

STUDENT HANDBOOK 2020



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Disclaimer

This Student Handbook covers information that is current at the date of publication. Changes in regulations, Cire Training’s policies, procedures and training products that befall after this date may effect on the currency of the information included. Cire Training implements all equitable measures to ensure that the handbook is accurate, but reserves the right to vary any information described in this handbook without notice. Students must make every effort to enquire and obtain all relevant information about the course they are enrolling. Cire Training endeavours to provide access potential students with all relevant information to enable them to make an informed decision about the course they are enrolling. Cire Training website is updated regularly and should be used as a reference point to obtain the latest information.

Cire Training Information

Mission Statement

Cire Training will through the provision of quality community based educational programs, offer information and support to assist the people to meet their own cultural, economic, health and social needs.

Values

We do what we say

We make clear promises that include content and timing with all colleagues and stakeholders. We deliver on our promises. We will be proactive if we can't deliver on promises to which we have committed.

Pursuit of Excellence and Best Practices

We are proficient in all that we do.

Respect for the Individual and the Environment

We honour and care for the natural world and embody human rights into everything we do.

Welcome

Congratulations on taking the first step towards achieving a nationally recognised Qualification, Statement of Results or Statement of Attainment with Cire Training. Your experience with us is of utmost importance and we strive to provide you with every possible opportunity to successfully complete your studies with us.

Our programs are focussed on you, our student, and are designed to add value to your personal development as well as to meet the overall goals and objectives of the industry you desire to work within. If you have any queries about any issue/s that may arise over the time that you spend with us, please direct these concerns initially to your trainer or assessor. If they cannot assist you, you are welcome to speak with any member of our administration or management team.

To assist you with a general overview of policies and procedures it is important that you read through the student handbook.

About Cire Training

Conveniently located in both Yarra Junction and Mt Evelyn to service the community of the Yarra Valley and beyond, we are a community-based provider of adult education and training, as well as a range of other programs across the entire Yarra Valley district and beyond. We provide high quality industry relevant training in a variety of Vocational Education and Training (VET) courses.

Services available from our offices include:

- Public Internet access: free internet access, computers and printing (Yarra Junction only)
- Centrelink Access Point: direct access to Centrelink via computer, telephone and fax – free of charge (Yarra Junction only)
- Mobile scooter recharge: free recharge for mobile scooters (Yarra Junction only)

- Room Hire: all rooms have presentation facilities including telecommunication, overhead projector, white board, heating and air conditioning.
- Volunteers/Community Service: a range of volunteering opportunities for people from all walks of life, contact Manager Corporate Services on 03 5967 1776.
- Free Bread: subject to availability please contact reception:
 - Yarra Junction 5967 1776

Cire Training offers the following courses:

- Accredited -nationally recognised
- Traineeships
- Workplace training
- Work skills
- Pre-Accredited programs.

Cire Training Accredited Courses include:

- Community Services
- Aged Services
- Early Childhood Services
- Education Services
- Business Services
- Horticulture

Please visit our website at <http://www.cire.org.au/> for more information on all courses.

Cire Community School:

Cire Community School is an Independent School offering years 7 to 12. The school caters primarily to students who have disengaged from mainstream schooling and are seeking to continue their education in a more supportive environment. The Yarra Cire Community School has 2 campuses located at Yarra Junction and Mt Evelyn. The Yarra Junction campus houses 7 – 12 and Mount Evelyn has the VCAL to years 10 -12.

Please visit our website at <http://www.cire.org.au/> for more information.

Cire Family and Children's Services

Our Cire Yarra Junction Children's Centre offers the following services:

34 place universal access to funded kindergarten for 4 year olds

- 21 place 3 year old kindergarten
- 16 place 2 to 3 year old room
- 12 place nursery room
- Occasional Care on Mondays, Wednesdays and Fridays from 9am-12pm with 13 spots available
- Out of school hours and vacation care at Yarra Junction, Mt Evelyn, Launching Place and Badger Creek

Contact: 5967 2776 Monday to Friday 9.00 am – 5.00pm

Our Cire Mt Evelyn Children's Centre offers the following services:

- 21 place universal access to funded kindergarten for 4 year olds
- 15 place 2.5-3.5 year old room
- 16 place nursery room
- Out of school hours and vacation care

Contact: 9736 1918 - Monday to Friday 6.30am-6.30pm

General Information for Students

Course entry requirements

1. People who are considering undertaking a course will be asked to complete a Pre-Training Review (PTR). The PTR will be given or emailed to students to complete after they have discussed the course with a Cire Training Course Advisor. This initial discussion may take place by phone. It is recommended to refer to the Student Handbook when completing the PTR.
2. The next step is to attend an information session where the Course Advisor (CA) will discuss the course requirements and ensure you have all the information you need to make an informed choice.
3. At this session you will be asked to provide your Medicare card and proof of name and address as well as your concession card if relevant. The CA will also confirm your eligibility for funding. You will also be given a Statement of Fees.
4. After receiving this information, if you wish to enrol in a Cire Training accredited course will be asked to undertake a literacy, language & numeracy activity. This is to ensure that you have the required skills to successfully complete the course.
5. The CA will then review all the documents completed and advise you on your suitability to enrol in the course. If you require support or alternative pathways this will be discussed with you.
6. Cire Training requires a minimum number of students to complete their enrolment before we can confirm the course commencement.
7. At or after sufficient enrolments are completed, a Cire Training staff member will notify you on the course start date and ask that the enrolment form be completed and handed in to one of our offices. The enrolment form can also be emailed to your CA. You will also be asked to pay the fees as per the Statement of Fees.
8. Please note that failure to complete the enrolment form by the course start date, or failure to pay the fees as agreed may result in Cire Training withdrawing the offer of a place in your chosen course.

