Cire Training Accredited Student Handbook

Table of Contents

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 this 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

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 our local communities, we are a community-based provider of adult education and training, as well as a range of other programs. We provide high quality industry relevant training in a variety of Vocational Education and Training (VET) courses.

Services available from our offices include (please note that not all services are available at all locations):

- Public Internet access: free internet access, computers and printing
- Centrelink Access Point: direct access to Centrelink via computer, telephone and fax – free of charge (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.
- Food Pantries: subject to availability please

For information on any of the above, please contact us on 1300 835 235.

Please visit our website at https://www.cire.org.au/training/ for more information on all courses.

General Information for Students

Course entry requirements

- Prior to commencing the enrolment process, Cire Training will provide all required information to potential students. This information will include:
    - Course details such as duration, training schedule and placement requirements
    - Informaton regarding eligibility for funding and costs
    - Career pathways
    - Further study pathways

- People who are wishing to commence in 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 Enrolment Officer. This initial discussion may take place by phone, or through a virtual meeting. It is recommended to refer to the Student Handbook when completing the PTR.

- 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 Enrolment Officer will also confirm your eligibility for funding. You will also be given a Statement of Fees.

- As part of this process, you 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.

- The Enrolment Officer 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. In the event the course is not deemed suitable for you, your Enrolment Officer will discuss alternatives and available study pathways.

- At the conclusion of your enrolment appointment, you will also be asked to pay the fees as per the Statement of Fees. Once your fees have been paid, your place in the course is confirmed.

Funding Eligibility Criteria:

Cire Training is a registered Skills First Funding provider and is able to offer subsidised places to student who meet the eligibilty criteria.

As the funding eligibilty is complex and subject to change, it is best for students to contact Cire Training directly to understand the funding available that best applies to their individual circumstances.

Cire Training is also able to offer funding through relevant job training incentives released by the Federal Government, including Job Trainer initiative, to eligible participants.

Unique Student Identifier
You will need to allow Cire Training to verify this on your behalf or authorise 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 enrolment officers.

- **Study skills/Computer skills/Prepare for work programs:** 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 relevant Cire Training Policies and Procedures.

  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.

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.

Behaviour
Students are expected to always behave appropriately in a mature and professional manner. All students are expected to take responsibility for their own learning and behaviour during training and assessment. Misconduct will not be tolerated.

Misconduct includes -
• Any offensive conduct or unlawful activity (e.g. theft, fraud, violence, assault);
• Interfering with another person's property;
• Removing, damaging or mistreating Cire Training or Host employer property or equipment;
• Cheating/plagiarism;
• Interfering with another person's ability to learn through disruptions during training;
• Breach of confidentiality;
• Inappropriate language;
• Serious negligence, including WHS non-compliance;
• Discrimination, harassment, intimidation or victimisation;
• Being affected by drugs or alcohol and being unfit to participate in learning activities.

Attendance
Student attendance in training is paramount to successful completion of learning and assessment outcomes. Students are expected to be in attendance for all training sessions.

It is expected that students arrive to class on time and remain for the full duration. Should it be necessary to leave a class early – you must advise the trainer/assessor before the class commences.

If you are absent from class, it is your responsibility to catch up on any work missed. If you are going to be absent from a scheduled class or work placement activity, please advise your trainer/assessor or Cire Training administration personnel on 1300 825 235. Other arrangements can be made, including self-paced learning or alternative training dates.

Punctuality
As a courtesy to others (including the trainer/assessor), all students must be punctual throughout the training day, including returning from breaks. Punctuality shows respect and is essential to avoid disruption to other students and the trainer/assessor. (This is based on classroom delivery only)

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 and ASQA guidelines, including:

- 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, or stop engaging in their classes. This may include phone calls and emails from their trainer in the first instance.

In the event a student does not respond to these attempts, the student will be referred to the RTO Manager who will attempt to contact, and in the event these attempts are unsuccessful, a final letter will be sent to the student. Failure to respond to our communication may result in the commencement of the withdrawal procedure.

For further information please contact Cire Training on 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

Many of Cire Training's 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 and induction, 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 completed in a timely manner.

