# POLICIES & PROCEDURES

CANTERBURY
TECHNICAL INSTITUTE

cti.qld.edu.au

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

# 1. MISSION STATEMENT

Canterbury Technical Institute (CTI) will be recognized as one of the premier providers of International education and training in Queensland (QLD) Australia.

## Goals & Objectives

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

The Institute values:

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

# 2. QUALITY STATEMENT

CTI is committed to continuously improve in the quality of the following areas of our operations:

- Administration
- Core Business
- Finance
- Human Resources
- Marketing and Liaison
- Organizational Planning

Quality will be ensured through:

- Monitoring of academic activities by the Principal Executive Officer, Student Services and Academic Manager, Student Services & Training Team.
- Institute planning
- assessing teaching and learning outcomes
- evaluating key Institute services

This will be achieved through:

- benchmarking with selected other higher education institutions acknowledged as best practice exemplars in one or more areas
- general surveys of the students
- service evaluation surveys
- student and academic support programs
- providing formal feedback mechanisms for students, and through student representation in the Institute

# 3. STRATEGIC PLANNING POLICY

A planning session will be held annually, usually late in the calendar year, to plan for the coming year. The planning process must be consultative and opportunities for participation should be inclusive of all stakeholders.

The planning committee will include the CEO /Financial Controller, Principal Executive Officer, Student Services, and the Marketing representative.

The purpose of the day is to highlight management issues that need to be addressed in the coming 12 months and identify present and emerging education needs of the community. This will be done after the first year of operations.

The session will commence with an evaluation of the organisation's performance over the previous 12 months. This will be followed by a brainstorming session of what everyone would like to see happen in the next 12 months.

A planning committee will be established to draw all the information together, develop a list of objectives, strategies and resources that will be needed. The planning committee will need to ensure the objectives are within the organisation's mission and vision.

A draft plan will be circulated to all members for further input. If any further input is provided the plan will be re-drafted and presented to the Principal Executive Officer for final approval.

The final management plan is to be available to all staff for a clear understanding of their role in fulfilling aims of the plan and how their job contributes to the business of the organisation.

The plan will be subject to regular review, which will become a part of the business plan amendments on an annual basis. A major review of the plan should be carried out annually ensuring any changes and/or expected changes of funding and/or programming Canterbury Technical Institute are included.

# 4. STAFF CAPABILITY, EDUCATION RESOURCES AND PREMISES

The following steps will be part of the training and assessment program planning, delivery and assessment process undertaken by the CEO & Principal Executive Officer, Student Services and Academic Manager.

**Programs / Qualifications** to be offered should be selected as a result of:
- Identification of overseas student needs and interests
- Outcome of strategic planning meetings
- Suggestions from students, staff, industry consultation & government agencies
- Academic staff suggestions
- Networking with other organisations
- Consultation with Directors

Review of the education programs will take place routinely by:
• Reviewing student satisfaction surveys
• Discussions with trainer/assessors
• Assessment validations
• Liaison with Directors
• Liaison with industry representatives

Evaluation of the training outcome and student's satisfaction will be carried out by:
• Discussions with the trainer/assessors
• Student satisfaction surveys
• Assessment results

**Academic staff** will be identified and employed on the basis of:
- Qualifications and/or experience
- Availability at the time
- Recommendations from other trainers or providers

Delivery of the programs is the responsibility of the trainer; however, the Principal Executive Officer will monitor the training and assessment delivery by maintaining contact with the trainer/assessors and students as required. CTI student services team and teaching staff will meet every 3 three months.

**CTI Premises & other training venues** will be used for training and assessment programs on the basis that:
- They are appropriate for the type of training and assessment program or activity
- Available at the time required
- Affordable cost
- Equipment availability
- Ideal for operating as an educational institution

**Resourcing** of the training and assessment program will be subject to:
- Identification of resources required in consultation with the trainer/assessor
- Identification of resources required in consultation with industry representatives
- Availability of any specialist requirements
- Identification of resources supplied by the trainer/assessor
- Identification of resources supplied and developed by CTI
- Identification of resources that the students should bring

The structure of the training and assessment program should be clearly understood by the Principal Executive Officer, Student Services and Academic Manager, students and teaching (academic) staff. The Principal Executive Officer, Student Services and Engagement will be available for perusal of module outlines. The Academic Dept. Head in consultation with the Student Services and Academic Manager will prepare the timetable for the following term at least two weeks before the commencement of each term.

Advertising of the education program will be through various media to ensure the widest possible coverage:

- CTI brochure
- International educational consultant network
- Newspapers
- Local Magazines
- Community newsletters if appropriate
- CTI Website
- CTI's Facebook page and other social media

Confirmation of the training and assessment program commencement will include:

- Written confirmations to trainer/assessors after initial negotiation, including employment information and documentation
- Written or phone confirmation to students to remind about commencement

# 5. ORGANISATIONAL CHART

**CANTERBURY** TECHNICAL INSTITUTE

**Chief Executive Officer / Financial Controller**
Shailendra Kamal (Nick) Kumar

**Principal Executive Officer / PEO**
Rahul Fernandes

**Manager - Student Services**
Andrea Sequeira

**IT Manager & Help Desk**
Wan Soo Yoo
**Student Support Services**
Holly McLean & Jasmine Malone

**Marketing Specialist**
Fabiano Mendes
**Education Councellor**
Jason Hunt

### Academic Departments

**Business and Management**
Tui Gabriel
(Head of Faculty)

**IT Digital Interactive Games**
Lindsay Goodridge
(Head of Faculty)

**Hospitality**
Damien Lowe
(Head of Faculty)

**Project Management**
George Sfoungaristos
(Head of Faculty)

**Software Development**
Shushant Sathpathy
(Head of Faculty)

**Commercial Cookery**
Mark Fuhrmeister
(Head of Faculty)

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# 6. DUTY STATEMENTS

| Staff | Functions |
|---|---|
| **Chief Executive Officer (CEO) & Financial Controller** | CEO will demonstrate leadership in educational & business excellence, and be a role model to other staff, and be committed to their success. Overall responsibility and end accountability of the entire organization. In the absence of the CEO, the Principal Executive Officer will take charge of the responsibilities<br><br>As a financial controller, the key responsibilities include financial management, budgeting, company tax responsibilities, management of debtors & creditors and risk & facilities management |
| **Principal Executive Officer (PEO)** | The Principal Executive Officer (PEO) will be reporting to the CEO for matters relating to the management, academic activities, delivery of qualifications and the administration of the institute. Precise duties will be agreed with the CEO from time to time and will vary, as the institute's needs change. The role will also ensure that all information and quality systems are managed and executed to comply with ASQA & DHA requirements.<br><br>Responsibilities include Trainer & Student management, training, assessment & marking plans, assessment validation, student evaluation & analysis, professional development, monitoring course outcomes. To provide leadership to the teaching team within the designated department; To promote teaching excellence; Oversee faculty operations and teach on faculty programmes in line with the programme specifications and timetables, and as approved with the CEO/PEO;<br><br>These duties will involve the PEO in membership of various bodies within the institute, as well as close liaison with other senior managers / staff in the institute, and the promotion of the institute's activities elsewhere in the organisation and to external agencies |
| **Trainers / Assessors** | • Lecture/ teach, assist and evaluate students in the relevant unit/s taught.<br>• Update training and delivery materials every semester. Ensure that all training material complies with relevant national competency standards, and with the standards set by the Institute.<br>• Provide assistance in the development of the training and assessment program, training materials and resources by suggesting necessary changes and improvements in training delivery and assessment strategies.<br>• Follow and enforce rules, policies and guidelines outlined in the Student and Staff Handbooks.<br>• Prompt submission of training materials and other documents by due dates stipulated in the Institute calendar including unit outlines, attendance, student feedback and final results, etc.<br>• Consistently follow the operational procedures and standards as set by Institute management.<br>• Enforce the level of standards expected of the students. |

| | |
|---|---|
| **Education Records and Compliance Manager** | • Pre-enrolment & post enrolment activities.<br>• Manage all Student Registration / Enrolment Academic & graduation records<br>• Produce Quality Reports<br>• Customer Relationships – Attending to customer enquiries and client services<br>• Provide support and relief for other team members<br>• Responsible for the administration & preparation of course orientation<br>• Student attendance monitoring and reporting<br>• Telephone Operation Services<br>• Assure Quality<br>• Manage library system |
| **Officer Administrator and Social Media Coordinator** | • Reception & General Administration Support<br>• Administer all student enrolment, academic & certification records<br>• Process student payments and answer external calls<br>• Accurate data entry<br>• Develop and coordinate social media channels including Facebook, YouTube and Instagram.<br>• Up-to-date student filing system to meet CTI, ASQA, PQS and Department of Home Affairs requirements.<br>• Effective administration of student management system<br>• Timely reports (internal and external) that comply with CTI, PQS, ASQA and Department of Home Affairs standard procedure<br>• Customer satisfaction (internal and external)<br>• Privacy, confidentiality and discretion<br>• Professional development |
| **IT Manager & Help Desk** | The role includes helping students and Staff with IT issues and technical troubleshooting, Network Administration, IT infrastructure planning and development. Staff, Teaching Team, Administration team, PEO and Directors.<br><br>• Maintaining and updating campus IT facilities<br>• Resolving IT technical problems<br>• Assisting with cross campus IT functions and partner RTO IT and Help Desk IT interactions<br>• Management of classroom computer resources<br>• Being available to management, staff, trainers and students<br>• Abide by CTI Code of Conduct & Code of Practice<br>• Attaining specific outcomes as set by the PEO<br>• Assisting at reception as required |
| **Marketing Manager Latin America** | • Promote CTI as a desired learning institution;<br>• Generate Enrolments, provide student Counselling, advise on Fees advice<br>• Support the student progress and intervention processes |

| | |
|---|---|
| | <ul><li>Maintain standards of excellence in customer service ensuring that CTI is a customer led organisation creating educational services in response to customer needs</li><li>Contribute to the CTI Management Team</li><li>Action student recruitment strategies and meet or exceed enrolment targets;</li><li>Develop, implement and monitor Marketing and Promotional Strategies to meet national financial targets across all CTI and partnership college campus locations</li><li>Maintaining professional standards of excellence in building a satisfied & loyal customer base.</li></ul> |
| **Education Counsellor** | <ul><li>Promote CTI as a desired learning institution;</li><li>Generate Enrolments, provide student Counselling for RPL services and advise on Queensland Government funding and PQS and fees advice</li><li>Support student candidate RPL, gap training, evidence gathering processes, and progress follow ups</li><li>Maintain standards of excellence in customer service ensuring that CTI is a customer led organisation creating educational services in response to customer needs</li><li>Contribute to the CTI Management Team</li><li>Action greater Brisbane regional recruitment strategies and meet or exceed enrolment targets</li><li>Develop, implement and monitor Marketing and Promotional Strategies to meet national financial targets across all CTI marketing regional and Australia wide locations</li><li>Maintaining professional standards of excellence in building a satisfied & loyal customer base</li></ul> |

# 7. CODE OF PRACTICE

## Administration

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

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

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

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

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

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

## Marketing and Liaison

CTI will market the services it provides with integrity and accuracy, avoiding vague and ambiguous clauses, and with due regard to the reputation of Australian International Education. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

CTI will market its' services in consistence with the education, cultural and regulatory systems of countries and will not detract from the reputation and interest of other Australian institutions.

CTI will ensure that appointed agents act in the best interest of the applicant and the provider. CTI will be responsible for the actions of their agents in marketing their training and assessment programs.

CTI will not accept students from an agent if they know or reasonably suspect the agent to be:
- Engaged in dishonest practices
- Facilitating the enrolment of students who do not comply with their visa requirements
- Engaged in false or misleading recruitment practices
- Using PRISMS for other than bona fide students

## Finance

CTI will ensure appropriate documentation is kept of the contractual and financial relationship between the students and the Institute and will safeguard funds paid by students. CTI will also meet all legislative requirements of State and Federal government. CTI has a commitment to providing quality service and a focus on continuous improvements.

CTI has a refund policy, which is fair and equitable. CTI will refund students if they are unable to deliver agreed services.

## Dissemination of information

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

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

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

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

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

- Selection, enrolment and induction/orientation procedures
- Program information, including content and vocational outcomes
- Fees and charges, including refund policy and exemptions (where applicable)
- Provision for language, literacy and numeracy assistance
- Client support, including any external support the RTO has arranged for clients
- Flexible learning and assessment procedures
- Welfare and guidance services
- Appeals and complaints procedures
- Disciplinary procedures
- Staff responsibilities for access and equity as provided for in the CTI's code of practice or similar document, and
- Recognition of Prior Learning (RPL) arrangements.

CTI's Policies and Procedures document, current legislation and regulatory requirements shall be readily accessible and visible at all times for immediate access by CTI staff and students. Our policies include a fair and equitable refund policy, complaints and appeal policy, an access and equity policy and student welfare and guidance services. Where necessary, arrangements will be made for those students requiring literacy and / or numeracy support programs. These documents will be available from reception in electronic copy and emailed to any interested individual.

