientation session and hand it back to the person in charge
3. Manager – Student Services will analyse each individual for and seek and special needs or requirement of any students
4. If any needs are addressed, the /Manager – Student Services will further discuss (verbal) the needs with the concerned student and assess the need further to ascertain what training and learning strategies would be required
5. Manager – Student Services will then discuss the strategies with the trainer / tutor and make arrangement for regular monitoring of students performance via student’s evaluation sheet or academic progress and performance.

In the event that a student needs access to literacy and numeracy skills training, CTI will make available a staff member with appropriate qualifications (Adult Teaching qualifications). CTI will dedicate at least 2 hours a week to teach students literacy and numeracy skills to assist students in meeting the LLN requirements of the training package.

Study Progress and Support

CTI will maintain and monitor student's study progress throughout the duration of the qualification. CTI will put in place student support services to assist them in achieving the desired results where required.

Students are expected to make the commitment to attend at least 80% of their timetabled study to successfully complete their course as provided in their training plan. Students making poor progress will be counselled and warned before they are directed to re-enroll into the course or have their enrolment cancelled. Students will not be given any extension at the end of the qualification if they have not completed all the required units of competencies unless compassionate or compelling circumstances have been documented.

Study support and intervention strategies include:

- a letter or email to the student;
- personal contact with the student by CTI Authorised staff members;

An intervention strategy can specify what additional support will be provided to students at risk of not making satisfactory course progress. Strategies for assisting students at risk could include, but are not limited to, the student:

- attending tutorial or study groups;
- receiving individual case management;
- attending counseling;
- receiving assistance with personal issues which are influencing progress;
- receiving mentoring;
- being placed in a suitable alternative subject within a course or a suitable alternative course; or
- a combination of the above and a reduction in course load.

1. An intervention strategy can include provisions for:

- a) where appropriate, advising students on the suitability of the course in which they are enrolled.
- b) assisting students by advising of opportunities for the students to be reassessed for tasks in units or subjects they had previously been marked Not Yet Competent (NYC), or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency; and
- c) advising students that poor course progress in a study period for a course could lead to the need for re-enrolment, as opportunities for extended assessment times are limited and assessed on an individual student need basis

2. At the end of each study period, student's progress will be reviewed. If a student is identified as making poor progress, study support strategies will be offered an/or an intervention strategy may be implemented.

3. If CTI staff members identifies that a student is at risk of making poor course progress before the end of their study period, CTI may implement support or an intervention strategy as early as practicable.

Student Responsibilities

Communication and interaction

When communicating and interacting with the CTI staff and other students in person, by letter, telephone or email, the student has a responsibility to:

- Treat people with respect and fairness regardless of their background or culture
- Show respect for others by not swearing, using obscenities, or making offensive remarks.
- Not do anything that could offend, embarrass, or threaten others.
- Not harass or disrupt others in the performance of their duties or studies.
- Avoid unacceptable behaviour i.e., aggressive, threatening, or abusive behaviour (including bullying or harassment)
- Respect and not damage or steal property of CTI or of other persons
- Not make false statements in regard to your student status or representation as a student or entitlements as a student.
- Ensure personal details such as your address is updated with CTI within 7 days.
- Pay all fees by the scheduled due date.

Studying

You should:

- Attend all classes on time
- Achieve satisfactory progress in your studies through participation and attendance as required
- Complete all assessment tasks by the due date (where a date is specified) or request for an extension of time.
- Complete all assessment tasks and examinations honestly (without cheating)
- Not submit and claim as your own, work derived from another source or work done by another person
- Return or renew library resources or other borrowed materials and equipment on time as required.

Computers and electronic resources

Canterbury Technical Institute recognises that computing and electronic resources are a valuable source of learning. Students are encouraged to make use of these resources for purposes relating to study being undertaken. CTI computing and electronic resources are not to be used for purposes other than for program requirements unless otherwise stated.

These guidelines provide information about the acceptable use of computing and electronic resources provided by the CTI. These resources include Internet, email, web browsing, website publication, chat, and newsgroups (forums). It is the student's responsibility to adhere to the guidelines for appropriate use of computing and electronic resources.

CTI reserves the right to:

- Moderate access to Internet services, including the filtering of websites
- Monitor and record all usage of its computer networks

- Access student e-mail accounts where it has been considered that there has been misuse of the e-mail system
- Take disciplinary action where a breach of expected behaviour has occurred.

Consequences of inappropriate use

Where it is alleged that a student is inappropriately using facilities, CTI will provide the student with written notice of the alleged inappropriate use. The student has the right to provide an explanation to the delegated CTI officer prior to any disciplinary action being taken.

Disciplinary action against students who inappropriately use computing and electronic resources or breach any of the terms and conditions of CTI, may include but is not limited to:

- Suspended access to CTI's computing and network facilities, either indefinitely or for a specified period of time determined by the MSS; or
- Legal action - illegal acts will be referred to the appropriate legal authority.

Criminal Offences

Commonwealth and State laws relating to written communications apply equally to email messages and the Internet. These include laws relating to:

- Downloading, uploading, copying, storing, or distributing child pornography.
- Downloading, uploading, copying, storing or distributing software applications or other material with content that is illegal.
- Breach of copyright such as unlicensed copying of a computer program.
- Intercepting, attempting to steal or alter data (hacking), unlawfully accessing, altering, or falsifying electronic documents or programs; and
- Use of communication and information devices for defamation, illegal gambling, fraudulent misrepresentation and unauthorised recording.

Unlawful Use - Violations of State or Federal law

- Unauthorised use, or reproduction of documentation that would normally require payment of a fee for use;
- Accessing / downloading website materials / files or transmitting material that is defamatory.
- Accessing, displaying, disseminating and storing obscene or offensive material including abusive, pornographic, profane or sexually oriented material.
- Internet technologies must not be used to access or disseminate use of illegal drugs, dangerous materials or other illegal activity; or material that promotes hatred; or
- Discrimination based on age, race, religion, gender or sexual preference.
- Threatening letters or unsolicited advertising, false or defamatory statements must not be posted or published on the Internet.

Inappropriate Use

Students should not use the computing and electronic resources provided by CTI that are not directly related to the study being undertaken.