Funding Eligibility Criteria:

Applicants currently enrolled in **secondary school** are **not eligible** for funding and must be informed that Cire Training will charge fee for service which may be paid by the applicant / family or school. If school is funding please note on enrolment form so this can be confirmed by applicant records and a purchase order requested.

Determining eligibility for particular initiatives:

- Retrenched employees:** Individuals under this initiative must meet all Entitlement to Funded Training eligibility criteria except the 'upskilling' requirement and must present the with a Training Referral Letter issued by a Regional Manager, Industry Engagement, Department of Education and Training. Referred individuals must commence training within twelve months of the date shown on the Training Referral Letter.
- Young people transitioning from Care:** Enrolling applicants referred to training under this initiative are required have a referral form. Please refer this applicant to Student Services or Compliance for determination.
- Asylum Seekers:** Enrolling applicants referred to training under this initiative are required have a referral form. Please refer this applicant to Student Services or Compliance for determination.
- Automotive Supply Chain Training Initiative:** Enrolling applicants referred to training under this initiative are required have a referral form. Please refer this applicant to Student Services or Compliance for determination.

Unique Student Identifier

You will need to allow Cire Training to verify this on your behalf or authorize us to create one for you. Your enrolment cannot be completed and confirmed until Cire Training has been given and/or verified their USI.

Student Support

- **Language, Literacy and Numeracy Support:** Students who require assistance will be offered support through pre-accredited courses or individual support programs.
- **Inclusive support:** When planning for diversity, the main attributes to consider include age, disability and/or health condition, educational background, ethnic or cultural background, fluency in English, gender, mental/physical abilities, religious beliefs, sexual orientation and socio-economic background. Trainers/assessors maintain an inclusive culture, and are supported to develop suitable strategies when they observe a student is struggling. Throughout the course, students are monitored closely to ensure they are able to complete the work assigned. Students are also given the opportunity to have individual interviews with trainers or staff.
- **Training that is suitable and appropriate for your needs:** Cire Services will provide you with advice to select the most appropriate qualification to meet your career goals, interests and needs. Information about our courses can be found in this course guide and on our Website. You may also call our 1300 835 235 number and ask to speak to one of our course advisers. Pre-accredited taster courses are also available for you to attend in order to make sure that this is the industry for you.
- **Study skills/Computer skills/Prepare for work programs:** these programs are provided free of charge to students who enrol into one of our accredited courses. It is highly recommended that students attend these programs. These programs have been very helpful in supporting our graduates to obtain their qualification and find work.

- **Reasonable Adjustment**

Reasonable adjustment is governed by the following Cire Training Policies and Procedures:

- Disability Access Policy
- Assessment Policy and Assessment Procedure
- Reasonable Adjustment Procedure

Adjustments may include:

- Use of computers/laptops for class work and note taking and Written Assessment Tasks
 - Recording of oral answers
 - Photo/video evidence
 - Participation in class discussions as part of assessment
 - Completion of class work as part of assessment
 - Completion of practical tasks to demonstrate knowledge of theory
 - Use of teaching aides, people or technological (if funding is available)
 - Adjustments that are made by Cire Training to support the student to obtain competency must not impact on the validity of the assessment process
 - If a reasonable adjustment cannot be made, or Cire Training is unable to provide suitable support, the student must be informed and other options discussed.
- **Access and Equity:** As far as possible Cire Training will make access to its course equitable with process to ensure that there are avenues to assist students experiencing hardship, procedures to grant extension, re-enrolment for students who experience disruption to their learning and making adjustments in delivery and assessment within reason and without changing the intent and the expected outcomes of the training and assessment or industry expectations.

Other community and support services

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| <p>If in immediate danger or for emergency assistance Dial 000 for Police if you require immediate assistance.</p> | |
| <p><u>SAFE STEPS FAMILY VIOLENCE RESPONSE CENTRE</u> <i>Provides at no cost a range of professional support services for women and children experiencing violence and abuse from a partner or ex-partner, another family member or someone close to them.</i></p> <p>Call safe steps Family Violence Response 1800 015 188 24 hours 7 days per week.</p> | |
| <p><u>EASTERN DOMESTIC VIOLENCE SERVICE (EDVOS)</u> <i>EDVOS provides a range of services to women and their children who have experienced and are responding to domestic/family violence through safety planning, specialized short term systemic advocacy as well as information and case management support to access legal assistance, accommodation opportunities and other services that promote their safety.</i></p> <p>Address: PO Box 698, Ringwood Vic 3134 Email: edvos@edvos.org.au Phone: +61 (03) 9259 4200 Fax: +61 (03) 9259 4299 After Hours Woman's Domestic Violence Crisis Service: 9322 3555</p> | |
| <p><u>YOUTH COUNSELLING</u> <i>Yarra Ranges Youth Counselling team provides young people and their families a professional, responsive and flexible counselling service that helps build resilience and connectedness within young people, families and communities.</i></p> <p>To make an appointment contact Yarra Ranges Youth Counselling team on 9294 6716 and ask to speak to an Intake counsellor.</p> | |
| <p><u>BEYONDBLUE</u> Beyondblue provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.</p> <p>https://www.beyondblue.org.au/ Support Service: 1300 22 4636</p> | <p><u>EASTERN ACCESSCOMMUNITY HEALTH (EACH)</u> EACH has a comprehensive range of services that address physical, mental and psychosocial needs at a community and primary care level and we are committed to integrated and coordinated service provision.</p> <p>http://www.each.com.au Ringwood East 9837 3999</p> |
| <p><u>BLACK DOG INSTITUTE</u> http://www.blackdoginstitute.org.au/ Information on symptoms, treatment and prevention of depression and bipolar disorder.</p> | <p><u>CARERS AUSTRALIA</u> http://www.carersaustralia.com.au/ 1800 242 636 Short-term counselling and emotional and psychological support services for carers and their families in each state and territory.</p> |
| <p><u>HEADSPACE</u> http://www.headspace.org.au/ 1800 650 890</p> | <p><u>MENSLINE AUSTRALIA</u> http://www.mensline.org.au/ 1300 78 99 78</p> |