Any changes and/or updates made to the existing CTI Policies and Procedures due to organizational and legislative purposes shall be disseminated and be made available to all CTI staff and students by any one, or any combination of the methods outlined below.
- CTI Policies and Procedures
- Current legislation and regulatory requirements shall be informed to any new recruit through induction and counselling programs
- Handbooks, circulating memos & emails
- Meetings and notice boards

## Core Business

CTI will continuously review all information provided to students to ensure its accuracy and relevance.

CTI will recruit students in an ethical manner. For International students their proficiency in English will specifically be assessed.

CTI will ensure through training that all appointed agents are aware of the educational standards required for students enrolling at the Institute.

CTI will offer program placements that clearly include the proficiency of English required. If assistance is required, the Institute will provide bridging training and assessment program where these are deemed necessary through contracting qualified staff or other registered training organisations

CTI will notify the relevant Commonwealth authority when International students are no longer participating in a program for which they are enrolled.

CTI will ensure that the recruitment and placement of International students comply with the EEO legislation and are consistent with immigration requirements.

CTI will meet the needs of students, being sensitive to cross-cultural issues and paying special attention to the social and academic needs of International students.

# 8. CODE OF CONDUCT AND ETHICS

- The Code of Conduct is constituted to ensure that the Institute operates effectively with a commitment to equity and fairness.
- The Code of Conduct will assist the Institute to meet its goals through you. It outlines what is expected of you as a member of the Institute's community.
- The Institute expects its student and staff members to remain informed, act within the spirit of and comply with the Institute's policies, directions & relevant legislations as well as meet any requirements demanded by their discipline or profession.
- All members of the Institute are entitled to be treated with respect & given an equal opportunity regardless of personal, social or cultural characteristics.
- The Institute enforces the idea of fair and open discussion recognising the rights of individuals and supporting the principles of freedom of speech. However, it is expected that you will restrict your personal viewpoint or comments that will compromise the Institute's reputation.
- The Institute is committed to the idea of freedom to undertake intellectual inquiry without undue interference.
- In the interest of privacy of individuals/organisation, the staff & students must ensure that those who have legitimate need and lawful authorisation to do so only access the information.
- The Institute's facilities and equipment are provided to achieve our mission and goals. However, no one is approved to use these for his or her private, commercial or party and political interests.
- The Institute does not allow the consumption of alcohol or any other illegal drugs on its premises at any time. You must not attend work / study if you are under the influence of alcohol or drugs.

## Breach of Conduct

An employee / student who breaches the Code of Conduct may be subject to one or more sanctions depending upon the seriousness of the breach.

- Counselling
- Disciplinary action
- Civil action
- Reporting of the breach to appropriate authorities

# 9. STAFF COMMUNICATION

Training Staff Academic Meetings and Administration Staff meetings for student services staff will be held quarterly at the CTI office. All staffs relating to student service activities are expected to attend. When necessary, casual staff will be employed or answering machines used to ensure all staff members can attend.

An agenda for the meeting will be prepared, allowing for staff to have input to the development of the agenda. The agenda will be distributed to all staff prior to the meeting.

The Principal Executive Officer (PEO) will Chair these meetings. Minutes of the meeting will be recorded and signed off by the PEO and another Administrative Manager; copies of the minutes will be distributed to all staff.

Academic staff meeting will include assessment validation and moderation process updates and also to discuss any matters related to students or training and assessment program. The PEO will chair the meeting and all academic staff will be informed at least one week prior to the meeting.

# 10.  QUALITY TRAINING AND ASSESSMENT

## Policy

Staff that will assess units must have the following qualifications:

The following competencies from the Training and Assessment Training Package or is able to demonstrate equivalent competencies:

- TAEASS401B Plan assessment activities and processes
- TAEASS402B Assess competence
- TAEASS403B Participate in assessment validation
- TAEDEL401A Plan, organise and deliver group-based learning
- TAEDEL402A Plan, organise and facilitate learning in the workplace
- TAEDES401A Design and develop learning programs
- TAEDES402A Use training packages and accredited courses to meet client needs

Staff that will deliver training must have the following qualifications:

- Certificate IV in Training and Assessment from the Training and Assessment Training Package or is able to demonstrate equivalent competencies or
- is under the direct supervision of a person who holds the Certificate IV in Training and Assessment from the Training and Assessment Training Package or
- is able to demonstrate equivalent competencies and is able to demonstrate vocational competencies, at least to the level of those being delivered.

## Assessments

Assessment is defined as the process of making judgments about whether competency has been achieved.

The programs offered by CTI incorporate competency-based assessments. The purpose of assessing competency is to confirm that the student can perform to the standards expected in the workplace. The student will be given the option of providing evidence that the student meet the requirements of competency through Recognition of Skills and Experience or the student can undertake training and assessment against the competency.

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

All assessments and evaluations will be conducted in line with the criteria laid down in the Training Package units and ensure that:

- comply with the assessment guidelines included in the applicable nationally endorsed Training Packages or the assessment requirements specified in accredited courses
- lead to the issuing of a statement of attainment or qualification under the AQF when a person is assessed as competent against nationally endorsed unit(s) of competency in the applicable Training Package or modules specified in applicable accredited courses
- CTI will participate in the Student Identifier Scheme:
  a) Verify a USI before using it for any purpose
  b) CTI will not issue an AQF certification document without being receipt of a verified USI for that individual student, unless an exemption applies under the Student Identifiers Act 2014
  c) If an exemption applies CTI will inform the student prior to enrolment or commencement of training, whichever occurs first, the results of training will not be accessible through the Commonwealth and will not appear on any authenticated transcript issued by CTI.
  d) CTI will ensure the security of the USI are valid, reliable, fair and flexible
- provide for applicants to be informed of the context and purpose of the assessment and the assessment process
- where relevant, focus on the application of knowledge and skill to the standard of performance required in the workplace and cover all aspects of workplace performance, including task skills, task management skills, contingency management skills and job role environment skills
- involve the evaluation of sufficient evidence to enable judgements to be made about whether competency has been attained

- provide for feedback to the applicant about the outcomes of the assessment process and guidance on future options in relation to those outcomes
- are equitable for all persons, taking account of individual needs relevant to the assessment, and
- Provide for reassessment on appeal.
- Candidates with special needs are appropriately accommodated.

## EXCEPTIONAL CIRCUMSTANCES

Assessment arrangements may be considered for students with disabilities, temporary incapacity, hospitalisation or students who have family emergencies during the assessment / examination period.

In events as noted above:

- Students who cannot attend the scheduled examination or complete the assessment by scheduled date due to hospitalisation or on compassionate grounds should apply to the
- Director/Manager of Student Services for a deferred examination, supported by appropriate documentary evidence.
- Students with special needs will be appropriately accommodated

All assessment and evaluations will recognise equity issues without compromising the integrity of the assessment or evaluation.

### Trainer/assessors Process for Assessment

All assessments and evaluations with the criteria laid down in the assessment component of the training Package.

All assessment and evaluations will recognise equity issues without compromising the integrity of the assessment or evaluation.

All assessment and evaluations will adhere to relevant OHS rules and regulation.

### Procedures

Prior to assessment:

- Students will become familiarised with the Training Packages.
- Trainer/assessors will design assessment tasks in line with the element criteria in the units of competency within the training package document and explain the course outcomes.
- Trainer/assessors will write a learning and assessment strategy guide for every qualification. This contains details regarding topics, the mode and types of assessments, and
- Trainers will issue this to the student within the first week of course commencement.

### During assessment:

- A Competency Record Sheet is to be completed by the assessor at the time of the assessment of the candidate. This must be signed and dated both by the candidate and the assessor. This sheet provides details on the assessment of the competency.

### End of the assessment:

- A CTI Competency Results Sheet is filled by the assessor and submitted to the Student Services team. This document shows the competence level of the candidate at the element level. These are to be handed to the receptionist at the end of each assessment.

Also, on completion of the unit

- The trainer/assessor is required to hand in to the Education Records Manager all assessment evidences, which is to be filed into the student file.

- Students have the right to request for feedback on their assessment competency and if an issue cannot be resolved easily then the student should follow CTI's student complaint and complaint & appeal policy, which outlines the procedures for student complaint & appeal.

**Marking**

**Competency-Based Assessment**

The purpose of a competency-based assessment is to ensure that students can perform to the standards expressed in the relevant industry competency standards. These standards are made up by units of competencies or outcomes for the range of skills and knowledge required in workplaces.

Students are either assessed as competent or not yet competent on a given unit of competency.

Students are provided with feedback on their assessments. This information will serve as constructive criticism of the areas that the candidate needs to improve in. It will also involve information regarding resources, training program and other relevant materials that can guide the candidate to become competent.

All assessments conducted are based on the endorsed national competency standards—these outline all the units of competence that needs to be assessed—they show whether the candidate can perform in the workplace as expressed in the relevant industry competency standards (e.g. in the information technology industry).

These competency standards serve as the benchmarks for assessment and details what is required of the candidate to perform in the workplace. These benchmarks also outline whether the units can be assessed on and off the job.

Assessments at Canterbury Technical Institute are kept holistic and integrated and clustered where applicable to cover as much as possible a range of interconnected competency units.

The Institute trainer/assessors conduct assessments. In some instances, external assessors are involved to maintain the reliability of assessment procedures. Peer assessments are conducted in cases where the consistency in the interpretation of the evidence provided must be ensured.

The Institute keeps and maintains all records of assessment events, procedures and outcomes for future reference and for the issuance of qualifications.

## EXAMINATIONS / ASSESSMENTS

Students are reminded at least two weeks prior of the examination / assessment due date(s).
If a student is late for an examination by more than 20 minutes, the student may be refused entry.

Unless approved by the trainer, the student cannot bring into an examination any devices capable of conveying information about the examination such as: mobile phones, pagers, notebook computers, electronic organisers, electronic dictionaries, calculators, textbooks and program notes. Please ensure that mobile phones are turned off during the examination time.

During an examination session a student cannot:

- Communicate verbally with any person other than the trainer;
- Assist any other person to communicate with another person
- Willingly receive a communication from any person.

If in the opinion of the trainer, the student's behaviour is disturbing or distracting to any other student, the trainer may direct the student to exit the examination.

If a student considers that their performance in an examination was adversely affected by illness, disability, bereavement or other exceptional circumstances, the student may apply for special consideration.

## ASSESSMENT FEEDBACK

- A student has the right to receive written feedback for an assessment.
- It is the student's responsibility to contact the assessor / trainer to obtain the result of their assessment and feedback.
- A student should contact their assessor / trainer the first instance they are dissatisfied with the result of an assessment and the feedback. If the assessor /trainer is unavailable, the student should contact the student services department.

If a student needs to lodge an academic appeal for reviewing a result(s), please read the Appeals Policy on page 67 of this document.

## Appeals against assessment results

If a student at Canterbury Technical Institute is not happy with his/ her results, that student may appeal against their result via a written letter, clearly stating the grounds of appeal to the Principal. This should be submitted after completion of the subject and within fourteen days of commencement of a new study period.

If the Principal believes that on the grounds provided in the letter, a review of the result is warranted, a review panel will be formed comprising the lecturer in charge, the Principal and the Student Services and Academic Manager.

The Institute will advise the student within 14 days from the submission date of the appeal. The decision of the panel will be deemed to be final.

Any student who fails a compulsory subject or appeals unsuccessfully will be required to re-enrol in that subject.

## Reassessment

The Institute can also employ an External Assessor or other staff in the faculty in the process of reassessment. The external assessor will base his/her judgment based on principles of assessment. These principles requires assessment to be transparent, that is both the assessors and the candidate for assessment must be aware of the assessment procedures involved and that the assessment should be valid, reliable, flexible, fair and practical.

## Special examination conditions

Canterbury Technical Institute is committed to help Students with special needs & disabilities. If the Principal, Student Services and Academic Manager approves the application the trainer/assessors will be informed about special conditions under which the students will sit in exams.

Candidates with special needs are appropriately accommodated. Principal &Student Services and Academic Manager determine candidates with special needs upon acceptance and action plans are set prior to any assessment events that will assist the candidate to undergo assessment in a manner that accommodate these needs.  The Principal & Student Services and Academic Manager documents all their requirements in their Assessment File.

Trainers will meet special needs through consultation with the Principal and Student Services & Academic Manager. The student needs will be met when:

- Candidates can realistically achieve competency in assessments planned;
- CTI has the resources to meet these needs;

## Examination results

Trainer/assessors must ensure that Institute student services department is provided with exam results and assessment feedback within one week of the completion of the exams.

# 11. EXAMINATION POLICIES AND PROCEDURES

**Policy**

Examinations are an assessment tool that can be used to assess student competence. Examination information is to be detailed in student guides and notification placed on the Student Noticeboard at least two weeks before the exam date.

**Procedures**

1. Trainer/assessors are to notify all students of exam assessments in the student guide that is issued in the first teaching session.
2. Trainer/assessors are to place exam notice on the Academic Noticeboard at least two weeks before the exam date.
3. Trainer/assessors are to have the assessment as outlined on the date advertised.
4. Students who are not present for the exam have 1 week to complete the exam at a time that is convenient to the trainer/assessor or student services staff. (If they are needed to be supervised)
5. Students who do not complete the exam in the 1-week window period will have to wait until the module is offered again.
6. Any complaint & appeal students have must be passed onto the Principal / Student Services & Academic Manager.