The following are examples of inappropriate use of Canterbury Technical Institute computing and electronic resources:

- Conducting private business for personal gain or profit, including fee-based or subscription services.
- Unauthorised downloading or storage of files and records, which are not for study purposes.
(Downloading of Software [licensed, shareware, freeware, evaluation or otherwise] including system, application or data files may only occur when approved by CTI).
- Accessing of communication and information devices and services such as Internet relay chat, for non-study purposes. All transactions should be conducted in a manner that does not create congestion on the network. For this reason, the accessing of Internet chat sites is prohibited. Audio files, movie files and games are not to be played, installed onto computers, or downloaded from the Internet.
- Using the Internet to gain unauthorised access to other computers.
- Unauthorised use of any password/mailbox is prohibited.
- Failing to undertake security precautions when downloading files e.g., checking for viruses. (Any use of the Internet should ensure that there is no possibility of transmission of viruses or programs that may harm data or computer hardware and software. No e-mail attachment should be opened if received from an unknown source or topic. Any suspect e-mail or virus warning from an unsubstantiated source should be forwarded unopened CTI Network Administrator).
- Gaining or attempting to gain access to another user's account or masquerade as another user.
- Attempting to intercept, download or electronically read another user's files, transmissions or electronic mail.
- Giving an unauthorised person, (either intentionally or negligently) passwords associated with access to the computing and networking facilities.
- Attempting to access any computer system or network without appropriate authority.
- Attempting to bypass system restrictions or security mechanisms.
- Attempting to change configuration files or settings.
- Intentionally damaging or destroying any computer systems or data, or developing or using programs for this purpose.
- Exceeding allocated host computer disk space.
- Using the computing and electronic resources to intimidate, harass, annoy or stalk another person.

In using the Internet, the privacy of others must be respected. Students should not:

- Use the computing and networking facilities to infringe on another person's right to privacy.
- Publish personal contact information about other people or include reference to others including names and pictures without their permission;
- Forward a message identified by the sender as private without the permission of the sender.

Copyright

Students may only copy materials in accordance with the Copyright Act 1968. The Act also applies to information published on the Internet. The Act requires copyright royalty payments for the reproduction of a considerable amount of published material, notably books.

For study and research purposes students are allowed to copy 10% or one chapter of a book or one article per issue of a journal. Students must comply with licenses for the use of intellectual property, including software. All software loaded on CTI's computers or provided by CTI are licensed and there is no permission to copy software unless permitted by CTI. If you need further information about your copyright obligations, see the Australian Copyright Council website. <http://www.copyright.org.au>

Dress Code

Canterbury Technical Institute is an adult learning environment that prepares you for industry, as well as for further career-related training. Because of this, you are expected to dress in a manner that is neat, clean and safe at all times, as would be expected in the workplace. While studying at the campus, you should:

- Be adequately clothed in accordance with occupational health and safety requirements.
- Not wear clothing that is likely to offend others in terms of its lack of decency, modesty or cleanliness.
- Not wear clothing that is likely to offend others because of slogans, cartoons, or any symbol or graphic worn to provoke, intimidate, condemn or ridicule others.
- Not wear dark glasses in the classroom unless they are required for medical/safety reasons.

CTI Environment

You are required to assist in maintaining serviceable facilities and equipment by:

- Reporting breakage and/or faults with equipment to the trainer, or the Institute administration.
- Leaving classrooms neat and tidy after classes and tutorials.
- Not using or installing unlicensed software on Institute computers and checking all removable data storage devices for viruses before use on Institute computers.

Gambling

Gambling is not permitted on campus. Any breach of this rule will result in immediate expulsion.

Food and drink

Food or drinks are not allowed in any area of CTI Campus other than the Student Rest Area. Students found consuming food or drink in the PC labs, lecture/workshops or tutorial rooms may have their access suspended.

Alcohol, Drugs and Weapons on Campus Premises

You are not allowed on campus premises or to use Institute facilities when under the influence of alcohol. Consumption of alcohol on campus is prohibited.

The possession, use and sale of illegal drugs or controlled substances (including stimulants, depressants, narcotics, hallucinogens or marijuana) on campus premises is against the law and will be reported to the police. If you are taking prescription medication, it is your responsibility to ensure that they do not affect your safety or the safety of others.

If you are on medication that may affect your ability to study, due to an accident or certain situation. It is your responsibility to inform the campus manager of your current medical situation. If there is no prior communication, the strongest position will be taken by the campus manager.

You are not to bring knives, guns or other weapons on to the campus premises. It is an offence under the Weapons Act 1990 to be in possession of a knife or other weapon in a public place or an educational facility.

Safety

The NSW Workplace Health & Safety Act 2000 applies to all staff and students of CTI. All staff and students have a responsibility to ensure that they work safely, without risk of injury to themselves or people around them.

Smoking

Smoking is prohibited throughout the building including foyers, toilets and lifts.

Personal Information and Privacy Policy

This policy outlines how the Canterbury Technical Institute Pty Ltd uses and manages personal information provided to or collected by it. In collecting personal information CANTERBURY TECHNICAL INSTITUTE PTY LTD will comply with the privacy requirements of the *higher education support act 2003* and the information privacy principles set out in the *privacy act 1988 (amended 2012)*.

Personal Information Procedures

CANTERBURY TECHNICAL INSTITUTE PTY LTD may, from time to time, review and update this policy to take account of new laws and technology, changes to CANTERBURY TECHNICAL INSTITUTE PTY LTD operations and practices and to make sure it remains appropriate to the changing CANTERBURY TECHNICAL INSTITUTE PTY LTD environment. (Please ask reception staff for details of Procedure Relating to Personal Information Policy)

Privacy Notice

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) 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 NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How NCVER and other bodies handle your personal information

NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, state and territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact [*insert RTO name*] to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Complaint & Appeals Policy and Procedures

Policy

Canterbury Technical Institute (CTI) endeavours to maintain a harmonious working environment which is free from intimidation and harassment and which affords equality of opportunity. CTI and its staff members will act on any complaint that can be substantiated.

It is the policy of CTI to act upon the subject of any complaint found to be substantiated immediately.

A complaint or appeal may be a result of issues such as but not limited to:

- Course information, publicity or advertising material
- Course fees information or relating to refunds or financial matters
- Programme content or structure
- Equipment, teaching resources or programme delivery
- Entry / selection procedures / Recognition of prior learning
- Staff qualification & skills
- Assessment information or process
- Student support & guidance
- Attendance
- Assessment review / appeal (also see Academic Appeals)
- Student transfer
- Student leave, course cancellation, suspension or deferment
- A complaint can be made about the following:
 - the RTO, its trainers, assessors or other staff
 - a third party providing services on the RTO's behalf, its trainers, assessors or other staff
 - a learner of the RTO.
- And, in instances where the RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the RTO:
 - informs the complainant or appellant in writing, including reasons why more than 60 calendar days are required
 - regularly updates the complainant or appellant on the progress of the matter.

Procedures of general complaint, dispute, appeals & resolution

A complaint, dispute or appeal can be about a situation, a process, a person or people, a facility or a service provided by CTI. **A complaint / appeal / dispute is not about an academic result.**

(Students appealing academic results or matters – please see “**Academic Appeal Policy**”).