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| Free online and telephone service that supports young people aged between 12 and 25 and their families going through a tough time. | A telephone and online support, information and referral service, helping men to deal with relationship problems in a practical and effective way. |
| <p><u>NATIONAL ABORIGINAL COMMUNITY CONTROLLED HEALTH ORGANISATION (NACCHO)</u> http://www.naccho.org.au/</p> <p>Aboriginal Community Controlled Health Services and Aboriginal Medical Services in each state and territory.</p> | |

Cire Training Expectations of students

Introduction

Cire Training is committed to providing all staff and students with a safe and functional environment for working and learning.

The following general points are a guide to the behaviours and actions expected of all enrolled students of Cire Training.

- Quiet movement around the facility at all times
- Politeness and consideration for students and staff
- Maintain a productive and flexible class environment
- Be free of drugs and alcohol that may cause functional impairment
- Disruptive behaviour will not be tolerated (See Discipline Policy)
- Do not bring your children or pets to class.
- All Cire sites are strictly Non Smoking.
- Assessment material is to be submitted by the agreed date.
- Avoid behaviour which may offend, embarrass or threaten others.

Attendance

There is an expectation that students regularly attend and be punctual to classes, in order to achieve the best possible learning outcomes for all VET courses.

If you are unable to attend a class, a work placement day, excursion or the course at any time, please phone reception on:

- Yarra Junction 5967 1776
- Mt Evelyn 9736 1457

Please give the receptionist the name of your class and your Trainer & Assessor's name, and the reason for non-attendance. It is recommended a Medical Certificate if relevant is provided to your trainer upon your return.

Change of Personal Information

Students must inform Cire Training of any changes to their personal information required by Cire Training, as soon as possible after the change. Cire Training may request supporting documentation be provided.

Mobile Phones

We ask that students turn their phones off or to silent when in class as a courtesy to the Trainer & Assessor and other students.

Computers

For the safety and security of the Cire Training computers, programs and software you will be asked to sign and abide by the Cire ICT Policy.

Tea/Coffee

Tea and coffee will be provided on campus. Please leave the classroom and/ or kitchen areas in a clean and tidy fashion.

Cire Training's responsibilities to our students

Cire Training has the responsibility to provide its learners with quality training and assessment in line with the AQTF Standards, VRQA guidelines, Quality Charter and Victorian funding contract requirements which includes:

- Quality training delivery and assessments that meet the requirements of the relevant training package
- Support services to assist students and their individual learning needs
- Maintenance of accurate and secure records
- Issuance of AQF certification documentation.

Nature of Guarantee

Cire Training is committed to ensure that once students have commenced their training, provided they continue to meet all of their responsibilities as students, they will be assured completion as per the agreed training plan. Cire Training will also guarantee training and assessment of the highest quality as outlined before enrolment.

Withdrawing from a Course or Qualification

Cire Training is committed to assisting all students achieve the qualification they are undertaking. However, students that do not complete the course are deemed to have withdrawn. In these circumstances a student is issued with a statement of attainment listing any unit/s successfully completed provided that all required fees have been paid.

Students will be contacted by Cire Training if they are at risk of non-completion. Failure to respond to our contact within a week from the date of the letter may lead to withdrawal.

For further information please contact Cire Training Administration or management:

- Yarra Junction 5967 1776
- Lilydale 1300 835 235

Extensions

Cire Training has an expectation that all students complete their course work in the allocated time-frame. This is communicated at enrolment and again at the commencement of each course.

Cire offers students a maximum of 3 attempts to achieve a satisfactory outcome for each assessment task. Extensions will only be considered in exceptional circumstances. Students who require an extension to the assessment task submission due date follow the required formal process as described over the page.

- Students must communicate with the trainer at least a day before the submission due date and come to an agreement for an extension for up to a week. The trainer is required to record the agreed due date on students file.
- If the student needs an extension for more than a week or fails to submit an assessment task within a week of the due date, the student is required to submit a completed Assessment Extension Application Form together with the required supporting documentation. The application will be considered and a decision communicated to the student within one week of receipt. Please see your Trainer if you need an Assessment Extension Application Form.
- Every time a student fails to submit an assessment task on an agreed due date, it will be counted as non-satisfactory assessment outcome.

Students, who require an extension to their course completion date due to an Assessment task extension, must apply in writing to the RTO Manager separately using Course Extension Application Form. Please see your Trainer if you need an Application Form.

A Course extension can only be granted due to compassionate or compelling circumstances that are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing.

Assessment

Competency based training and assessment is a key feature of the VET system. In competency based training and assessment the emphasis is on:

- Identifying what people need to do and know in their job role.
- Indicating clearly the standards of performance required in the job by the industry or enterprise.
- Indicating how, when, where and by whom assessment will occur.