# 12.  ASSESSMENT VALIDATION AND MODERATION

## Policy

CTI establishes assessment validation and moderation procedures for each Vocational Education and Training (VET) training and assessment programs within its scope of registration.

**The Principal ensures that the training packages are reviewed at least annually to check if there have been any new updates or amendments.** The updates could relate to any criteria within the training package. (For example: new units, modified criteria's, changes in elements, outcomes, pre-requisites or duration).

Procedures meet the requirements of the Australian Quality Training Framework (AQF) and ensure that:

- reviewing, comparing and evaluating the assessment processes, tools and evidence contributing to judgements made by a range of assessors against the same competency standards, at least annually,
- CTI engages third party industry representatives to comment on and inform assessment and course development work on an ongoing basis recorded in CTI Assessment Validation and Moderation records
- for each task the assessment and assessment tool is appropriate to the learning outcome being assessed and meets the requirements of the relevant training package
- assessment and standards of achievement are applied consistently by all assessors and for all students completing the assessment task
- evidence used to make an assessment is valid, fair and reliable
- feedback is obtained from students, facilitators and assessors
- clients are considered in reviewing assessment tasks, and
- Any action taken to improve the quality and consistency of assessment is documented in line with CTI's Record Management Policy.

The Principal approves policies, principles and procedures for validation and moderation of assessment in VET training and assessment programs and monitors compliance with this policy.

The Principal Executive Officer approves validation and moderation process of assessment for each unit of the VET programs and the validation and moderation process is consistent with policies, principles and procedures of CTI. The Principal Executive Officer reports to the CEO on the implementation of this policy.

## Procedures

1. CTI conducts a regular internal assessment validation and moderation reviews for each VET qualification included in the Institute's scope of registration according to policies and procedures approved by Principal.
2. The Principal Executive Officer organises moderation meetings with assessors and industry representatives to validate the assessment process on a regular ongoing basis, including identifying the tools and evidences to be gathered to ensure consistency of assessment. This process is conducted for units currently being delivered and that are planned to be offered in the upcoming term.
3. After each assessment event, the candidate is given a feedback sheet to gather his/her feedback about the assessment event.
4. Peer reviews are organised by the Principal Executive Officer during post-assessment moderation meetings normally one week after the conclusion of each assessment event, to improve the quality and consistency of assessment for the future.
5. Assessment outcomes are further reviewed by a third party during Audit on a yearly basis
6. The Principal Executive Officer reports the outcomes of assessment validation and moderation reviews, including any proposed changes to the means of assessment to training staff.
7. All the assessment changes and amendments are documented within the "assessment validation template"
8. Principal approves changes.

## Responsibilities

The Principal Executive Officer is assigned as the responsible person to maintain compliance with regards to the moderation and validation policy and procedures. Also, it is the responsibility of the Principal Executive Officer to ensure all the units are current with updated unit codes.

# 13.  COMPLAINTS AND APPEALS

## *Complaint & Appeals Handling Policy and Procedures*

### Policy

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

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

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

- Course information, publicity or advertising material
- Course fees information or relating to refunds or financial matters
- Programme content or structure
- Equipment, teaching resources or programme delivery
- Entry / selection procedures / Recognition of prior learning
- Staff qualification & skills
- Assessment information or process
- Student support & guidance
- Attendance
- Assessment review / appeal (also see Academic Appeals)
- Student transfer
- Student leave, course cancellation, suspension or deferment

### Procedures of general complaint, dispute, appeals & resolution

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

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

1. A complaint / appeal / dispute can be lodged in writing by letter, email or in person.  A student can lodge their complaint / appeal with Principal Executive Officer (PEO) OR the Student Services and Academic Manager. Students are encouraged to lodge their initial complaint / appeal / dispute with the student services manager.  A written record of the complaint / appeal / dispute will be kept on file.

2. If the student chooses to access CTI's complaints and appeal process, their enrolment will be maintained while the process is ongoing.

3. A student will have the opportunity to formally present their case at no cost.  A student and the other party may be accompanied and assisted by a support person at any relevant meeting.

4. CTI's Principal Executive Officer (PEO) OR the Student Services and Academic Manager can respond to a complaint / appeal / dispute.  A student must lodge their complaint & / or appeal & / or dispute with only one member of the above staff at CTI.  If the complaint or appeal needs to be escalated, the staff member must follow the complaint & appeal policy.

5. CTI will investigate and respond to all complaint or appeals or dispute lodged by a student. The process will commence within 10 working days of the formal lodgement of the complaint / appeal / dispute and supporting information and all reasonable measures will be taken to finalise the process in the shortest possible time.

6. CTI treats all complaints and /or appeals and/or disputes in confidence and will seek the permission of the student before discussing the complaint and /or appeal and/or dispute with relevant staff.  The student will be given a written statement of the outcome, including details of the reasons for the outcome.

7. If the process results in a decision that supports the student, CTI will immediately implement the decision or preventive action required and advises the student of the outcome.

8. Any student who feels that his/her case has not been adequately heard, may appeal in writing to CTI. If still not satisfied with the appeal outcome they may contact an independent mediator such as:

LEADR
Level 1, 13-15 Bridge Street Sydney NSW 2000
+61 2 9251 3366
Freecall: 1800 651 650
infoaus@leadriama.org

9. Following the independent mediator out come if the student remains unhappy with the findings they may contact other independent mediation/arbitration services such as the examples listed below:

**Overseas Students Ombudsman**
GPO Box 442 Canberra ACT 2601
www.oso.gov.au or phone 1300 362 072

The Overseas Students Ombudsman is free and independent.
**Dispute Resolution Branch Department of Justice and Attorney-General**
Level 1 Brisbane Magistrates Court, 363 George Street, Brisbane, QLD 4000
GPO Box 149 Brisbane Qld 4001
Phone: (07) 3239 6269 Fax: (07) 3239 6284
Email: trainingdrb@justice.qld.gov.au

**Queensland Department of Fair Trading**
Level 21, State Law Building, 50 Ann Street, Brisbane, QLD 4001
GPO Box 3111, Brisbane, QLD, 4001
Facsimile: (07) 3246 1589
BrisbaneOFT@dtftwid.qld.gov.au

*If a student is concerned about the actions of the provider they may approach the State Registration Authority for CRICOS. ASQA has the power to suspend or cancel the provider's registration or a course if a breach of the requirements of registration provision is proved. Concerns about the conduct of the provider should be addressed to ASQA GPO Box 9928, Melbourne, VIC, 3001.*

## National Training Complaints Hotline

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

# 14.  DISCRIMINATION, SEXUAL HARASSMENTS, VICTIMISATION & BULLYING POLICY

CTI is an equal opportunity organization; all staff and students are treated on their merits. Discrimination, sexual harassment, victimisation and bullying undermine proper working relationships and cause low morale, absenteeism, withdrawals and resignations.

The institution is committed to providing an environment that is safe for its staff and students. Any reports of discrimination will be treated seriously.

The relevant legislation prohibits discrimination, sexual harassment and victimisation at the institution, in respect to any aspect of your training or assessment.

**Responsibility to Students**

It is the responsibility of all staff and trainers to ensure the institution and its teaching environments are free from discrimination, sexual harassment, victimisation and bullying.  It is also the responsibility of the institution and its employees that all students are treated equitably with regard to enrolment, instruction and assessment.

**Responsibility to Co-Workers**

Equally, all staff and trainers must ensure that the institution work environment remains free of these behaviours.  No one is expected to tolerate discrimination, sexual harassment, victimisation, or bullying. The institution is committed to equity with regard to employment, performance and promotion.

**Discrimination**

Discrimination is treating someone less favourably because of a personal characteristic.

Discriminating behaviours include but are not restricted to:

- Offensive statements about personal characteristics
- Negatively stereotyping individuals or groups
- Judging a person's performance based on personal characteristics rather than skills and abilities.

Under the Anti-Discrimination Act (QLD) and the Racial Discrimination, Sex Discrimination and Disability Discrimination Acts (Commonwealth) it is illegal to discriminate against someone in their work, or education because of their:

- Sex
- Marital Status
- Pregnancy
- Parental status
- Race or nationality, ethnic or ethos-religious background
- Age
- Impairment (physical, mental, or illness)
- Lawful sexual activity
- Political belief or activity
- Trade union activity, or
- Association with a person having any of these attributes

**Sexual Harassment**

Sexual harassment is any form of unwelcome sexual behaviour, which could reasonably be offensive, humiliating or intimidating.

Examples of sexual harassment include but are not restricted to:

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

Sexual harassment may result from a single incident or be an accumulation of acts. Both men and women can be sexually harassed.

The harasser does not have to intend to cause discomfort or distress for an action to be harassment. It is not an excuse for them to say they didn't mean to offend.

### Victimisation

Victimisation is threatening or harassing a person because they;

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

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

### Bullying

Bullying is inappropriate treatment of a person that intimidates, offends, degrades or humiliates them.

Bullying will not be tolerated at CTI

Examples of bullying include;

- Verbal / Physical abuse, insults, threats, continuous teasing or criticism
- Physically hurting another person
- Touching another person who doesn't want to be touched
- Overwork, unnecessary pressure, impossible deadlines
- Undermining work performance, unfair assessment
- Discrimination, racism, sexism
- Keeping someone out of a group
- Acting in an unpleasant way near someone
- 'Mucking about' that goes too far
- Harassment or any form of discrimination based on disability, gender, race or religion.

# 15.  REPORTING DISCRIMINATION, SEXUAL HARASSMENT, VICTIMISATION AND BULLYING

- All students & staff should report an incident of concern to the Student Services Manager. A written complaint is not required. All reports of discrimination, sexual harassment, victimisation, or bullying will be dealt with in complete confidence and the institution will ensure any person making a report is protected from victimisation.
- If you wish to make a complaint about any of these behaviours at CTI, please contact the Student Services Manager in the first instance. Any complaint of discrimination, sexual harassment or victimisation will be treated seriously and investigated promptly, confidentially and impartially. A written complaint is not required. You do not have to put up with discrimination, sexual harassment or victimisation.
- The institution will follow up any report discreetly and will undertake an appropriate investigation.
- If the report is verified, the school will view the matter seriously and will take appropriate action, which may include penalty and counselling (CTI will assist the student / staff to appropriate and professional counselling services)
- If the complainant is dissatisfied with the action taken, then recourse may be through first following CTI's internal student complaint & appeals procedure, and if still dissatisfied by contacting the following organisations:

> **Anti-Discrimination Tribunal**
> Level 1, 189 Coronation Drive (Cnr Cribb Street), Milton
> GPO Box 487, Brisbane Qld 4001
> Phone: (07) 3239 6408
> Fax: (07) 3239 6397
> Website: http://www.adcq.qld.gov.au/tribunal/
>
> **Work Cover Queensland**
> 280 Adelaide Street, Brisbane
> GPO Box 2459, Brisbane Qld 4001
> Phone 1300 362 128
> Fax 1300 651 387
> http://www.workcover.qld.gov.au/

# BREACH OF CONDUCT

An employee who breaches the Code of Conduct may be subject to one or more sanctions depending upon the seriousness of the breach.

- Counselling
- Disciplinary action
- Civil action
- Reporting of the breach to appropriate authorities

# 16. STUDENT SUPPORT SERVICES POLICY

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

The Student Support Services are designed in keeping with the Education Services for Overseas Students (ESOS) Act 2002 guidelines and the National Code. The following support services are available to students:

## Orientation program

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

Orientation Schedule

- Introduction & welcome
- Student registration form
- USI Number (Unique Student Identifier)
- World care – Overseas health cover (OSHC)
- Course information, time table, learning & assessment strategies
- Student rights and obligations
- Resource / Library information
- Student Welfare support services
- Complaints and appeals processes
- Legal services
- Learner needs survey
- Emergency evacuation directions & protocol
- Department of Home Affairs regulations & legislations
- Getting around Brisbane
- Student concessionary travel card application
- Accommodation assistance and information
- ID Cards

CTI provides support services to its students. The Student Services & Academic Manager, and Principal Executive Officer, Marketing Manager Latin America and Marketing Field Officers (Domestic) are appointed for the provision of support services to:

- Assist successful adjustment by the students to life and study in Australia
- Assist the resolution of student problems, which could impede completion of their studies such as student complaint & appeal.
- Help with USI creation if required
- Help with RPL services

## Personal Counselling services

CTI does not offer professional counselling service to students / staff. The Principal Executive Officer (PEO) acts as a point of contact and offers support to students and staff on matters and issues that fall within his capacity. However, if the student / staff need professional counselling or support services, then PEO will seek or recommend a professional counselling agency.

The student counselling service is designed to assist international students in dealing with a wide range of problems including homesickness, managing stress, handling conflicts, emotional issues, improving motivation, enhancing study skills, organizing study time and any other issue that may be upsetting the student. The counsellor (PEO) at CTI is not a professional counsellor, however can assist students as a first point of contact. The counselling service assists students in coping with their difficulties leading to reduction of stress. Learning to cope with stress will enable students to improve their academic grades and successfully complete the program.

If the PEO finds the need for you to be referred to a professional counsellor, he will make recommendations and suggest a reliable and qualified psychologist.

**USI Number help**

The USI system generates is a unique student number which student can use throughout their study in Australia. The USI makes access to a full range of study information fast and easy. CTI Administration staff will guide students through the USI generation process or will record the students own USI into CTI records systems.