1. A complaint / appeal / dispute can be lodged in writing by letter, email or in person. A student can lodge their complaint / appeal with CTI’s Student Services & Academic Manager OR the Principal Executive Officer. Students are encouraged to lodge their initial complaint / appeal / dispute with the student services manager. A written record of the complaint / appeal / dispute will be kept on file.
2. If the student chooses to access CTI’s complaints and appeal process, their enrolment will be maintained while the process is ongoing.
3. A student will have the opportunity to formally present their case at no cost. A student and the other party may be accompanied and assisted by a support person at any relevant meeting.
4. CTI’s Student Services & Academic Manager or the Principal Executive Officer can respond to a complaint / appeal / dispute. A student must lodge their complaint & / or appeal & / or dispute with only one member of the above nominated staff at CTI. If the complaint or appeal needs to be escalated, the staff member must follow the complaint & appeal policy.
5. CTI will investigate and respond to all complaint or appeals or dispute lodged by a student. The process will commence within 10 working days of the formal lodgement of the complaint / appeal / dispute and supporting information and all reasonable measures will be taken to finalise the process in the shortest possible time.
6. CTI treats all complaints and /or appeals and/or disputes in confidence and will seek the permission of the student before discussing the complaint and /or appeal and/or dispute with relevant staff. The student will be given a written statement of the outcome, including details of the reasons for the outcome.
7. If the process results in a decision that supports the student, CTI will immediately implement the decision or preventive action required and advises the student of the outcome.
8. Any student who feels that his/her case has not been adequately heard, may appeal in writing to CTI. If still not satisfied with the appeal outcome they may contact an independent mediator such as LEADR

LEADR

Level 1, 13-15 Bridge Street Sydney, NSW, 2000

Telephone: (+61 2) 9251 3366

Fax: (+61 2) 9251 3733

Freecall: 1800 651 650

<http://www.leadr.com.au/>

National Training Complaints Hotline

If you have a training problem or concern and are not satisfied with the outcome of CTI’s internal Complaints & Appeals procedures, students can call Department of Education (DOE) toll-free complaints hotline on 13 74 68 or www.directory.gov.au

National Training Complaints Hotline

If you have a training problem or concern and are not satisfied with the outcome of CTI's internal Complaints & Appeals procedures, students can call Department of Education Employment & Workplace Relations (DEWR) toll-free complaints hotline on 1800 000 674 or www.directory.gov.au

Policy coverage

This Policy and Procedure will be made available to students (or persons seeking to enrol with CANTERBURY TECHNICAL INSTITUTE PTY LTD) regardless of the location of the campus at which the grievance has arisen, the mode in which they study or their place of residence. This policy is not applicable to international students.

In relation to non-academic matters, these procedures apply to students who are, or would be, entitled to VET STUDENT LOANS assistance as well as persons seeking to enrol with CANTERBURY TECHNICAL INSTITUTE PTY LTD in a VET unit of study that meets the course requirements who are, or would be, entitled to VET STUDENT LOANS assistance.

In relation to academic matters, these procedures apply to students who are, or would be, entitled to VET STUDENT LOANS assistance. (Please ask reception staff for details of Grievance Policy and Procedures - Academic and Non-Academic)

Re-Crediting a VET STUDENT LOAN Balance

STUDENT REVIEW PROCEDURES for re-crediting a FEE-HELP Balance

Introduction

Canterbury Technical Institute Pty Ltd will conduct this procedure in compliance with Schedule 1A of the *Higher Education Support Act 2003* and the VET Guidelines.

For the purposes of this procedure a student is an Australian citizen, or an Australian resident permanent humanitarian visa holder enrolled in a VET STUDENT LOANS enabled course with CANTERBURY TECHNICAL INSTITUTE PTY LTD.

CANTERBURY TECHNICAL INSTITUTE PTY LTD will:

- set a census date for each VET unit of study that is no earlier than 20% of the way through the VET unit of study;
 - ensure that all students are informed of the census date for each VET unit of study in the manner and by the date prescribed in the VET Administration Guidelines; and
 - ensure that all students are informed of the review procedures for the re-crediting of a FEE HELP balance.
- *(Please ask reception staff for details of Re-Crediting a VET FEE-HELP Balance Policy)*

Following a CTI Review Officer providing a written notice of a decision setting out the reasons for a

re-credit application decision, the applicant shall also be advised in the decision of the right to apply to the Administrative Appeals Tribunal for a review of the decision; and be provided with the contact details of the closest Administrative Appeals Tribunal Registry and the approximate costs of lodging an appeal.

Administrative Appeals Tribunal

Where a student is unsatisfied with the reviewed decision they may apply to the Administrative Appeals Tribunal for consideration of CANTERBURY TECHNICAL INSTITUTE PTY LTD's decision to refuse to re-credit their FEE-HELP balance. The student may supply additional information to the Administrative Appeals Tribunal which they did not previously supply to CANTERBURY TECHNICAL INSTITUTE PTY LTD either in the original application or the request for review.

1. Apply to the Administrative Appeals Tribunal (AAT) for review of a decision, may require an application fee depending on the circumstances, these fees may vary but an indicative range would be \$860.00 to \$900.00. The application cannot proceed until the application fee has either been paid or waived. The application fee is refunded when the review is completed if the AAT decided that it is finalized in the student's favour.

Further information about the Administrative Appeals Tribunal, including the required application forms and current costs, can be obtained from their website at: www.aat.gov.au/about-the-aat
 Contact details for the AAT are in the table below.

Opening Hours	Monday To Friday 8:30am to 5:00pm
Phone	1800 228 333 from anywhere in Australia (calls are free from landline phones, however calls from mobiles may be charged). From Norfolk Island and overseas: +61 2 9276 5101
Non – English Speakers	Call the Translating and Interpreting Service on 131 450 and ask them to call the AAT
People who are deaf or have a hearing or speech impairment	Contact through the National Relay Service . Give the AAT's number you want to call. For more information, visit www.relayservice.gov.au .
Email	generalreviews@aat.gov.au
Street Address	Level 4, Harry Gibbs Building, Commonwealth Law Course, 119 North Quay, Brisbane, QLD - 4000
Post	GPO Box 9955, Brisbane, QLD 4001
Fax	07 3361 3001
DX Address	DX 253 Brisbane

Refund Policy

For Eligible Students enrolled in VET FEE-HELP enabled courses

1. This refund policy is applicable to Australian citizens or Australian resident permanent humanitarian visa holders who are enrolled in a VET FEE-HELP enabled course offered by the Canterbury Technical Institute Pty Ltd
2. In the event of a student withdrawing from a VET unit of study on or before the census date* for that unit of study:
 - 100% of tuition fees paid for that unit will be refunded to the student; and
 - the student will not incur a VET FEE-HELP debt.
3. In the event of a student withdrawing from a VET unit of study after census date* for that unit of study:
 - no refund is applicable; and/or
 - the student will incur a VET FEE-HELP debt.