Training and assessment involves the demonstration of competence: evidence should include a range of evidence types e.g. assignments, demonstrations, workbooks, practical work placement etc.

Practical Work Placement

Some courses such as Children's Services and Community Service courses require students to complete a practical placement. The practical placement is a compulsory part of the learning and assessment process and is completed in an unpaid capacity. Information about Work Placement requirements is given at the initial enrolment interview but should further information be required please speak to your Trainer & Assessor/s regarding the hours of placement required for your course.

Following initial workplace preparation, it is expected that all students will complete their placement within the set requirements and timelines of the course. Cire Training will monitor this with each student throughout the course and offer support where and when needed, to ensure work placement obligations are underway in a timely manner.

All student placements are unpaid. Formal Placement Agreements must be signed by all the three parties (Host organisation, the Student and Cire Training) and a signed, completed placement Agreement returned to Cire Training **prior to** the commencement of any placement to ensure that students are covered by Cire Training’s insurance.

The Cire Insurance policy covers the students in a number of areas including:

- Public liability \$20 million
- Professional Indemnity \$20 million
- Medical Indemnity \$20 million
- Personal accident \$50,000-\$250,000 depending on age

Students undertaking a practical placement are covered under the Education and Training Reform Act 2011. Should a workplace accident occur this will be reported to the Education Department.

Course Books

Each course delivered at Cire Training is supported by an information course book. Course books are available on enrolment or may be provided on the first day of each course. Information includes but is not limited to:

- Cire online campus
- Work placement details
- Unit descriptors
- Expectations and responsibilities.

Working with Children Checks (WWCC) & Police Checks

All Community Services courses attract WWCC and/or Police checks, these are mandatory, must be current and provided to Cire Training prior to commencing placement.

Assessment Results

Vocational qualifications are deemed either competent or not yet competent and are defined as follows:

Competent – If all your assessments, including placement components, successfully meet all elements and performance criteria for the unit of study a ‘Competent’ mark is achieved.

Not yet competent - Assessments deemed as ‘not yet competent’ will need to be re-submitted with further evidence to meet the performance criteria for the unit of study.

Grading

Some qualifications may have graded assessments; please speak to your Trainer & Assessor for further information.

Satisfactory/ Not satisfactory

As a student progresses through a unit of competency and completes the various assessment tasks, they are assessed on each task as ‘satisfactory’ or ‘not satisfactory’. If a student is assessed as ‘not satisfactory’ for any assessment, they are given up to three (3) opportunities to resubmit the task. Once all tasks for the unit have been completed satisfactorily, the outcome result of ‘competent’ or ‘not competent’ is recorded. In many cases the work placement tasks form part of the assessment. Competency may not be achieved without the completion of placement.

RPL

Recognition of Prior Learning (RPL) - If students feel they have prior learning that meets the requirements of units within their course, they can apply for RPL.

Prior learning may be from life experiences, education, training and work and/or training provided at work. RPL costs are covered in the tuition fee charged by Cire Training for all students enrolled in a Cire accredited course.

Cire Training will charge a fee to non Cire Community Services students to RPL units of competency. Cire Training will set this fee at its discretion based on the assessment and administration costs, which will be set and reviewed on a case by case basis.

If a student wishes to apply for RPL assessment they should inform the Enrolling Officer at the enrolment interview or discuss with their Trainer/Assessor before the unit is delivered.

National Recognition

Cire Training recognises all nationally accredited qualifications and statements of attainment achieved at other registered training organisations (RTOs) or TAFE Colleges in any State or Territory in Australia. There are no fees associated with National Recognition.

Students requesting National Recognition are required to provide the original statement of attainment or qualification attained. Cire Training reserves the right to contact the issuing provider for verification purposes.

If a student wishes to apply for National Recognition they should inform the Enrolling Officer at the enrolment interview or discuss with their Trainer/Assessor before the unit is delivered.

Credit Transfer:

Cire Training can provide credit for units that have been deemed to be equivalent.

Completions:

Certificates and statements of attainment will be available to students within 30 days of a confirmed competent outcome. Students will be contacted to arrange collection of the certificate.

You may receive an invitation to participate in National Student Outcome survey by NCVER [National Centre for Vocational Education Research] and/or

You may be contacted by the Department (or authorised persons) to participate in a Department endorsed project and/or for audit purposes or for any reason the Department sees fit

Pathways to further training:

Cire Training accredited courses lead to a range of employment opportunities and/or further training options. Refer to the course information brochure for more detail.

Graduation

Cire Training invites all students who have successfully completed their qualification, teaching staff and guests to celebrate the achievement of our students at the Cire Training Graduation. The Graduation Ceremony is generally held in March each year. Your trainer will give you further details.

Reissue of Testamur

To replace a Statement of Attainment, Record of results or Certificate please contact Cire Training.

Administrative charges apply:

Certificate \$30.00

Statement of Attainment \$20.00

Both \$40.00

Course Changes

Course dates, times and course content are subject to change. Should the need for changes occur, every effort is made to inform course participants with sufficient time prior to the commencement of training. Where nationally accredited programs are changed in line with changes to competency standards and/or curriculum, a 12 month transition phase is provided to allow existing participants to complete the qualification in which they are enrolled.

Continuous Improvement

Cire Training is committed to providing a positive learning environment for all students. Surveys and evaluations are regularly conducted to assist Cire Training to ensure that our programs are meeting both the needs of the students and the needs of the funding bodies. We welcome students' feedback at any time and ask that students support Cire Training by completing the mid-point survey and the learner satisfaction survey at the completion of the course.