## Career / Academic Counselling

CTI ensures that all its students are offered appropriate career counseling prior to their arrival in Australia or prior to them commencing their course. CTI student does offer counseling services to discuss student's academic interests and objectives to make sure that they are enrolled in the right qualification. If required CTI would recommend and facilitate options for students to seek professional career counseling if the students have specific academic needs.

All information is confidential and is not disclosed to other departments of CTI except in the following circumstances:

- You have given permission to disclose information to another party;
- In exceptional situations where failure to disclose information would place you or another person at serious and imminent risk; or
- When we are required by law to disclose information

## Academic support

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

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

## Language, literacy & numeracy skills

During the orientation process, students will be offered to fill in a "**Learners Need Survey**" form, which will collect information of individual learning styles and needs. This form will be an exercise to determine if CTI needs to deploy additional resources to accommodate student's learning needs to achieve the desired outcome and offer equal learning opportunities.

## Procedure

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

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

## Overseas Student Health Cover (OSHC)

It is a visa requirement that international students and their dependents have overseas student health cover. OSHC covers the cost for out-of-hospital and some hospital medical treatment, pharmaceuticals and emergency ambulance services.

CTI arranges OSHC with OSHC Medibank, CTI's preferred health insurance provider. You can pay the health cover premium when accepting your offer of place. CTI will inform DHA that OSHC is in place for you and your family members and will indicate this on your Confirmation of Enrolment (COE). Students can buy OSHC insurance from an approved Australian health insurance provider. When you accept your unconditional offer of place, you must indicate that you have purchased OSHC for the duration of your course. OSHC Medibank offers 24-hour assistance via its helpline. For information about prices, claims, family cover and more refer to the OSHC Medibank website.

If you have OSHC arranged through CTI, you will be covered from the date of your arrival in Australia. You can collect your membership card at the reception within 1 week of your course start date. If you need to access medical services but do not have your OSHC membership card, please contact CTI reception for a temporary card.

# 17.  RISK IDENTIFICATION AND MANAGEMENT

**Policy Statement**

CTI treats every risk that concerns the compliance with standards for Registered Training Organisations seriously. Risk management covers the following steps:
- Risk identification
- Risk analysis / mitigation
- Corrective Actions
- Implementation of actions
- Continuous monitoring and improvement

The tools used to identify risks affecting compliance with the RTO's standards are:
- Learner need questionnaire
- Student Evaluation form
- Staff feedback form
- Annual internal audit

The main areas of risks would be in the following areas:
- Course delivery
- Assessment delivery
- Marketing strategies & student recruitment

**Procedures**

CTI is committed to employ the following procedures:
- CTI will designate "Principal", with direct access to the CEO, who has defined responsibility and authority, to:
- a. ensure that the Institute complies with the Standards for Registered Training Organisations across all of its operations and in all of its training and/or assessment activities,
- b. Report to the CEO on CTI's compliance with the Standards for Registered Training Organisations, for review and as a basis for improvement
- CTI will conduct an internal audit across all of its operations relating to its compliance with the Standards for Registered Training Organizations and its own policies and procedures at least annually,
- The Principal will review CTI's compliance with the Standards for Registered Training Organisations at least annually, and ensure that corrective and preventive action in relation to failure to comply with the Standards for RTOs and CTI's quality system, policies or procedures is taken,
- CTI will maintain and update policies and procedures for ensuring quality training and assessment consistent with its scope of registration and scale of operations,
- The Principal will ensure that CTI's Policies and Procedures are circulated, understood and implemented consistently throughout CTI,
- CTI will document and implement its policies and procedures for dealing in a constructive and timely manner with client complaints and appeals against decisions made by CTI,
- CTI will collect and analyse stakeholder and client feedback and satisfaction data on the services it provides to review its policies and procedures and as the basis for improvement

**Risk Management Process**

Risk is inherent in all academic, administrative and business activities, and every member of the Institute continuously manages risk. CTI recognises that the aim of risk management is not to eliminate risk totally, but rather to provide the structural means to identify, prioritise and manage the risks involved in all Institute

activities. It requires a balance between the cost of managing and treating risks and the anticipated benefits that will be derived.

CTI acknowledges that risk management is an essential element in the framework of good corporate governance and is an integral part of good management practice. The intent is to embed risk management in a very practical way into business and educational processes and functions via key approval processes, review processes and controls, not to impose risk management as an extra requirement.

The Risk Management policy has been created to;

- protect the Institute from those risks of significant likelihood and consequence in the pursuit of the Institute's stated strategic goals and objectives;
- provide a consistent risk management framework in which the risks concerning business processes and functions of the Institute will be identified, considered, and addressed in key approval, review and control processes;
- encourage pro-active rather than re-active management;
- provide assistance to, and improve the quality of decision making throughout the Institute;
- meet legal and statutory requirements; and
- assist in safeguarding the Institute's assets - people, finance, property and reputation.

This policy is applicable to all areas of the Institute.  Everyone in the Institute has a role in the effective management of risk. All staff should actively participate in identifying potential risks in their area and contribute to the implementation of appropriate treatment actions.

The CEO is responsible on behalf of CTI for ensuring that a risk management system is established, implemented and maintained in accordance with this policy.  The CEO & Principal will be responsible for oversight and assurance of the processes for the identification and assessment of the strategic-level risk environment.

The Principal executes the lead role in the risk management process via the following methods:

The Principal conducts an internal audit for the RTO at least once a year

Student Services and Engagement analyses student evaluation sheets and drafts corrective actions if required Principal analyses staff evaluation sheets and drafts corrective actions if required. The Chief Operating Officer, Student Services and Engagement reviews "learner needs" and drafts corrective action for the trainers, if required.

Once the corrective actions are drafted, Principal Executive Officer allots a responsible person to execute the suggested recommendations and also a time frame for completion

Student Services and Academic Manager reviews the completed tasks on the scheduled completion date and if satisfactory ensures that it is monitored on an ongoing basis, which forms a part of the continuous improvements. If the tasks are not completed, then the Student Services and Academic Manager reviews the reasons for the delay and schedules another date with further recommendations and updates the Principal on the changes / updates.

## 18.  CONTINUOUS IMPROVEMENT MODEL

| Approach | → | Deployment (Use) → | Results | → | Improvements |
|---|---|---|---|---|---|

**Continuous  Improvement**

| Element 1.1<br>The RTO collects, analysesand acts on relevant data for<br>continuous improvement of training & assessment | Element 2.1<br>The RTO continuously improves client services by collecting<br>analysing and acting on relevant data | Element 3.1<br>The RTO uses a systematic and continuous improvement<br>approach to the managment of operations |
|---|---|---|

| Training & Assessment Products | Gathering Feedback | Complaint & Appeals | Students &/or Industry<br>&/or Employers | Our  Management  Services |
|---|---|---|---|---|

| Assessment validation<br>& moderation | Trainers / Assesors | Industry  input<br>into qualification L&A<br>strategies | Feedback Analysis<br>& Action Plan | Changes / modifications  made | Internal Audits & Reviews<br>Student Evaluation<br>Agent  feedback<br>Staff Meetings & Feedback |
|---|---|---|---|---|---|

| E.g. Upgrade  to BSB07<br>Updating resources material | Professional development activities<br>E.g. Awareness session for BSB07<br>Internal  workshops | Analysis<br>E.g.  SWOT |
|---|---|---|

Risk Management Plan &
Improvement  Objectives

# 19.  CONTINUOUS IMPROVEMENT POLICY

This policy specifies the Institute's approach to quality assurance and continuous improvement as well as its principles, features, structures and standards. The aim of the Institute's quality assurance policy is to enhance the effectiveness of its core activities of learning, teaching and effective management and to the continuous improvement of its systems. The Principal will be the key personnel in charge of monitoring and implementing continuous improvements.

CTI's quality and continuous improvement policy can be stated as follows:

1.  A commitment to widespread involvement of staff, students and stakeholders in the QA process, such as:
    - critical self-evaluation and rigorous peer review of academic and administrative areas;
    - methodical collection of evidence about service satisfaction and student experience;
    - multiple avenues for student and staff input to QA and improvement:
        a) Institute Services,
        b) Student leaders; and
        c) Systematic use of client experiences gathered by various means to improve staff development and training.

2.  A focus on efficient management, planning and resource processes to achieve excellence and ensure continuous improvement
    - Institute-wide strategic goals linked to plans, priorities and the review system;
    - A regular cycle of reviews of all departments and administrative services units;
    - Allocation of funding to address areas for improvement;
    - Annually-updated faculty teaching and learning plans and resources, and
    - A performance management and development system for all staff, including managers.

3.  Using the information gathered to review policies and procedures as a basis for the continuous improvement of its systems; and

4.  Acting on opportunities for improvement identified by any means continuous improvement of its systems.

## Procedures

To ensure the implementation of its policy on quality and continuous improvement, CTI is committed to employ the following procedures:

1.  CTI will designate a person, with direct access to the CEO, who has defined responsibility and authority, to:
    a.  Ensure that the Institute complies with the Standards for Registered Training Organisations across all of its operations and in all of its training and/or assessment activities,
    b.  Ensure that CTIs Policies and Procedures meet the requirements of Commonwealth or state/territory legislation and regulatory requirements that is relevant to CTIs operations including industry legislation and regulatory requirements specific to its scope of registration,
    c.  Report to the Principal on CTIs compliance with the Standards for RTOs, for review and as a basis for improvement,

2.  CTI will conduct an internal audit across all of its operations relating to its compliance with the Standards for RTOs and its own policies and procedures at least annually.
    a.  CTI will conduct an internal audit of its operations to assess compliance with policies and procedures articulated in the "Policies and Procedures" manual annually and will highlight to the management team (Principal & other Directors), areas of non-compliance and suggest improvements to procedures where necessary. The management team will then meet to discuss and review the findings of the internal audit of the CTI's "Policies and Procedures" manual. The Principal facilitates this.

    b.  The Audit Panel for self-assessment.
        i.  The audit panel will comprise of at least one internal auditor with an assistant and / or may also include an external auditor(s). *(Range for External auditor: Another existing RTO representative / qualified contract ISO auditor / contract independent ASQA auditor)*

ii. External auditor/s may be employed under contract by CTI and are selected on the basis that they meet a range of selection criteria including:

1. Substantial experience in the vocational education and training (VET) sector and relevant industry knowledge auditing experience. (As per recommended AQF standards)
2. An undertaking to participate in moderation forums and ongoing professional development comply with auditor criteria in AS/NZS ISO 19011:2003

3. The Principal will review CTI's compliance with the Standards for RTO's at least annually
4. The Principal will make an annual declaration on compliance to ASQA annually as per (NVR Std Clause 8.4)
5. CTI will collect and analyse stakeholder and client feedback and satisfaction data on the services it provides as the basis for improvement on a regular basis. Client feedback may be gathered in any one, and/or a combination of the following feedback mechanisms:
   a. Student feedback forms handed to each student after the conclusion of the delivery and assessment of each unit to measure training delivery and assessment effectiveness,
   b. Staff self-assessment appraisal handed to staff on a 6 monthly basis to identify areas for improvement and professional development,
   c. Formal complaints and complaint & appeal stated in writing using the Corrective Action form,
   d. Suggestions from staff during staff meetings, and

# 20.  STUDENT SATISFACTION

**Policy**

Student satisfaction is a vital component of the success of our organisation. To ensure we are meeting the needs of our students, providing them with a high level of service and the educational outcomes they deserve an ongoing survey process will be undertaken.

**Procedures**

In order to achieve a documented record of student satisfaction the following process will be followed:

1. Student questionnaires (Evaluation Sheets) will be the basis of the survey process and used to record the information,

2. All students will be asked to respond to a "course evaluation" at the completion of each term.

3. In the event of dissatisfied students, an immediate response by the Principal Executive Officer and /or Student Services and Academic Manager is required locally to establish the facts and resolve the problem. In the event the problem cannot be resolved quickly, informally and at the local level the Complaint & appeal Policy will come into effect.

4. All CTI survey responses will be returned to the Principal Executive Officer for review and collation.

5. Any complaints will be referred back to the Principal Executive Officer and /or Student Services and Academic Manager for follow up with the student and staff.

6. Any suggestions for other training and assessment programs will be referred back to the Principal Executive Officer and /or Student Services and Academic Manager for future program planning.

# 21.  ADMINISTRATIVE AND RECORDS MANAGEMENT

## Records Management Policy

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

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

All CTI student records are stored centrally within the Student Services Department. The student services department manages these records. All current records are located in the student services department. Non-current records (graduated students and drop out students) are scanned and electronically stored on CD's at the offsite location (Director's residence).

## Confidentiality of Student Records

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

### (a) Exceptions to Disclosure of Student Records & Information

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

Federal and State Acts require the release of confidential information and therefore override confidentiality policies. If a CTI staff member receives a request or demand of this nature it should be referred to the Principal Executive Officer.

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

### (b) Emergencies

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

Authority to release information in an emergency should be obtained from the Principal Executive Officer and or Student Services and Academic Manager, unless to do so would cause unreasonable delay in the circumstances.