** A census date that is no earlier than 20% of the way through a VET unit of study will be set by CANTERBURY TECHNICAL INSTITUTE PTY LTD for each unit of study. CANTERBURY TECHNICAL INSTITUTE PTY LTD will ensure that all students are informed of the census date for each unit of study on the CANTERBURY TECHNICAL INSTITUTE PTY LTD website and/or the students training plan.*

4. Refunds will be made within 28 days of the census date of the VET unit of study to which the withdrawal applies. *(Please ask reception staff for a details Refund Policy)*

Certificate 3 Guarantee & Higher-Level Skills Subsidised Programs Refund Policy

As a Skills Assure Service provider (SAS) registered with QLD DESBT, CTI implements the following refund policy related to courses delivered to students under the SAS Program policy 2022-2023.

1. A full refund of Student Co-Contribution Fees is applicable for training delivery that had not commenced at the time of cancellation of enrolment
2. A proportionate refund of fees will be provided where a student withdraws from a unit of competency or module
3. Students will be advised of this policy before any payment is made to CTI.
4. Students will not be charged for a Credit Transfer (CT). In the instance that a CT or Gap unit is identified at a later stage, the student will be refunded at the per unit level.
5. Refunds will be processed within 28 days.

Student RPL & Course Credit Information and Requirements

Recognising Prior Experience and Skills

In accordance with the requirements for NVR Registered Training Organisations, Canterbury Technical Institute provides the opportunity to have prior learning recognised toward a qualifications or units of competence for which they are enrolled. Recognition is viewed simply as another method of assessment and therefore is conducted in accordance with the Assessment Policy.

For further information and to apply for RPL, please email your request to info@cti.qld.edu.au

Credit Transfer

Canterbury Technical Institute acknowledges the requirement as a Registered Training Organisation (RTO) to recognise the awards issued by other RTOs. This is limited to outcomes that are drawn from the Australian Qualifications Framework being units of competence awarded and accurately identified in statements of attainment and qualifications.

What is credit transfer?

Credit transfer is the recognition of learning achieved through formal education and training. Under the Standards for NVR Registered Training Organisations, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. Credit transfer allows the unit of competency previously achieved by a student to be recognised when they are enrolling in a related course where those units can assist them in meeting the requirements for a qualification.

If credit transfer is being sought for a unit of competence which has a different title or code, then it is necessary to establish the equivalence between the unit held and the unit being sought. In many cases this information can be found in mapping guide published in the relevant Training Package (usually volume one or on the Industry Skills Council (ISC) website). CTI admin/assessors staff will obtain this information and validate claims of equivalence.

As a general guide, if there is no such mapping available then CTI is not obliged to recognise the unit through credit transfer.

Please follow the link for further information in Credit Transfer:

<https://www.aqf.edu.au/publication/credit-transfer>

Evidence requirements

An applicant will be required to present his or her statement of attainment or qualification for examination by Canterbury Technical Institute. These documents will provide the detail of what units of competence the applicant has been previously attained. Applicants must provide satisfactory evidence that the statement of attainment or qualification is theirs and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework (AQF). The applicant is required to submit copies only which are certified copies.

Credit transfer guidelines

The following guidelines are to be followed when an application for credit transfer is received:

- Any student is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
- Students may not apply for credit transfer for units of competence or qualification which are not included in CTI's scope of registration.
- Whilst students may apply for credit transfer at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student will not incur any fees for the credit transfer.
- Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and the applicant will be advised to seek recognition.
- Credit transfer will only be issued when the student's enrolment includes at least one other unit of competence for which the student is participating in training or is seeking recognition. Student may not enroll only for credit transfer.
- The recognition of a unit of competence under a credit transfer arrangement is not contingent on the applicant demonstrating their currency. If the unit has been previously awarded and equivalence can be demonstrated, then the unit can be recognised.

National Recognition (Recognition of Qualifications Issued By Other RTO's)

National recognition is the process that recognises qualifications or Statements of Attainment issued by another Registered Training Organisation that are the same as the competencies in the program you are enrolled in.

To receive recognition for previous study, you do NOT need to be enrolled in the program. However you will need to provide certified copies of your qualifications, Statement of Attainment along with your RPL form to CTI to assess your eligibility for RPL. For further information on RPL & Qualification recognition please contact the reception or alternatively email info@canterburyti.com.au

Recognition of Prior Learning (RPL)

What is RPL?

Recognition of Prior Learning (RPL) means an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.

- a. formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree);
- b. non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business); and
- c. informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

OVERVIEW OF RPL PROCESS

The RPL process has four (4) key steps:

1. Providing information and assessing your eligibility for RPL
2. Submitting evidence, and gap training assessment
3. Validation of all evidence
4. Issuing qualifications

This RPL Assessment Kit has been developed to streamline the application for recognition of prior learning.

STEPS IN THE RPL PROCESS

Step 1 – Provide information of your skills and experience.

Complete the RPL Assessment Kit and provide as much information of your previous experience in the hospitality industry as you can. This is your first opportunity (and not the last) to provide proof of your variety of experience in the industry. Here you can supply examples of your work history which could include:

Documents that may be available include but are not limited to:

- Any licences
- Detailed CV or Work History
- Certificates/Results of any prior Training/Assessment relevant to this Qualification
- Indentures/Trade Papers
- Certificates/Results of Assessment – universities
- Results/Statement of Attendance/ Certificates – vendor training courses
- Results/Statement of Attendance/ Certificates – in house courses
- Results/Statement of Attendance/ Certificates – workshops, seminars, symposiums, etc.

- Results/Statements of Attendance/ Certificates – club courses e.g., first aid, officials, Surf Life Saving, etc.
- Tickets held (RSA, RSG etc)
- Photographs of work undertaken e.g. during shift work and to be verified by an Employer Representative in charge of the respective work.
- Diaries/task sheets/job sheets/logbooks
- Inhouse training records
- Any induction records relevant to Hospitality industry
- Membership of relevant professional associations
- Hobbies/interests/special skills outside work
- References/letters from previous employers/supervisors
- Industry awards
- Any other documentation that may demonstrate industry experience.

Confidentiality – ensure that confidential information is not disclosed when presenting evidence (i.e. remove names and figures). Do not include original certificates of training but include copies that have been certified by a Justice of the Peace or a Commissioner for Declarations.

Depending on the industry you have worked in, you may or may not have documentary evidence available. This should not deter you from seeking RPL as the Assessor will work with you during the RPL process.

You will also need to:

- supply contact details of one work supervisor or employer who can confirm your skills in the industry.
- complete a self-assessment that represents the previous knowledge and skills you have obtained within the hospitality industry.

Step 2 – Conversation with Assessor

An assessor will review the information you have provided (usually with you) and begin to match up your skills to the units/subjects in the qualification. The assessor will also ensure that the information you have provided is Authentic, Current and Sufficient. At this point, you will have the opportunity to discuss and identify your previous experience with the assessor who will understand your industry experience and conduct a competency conversation with you. You will be required to answer industry related questions to identify your current skills.

Step 3 – Practical demonstration of your skills

Your trainer and assessor will conduct a practical skills test at your workplace or you can video yourself and send it to your assessor. This, again, is an opportunity to demonstrate your level of competence. This assessment will be focused on skills that are required in the qualification. Your assessor will identify the skills that he/she will want you to demonstrate.