As a student completing a government funded training program you may be contacted by the Department (or authorised persons) to participate in a Department endorsed project and/or for audit purposes, or for any reason the Department sees fit. This includes an invitation to participate in National Student Outcome survey by NCVET [National Centre for Vocational Education Research]. Students are encouraged to participate in these surveys. NCVET is a not-for-profit company owned by state, territory and federal ministers responsible for training. They are responsible for collecting, managing, analysing, evaluating and communicating research and statistics about vocational education and training (VET) nationally.

Student Welfare, Discipline and Other Policies

Privacy and access to records

Cire Training is required to provide the Victorian Government, through Higher Education Skills Group (HESG) with student and training activity data which may include information included in an enrolment form. Information is required to be provided in accordance with the Victorian VET Student Statistical Collection Guidelines (which are available at www.skills.vic.gov.au/corporate/statistics/submit_data). Higher Education Skills Group (HESG) may use the information provided for planning, administration, policy development, program evaluation, resource allocation, and reporting and/or research activities. For these and other lawful purposes, Higher Education Skills Group (HESG) may also disclose information to its consultants, advisers, other government agencies, professional bodies and/or other organisations. The Education and Training Reform Act 2006 requires Cire Training to collect and disclose personal information for a number of purposes including the allocation of a Victorian Student number and updating personal information on the Victorian Student Register.

Students may request access to their student file and results. A *Request to Access Personal Information* form will need to be completed and submitted to Administration, who will organise access as per the Procedure for Students to Access Personal Records. The above form can be requested from any of the Cire Training Administration Staff.

Managing a data breach

A data breach occurs when personal information is lost or subjected to unauthorised access, modification, use or disclosure or other misuse.

Data breaches can be caused or exacerbated by a variety of factors and give rise to a range of actual or potential harms to individuals, agencies and organisations.

In the event of any suspected data breach, the matter will be investigated to determine:

- The nature of the breach
- The number of people impacted
- The nature of the breach and extent to which an individual or group may be harmed by the breach
- Remedial action to minimise or prevent impact
- Review of systems to minimise the possibility of future similar breach

Human Rights and Disability

Cire Training is an Equal Opportunity Organisation (EOO) committed to equity and access in the provision of its services and employment. The EOO policy can be obtained by contacting the Cire Operations Manager via Cire Services reception.

- Cire Training recognises and abides by the Charter of Human Rights and Responsibilities Act 2006. The Charter ensures human rights are valued and protected within the community.
- Cire Training recognises and abides by the Disability Act 2006. The Act provides for a stronger whole of government, whole of community response to the rights and needs of people with a disability, and is the framework for the provision of high quality services and support for people with a disability (copies of above policies can be obtained by contacting the Operations/HR Manager via Cire Training reception).

Disciplinary Procedure – Program Participants

Students are encouraged to have consideration for other class members and staff, and treat them with due respect.

- Where disciplinary action is necessary, the appropriate Manager shall notify the program participant of the reason. The first warning shall be verbal and will be recorded on the student's file. Documentation of the verbal warning taking place is to be kept on file.
- If the problem continues the matter will be discussed with the program participant and a second warning in writing will be given and recorded on the student's file.
- If the problem continues the program participant will be seen again by the RTO Manager. If a final warning is to be given then it shall be issued in writing and recorded on the student's file.
- In the event of the matter recurring, then the program participant may be expelled.
- Instant expulsion of a program participant may still occur for acts of "serious and wilful misconduct."

If any student feels they have been treated unfairly they have the right to put in a complaint or appeal by filling out a student complaint form. The student complaint form is available by contacting E&T Administration staff at either campus location.

Academic Misconduct (Cheating, Collusion or Plagiarism)

Cheating, Collusion and Plagiarism are not acceptable and penalties exist where these activities are identified.

Cheating is committing fraud on a record, report, paper, computer assignment, examination or other work or other course requirement (adapted from Duke University).

Examples include:

- Using unauthorised notes, study aids or information from another student or student's paper on an examination or any other course requirement, including giving or receiving assistance from another student without the instructor's permission.
- Allowing another person to do one's work and to submit the work under one's own name.

Collusion is the presentation by a student of an assignment as his or her own which is in fact the result in whole or part of unauthorised collaboration with another person or persons.

Plagiarism is the presentation by a student of an assignment which has in fact been copied in whole or in part from another student's work, or from any other source (e.g. Published books or periodicals), without due acknowledgement in the text.

When students submit any assessment work, they are required to complete a declaration that states they certify that the attached material is that student's original work. No other person's work has been used without due acknowledgment. The work submitted may be re-produced and/or communicated for the purpose of detecting plagiarism.

Management of suspected academic misconduct

Where there is a case in which a student may be suspected of being involved in cheating, plagiarism or collusion, a meeting will be arranged between the Trainer & Assessor, student and RTO Manager and the outcome will be at the discretion of the RTO Manager.

Possible outcomes for academic misconduct include:

- A notice to re-submit
- The recording of the result Not Yet Competent for the Unit of Competency
- Withdrawal from the course

Discrimination and Harassment

Under federal and state legislation unlawful discrimination occurs when someone or a group of people, is treated less favourably than another person or group because of their race, colour, nationality or ethnic origin, sex, pregnancy or marital status, age, disability, religion, sexual preference, membership of a trade union activity, or some other characteristic specified under anti-discrimination or human rights legislation.