If the Principal Executive Officer or Student Services and Academic Manager is unavailable, the CEO must be contacted. After hours problems should be referred to the Principal. Following are the contact numbers for after hour's emergency requirements to request student records / information.
Principal Executive Officer (**0413 222 969-** 1st point of contact)
Student Services and Academic Manager – (Andrea Sequeira): (**0452 631 250-** 2nd Point of contact)

### (c) Student Access

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

CTI will ensure that:
- Electronic and paper records are stored on a secure location including backup copies for retention and retrieval purposes to enable the re-issue of a qualification or statement of attainment if required,

- for a period of 30 years, and transfer of these records consistent with contractual, legal, and state or territory registering body requirements in the event of closure of CTI
- All information gathered by CTI regarding clients will be safeguarded and disposed of as per legal, ethical and statutory requirements,

CTI currently keeps for administrative and legislative purposes, which include:

**Student Records**

These will include:
- Filled enrolment forms,
- Confirmation of enrolments,
- Verified USI number
- Assessments
- Letters issued
- Academic progress letters
- RPL results issued
- Qualifications register
- All academic correspondence to the student
- Fee invoice/statements/paid/refunds, and
- DHA correspondence

**Student address**

CTI is required to maintain the current address for each student on file. As per immigration laws, it is mandatory for students to provide right address to the education institute and report within 7 days for change of address. If a student changes address they are required to fill in a 'Change of Address' form and submit to the Reception.

CTI confirms all student contact details at least every 6 months including address, mobile and email address. This is typically done at the beginning of each term.

**Staff Records**

These will include:
- Verified training and/or assessment and vocational competencies of all staff and persons working on behalf of CTI as trainers and assessors,
- Employment contracts,
- Certificates of qualifications
- Job Descriptions
- Wages records
- Reimbursement records
- Taxation and
- Superannuation

Staff records in paper form are filed and stored in the Principal's room. Staff records are only accessible to the Principal Executive Officer, Student Services & Academic Manager & financial controller and Manager - Marketing. Files will be disposed 6 months after the staff member is resigned.

**Training and assessment programs records**

These will include:
- Unit training delivery and assessment plans/outlines,
- Attendance rolls,
- a copy of the curriculum and/or training package,
- Proof of individual competencies, which have been achieved by students and signed off by tutor.


- AVETMISS compliant data held on the student management system

Training and assessment program records will be located on the CTI staff common server.

The storage of the records will be both electronic and some hard copy, both on-site and secure off-site for 30 years. However, hardcopies will be transferred into electronic copies for purpose of convenience and space. This will be done via scanning hard copies into electronic form.

Training and assessment programs records are accessible to both Admin staff and academic staff.

**Financial Records**

These will include:

- Bank deposit books
- Cheque butts
- Bank statements
- Reconciliation and trail balance reports
- Receipt copies
- Creditors invoices paid
- Petty cash documents
- Wages records
- Taxation and superannuation records
- Financial reports
- Yearly budget
- Contracts for leasing, and
- Hire purchase or other contracts entered into by the organization

Financial records are located at CTI Head Office, Sydney.

Financial records are only accessible by the Company Director/s, CEO & Principal Executive Officer.

**General/administration**

All other information received or sent by the organization will be filed in date order.

**Other Records**

CTI will keep records of students including each student's current residential address as supplied by the student and the following:

- the amount of fees that the student has paid, whether the amount paid was for the full training and assessment program or part of the thereof and the duration of such,
- copies of any written agreements between the provider and the student
- any amounts that have become payable to the provider by the student for the training and assessment programs and have not been paid.

These records must be kept for 2 years after the student ceases to be a student.

**Electronic Backup Policy & Procedure**

All students working files and learning resources are stored on the server. Staffs maintain all student records in a private secure folder on the server as well. After completion of the qualification, the receptionist scans all hard copies of student's assessments and stores them on the server. This also includes students who have been terminated during the qualification. All student records (Academic and non-academic) hard copy & electronic copy is stored on the server. This is the process of archiving student records for future use.

Staff electronic data will also be backed on a regular basis. This would include electronic materials like, student academic records, learning and assessment documents, teaching resources, presentation files, assessment tasks, class activities, etc.

The records will be archived for a period of 30 years. The IT contractor manages and is responsible for all electronic backup process for the organization. The IT contractor will do backups of these files at the end of every month. The backup is then stored offsite (At the IT Officers Home address)

All backups are scheduled fortnightly. The computer server dedicated to storing and backup is maintained on a RAID 5 Mirror structure.

# 22. VERSION CONTROL POLICY

**Policy**

Canterbury Technical Institute will develop and implement a version control procedures for managing all documentation, which relate to the training included in the scope of registration.

CTI will ensure that:

- all materials are reviewed for currency by the Principal Executive Officer prior to issue or re-issue,
- a list of materials with the respective issue and/or amendment status identified is maintained, and
- all persons required to perform any function under CTI's scope of registration have ready access to all necessary current materials.

**Document Control Procedures**

- The Principal shall authorize the issue of all documents and materials relating to CTI's scope of registration,
- The Principal shall maintain a register of the current versions of all relevant documents. The register includes the list of documents with document ID,
  Name, version, date created, last date updated change requested by, change made by, approval of changes, location and comments,
- When a new/revised document is issued, the Principal will retrieve and destroy all previous versions of documents wherever possible,
- All authorized documents will contain a version number which will act as a version control reference,
- All master copies are kept as soft copies on the Staff Common folder on the server and will be backed up every fortnight,
- The version control is maintained by the Principal,
- The Principal is responsible for ensuring that all CTI materials requiring version control contain a footer that defines the most recent date of amendment, current version and the page number. Materials requiring version control will include academic and non-academic documents.
- All files (forms, letters issued to students) that are created are given a footer that contains the document ID, version & date.

  For example: CTI-P&P-V2017.1-150917

  - o CTI        -        Organization name
  - o P&P        -        Policy and Procedures
  - o V2017    -        Current year of document
  - o 20117.1-        1$^{st}$ Version in 2017
  - o 150917 -        Date of the last updated version

# 23.  FINANCIAL MANAGEMENT

### *Student Fee Protection Policy:*

CTI includes details of fees due per study period in Letters of Offer and Written Agreements with students

As part of the Tuition Protection Scheme CTI recognises that there is a limit on the pre-payment of tuition fees with only up to 50% of the total fees able to be charged before a student commences (unless enrolling for a short course of 24 weeks or less). The remaining fees will be collected from the student once they have commenced but not until two weeks before their second study period.

CTI maintains a designated trust account in which it holds prepaid tuition fees of non-commenced students to enable refunds to be paid if required.

CTI will manage 2 accounts i.e.

- Trust Account
- Operations account

1. TPS Trust Account: All pre-paid tuition fees of student will be deposited into this account
2. Operations Account: Day to day operational expenses will be paid from this account

The policy that CTI will follow in regard to transfer of funds from the "Trust account" to the "operating account" is:

1. 35% of the tuition fee will equate towards the payment of the 1st month, when the student commences the course. (The 35% will cover initial recruitment cost, administration cost, agents commission and tuition fee of the first month)
2. The balance tuition fee (65%) will be equally divided into the remainder months for which the tuition fee has been paid. The funds will be transferred from the trust account into the operating account at the end of every quarter (academic year – Jan to Dec).
3. CTI can draw down all funds from the trust account into the operating account for a student:
   a. Who has cancelled his course
   b. Transferred to another provider
   c. Withdrawn due to not meeting academic progress policy requirements
   d. Returned to country of origin

The Chief Executive Officer (CEO) will be the Trust Account Administrator. The is responsible for ensuring that CTI is a member of the TPS and the ESOS Assurance Fund.

The TPS ensures that overseas students displaced from any course due to the member's inability to continue the course are efficiently relocated in a comparable course with a member of ACPET or other approved provider.

The students fees received from the student will be deposited into the Trust account, which will be transferred to CTI on a monthly pro rata basis.

 The CEO/ Company accountant will arrange to transfer funds from the Trust Account into the Operating account.

All tuition fees paid by the student will be deposited in the CTI Trust account and the CEO will monitor and control the account on regular basis. Once student commences his / her qualification then the CEO will commence tuition fees payment into the operating account on a pro rata basis. The PEO will use the student management system to control and calculate these payment cycles.

RTO Manager have developed an approved draw down formulae. They will run a draw down report on 1st of every month and transfer equivalent amount of funds at the end of every quarter from trust account to operating account.

CTI will also further protect student's pre-paid tuition fees by having contribution to ESOS Assurance Contribution Fund and will be member of the Tuition Protection Service (TPS).

**Procedure:**

1. CTI will ensure the protection of student fees in all instances of fee-paying courses by establishing and operating a trust account and the holding all student's fees (with the exception of application fees, airport pickup & accommodation costs) until the course begins. The CEO will operate the trust account only.
2. The CEO will monitor when student fees are to be paid from various sources. Monitoring will involve:
   a. Holding a copy of the student's acceptance form & approved ECoE
   b. Analyzing the monthly bank statement for the Trust Account;
3. The CEO/FC will arrange to transfer funds from the Trust Account into the Operating account in the following instances:
   a. When a student has paid, and they have been attending their course
   b. When payment for a student's fees has been received from any other source and that student has been attending their course.
   c. Before making any transfers, a check must be carried out that the amount being transferred is correct, and that other sources of income made previously may create an overpayment.

## *General Financial Audit Policy*

To ensure that CTI's financial management policies are implemented, and that CTI complies with these policies, CTI designates CEO/FC to monitor and report on compliance with its financial management policies and procedures, for review and as a basis for improvement. The CEO/FC will provide the state or territory registering body that has registered it with a formal assurance that the RTO has sound financial management standards for matters related to the RTO's scope of registration and scale of operations.

CTI will ensure that it accounts will be certified, at least annually, by a qualified accountant who is a member of:

- Certified Practising Accountants (CPA) Australia

or

- otherwise registered as an auditor of the Australian Securities and Investment commission (ASIC),
- and on request, the report must be made available to the state or territory registering body that has registered the organisation.

## *Payment of Fees Policy:*

**Policy**

Student fees are to be paid as a condition of enrolment at the Canterbury Technical Institute.

**Procedures**

1. CTI will invoice students per term.
2. Student fees are due before the commencement of each term.
3. If students are unable to meet this dead line they are to see the Student Services & Academic Manager to determine a fee schedule.
4. If students are more than one week late with their fee schedule payment, a letter of notice will be sent.
5. If fees are more than two weeks late the student may be sent Intent to Cancel Enrolment notice.
6. If a student having difficulties paying fees on time, the student has to make an appointment with the Student Services & Academic Manager (SSM) and discuss his / her position. SSM will assist in resolving the student's fee problem and propose a plan to the student. If the student is not satisfied with the proposed plan he will be required to apply to the Principal Executive Officer (PEO) stating his issues and concerns with regards to payment of outstanding fees. The PEO will discuss the matter with the student and will make arrangements for payment of fees.
7. If fees are not paid for more than two weeks and the student has not made any genuine efforts to discuss the circumstances with CTI administration or respond to the Intent to Cancel Enrolment notice, the students' enrolment with CTI will be cancelled and this may also result in the cancellation of the student's visa. In this case students are strongly advised to contact DHA for more information on how this may impact their visa.

8. If CTI grants the student RPL, CTI will issue an offer letter with the pro-rata fees only for the units the student will be studying at CTI.

## Methods of Payment

Fees will be directly deposited into the CTI's trust account by following payment methods

- Direct Deposit
- Credit card
- Bank draft
- Telegraphic transfer

A receipt is issued for each payment. Receipt books in serial order are printed by CTI are having self-carbon book with copies in triplicates. Top white copy must be issued to the student. Middle copy must be attached with payment and dropped in safe locker and third copy will remain attached in receipt book. Receipt book is further given to Financial Controller who will receipt these payments in student management system (RTO Manager). These receipt books will be stored in safe place for Financial audits by Financial Controller.

Financial Controller will bank fees from locker every second day.

If there are any overdue fees, further arrangements are made with the students for payment of balance; the Administration staff will record this information in the notes in RTO Manager.

The Financial Controller will generate the list of students whose fee is over due and reminders will be sent to those students.

All refunds will be issued as per refund policy and are payable in Australian Dollars and the processing will take approximately 4 weeks.

This agreement does not remove the student's right to take further action under Australia's consumer protection laws.

A student dissatisfied with the decision handed by CTI has the right to pursue other legal remedies, which includes independent complaint & appeal handling services provided by a mediation company appointed by CTI.

Students will be advised of this policy before any payment is given to CTI. CTI will not accept any payments from an overseas student or intending overseas student unless the student has received a copy of the refund agreement.

## *Refund Policy international Students*

It is the policy of CTI to have a refund policy that is both fair and reasonable to the students and CTI.