Step 4 – Assessor Conversation with Supervisor

An assessor will review the information you have provided and ask your supervisor/employer questions to confirm your statements and match what you do within your workplace to the units of competency. The assessor will also ensure that the information you have provided is Authentic, Current and Sufficient.

Further steps

After the assessment, your assessor will give you information about the skills that have been recognised and whether you have met the requirements of RPL. If you do have skill gaps, these may be addressed through flexible training.

ASSESSOR EVALUATION METHODS

Evidence may be in many forms, and the number and type of evidence required will depend of the requirements of each unit.

- **P = a List practical tasks** observed by the assessor
- **D = Document Evidence:** List the evidence supplied as examples work completed by the candidate in a workplace relating to each element (document and/or file name of evidence supplied)
- **O = Other Evidence:** Used to confirm the applicant has knowledge of the performance criteria elements and may include:
- **Formal learning:**
 - Activities from courses and qualifications you have completed that specifically address performance criteria
- **non-formal learning:**
 - Work records
 - Job description
 - Records of workplace training
 - Performance appraisals
 - Financial records you have maintained
 - Organisational chart showing your position/s
- **informal learning:**
 - Curriculum vitae
 - Awards and prizes
 - Correspondence you have written
 - Diary notes you have made
 - Minutes of meeting which contain information about your participation
 - Letters of appreciation from clients
 - Confirmation of relevant unpaid/volunteer experience
 - Verification of duties undertaken as a member of a club or community group
- **3 = 3rd Party evidence Form:** Used to confirm that the candidate has the moral rights to claim the evidence submitted in the evidence collection table as their own work. This may be submitted by a colleague or co-working of the applicant, provided that the assessor can validate their employment with the organisation at the time the evidence was created. The assessor may also be able to complete this on behalf of the organisation if they able to validate the claim (through observations or interviews).
- **R = Referee Testimonial:** This section is to be completed by the candidate's direct supervisor in the workplace that the candidate is claiming recognition from for this unit. Evidence of the required skills listed is to be supported by a valid job description from the employer.
- **Q = Knowledge Questions:** Questions on required knowledge for the units, and answers to be confirmed as authentic by the assessor via competency interview. Applicants who have the skills and knowledge required to demonstrate competency should be able to provide short answers to these questions without the need to research responses.

Course Completion

CTI's policy is to ensure that all students complete the qualification that they are enrolled in within the expected duration as specified on the training plan. CTI will only consider extending a student's study or time to submit an assessment if they fall under the conditions specified such as **compassionate or compelling circumstances**.

CTI will review each student's case based on their individual needs and reasons submitted by the student if the student is requesting extended time to complete an assessment/s. CTI will only amend / extend assessment dates for **compassionate or compelling circumstances**, which are beyond the control of the student and which have an impact upon the student's program progress or wellbeing. These could include, but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
 - Bereavement of close family members such as parents or grandparents;
 - A traumatic experience which could include:
 - Involvement in, or witnessing of a serious accident;
 - Witnessing or being the victim of a serious crime.
 - When this has impacted on the student. (Note these cases should be supported by police or psychologists' reports)
 - Where the registered provider was unable to offer a pre-requisite course/unit; or
- a. Study support or an intervention strategy has been implemented to assist the student to successfully complete the course of study
 - b. An approved re-credit has been granted, (Note: this requires re-enrolment at a later date)

Where a student is applying for an extension to complete an assessment the relevant documentation must be presented to the Director/Campus Principal for approval.

Note: CTI does not consider family engagements & marriage to be a compassionate or compelling circumstance, which is beyond the control of a student. CTI recommends that students plan their family engagement / weddings during term breaks. Students are encouraged to discuss their individual cases with the MSS before committing to any such arrangement.

Access and Equity

During the enrolment & orientation process, all potential candidates will be offered an opportunity to discuss any special or additional needs they may require to fulfil their study requirements. This would be with regards to any arrangements needed while being a student at CTI. For example: Children, family commitments, disability or medical condition, other commitments, and religious obligations.

The CTI representative (Authorised agent) will make a note of this on the student application form OR add notes to the students' enrolment file and will evaluate it during the time of final selection. CTI will exercise the right to approve / disapprove any special needs or requirement that the candidate might have depending upon the feasibility and CTI's capacity to make it available.

This exercise will assist CTI to deploy additional resources to accommodate potential student's learning needs to achieve the desired outcome and offer equal learning opportunities.

Procedure

- 1) During the enrolment CTI representative (Authorised agent) will ask the prospective student if they have any special needs. OR the Director will ask the student on the orientation day if they have special needs.
- 2) The CTI representative (Authorised agent) will make note of it on the “Application Form” and discuss the possibilities of approval.
- 3) Principal Executive Officer/ Student Services & Academic Manager will analyse the special needs or requirement of the student in comparison to CTI’s ability to make it available.
- 4) If the candidate is selected, the Principal Executive Officer/ Student Services & Academic Manager will further discuss (verbal) the needs with the selected student and inform them on arrangements would be made to accommodate their needs.
- 5) The student then would have the final option of either accepting the position or rejecting it, depending on the accommodations suggested by CTI.

CTI will advise the student during the induction process, prior to the commencement of studies of the arrangement made for the student.

Assessment

The programs offered by CTI incorporate competency based assessments. The purpose of assessing competency is to confirm that you can perform to the standards expected in the workplace. Assessment is defined as the process of making judgments about whether competency has been achieved. You will be given the option of providing evidence that you meet the requirements of competency through Recognition of Skills and Experience or you can undertake training and assessment against the competency.

The assessor will advise prior to the commencement of training how the competency is to be assessed. Assessment will generally be progressive and involve more than one assessment item for each competency. Assessment items can include, but are not limited to: projects, case studies, oral questions, assignments, portfolios, written examinations, role plays, practical demonstrations or observation of activities.

Assessment Resit / Resubmissions

A student may not be allowed to resit any unit more than 2 times. If a student is still deemed NYC after the 2nd resit, then the student will have to re-enrol into the specific unit with associated tuition fees applicable.

Students requiring any further details are welcome to discuss this with the Principal Executive Officer/ Student Services & Academic Manager.

Assessment Items

- Assessment items must be submitted to the assessor BY THE DUE DATE specified for a result to be recorded unless an extension has been granted.
- Extensions will only be granted due to personal illness, or for other extenuating circumstances. Formal requests for extensions must be submitted to your teacher in writing 48 hours prior to the scheduled deadline.
- Length of extension is at the discretion of the teacher.

- A doctor's certificate must be produced to verify illness (or other documentary evidence, where applicable).
- You are responsible for complying with the procedures for assessment item submission and collection.
- To avoid plagiarism, you must properly acknowledge all information sources.
- If you have submitted your assessment item by the due date, and it is assessed as requiring additional work you can request an opportunity to resubmit the item. Only one resubmit will be granted for each assessment item.
- If you don't resubmit your assessment item by the due date you will be given the result of 'not yet competent' for that competency and you will have to re-enrol in that subject to gain competency.