Under federal and state legislation unlawful harassment occurs when someone is made to feel intimidated, insulted or humiliated because of their race, colour, nationality or ethnic origin, sex, disability, sexual preference, or some other characteristic specified under anti-discrimination of human rights legislation. It can also happen if someone is working in a 'hostile' or intimidating environment. All students are entitled to work and learn in an environment which is free from discrimination and harassment. For further information please refer to www.humanrights.gov.au

Safety Information

- Key personnel are located at Cire's Main Office at 2463 Warburton Highway, Yarra Junction, 3797 and the Mt Evelyn Campus 20 Old Hereford Road, Mt Evelyn, 3796 to monitor all training activity.
- All facilities of Cire are well-lit and meet the Australian building codes and standards
- All staff at Cire have a current Working with Children Check or a Victorian Institute of Teaching registration (VIT) including a current Police Check
- Only authorised personnel will be issued with a key to the administration building and classrooms. These personnel include Cire reception staff, RTO Manager, and CireManager Corporate Services.
- Emergency evacuation plans for the site are displayed in the administration building and in each classroom. Trial emergency evacuations are conducted once a semester.
- Exterior lighting comes on automatically when dark.
- Yarra Junction Police Station is within a 1km radius to the Yarra Junction Campus and the Mt Evelyn Police Station is within a 2km radius to the Mt Evelyn Campus.
- All emergency procedures will be documented in the Little Yarra Road Campus Emergency Management Plan.
- For student safety reasons classes will not be scheduled for more than eight hours in any one day and not outside the hours of 8.00am and 10.00pm. Exemption from this is applied to students undertaking industry placement in the following sectors:
 - Community Services
 - Aged Services
 - Early Childhood Services
 - Education Services

These students on occasion may be required to commence a shift from 7.00am as this is an industry requirement but will not be required to work longer than an eight hour shift.

- Cire has a zero tolerance to the use of drugs and alcohol during class times and/ or on the Campus site. Students using drugs or alcohol during sessions or on session breaks or attending class under the influence of drugs or alcohol will be sent home and will be subjected to disciplinary action.
- Smoking is NOT permitted on any Cire sites.
- Trainer & Assessors are to ensure that neither they nor students are left alone when completing lock up procedures, especially after night or weekend sessions. Trainer & Assessors should ensure that neither they, nor students are left alone on site at the conclusion of classes.

Emergencies and evacuations

Cire Services Main Office at 2463 Warburton Highway, Yarra Junction, Little Yarra Road Campus 39-41 Little Yarra Road, Yarra Junction and Mt Evelyn Campus, 20 Old Hereford Road Mt Evelyn conduct regular fire drills. All students located at the premises must take note of the following:

- In the event where Cire premises need to be evacuated, students, visitors and all other persons must follow instructions from Safety Wardens or authorised personnel.
- In the event of an emergency where students are receiving training in classrooms, they must follow the procedures as instructed by their Trainer & Assessors and Cire Safety Wardens.

Occupational Health and Safety (OHS)

OHS is the responsibility of the organisation and the employees and the students. All parties have a role in ensuring the study and work environment remains safe.

An OHS procedure is in place to record any incident that either results in, or has the potential to result in a close call or an injury, either to a staff member, student or visitor. Any incidents must be recorded and referred directly to the Cire Manager Corporate Services who has the responsibility of ensuring that OHS procedures are followed within the organisation.

OHS Information regarding the following will be discussed in the first session of each course:

- Evacuation procedures
- First Aid facilities
- The entire Cire site is designated as non-smoking, in compliance with Government guidelines
- Cire has a zero tolerance to bullying, alcohol, drugs, weapons and firearms.

Employees and students:

- Have a duty of care in which they are responsible for their own health and safety and of others affected by their actions at work, as in accordance with the requirements of the OHS Act (2004); Note; For employee's obligations see section 25; For employer's obligations see Section 22
- Should comply with the safety procedures and directions agreed between management and employees with nominated or elected health and safety functions;
- Must not wilfully interfere with or misuse items or facilities provided in the interests of health, safety and welfare of participants; and
- Must, in accordance with agreed organisational procedures for accident and incident reporting, report potential and actual hazards to the Manager Corporate Services.

If you sustain an injury whilst participating in a program, then an incident Report Form (forms can be obtained by contacting the RTO Manager) must be completed immediately and submitted to the Manager, Corporate Services.

OHS Policies:

- Evacuation procedures
- First Aid facilities
- Designated smoking areas
- Cire Training has a zero tolerance to alcohol, drugs, weapons and firearms.

Complaints and Appeals Procedure

This procedure describes the steps involved in implementation of Cire Training's Complaints and Appeals policy.