1. As per ESOS Act 2000 and the ESOS Regulations 2001, a student will be given a full refund if CTI is unable to offer the course within 14 days of provider default
2. In event of visa refusal, a student will be given a refund within 28 days, administration fees of $150 are not refundable.
3. Refund on the basis of visa rejection will require a copy of the visa rejection notification from the Australian Embassy/High Commission/DHA and your official CTI receipt.
4. Accommodation Deposit and Airport Pick up fees are refundable if Visa is not granted.
5. **Tuition Fees, Overseas Students Health Cover are Refundable in full where:**
   - Student has provided evidence of medical OR compassionate reasons due to which the student cannot commence the course.
   - Australian Embassy rejects a Visa application.
   - Requests for refunds must be made in writing.
   - CTI is advised of the cancellation 28 days or more before course starts and prior to entering into Australia

- Student enrolled in packaged courses do NOT qualify for a refund once they commence their ELICOS studies in Australia.
6. CTI will send the refund to the accepted student unless otherwise instructed and authorized in writing.
7. Tuition fees are not transferable to any other institution or student but may be transferred to another course within CTI.
8. If you withdraw from a course once it has commenced no refund of fees is given.
9. In the unlikely event that CTI is unable to deliver your course in full, you will be offered a full refund of the tuition fees you have paid.
10. If you have given misleading information to CTI approved agent, CTI and / or any commonwealth agencies of Australia, no refund will be given.
11. All refunds will be payable in the same currency in which the fees were paid. CTI will forward the refund to the applicant in his / her country of origin unless otherwise authorized in writing.
12. The normal processing of a refund will be done within 4 weeks.
13. All approved refunds in those cases where fees are paid from overseas are made payable to and sent to the student in his/her country of origin.
14. A student dissatisfied with the refund decision handed by CTI has the right to pursue other legal remedies, which includes independent complaints & appeals handling services provided by the Overseas Student Ombudsman (OSO) or a mediation company appointed by CTI.
15. Under compassionate circumstances such as bereavement (e.g. family death) CTI will make the decision of a refund or partial refund on a student's application within 28 days.
16. This agreement does not remove the right to take further action under Australia's consumer protection laws.
17. CTI will give the student a refund statement that explains how the amount has been worked out.

**Certificate III Guarantee Subsidised Programs Refund Policy**

As a Pre-Qualified Supplier (PQS) registered with QLD DET, CTI implements the following refund policy related to courses delivered to students under the PQS Program policy 2017-18.

1) A full refund of Student Co-Contribution Fees is applicable for training delivery that had not commenced at the time of cancellation of enrolment
2) A proportionate refund of fees will be provided where a student withdraws from a unit of competency or module
3) CTI will refund employers/industry for additional charges paid beyond the student and government contributions where circumstances are agreed as appropriate

Students will be advised of this policy before any payment is given to CTI. CTI will not accept any payments from an overseas student or intending overseas student or Australia domestic students unless the student has access to a copy of this refund policy.

# 24. RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTO'S & COURSE CREDIT INFORMATION & REQUIREMENTS

## *Recognising Prior Experience and Skills*

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

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

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

### Recognition of Prior Learning (RPL)

CTI recognises the prior learning of students based on:

- previous training, (includes overseas qualifications)
- formal study and acquisition of a qualification and statements of attainment from another RTO
- practical experience in a work environment
- projects undertaken, and
- life experiences

All students are advised of the availability of RPL during the enrolment process. Education consultants advise international students regarding RPL standards during the application process. International students can request RPL forms by emailing to rahul@cti.qld.edu.au. For onshore / local students, RPL form can be also requested from the Student Services & Academic Manager- andrea@cti.qld.edu.au.

All staff (especially trainers and assessors) are informed about CTI's obligation to recognise AQF qualifications and statements of attainment issued by other RTO's.

Assessments of RPL evidence provided by the applicant will be made against the evidence requirements outlined in the unit of competency.

### Procedures

1. Students will be advised that RPL is available through the Student Handbook, Web site, Marketing brochures and the Induction Program and Marketing Field Officers (Domestic).
2. The Student Services & Academic Manager will facilitate the RPL process for requests received. A qualified trainer (delivery & assessment) will conduct the RPL process.
3. The results of the RPL requested will be reported back to the student within 2 weeks of the applications received.
4. Students who request an RPL assessment will be advised of the evidence required and suggestions of how to obtain it (e.g., supervisor evidence, previous projects, transcripts of qualifications
5. completed, work experience, in-service training, distance education or open learning, community-based learning, or overseas education, training or experience etc.).
6. Students must complete the RPL form, attach the required evidence, and submit at a date specified by the designated RPL Assessor for assessment.
7. If RPL is approved, the applicant will be marked as "Exempted" rather than "Competent" in the transcript of records.

8.  The applicant will be notified in writing of the outcome of the RPL. On the basis of the assessment the student will be advised that:
    - the application has been granted or
    - the application has been denied or
    - further evidence is required
8.  If the outcome of the evidential documentation is not sufficient, then the student will be advised to provide further documentation to validate his or her skills / experience. The Trainer will set a date for the additional documents to be submitted.
9.  If the student fails to furnish the required documents, he / she will have to enrol for the unit in question alternatively if he/ she succeeds, RPL will be awarded.
10. If the student is not satisfied with the outcome, the matter will be referred to the Principal Executive Officer for an independent evaluation and review of the evidence and the assessment process.
11. The student must sign a record of the RPL report. A copy will be placed in the student's file.

Where expert assessors are required, the Student Services & Academic Manager will contact the relevant industry-training organisation (ITO) and identify a recognised assessor. Only qualified assessors will be contracted in this case, as recommended by their ITO. RPL assessors should have:

- An understanding and ability to carry out a wide range of assessment techniques;
- The ability to judge diverse evidence fairly and accurately;
- The ability to draw inferences based on the evidence presented;

If CTI grants the student RPL prior to the student being granted student visa, CTI will indicate the actual net course duration (as reduced by course credit) in the confirmation of enrolment (COE) issued for that student for that course, OR

If the RPL is granted after the student visa is granted, CTI will report the change of the course duration via PRISMS under section 19 of the ESOS Act.

Where RPL is granted, the student's training and assessment program will be reviewed so that student has a full-time load to ensure that full-time study requirements are being met.

## RPL Policy for overseas qualification

### Verification of vocational / academic competence

CTI will endeavour to verify all academic qualifications & vocational competence by assessing overseas qualification and via the interview process, if required.

All overseas qualification achieved will be reviewed and assessed through the Australian Education International (AEI), through the National Office of Overseas Skills Recognition (AEI-NOOSR) guidelines to check its relevance and its standards within the Australian Education framework.
https://internationaleducation.gov.au/services-and-resources/pages/qualifications-recognition.aspx

Students applying for RPL into CTI's training package units will have to provide a verified overseas qualification, a transcript and a detailed breakdown of the curriculum covered under the units that the student is claiming RPL for. CTI will employ a suitably qualified assessor to conduct the assessment of the RPL request. CTI will advise the student the result of the RPL application within 2 weeks from the date the application is received.

Students applying through CTI approved agents will have to meet the minimum entry requirement as detailed in the "entry requirements" section in the CTI marketing brochure. All qualification documents submitted by the students will be initially reviewed and verified by the recruiting agent as per the student selection procedure. CTI will review the agent's decision and confirm if the student meets the pre-requisite knowledge & skills requirement, prior to issuing the "Letter of offer" in the Written Agreement.

## LLN

All students have the option to be assessed in order to ascertain whether their Language Literacy and Numeracy skills are sufficient to successfully complete the training program. Those who require further support

will be advised to seek this with a qualified expert; there are a number of training organisations able to provide this service. Suitable courses will be discussed at intake interview. Any costs incurred will be the responsibility of the student.

**Queensland Government Funded Courses and RPL**

- CTI is a registered PQS provider delivering course under the Certificate III Guarantee & Higher-Level Skills program
- CTI conducts RPL information sessions by prior appointment for skills assessment
- CTI will provide clear information on funding and required co-contribution fees
- CTI will assess the candidate's eligibility and conducts eligibility checks
- Eligible candidates will be lead through the RPL process and skills evidence gathering requirements
- Gap training can be provided where the trainer assessor identifies this need
- Candidates may be required to attend CTI for delivery of gap training to an agreed schedule

## Course Credits / Transfers / Pathway options

CTI's qualifications offer advanced standing for completed formal studies into 2nd year of University Bachelor's degrees.

Students may apply for advanced standing in undergraduate courses where they have completed formal studies at CTI. Students must apply by submitting the appropriate form to the University they wish to study with and attaching documentary evidence of satisfactory completion of that course/s.

A decision is made by the relevant University Faculty about the level at which the student will enter the course (e.g., 1 year of advanced standing means the student will enter the course at the level of Year 2). (Where vocational education and training is in an area related to the subject matter of the undergraduate degree course, credit may be granted for up to one year of the undergraduate course for studies completed at the Diploma or Advanced Diploma.)

**Articulation**

CTI currently has articulation arrangements with University of Southern Queensland, Australian Catholic University, Torrens University & Griffith University. Please note every university has individual conditions and pathway arrangements.

**USQ, Sydney Education Centre** accepts successful students who have completed Diploma and/or Advanced Diploma of Business, Diploma of Leadership and Management and Diploma of Software Development qualifications direct entry into the 2nd year of USQ's Bachelor Programs. (refer to CTI current brochure for details)

**ACU,** under review for renewal and accepts successful students on a case-by-case basis

**Torrens University** accepts successful students on a case-by-case basis

**Griffith University** accepts successful students on a case-by-case basis, who have completed Diploma of Business and / or Advanced Diploma of Business qualifications into its Bachelor of Business programs.

### *Fees & Charges*

The following guidelines apply in relation to tuition fees:

- Students are required to pay in advance one semester's tuition fees and a minimum of 1- year overseas student's health cover
- If you repeat a subject and this falls into another semester after the course completion date, you will be charged part of the tuition fees for that semester
- If you have outstanding fees at the end of the semester or at the end of your course your results and qualification will be withheld till all fees have been paid in full
- If CTI grants the student RPL, CTI will issue a Written Agreement and offer letter with the pro-rata fees only for the units the student will be studying at CTI
- The Institute reserves the right to vary fees without notice Student fees are to be paid as a condition of enrolment at CTI.

# 25. ACCESS, EQUITY AND CLIENT SERVICE POLICY

**Policy**

This Access and Equity Policy of CTI is based on the following principles:

- Providing and maintaining training services that reflect fair and reasonable opportunity, and consideration for all students and staff, regardless of race, colour, religion, gender or physical disability, regardless of the prevailing community values.
- Equity for all people through the fair and appropriate allocation of resources and involvement in vocational education and training (VET),
- Equality of outcome within vocational education and training for all people, without discrimination,
- Access for all people to appropriate quality VET programs and services,
- Increased opportunity for people to participate in VET and in relevant decision-making processes within the VET system.

This Access and Equity Policy is set out in the CTI's Code of Practice.

The Principal Executive Officer (PEO) will ensure that all staff and students are informed, and will all adhere to these access and equity principles.

**Target Groups**

The Access and Equity Policy target groups are:

- Aboriginal and Torres Strait Islanders;
- people with a disability; Physical or intellectual or psychiatric disability, or any organism capable of causing disease
- people from non-English speaking backgrounds;
- people in transition and other special groups (i.e. people re-entering the workforce, long term unemployed, sole parents, people with literacy problems, and those who have been institutionalised);
- Gender
- Pregnancy
- Marital status
- Homosexuality (male or female, actual or presumed)
- Age (in relation to compulsory retirement)
- Race, colour, nationality, ethnic or ethno-religious background; and
- people from regionally isolated communities.

**Access and Equity Rules**

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

- given fair and reasonable opportunity to participate in relevant decision-making processes,
- provided with timely and appropriate information, advice and support services which assist them to identify and achieve their desired outcomes, and
- allocated with resources and services.

All applicants are to be given fair and reasonable opportunity to attend and complete training.

**Non-Discrimination Policy:**

No applicant is refused entry because of age, gender, marital status, pregnancy, race, colour, religious affiliation, national origin or ethnic background, except for any limitations imposed on CTI by the requirements of Government agencies in relation to participants of overseas nationality.

CTI has a diverse student and staff community, which brings with it a valuable understanding of different cultures and perspective. CTI staff utilise teaching practices, which celebrate these differences. In fact, CTI

acknowledges that educational practices, which respect and encourage diversity are good practices for all students, since they help to clarify goals and objectives, teaching materials and assessment practices.

Facilities are available and special arrangements are made to accommodate the needs of learners with disabilities, such as wheelchair handicaps.

**Staffing Policies:**

Staff are kept informed of the structural and team arrangements in handbooks, notices and induction sessions. Staff members are represented on all committees and they are requested to provide input into decisions, which affect the permanent structure of the institution. CTI maintains as very healthy staff to student ratio in terms of training & delivery of courses and student services. This balance is achieved as CTI's students are distributed across 2 operating shifts, a morning shift (9am until 5pm) & an afternoon shift (2pm until 9pm)

- Academic staff to student ratio will not exceed 1 staff: 30 students at any given point of time
- Student Services staff to student ratio will not exceed 1 staff: 50 students at any given point of time

**Physical Access:**

CTI's campus has ramps and lifts for wheelchairs access.

**Women's Strategy:**

All CTI curriculum and other documents are non-gender specific.

**Language, literacy & numeracy skills**

During the orientation process, students will be offered to fill in a "Learners Need Survey" form, which will collect information of individual learning styles and needs. This form will be an exercise to determine if CTI needs to deploy additional resources to accommodate student's learning needs to achieve the desired outcome and offer equal learning opportunities.