NOTE: *Resubmissions will only be granted if the trainer considers that you have made a genuine attempt at the first assessment.*

Assessment Feedback

- You have the right to receive written feedback for an assessment item.
- It is your responsibility to contact the assessor to obtain the result of your assessment item and schedule feedback if you have not received results / feedback within one week of your assessment completion.
- You should contact your assessor in the first instance if you are dissatisfied with the result of an assessment item and the feedback given. If the assessor is unavailable, you should contact the student services department.

Alternative Assessment

If you consider you will be disadvantaged, due to a disability or unusual circumstance, you may request an alternative assessment.

These requests:

- Should be submitted directly to the assessor
- Will be verified with staff & academic team
- Shall be approved and documented by the assessor.

CTI offers flexible assessment procedures tailored according to each individual needs and requirements. If a candidate for assessment has a special need (e.g., disability), he/she needs to inform the trainer/assessor in advance to ensure that the need will be met during assessment.

Deferred Assessment

- You can apply to the Director in writing for a deferred assessment giving the reason for the request.
- The application is to be made at least seven days prior to the due date of the assessment, except:
 - in emergency circumstances
 - in cases of serious illness or injury where you will need to provide a medical certificate. If the assessment date has passed, the application must be made within three working days of the concluding date on the medical certificate.
- If the Director is satisfied that you were unable by reason of illness or other exceptional circumstances to complete an assessment task, they may allow a deferred assessment.

Results & Awards - Final Results

Your final results will be issued to you on the completion of study for a competency or group of competencies. If a student only completes a part of the units within a qualification then a “Statement of Attainment” will be issued to the student reflecting the unit completed. It will list the code and name of the competency and the result you achieved.

Interim academic transcripts

You can apply to receive an Interim Transcript (charges apply) anytime during your course. It will list the code and name of the competency and the result you achieved. Interim transcript cannot be used as a proof of academic achievement.

Issuing of Awards

A “Completion Certificate” & Transcript of Units completed is issued upon successful completion of your course. Your award will be issued within 30 days of the Institute becoming aware that you are eligible to receive the award.

Awards are issued to students who complete the necessary requirements and have no outstanding fees.

Replacement awards can be obtained to:

- recognise a name change
- replace a damaged award or
- replace a lost award

NOTE: *Additional copies of awards cannot be issued, that is, you can't have more than one copy of an award at any given time.*

You must officially apply for replacement award(s) from CTI. You must include the original award with your application or a witnessed Statutory Declaration, declaring the circumstances if the original has been lost or destroyed. You will need to include a certified copy of evidence of name change if necessary.

Student Discipline

Policy

CTI will at all times conduct its dealing with students in a fair and equitable manner, complying with specific requirements of the code of conduct and other relevant legislation in order to ensure equitable outcomes for both CTI and its customers.

CTI provides its students adequate access to appropriate guidance, support systems and welfare services. In doing so, CTI will ensure:

- a) Students and the public are protected from any physical, psychological, moral or emotional harm which may result from the teaching programmes or related activities;
- b) Teaching and management staff proactively implement intervention strategies if skill gaps are identified;
- c) Support and guidance are appropriate to the mode of delivery for each particular course of study;

- d) Guidance, support systems and welfare services are made known to students;
- e) Any necessary health and safety procedures are made known to students.

Rules and Regulations

Rules and regulations that govern student behaviour are necessary in order to maintain a safe learning environment.

The Principal Executive Officer/ Student Services & Academic Manager will facilitate the regulations, and disciplinary Procedures relating to all programmes, through the Student Handbook.

Rules and regulations are provided to all students during their first day of study.

Rules and Regulations are commonly known by all teaching staff and enforced at all times, being communicated and explained in a manner that is empowering and non-threatening to students.

Students will be dealt with in a fair and equitable manner should any of the rules and regulations be broken.

Managing Student Discipline

Principal Executive Officer/ Student Services & Academic Manager will carry out disciplinary procedures and issue warnings to students.

Principal Executive Officer/ Student Services & Academic Manager, will carry out dismissal procedures or suspend a student from their programme.

All serious offences must be reported to the Principal Executive Officer/ Student Services & Academic Manager as soon as possible. The report may be verbal but must be followed up in writing in the form of a report.

Disciplinary & Dismissal Procedures

An offence involving the rules and regulations can lead to dismissal. If you carry out a serious offence, CTI will carry out the following process:

Procedure:

- a) CTI will ensure that all the relevant facts are available. This may involve interviewing other personnel or students;
- b) Give the student the opportunity to explain;
- c) Consider the student's performance, duration on the programme and past actions, including any warnings or reprimands issued in the past by their teaching staff;
- d) Issue a verbal warning to a student who breaches CTI rules. The Student Services & Academic Manager will be informed immediately after the warning is given. (Any staff member can issue a verbal warning)
- e) The Student Services & Academic Manager will issue a written warning to a student after two verbal warnings have been given, or on any occasion in which a student breaches a rule, likely to lead to dismissal or suspension

- f) After a written warning has been issued, further breaches of CTI rules may result in suspension or dismissal at the discretion of the management and training team.
- g) CTI will make decisions that are supported and justified, based on objectivity (actual performances and behaviour);

Notwithstanding the above, instant suspension or dismissal may occur if a student:

- a) Attends any CTI course, while processing or under the influence of alcohol and drugs
- b) Poses a physical threat to CTI staff, students or property.

Where a dismissal occurs, all facts are kept confidential, unless Principal Executive Officer/ Student Services & Academic Manager deems the student to be a risk to CTI and its students and staff. In an instance such as this, information will be disclosed only to reduce or manage such risks.

Student has the right to appeal the decision of dismissal in accordance to the complaints and appeal policy and procedures.

Student Records, Privacy and Facilities

Records Management Policy

The CTI Records Management Policy is written to ensure the integrity, accuracy and currency of records.

CTI adheres to its legal obligations to provide a quality service to both internal and external clients; each individual student file reflects the history of each student.

All CTI student records are stored centrally within the Student Services Department. The student services department manages these records. All current records are located in the student services department. Non-current records (graduated students and discontinuing students) are scanned and electronically stored.

Confidentiality of Student Records

This information should be read in conjunction with CTI Privacy Policy.

(a) Exceptions to Disclosure of Student Records & Information

Any release of information pursuant to a legal requirement or authority, which under legislation or the common law is permitted.

Federal and State Acts, require the release of confidential information and therefore override confidentiality policies. If a CTI staff member receives a request or demand of this nature it should be referred to the Manager – Student Services.

Information given will be to the extent requested by the agency.