Complaints

1. The complainant is encouraged to discuss the complaint with the relevant trainer or training team leader. It is always recommended to resolve the matters informally whenever possible.
2. If satisfactory resolution cannot be achieved, the complaint should be referred to the RTO Manager using the Complaints and Appeals Form.
3. The RTO Manager is responsible for investigating the complaint and contacting the complainant within five working days to try and negotiate a mutually satisfactory resolution.
4. If the complaint is about a specific individual the RTO Manager's response will include:
 - Informing the person about whom the complaint is made and seeking their views and perspective
 - Giving consideration to the use of a mediator
5. If the complainant is not satisfied with the response of the RTO Manager, the complaint will be referred to the CEO.
6. Should the complainant be dissatisfied with the outcome of this process, external mediation and resolution is available. A request for external mediation or dispute resolution must be made in writing.
7. The following people/organisations are available as external mediators:
 - CHAOS (Community Houses Association of the Outer Eastern Suburbs) Networker
 - Dispute Settlement Centre of Victoria (DSCV) <http://www.disputes.vic.gov.au/>
Box Hill: Tel: 8803 8533 Fax: 8803 8488
 - Institute of Arbitrators and Mediators Australia (IAMA)
<http://www.iama.org.au/resources.htm>
 - VIC Chapter Administrator 03 8648 6578 vic.chapter@iama.org.au
8. The CEO and/or Committee of Management will consider the recommendation of the external mediator prior to confirming or amending the original decision and communicate the decision with supporting reasons in writing to the parties involved in the process within two weeks.
9. Following this process, if the complainant is not satisfied the complainant may take the matter to the Victorian Civil and Administrative Appeals Tribunal (VCAT) <http://www.vcat.vic.gov.au>: GPO Box 5408 Melbourne Vic 3001 Ausdoc DX 210576 Melbourne
10. The cost of any external mediation will be borne by the individual.
11. Cire Training will document complaints and their resolution on the Continuous Improvement Action Plan.

Appeals

1. The appellant is encouraged to discuss their concern with the relevant trainer or Training Team Leader.
2. If satisfactory resolution cannot be achieved, the appeal should be referred to the RTO Manager using the Complaints and Appeals Form.

National Training Complaints Hotline and VET Regulator:

The National Training Complaints Hotline is a joint initiative between the Commonwealth, state and territory governments. Anyone with a complaint or query about the training sector now has one number to call, so they can report a complaint and have it referred to the right authority for consideration.

Consumers can register a complaint with the National Training Complaints Hotline by:

Phone: 13 38 73 (please select option 4), Monday–Friday, 8am to 6pm nationally.

For more info, visit: <https://www.education.gov.au/NTCH>

The Victorian Registration and Qualifications Authority (VRQA) is the statutory authority responsible for ensuring that employers of apprentices and trainees and providers of education and training (including course and qualification owners) meet quality standards, and that information is readily available to support informed choice in education and training.

For more information on VRQA's complaints handling process and steps, please visit:

<http://www.vrqa.vic.gov.au/complaints/Pages/default.aspx>

Fees and Charges Policy

Policy Statements:

- Cire Training Management, Finance and Compliance teams will collectively review, plan and set the fees for every calendar year.
- Cire Training will set course fees and charges according to the requirements of its contractual agreements with its funding bodies, the requirements of its registering bodies and the requirements of all courses.
- Tuition fees are set according to the Guidelines set by Adult, Community and Further Education Board (ACFE) (For Pre-Accredited Training) and the contractual requirements of the Victorian government VET funding (for VET courses) to eligible students.
- Compliance and Student Services will keep track of any notifications from funding or regulatory bodies and any new requirement will be communicated and actioned.

Cire Training will advertise the fees and charges applicable to each course on the Cire Training website.

Categories of Fees:

Cire Training has the following categories of fees:

Tuition Fee Victorian Training Guarantee (VTG)

The fees contribution payable by students who are eligible for funding.

Tuition Fee [VTG FUNDED + CONCESSION]

The fees contribution payable by the students who are eligible for funding and concession.

Tuition Fee [Non-Funded]

The fees contribution payable by the students who are not eligible for funding. Full fee for service charges are set by Cire Training at its discretion, and apply to all courses which are not covered by the VTG, or to students who are not eligible to receive VTG subsidies. In the case of Pre-Accredited Training, students who are not eligible for ACFE funding under the ACFE contract will be charged a fee for service tuition fee.

Resources Fee

Students will be charged a Resources Fee for courses where manuals, textbooks or workbooks are provided or purchased on the students' behalf.

RPL

Recognition of Prior Learning (RPL) recognises prior learning from life experiences, education, training and work and/or training provided at work. Cire Training will set a fee for RPL assessment at its discretion based on the assessment and administration costs, which will be set and reviewed on a case-by-case basis.

Concessions

For enrolments in courses at the Certificate IV level and below, Cire Training must charge the concession fee to an individual who, prior to the commencement of training, holds a current and valid:

- a) Health Care Card issued by the Commonwealth; or
- b) Pensioner Concession Card; or
- c) Veteran's Gold Card; or
- d) an alternative card or concession eligibility criterion approved by the Minister for the purposes of these Guidelines.

The concessions provided for in (a) and (b) also apply to a dependant spouse or dependent child of a card holder. Cire Training must retain a copy of the relevant concession card produced by the student.

Under the Indigenous Completions Initiative, for enrolments in a course at any level, Cire Training must charge the concession fee to individuals who self-identify as being of Aboriginal or Torres Strait Islander descent (and are reported as such through the "Indigenous Student Identifier" field of the Student Statistical Report). Cire Training must retain a copy of the enrolment form on which the individual self-identified as indigenous.

Concessions do not apply where a student's course fees are being paid by an external agency.

Extreme Hardship

Students who are experiencing extreme hardship due to social or financial issues may be granted a fee concession or a fee waiver. In cases where this situation may apply, an Extreme Hardship Declaration Form must be completed and approved by the RTO Manager. The form will provide information pertaining to the existing fee structure and the fees and charges that will apply once the concession/fee waiver has been granted.

Payment of Fees

Cire Training may accept payment of no more than \$1,000 from each individual student prior to the commencement of the course. Following course commencement, Cire Training may require payment of the remaining fees in advance from the student. At any given time after commencement, the total amount required to be paid by the student must not exceed \$1,500 for tuition or other services yet to be delivered. Students who have outstanding fees will not be issued with a qualification until all fees are paid, or an exemption has been granted by the RTO Manager.