**Procedure**

1. During orientation CTI representative (Principal Executive Officer) will explain the need for the "Learner Need" survey to the student
2. Students will complete it during the orientation session and hand it back to the person in charge
3. Principal Executive Officer will analyse each individual for and seek and special needs or requirement of any students
4. If any needs are addressed, the Principal Executive Officer will further discuss (verbal) the needs with the concerned student and assess the need to further ascertain what training and learning strategies would be required
5. The Principal Executive Officer will then discuss the strategies with the trainer / tutor and make arrangement for regular monitoring of students performance via student's evaluation sheet or academic progress and performance.
6. In the event that a student needs access to literacy and numeracy skills training, CTI will make available a staff member with appropriate qualifications (Adult Teaching qualifications). CTI will dedicate at least 2 hours a week to teach students literacy and numeracy skills to assist students in meeting the LLN requirements of the training package.

CTI will advise overseas students in writing at the beginning of their training and assessment program of the student's obligation to advise the provider of any change in their contact details.

CTI will assist students with counselling services whenever needed.

# 26. STUDENT SELECTION, ENROLMENT AND INDUCTION, ORIENTATION & ACCESS & EQUITY POLICIES & PROCEDURES

CTI will maintain computer records of enrolments on a database, which will enable the collection of data to record training and assessment program, students, and assessment outcomes.

Students are not required to be enrolled full time in their final semester where the students have been required to repeat units. The Principal Executive Office and Student Services & Academic Manager are responsible for all recruitment activities.

**Preferred Entry Pathway Requirements**

CTI has in place the following generic entry requirements to ensure that successful applicants have every opportunity to complete successfully their chosen program of study. These are common pre-requisite entry criteria's; however individual qualifications may have specific criteria's depending on the training package requirements.

**Preferred Entry Pathway requirements for overseas students**

- Must be 18 years of age or over
- Completed Year 12 (HSC or equivalent)
- Minimum 5.5 IELTS score or equivalent (international students)
- Mature age students with work experience (specific to the field of study) may also apply

**Preferred Entry Pathway requirements for local domestic students:**

- Must be 18 years of age or over
- Completed Year 12 for Certificate III &Diploma level qualification
- Mature age students with work experience (specific to the field of study) may also apply

**General Entry requirements for local students accessing Queensland Government funded courses such as the Certificate III Guarantee Program:**

- CTI is an RTO registered as QLD PQS
- Candidates must be a Queensland resident
- have Australian/New Zealand Citizenship, Australian permanent residency or temporary resident with visa work and permits on the pathway to permanent residency
- No longer at School
- Full time, Part-Time or Casual Staff
- Not hold or is currently enrolled in a certificate III or higher
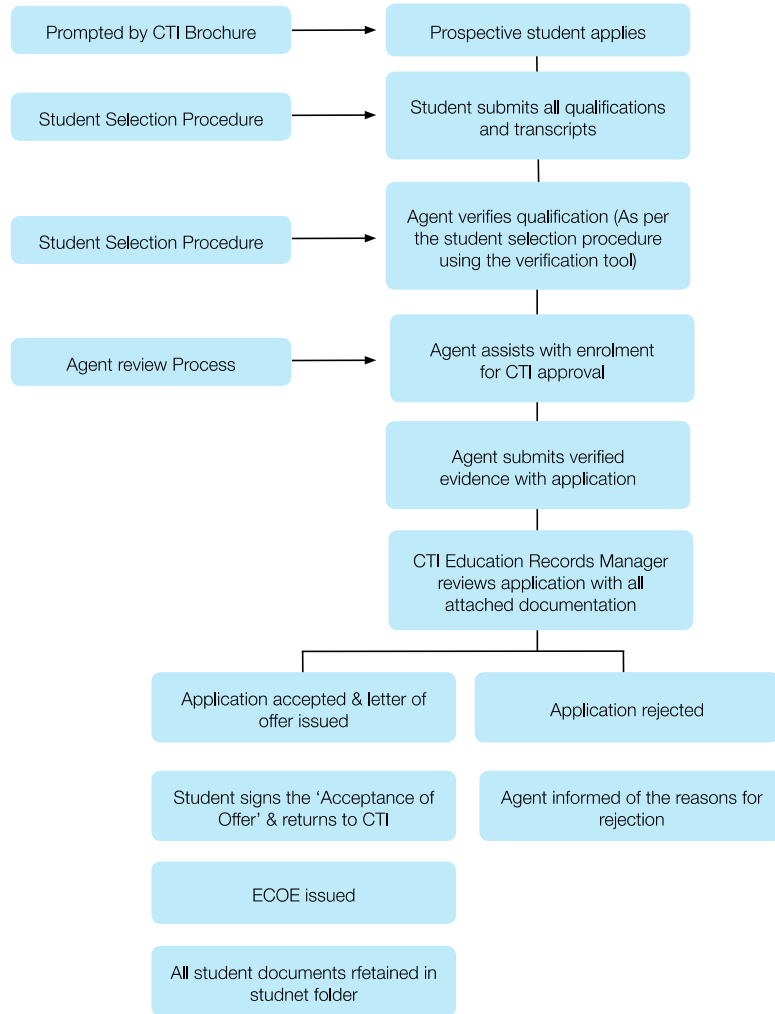
  For Further information go to: http://www.skillsgateway.training.qld.gov.au

**Preferred Entry Pathway requirements for IT based courses (includes overseas & local students)**

- An overall IELTS band 5.5 or equivalent and above (International students)
- Minimum 18 years and above (International students)
- Minimum High School Certificate or equivalent (Year 12)
- Must have successfully completed a computer literacy program either as a part of university/ college qualification or completed with a private training institution
- A verified copy of the qualification & transcript is required along with the application. Qualification & transcript needs to be verified by CTI's approved student recruitment agent to confirm its genuine status
- Computer literacy program must include training in the following areas:
    - Basic computer operations (including hardware systems and commercial software applications)
    - Skills in using Microsoft Windows XP and Microsoft office applications (MS Word, Excel, Power point & Access)

- Knowledge of using IT in a workplace environment (real time / simulated)
- Students have to meet all of the above requirements to gain entry into CTI's IT qualifications.

**Student's applications, which do not meet the above requirements, will be rejected.**

**Student Selection Procedure**



```
Prompted by CTI Brochure  ──────▶  Prospective student applies

Student Selection Procedure       Student submits all qualifications
                                   and transcripts

Student Selection Procedure  ────▶ Agent verifies qualification (As per
                                   the student selection procedure
                                   using the verification tool)

Agent review Process  ───────────▶ Agent assists with enrolment
                                   for CTI approval

                                   Agent submits verified
                                   evidence with application

                                   CTI Education Records Manager
                                   reviews application with all
                                   attached documentation

Application accepted & letter of    Application rejected
offer issued

Student signs the 'Acceptance of    Agent informed of the reasons for
Offer' & returns to CTI             rejection

ECOE issued

All student documents rfetained in
studnet folder
```

V2017.35-090817

*Policy*

**Student engagement prior to enrolment**

Prior to accepting a student, or an intending student, for enrolment in a course, CTI will provide, in print or through an electronic copy or through its approved & authorised agent, current and accurate information regarding the following:

1. CTI will enter into a written agreement with the student, signed or otherwise accepted by that student via "Acceptance of Offer" (or the student's parent or legal guardian if the student is not 18 years of age until the start date of the course), concurrently with or prior to accepting course money from the student. The agreement will:

    a) Identify the course or courses in which the student is to be enrolled and any conditions on his or her enrolment;
    b) Provide an itemised list of course money payable by the student;
    c) Provide information in relation to refunds of course money;
    d) Set out the circumstances in which personal information about the student may be shared between the registered provider and the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition; and
    e) Advise the student of his or her obligation to notify the registered provider of a change of address within 7 days while enrolled in the course

2. The requirements for acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required and whether course credit may be applicable
3. The course content and duration, qualification offered if applicable, modes of study and assessment methods
4. Campus locations and a general description of facilities, equipment, and learning and library resources available to students
5. Details of any arrangements with another registered provider, person or business to provide the course or part of the course
6. Indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies
7. Information about the grounds by which the student's enrolment may be deferred, suspended or cancelled
8. A description of the ESOS framework made available electronically by DOE https://www.education.gov.au
9. Relevant information on living in Australia, including:
    a) indicative costs of living
    b) accommodation options, and
    c) where relevant, schooling obligations and options for school-aged dependants of intending students, including that school fees may be incurred

**Pre-assessment and English language requirements**

- Recruitment of students is conducted in an ethical and responsible manner
- Minimum age for students to enrol into CTI's program is 18 yrs and above
- Student Services & Academic Manager assesses students' qualifications and competencies
- Offers of program placement are based on these assessments and ensure that the students have the appropriate qualifications and proficiencies to undertake the training and assessment program
- Program placement offers provides information on English language requirements and/or recommended bridging training and assessment programs
- CTI will obtain evidence that the assessments of intending students' English language proficiency have been carried out, unless this is clearly not relevant
- Student Services & Academic Manager will conduct an assessment. Assessment will meet the requirements of Department of Home Affairs.

**Pre-enrolment procedures to assess student eligibility**

- The Marketing Manager and Student Services & Academic Manager are responsible to manage all direct student enrolment or via authorised international agents.
- The course brochure clearly identifies the basis of the student enrolment/admission to the program.
- It clearly explains the pre-requisites if any.

- Ensures cancellation and refund policy is clearly explained on the brochure.
- Ensures enrolment forms ask all necessary questions to allow for data to be collected, Additional information required for VET enrolments also is collected if appropriate.
- Ensure enrolment form has been filled in; check student's passport, previous attendance (if any) and overseas health cover.
- Student Services & Academic Manager checks all applications made to the institution and approves eligibility
- If a student meets selection criteria as prescribed by CTI in the student selection process, they are given a written agreement and "letter of offer".
- The student is then directed to pay his fees. After fees have been paid to the institution a "**Confirmation of Enrolment**" is given to the student. Student is also given a "Pre-arrival Pack" (also available online at http://www.cti.qld.edu.au)
- Student Services & Academic Manager checks the receipt all fees, gives the student an original receipt and ensures copies are kept for auditing.
- Maintain student records safely and in confidence for 7 years.
- Ensure no personal information about students is divulged to unauthorized individuals or organisations
- Student enrolment details are to be entered into RTO Manager.
- Program and unit information to be entered into the system including the VET National Identifier for accredited courses.
- All the records are to be kept as specified in the Record Management Policy.

## CTI's procedure for agents to verify entry requirements prior to student enrolment.

1. Agents receives a student application for enrolment
2. Agent advises the students of the entry requirements
3. Student submits all required documentation including all qualifications, transcripts, and work experience to meet the entry pathway requirements. All original documents need to be sighted by the agent. No photocopies are accepted
4. The agent verifies the qualification & transcript to check if it meets the skill requirements as prescribed by CTI in its "*Verification Tools for CTI's international student recruitment agents*". Agent will cross check with the local training provider the validity, if required.
5. If approved, the agent completes and attaches all required documents to the CTI application form.
6. Agent forwards all documents to CTI.

Student Services & Academic Manager and Marketing Manager check all documents including student enrolment form and GTE requirements and advises agent if the student is accepted. If accepted, a written agreement and offer letter is issued to the student. If not, the agent is advised of the missing documents or the in competencies of the applicant.

# 27. THE TUITION PROTECTION SERVICE (TPS)

## Introduction

The Tuition Protection Scheme (TPS) is an Australian Government initiative to assist international students whose education providers are unable to fully deliver their course of study.
It ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees.

## Pre-Paid Tuition Fees

CTI includes details of fees due per study period in Letters of Offer and Written Agreements.

Students may choose to pay 50% of the total fees or choose to pay more if they wish.
For partial payment of fees, the remaining fees will be collected from you once you have commenced but not until two weeks before your second study period.

CTI maintains a designated account in which it holds prepaid tuition fees of non-commenced students to enable refunds to be paid if required.

## TPS Provider Obligations

As a TPS provider CTI has a statutory obligation to report to the TPS Director and the Secretary about provider and student defaults. The default notification requirements are to ensure students are looked after following a default in a timely way.

**If CTI defaults** it will notify you in writing.

## Student Default

Any of the following situations can be defined as a student default:

- the course starts at the location on the agreed starting day, but **you do not start** the course on that day (and has not previously withdrawn); or
- **you withdraw** from the course at the location (either before or after the agreed starting day); or
- CTI as the registered **provider** of the course **refuses** to provide, or continue providing, the course to you at the location because of one or more of the following:
  - **you fail to pay** an amount payable to CTI for the course;
  - **you breach** a condition of your student visa;
  - **you misbehave**

**If you default** CTI is obliged to:

- **Notify the Secretary and TPS Director** in writing within 5 business days of default occurring.

**Provide a refund** as per either section 47D or 47E of the ESOS Act, depending on which applies to circumstances of the default situation and **within 4 weeks.**

# 28. STUDENT ACCESS AND EQUITY

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

The Student Services & Academic Manager (SSM) / Marketing Manager/ Principal Executive Officer (PEO) will make a note of this on the student application form OR add notes to the students' enrolment file (on RTO Manager) and will evaluate it during the time of final selection. CTI will exercise the right to approve / disapprove any special needs or requirement that the candidate might have depending upon the feasibility and CTI's capacity to make it available.