(b) Emergencies

Student Record Information may be released to a relevant emergency service, the student's legal representative or other relevant person in the event of an accident or emergency or where the student is unable to manage his/her own affairs. It is very important to establish the bonafides of the person requesting the information but unnecessary delays must be avoided.

Authority to release information in an emergency should be obtained from the Manager –Student Services, unless to do so would cause unreasonable delay in the circumstances.

If the Manager – Student Services is unavailable, the Director must be contacted. After hours problems should be referred to the Director. Following are the contact numbers for after hour's emergency requirements to request student records / information.

NOM/Manager –Student Services (Rahul Fernandes) Phone - 0413 222 969 (1st point of contact)

Principal – (Philip mason) Phone - 0416 707 930 (2nd point of contact)

(c) Student Access

A student may apply in writing and gain access to his/her Student Record Information. The request will be made to the National Operations Manager. All information regarding clients will not be disclosed to any third-party unless there is a written consent from the client authorising the third-party to act in behalf of the client,

CTI will ensure that:

- Electronic and paper records are stored on a secure location including backup copies for retention and retrieval purposes to enable the re-issue of a qualification or statement of attainment if required, for a period of 30 years, and transfer of these records consistent with contractual, legal, and state or territory registering body requirements in the event of closure of CTI,
- All information gathered by CTI regarding clients will be safeguarded and disposed of as per legal, ethical and statutory requirements,

CTI keeps student records for administrative and legislative purposes

These will include:

- filed enrolment forms
- confirmation of enrolments
- assessments
- letters issued
- attendance / academic progress letters
- RPL results issued
- qualifications register
- all academic correspondence to the student
- fee invoice/statements/paid/refunds

ID card

All students must ensure that they have a valid Student ID Card. You are required to fill up the ID Card form from the Reception. Your photo will be taken at CTI and the ID card will be issued within five working days. Any lost Student ID cards must be reported to the administration before a request is made for a replacement ID card.

Change of address

Please ensure at all times that CTI has your current address on file. If you have changed your address, you will be required to fill up the Change of Address form and submit to the Reception.

Documents

Students can request from Students Services for Enrolment letter, interim transcripts, attendance etc at the cost of \$ 15 per letter.

Occupational Health & Safety Emergency Procedures

As a student, it is your right to study in a healthy and safe environment and to be provided with information about hazards as well as opportunities for training and supervision to minimise these hazards.

As a student, it is your responsibility to co-operate with Canterbury Technical Institute in its legislative responsibility to secure the health and safety of other students and staff to ensure the safe working practices of your colleagues. The Occupational Health and Safety policy ensures that a safe and healthy environment is provided for all students and employees.

All accidents, whether injury producing or not, must be reported to the Manager Student Services. The reporting of injuries enables us to investigate and eliminate hazards and unsafe work practices, thus ensuring safe work conditions for students.

Always remember to:

- Use safe work practices
- Ensure the equipment you and your student's use is safe.
- Speak up if you see an unsafe condition or work practices
- Seek advice from the Manager – Student Services
- Assist CTI to promote a safe workplace.

Emergency Procedures

Canterbury Technical Institute is committed to take reasonable care of health and safety of its students and staff and will comply with all regulations of the Qld Occupational Health and Safety Act 2004.

Fire exit plans will be displayed in all rooms, the foyer area and hallways. Firefighting equipment is available at locations marked on the campus map.

CTI will maintain safety on the campus:

- by providing and maintaining equipment and systems that are safe;
- by providing information, instruction, training and supervision necessary to insure health and safety of students and staff; and
- by maintaining safe entrances and exits.

The NSW Occupational Health and Safety legislation aims to protect the health, safety and welfare of people at work and lays down general requirements which must be met at places of work in NSW. Canterbury Technical Institute is committed to fulfilling its responsibilities under the Act. Further information is available from WORKCOVER by telephoning 13 10 50.

Steps for Evacuation in Case of Emergency

At times, situations may arise when the building/campus needs to be evacuated, and in such situations the following steps must be followed:

- Lecturers will take charge of the room.
- Students accompanied by their lecturer will exit in an orderly manner by the fire stairs, shown on the floor plan displayed in each room. Please refer to the floor plans in the Appendices.
- Personal effects only are to be taken as learning / training equipment can impede evacuation.
- As each floor is evacuated, the floor warden will report to the NOM/Manager - Student Services for further instructions.
- Students and lecturers will assemble on the footpath at Ely Lane. Please listen to your trainer / fire warden for confirmation until advised that they may return to the building.

Change of Ownership or Management

CTI will advise ASQA/DESBT in writing of any prospective changes to the ownership as soon as practicable prior to the change taking effect and

- CTI will advise ASQA/DESBT in writing of any prospective or actual change to the high managerial agents of the registered provider as soon as practicable prior to the change taking effect or within 10 working days of the change taking effect, where the change cannot be determined until it takes place.
- CTI will provide ASQA/DESBT with information on the new owner or high managerial agent.
- CTI will gain DESBT's permission prior to the sale of the RTO.

Premises Relocation Policy

CTI will notify ASQA and students of any intent to relocate (including the head office and campus locations). Notification will take place at least 20 working days before relocation occurs. All changes to arrangements made will be approved by ASQA prior to the changes being made.

CTI will notify staff and students in any of the following ways:

- Written memo to staff and students
- Notices on prominent display boards around the campus
- Announcement in the class
- Email / SMS notification to all staff and students