Payment Plans:

Cire Training offers payment plans for students to facilitate payments using the following guidelines:

| VET Qualifications: | | |
|------------------------------|--|--|
| Type | Condition | Payment Plan option |
| Funded | Total Cost to students > \$1,000 and ≤ \$1,500 | <ul style="list-style-type: none"> • 20 % of Total fees but no more than a \$1,000 prior to commencement. • Balance of fees to be paid in one instalment after commencement and must be paid in full by mid-point of the course. |
| Funded | Total Cost to students > \$1,500 | <ul style="list-style-type: none"> • 20 % of Total fees but no more than a \$1,000 prior to commencement. • Instalments of \$500 every month after commencement and must be paid in full by mid-point of the course. |
| Funded | Total Cost to students < \$1,000 | <ul style="list-style-type: none"> • Total Fee to be paid prior to commencement. |
| Non-Funded [Fee for Service] | All cases | <ul style="list-style-type: none"> • 20 % of Total fees but no more than a \$1,000 prior to commencement. • Instalments of \$500 every month after commencement and must be paid in full by mid-point of the course. |

| | | |
|-------------------------------------|-----------|---|
| Workskills Courses | | |
| Non-Funded only | All cases | <ul style="list-style-type: none"> All fees to be paid prior to commencement. |
| Pre-Accredited Short Courses | | |
| All cases | All cases | <ul style="list-style-type: none"> All fees to be paid prior to commencement. In some individual cases Cire Training may offer a payment plan to students undertaking Pre-Accredited training. Students are required to adhere to the terms and conditions of the payment plan. |

- A Payment Plan will be agreed upon at enrolment for any fees owing post commencement.
- Cire Services reserves the right to cease tuition for any student who fails to adhere with the Payment Plan arrangement. Tuition may only recommence once payments are up-to-date.
- Applicants may be withheld from enrolling if there is a debt owing to Cire Services.

Statement of Fees for students accessing VTG funding

Prior to enrolment, Cire Training must supply each individual with a Statement of Fees. The Statement of Fees will include itemised details of the approximate value of the contribution from government towards the qualification(s) in which the Eligible Individual is considering enrolment and other fees Cire Training imposes.

Publication of Fees:

Cire Training publishes its fees and charges on its website. This can be found under Training/Course Fees and Charges [<http://www.cire.org.au/course-fees-charges/>]. The published fees are subject to change in line with course requirements and Government policy changes.

Refunds

VET Courses

- Students who notify Cire Training that they are withdrawing from a course prior to the commencement date will be entitled to a full refund of the fee paid, less an administration fee of \$100. If the tuition fee is less than \$100, the student is not entitled to a refund.
- If students withdraw within 20 working days of commencement, a refund will be determined based on the Units of Competency that are not yet delivered.
- Students, who withdraw after 20 working days of commencement, are not entitled to a refund. The RTO Manager may grant a refund based on individual circumstances.
- In the event that a course is cancelled by Cire Training students will receive a full refund.

Pre-Accredited Short Courses and Workskills Courses

- Students who withdraw from a **Pre-Accredited Short Course and Workskills Course** prior to commencement will receive a full refund less an administration fee of \$25. Students must notify regarding the withdrawal no later than 48 hours of commencement.
- The administration fee will be set by the RTO Manager and reviewed annually based on contact hours.
- Students who withdraw after this period are not entitled to a refund, but may apply in writing to the RTO Manager, who will consider any applications for refund on a case-by-case basis.
- In the event that a course is cancelled by Cire Training students will receive a full refund.

Legislation

Cire Training has policies and procedures in place that support participants and our accreditation as a Recognised Training Organisation.

Cire Services Inc. is subject to a range of legislation relating to training and assessment as well as general business practice including matters such as your safety, privacy, and rights to name a few.

There are a number of legislative requirements that you will be made aware of throughout your course. The legislation is continually being updated and all staff are made aware of any changes through our internal processes.

The legislation that particularly effects your participation in Vocational Education and Training includes:

- Age Discrimination Act 2004
- Copyright Act 1968
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Human Rights and Equal Opportunity Commission Act 1986
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act (2001) including the National Privacy Principles
- Education and Training Reform Act 2006

Relevant Policies and Procedures

Cire Services Policies and Procedures that relate to your participation in training at Cire Training include:

- Occupational Health and Safety
- Access and Equity
- Complaints and Appeals
- Recognition of Prior Learning
- National recognition
- Fees and Charges
- ICT- Code of Practice
- Student Welfare
- Student Discipline
- Assessment
- Application for Extension
- Reasonable Adjustment

- Student Access to Records
- Enrolment
- Academic Misconduct
- Issuance of Qualifications

These policies and procedures will be made available to you upon request by the Cire Training administration staff.

Contact Us

For further information visit our website at:

www.cire.org.au

Yarra Junction Community Hub

2463 Warburton Highway, Yarra Junction 3797

Phone: (03) 5967 1776

Fax: (03) 5967 2007

Email: reception@cire.org.au

Chirnside Community Hub

33 Kimberley Dr, Chirnside Park VIC 3116

Phone: 1300 835 235

Cire Training – CWC Campus

2415 Warburton Highway, Yarra Junction 3797

Email: reception@cire.org.au

Phone: (03) 5967 1181

Cire Training – Lilydale Campus

211 Main Street Lilydale 3140

Phone: 1300 835 235

Email: reception@cire.org.au