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.

Working with Children Checks (WWCC) & Police Checks

For all courses that require 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 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.

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.

Credit Transfer:

Credit transfer will only be considered for qualifications/units of competency having the same code and unit descriptor as listed on Cire Training's scope of registration or deemed equivalent as listed in the relevant Training Package. Higher qualifications, replaced qualifications and State based awards may not be compatible. There is no charge for credit transfer although applicants are reminded that unsuccessful credit transfer may lead to RPL assessment

Credit Transfer Verification
Qualifications may be verified using any one of the following means of certificate verification to ensure that certificates presented by prospective students are authentic. In addition to the following Cire Training requirements, all qualifications issued must meet the instructions contained within the AQF Qualifications Issuance Policy. A sample is provided at:
https://www.asqa.gov.au/sites/g/files/net2166/f/Fact_sheet_-_Sample_AQF_documentation.pdf

To determine a qualification's authenticity, Cire Training will employ one of the following methods of determination:

a) A qualification which has been provided by a candidate in person and certified as a true copy by eligible persons under the Statutory Declarations Regulations 1993. will be accepted. Once verified the certificate copy is stamped, signed by the Cire Training representative with their full name and position within Cire Training and date of verification.

b) A qualification which has been obtained by Cire Training either directly or via other correspondence from the candidate without certification will be accepted on confirmation. An LSV representative will contact the issuing RTO and verify by requesting the certificate number, qualification date of issue, unit and name of the candidate. Once verified the certificate copy is stamped, signed by the LSV representative with their full name, date of verification, the issuing RTO representative name and contact phone number. First name will be sufficient from the issuing RTO representative. The verified certificate with these details is then save in the student file.

c) In instances where students have had results recorded to the USI portal, the student may activate permission for Cire Training to directly validate the qualification online. An authenticated VET transcript held on behalf of the student on the USI Registry System will be accepted. Once authenticated online through the USI portal by a Cire Training representative, the transcript is stamped, signed by the Cire Training representative with their full name and position within Cire Training and date of verification. The

verified VET transcript with these details is then saved in the student file. Where students produce a softcopy or hard copy version of their transcript to Cire Training, a Cire Training representative will verify the transcript via the USI Registry System if permission is activated by the student or verified with the issuing RTO by a Cire Training representative.

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.

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

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.

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 RTO 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 RTO 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 Cire Training on 1300 835 235

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 their 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

- 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 Cire Leadership Team.
- Emergency evacuation plans for the site are displayed in the administration building and in each classroom. Trial emergency evacuations are conducted once a term.
- Exterior lighting comes on automatically when dark.
- All emergency procedures will be documented in the on site 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 or 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

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 Emergency 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 Emergency Wardens.

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 their Trainer. 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 compliant 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 8533Fax: 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 Board 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 their Trainer.
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.dese.gov.au/national-training-complaints-hotline/national-training-and-complaints-hotline-complaints-form

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.

Fees and Charges Policy

Policy Statements:
- Cire Training Management 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 contractual requirements of the Victorian government VET funding (for VET courses) to eligible students and the Guidelines set by Adult, Community and Further Education Board (ACFE) (For Pre-Accredited Training).
- 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 (Skills First)
The fees contribution payable by students who are eligible for funding.

Tuition Fee [Skills First + 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 Resource Fee for courses where manuals, textbooks, workbooks or online resources 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 charge a fee of $100 per unit for RPL assessment.

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.

Statement of Fees for students accessing Skills First funding

Prior to the commencement of training, the Training Provider must give each Skills First Student a Statement of Fees that includes, at minimum:
a) the code, title and currency of the program;
b) the total cost to them for their program, taking into account any Fee Concession or Fee Waiver entitlement;
c) the approximate value of the government contribution expressed in dollars; and
d) any other applicable fees, such as student services, amenities, goods or materials.

Publication of Fees:

Cire Training publishes its fees and charges on its website. 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 prior to the course 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

Head Office: Level 1, 7 – 9 John St, Lilydale, 3140

Phone: 1300 835 235

Website: www.cire.org.au

Email: training@cire.org.au