APPENDIX – Fire Exit Plan

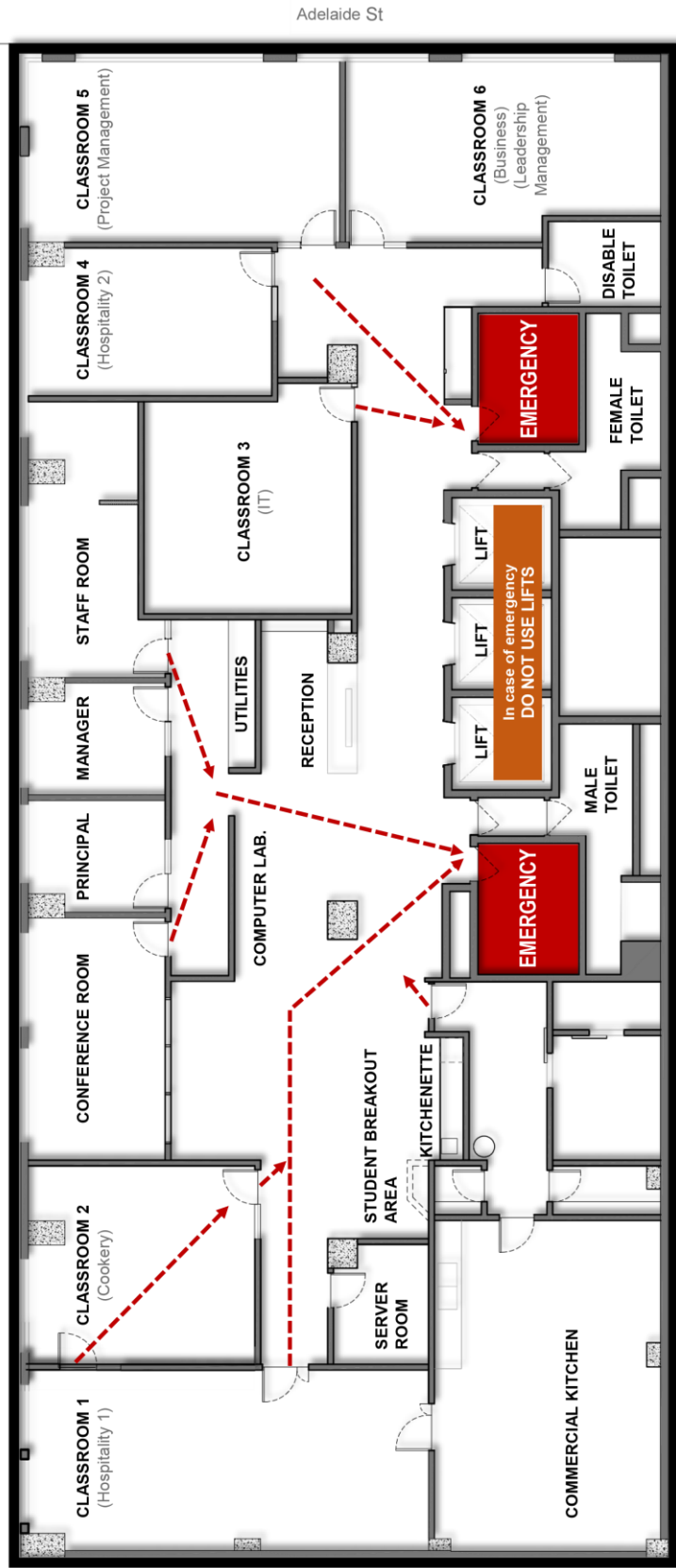
CTI - Emergency Exit Plan

Level 1, 333 Adelaide St, Brisbane City, QLD 4000

After Hours Emergency Contact: Rahul Fernandes (Principal) 0413 222 969 or Andrea Sequeira (Student Services) 0452 631 250

Ely Lane

Assembly Point



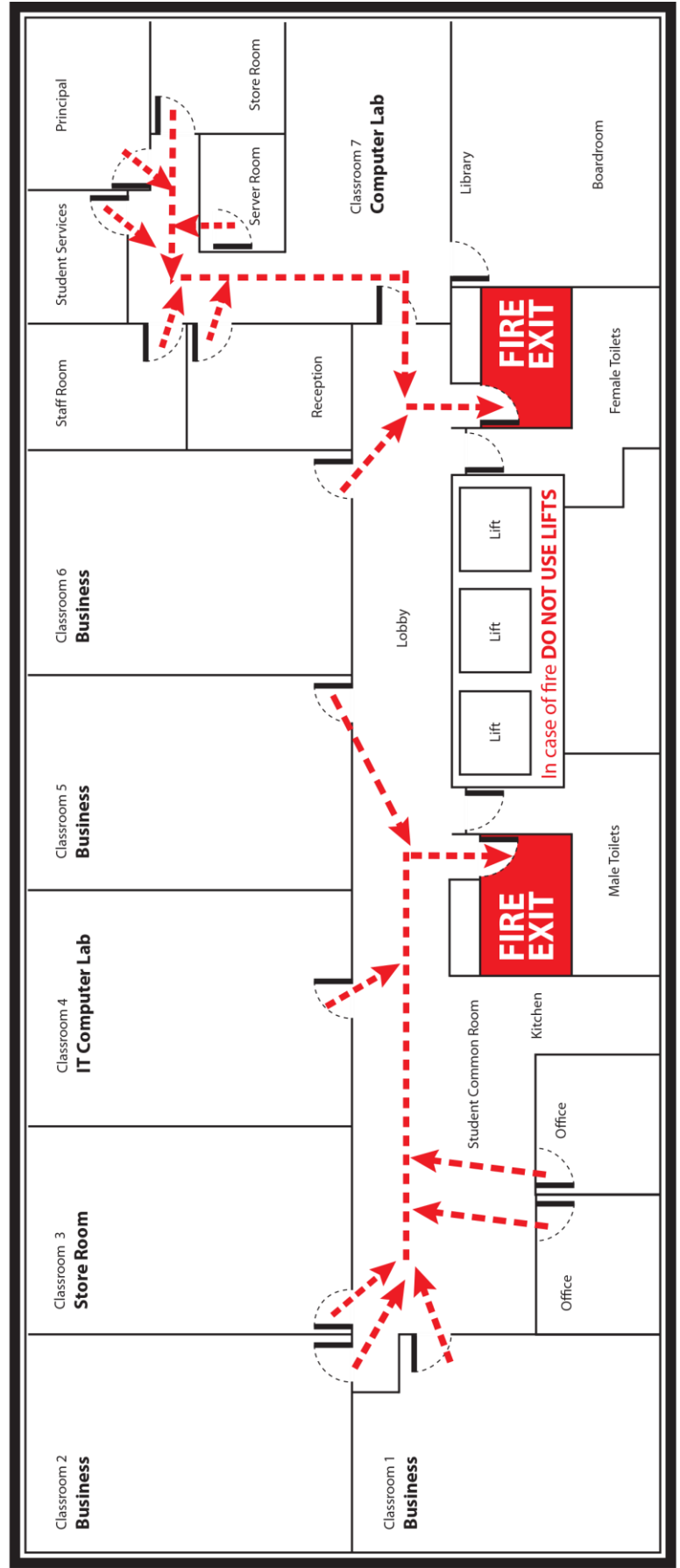
As you leave the building turn left and walk straight to the corner of **Adelaide St** and **Ely Lane** for the assembly area.

IF YOU HAVE ANY QUERIES WITH REGARDS TO EVACUATION PROCEDURES OR PERSONAL SAFETY IN THE EVENT OF AN FIRE ALARM, PLEASE CONTACT THE STUDENT SERVICES MANAGER / PRINCIPAL.

CTI - Fire Exit Plan

Level 8: 333 Adelaide St, Brisbane Q 4000

After Hours Emergency Contact: Rahul Fernandes (Principal) 0413 222 969 or Andrea Sequeira (Student Service) 0452 631 250



As you leave the building turn left and walk straight to the corner of Adelaide and Ely Lane for the assembly area

Important Contact Number and Instruction

If your exit is blocked by fire use the other exit

After hour's emergency contact

Principal Executive Officer (Rahul Fernandes):
+61 413 222 969 (1st point of contact)

Student Services & Academic Manager (Andrea Sequeira):
+61 452 631 250 (2nd point of contact)

If you have any queries with regards to evacuation procedures or personal safety in the event of an alarm, please contact the Principal Executive Officer – Rahul Fernandes