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

## Procedure

1. During the enrolment CTI representative (Authorised agent) will ask the prospective student if they have any special needs. OR the PEO will ask the student on the orientation day if they have special needs.
2. The Agent / PEO / Marketing Manager/ SSM will make note of it on the "Application Form" and discuss the possibilities of approval.
3. The SSM will analyse the special needs or requirement of the student in comparison to CTI's ability to make it available.
4. If the candidate is selected, the SSM will further discuss (verbal) the needs with the selected student and inform them on arrangements would be made to accommodate their needs.
5. The student then would have the final option of either accepting the position or rejecting it, depending on the accommodations suggested by CTI.
6. CTI will advise the student during the induction process, prior to the commencement of studies of the arrangement made for the student.

## LLN

All students have the option to be assessed in order to ascertain whether their Language Literacy and Numeracy skills are sufficient to successfully complete the training program. Those who require further support will be advised to seek this with a qualified expert; there are a number of training organisations able to provide this service. Suitable courses will be discussed at intake interview. Any costs incurred will be the responsibility of the student.

# 29.  ACADEMIC COURSE PROGRESS POLICY

Under Standard 11.2 of the National Code 2018, CTI implements the DOE-CRICOS Course Progress Policy and Procedures for its vocational education and training (VET) courses is not required for ESOS purposes to monitor attendance for those courses.

CTI chooses to implement the DOE-CRICOS Course Progress Policy and Procedures and implements the policy and procedures for all of its CRICOS registered VET courses.

## Policy

1. CTI will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
2. CTI will assess each student's progress at the end of each compulsory study period.
3. A CTI study period is one cluster, a cluster is generally 10-weeks long and this is used to make an assessment of a student's course progress.
4. Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements over a period of 2 study periods, this is also a breach of visa conditions (ESOS Act standard 19(2)).
5. When a student has not passed or demonstrated competency in 50% (competent in at least 1 study period) of the course requirements CTI will initiate -
6. The **intervention strategy** for any student who is not making satisfactory course progress at the end of every study period, or sooner if deemed appropriate, as recorded in the student's results each study period.
7. The Academic Progress policy is made available to staff and students via Student / Staff handbook and specifies:
    a) procedures for contacting and counseling students;
    b) strategies to assist identified students to achieve satisfactory course progress; and
    c) the process which the intervention strategy is activated.

## Academic Progress & Student Intervention

CTI will maintain and monitor student's academic progress throughout the duration of the qualification. CTI will put in place all required student support services to assist them in achieving the desired results. Students are expected to achieve a minimum of **50% pass rate** in every study period.

Students failing to do so will be counselled and warned before they are directed to re-enrol into the course or their enrolment cancelled. Students will not be given any extension at the end of the qualification if they have not completed all the required units of competencies.

An intervention strategy could be activated by:

- a letter to the student;
- personal contact with the student by CTI's authorised staff member;

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

Attending academic skills programmes;

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

1. **The intervention strategy will include** provisions for:
    a) where appropriate, advising students on the suitability of the course in which they are enrolled;
    b) assisting students by advising of opportunities for the students to be reassessed for tasks in

units or subjects they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency; and

  c) advising students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DHA and cancellation of his or her visa, depending on the outcome of any appeals process.

2. At the end of each compulsory study period, students will be assessed against the course progress policy. If a student is identified for the first time as not making satisfactory course progress, the intervention strategy is implemented. The intervention strategy will be activated no later than the first four weeks of the following study period.

3. However, if CTI identifies that a student is at risk of making unsatisfactory course progress before the end of the study period, CTI will implement its intervention strategy as early as practicable.

4. If a student is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course, CTI will notify the student of its intention to report the student to DHA for unsatisfactory progress. CTI does this through the written notice.

5. A student is identified as being at risk of not making satisfactory progress if their attendance drops below 80% and/or they are not assessed as not yet competent in at least half the units studied each study period.

6. The written notice (of intention to report the student for unsatisfactory progress) will inform the student that he or she is able to access CTI's complaints and appeals process under Standard 8 and that the student has 20 working days in which to do so. A student may appeal on the following grounds:

  a) CTI's failure to record or calculate a student's marks accurately,

  b) compassionate or compelling circumstances, or

  c) CTI has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

7. Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process.

  a) If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), CTI does not report the student, and there is no requirement for intervention.

  b) If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through the provider's intervention strategy, and the provider does not report the student.

8. Where:

  a) the student has chosen not to access the complaints and appeals processes within the 20-working day period,

  b) the student withdraws from the process, or

  c) the process is completed and results in a decision supporting CTI (i.e. the student's appeal was unsuccessful) then CTI will notify the Secretary of DOE through PRISMS as soon as practicable of the student not achieving satisfactory course progress.

**Procedures for monitoring Academic Progress & managing student Intervention**

- Students will have to maintain a **50% pass rate** throughout each study period.
- **The student pass rate / competency will be demonstrated at the end of every study period, once the trainers have submitted the results of the study period to the administration department.**
- **The Student Services & Academic Manager & Office Administration will review all students results and identify and contact students via letter / phone / email who have been marked Not Yet Competent in more than 50% of units (NYC) to make an appointment to discuss their academic progress** (Ph: 07 3123 4055, email; rahul@cti.qld.edu.au)
- However, if CTI identifies that a student is at risk of making unsatisfactory course progress before the end of the study period, the Student Services & Academic Manager will implement CTI's intervention strategy as early as practicable.

- The Student Services & Academic Manager (SSM) will invite the student to a personal interview / counselling session by SMS, email or personal contact after receiving assessment results or after consultation with a trainer to understand the reasons causing low academic progress. The SSM will make recommendations / propose solutions to the students to improve their performance.
- The SSM will make notes of the meeting in the student management system (RTO Manager) for future reference and complete the "Student Intervention" form.
- Students failing to maintain the minimum course progress standard will be issued with **warning letter -1.** The student will be initially given an opportunity to discuss their reasons / problems with the SSM for their failure to achieve the minimum academic progress. This letter provides an opportunity to the student to discuss his/her situation with the SSM. The SSM will counsel the student and seek clarity on the issues and address any of their concerns. If however there is no further progress, a **second warning** with an intervention strategy is deemed necessary, the SSM will progress the case to the Principal Executive Officer (PEO) who will discusses the issues revolving around student's failure to meet minimum academic progress requirements. The PEO also informs the student that he/she will run a risk of his/her enrolment being cancelled and being reported to DHA via PRISMS.
- The SSM acts as a point of contact and offers initial and basic support to students on matters and issues that fall within his/her capacity. However, if the SSM considers the needs of professional counselling or support services for the student are not offered by CTI, then CTI will seek or recommend professional counselling agency to the student.
- The PEO will execute measures to rectify the issues to the best of his/her ability and monitor the student's progress in the following study period. This will be recorded in "Student Intervention Form", which will be completed by the PEO & SSM during the meeting and signed by the student.
- However, if the student continues to under achieve in a second consecutive study period and is deemed **Not Yet Competent**, despite attempts by the institution to assist him/her in his/her learning, following confirmation of assessment results, the Principal Executive Officer will issue the student an "Intent to report to DHA" letter via email, post or personal contact. This letter will state that the student's pass rate is lower than 50% in the current study period and he/she does not meet the minimum requirement as prescribed by DOE-CRICOS course progress policy. https://www.asqa.gov.au/sites/g/files/net2166/f/publications/201701/fact_sheet_monitoring_and_reporting_on_overseas_students_course_progress.pdf?v=1500516414
- Students will have the opportunity to access CTI's complaints and appeal process within the next 20 working days of the "**Intent to report to DHA**" letter being issued to explain the reason why this decision should not be imposed by CTI.
- If the student does not appeal within 20 working days of the "warning letter" issue date, he / she will be reported to DHA via PRISMS. The PEO will sign off the enrolment cancellation decision.

# 30.  ACADEMIC COMPLAINTS AND APPEALS

CTI encourages students to express concern about assessment/study-related issues and to raise concerns where necessary. Students need to follow CTI's defined protocol, while addressing their assessment/study-related concern or wishing to make a complaint.

1. The student is expected to first contact their subject tutor to address their work/study-related concern.

2. If the student is not satisfied with the tutor's response or has difficulty discussing matters with the tutor, he has the right to escalate the matter and discuss with the Principal Executive Officer or Student Services & Academic Manager to seek resolution.

3. Every student has an opportunity to formally present his or her case with the Principal Executive Officer or Student Services & Academic Manager. The student is welcome to bring a support person if he/she wishes to.

4. If the resolution reached is not to the satisfaction of the student, he has a further right of appeal, which has to be done in writing, "complaint form" to the Principal Executive Officer or Student Services & Academic Manager.

5. The written statement will detail the issue and the outcomes reached by other staff members, including reasons for the decision and a rationale for the appeal.

6. The student needs to include all relevant information within their documented complaint.

7. The student may submit the documented complaint in writing by letter, email or in person to the Principal Executive Officer or Student Services & Academic Manager.

8. The Principal Executive Officer or Student Services & Academic Manager may direct another relevantly qualified trainer to reassess the submission and the outcome of this assessment will be deemed final and close the complaint.

9. The Principal Executive Officer or Student Services & Academic Manager will respond to it in writing about the appeal outcome including the reasons for the decision within 10 working days from the date of submission. The decision will be reviewed by the CEO prior to informing the student.

This completes the CTI obligations regarding academic appeals.

# 31. COMPLETION WITHIN EXPECTED DURATION

CTI's policy is to ensure that all students complete the qualification that they are enrolled in within the expected duration as specified on the student's COE. CTI will only consider extending a student's study if they fall under the conditions specified in Standard 9 of the National Code.

CTI will review each student's case based on the evidence and reasons submitted by the student if the student is either requesting a deferment or if he /she is not expected to complete the course within the expected duration. CTI will only amend / extend the duration of the COE only if the student has **compassionate or compelling circumstances**, which are beyond the control of the student and which have an impact upon the student's program progress or wellbeing. These could include, but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents;
- Major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student's studies; or
- A traumatic experience which could include:
  a) Involvement in, or witnessing of a serious accident;
  b) Witnessing or being the victim of a serious crime.
  c) When this has impacted on the student. (Note these cases should be supported by police or psychologists' reports)
- Where the registered provider was unable to offer a pre-requisite course/unit; or
- Inability to begin studying on the program commencement date due to delay in receiving a student visa.
- **Where there is a variation in the student's enrolment load, which may affect the student's expected duration of study in accordance with 9.2, CTI will record this variation and the reasons for it on the student file. CTI will correctly report the student via PRISMS and/or issue a new CoE when the student can only account for the variation/s by extending his or her expected duration of study**
- **CTI may allow the student to undertake no more than 25 per cent of the student's total course by distance and/or online learning. However, CTI will not enroll the student exclusively in distance or online learning units in any compulsory study period.**

*Note: CTI does not consider family engagements & marriage to be a compassionate or compelling circumstance, which is beyond the control of a student. CTI recommends that students plan their family engagement / weddings during study period breaks. Students are encouraged to discuss their individual cases with the Student Services & Academic Manager (SSM) / Principal Executive Officer (PEO) before making any arrangements.*

- An intervention strategy has been implemented to assist the student to successfully complete the course of study
- An approved deferment or suspension has been granted under Standard 13.

Where a student is applying for an extension to the duration of the course as specified on the COE relevant documentation must be presented to the PEO or SSM for approval.

# 32. LEAVE APPLICATION / COURSE CANCELLATION / COURSE SUSPENSION / COURSE DEFREMENT

CTI will consider "approved leave" / course deferment / cancellation conditional to the student's circumstances at the time when students makes the request. CTI will consider approving leave / deferment / course cancellation to student on compassionate and medical grounds. In case of any other situation or requirement, the Student Services & Academic Manager will evaluate the situation on a case by case basis and make the decision of approving / denying students request for leave / deferment / cancellation.

## Leave of Absence

CTI expects its students to plan their course of study without any interruption based on the study period dates and break periods. However, CTI does understand where this is not possible CTI makes reasonable provision for students who cannot do so to temporarily suspend their studies

Student cannot request leave/s of absence until they have officially commenced their course of study. Request for leave should be made via a "Student Request" form and be submitted to the Student Services & Academic Manager.

CTI will consider all leave application based on DHA rules on the basis of compassionate or compelling circumstances. Students must realize that a request for Leave / Course Deferment / Cancellation will affect their student visa and / or the duration of their course of study. This information will be provided by the Principal Executive Officer through the orientation program and also when making the application for leave.

Students will normally be required by DHA to leave Australia for the period of the Leave of Absence where it exceeds 28 days. Students should be aware of their visa durations and must make appropriated arrangement to renew / extend their visa prior to leaving Australia.

Approved Leave of absence will not be considered as an "absence" and will not affect the student's overall attendance percentage. The students' needs to contact CTI and make arrangements prior to returning to CTI with regards to the course timetable and possibility of continuing their course from where they stopped. If a student fails to report to campus after the period of approved leave of absence, following efforts by CTI administration staff to contact the student, CTI will report the student to DHA via PRISMS as "student notified cessation of studies". CTI is not obliged to notify the student of the intent to report nor to allow 20 working days for an appeal.

## Course Cancellation

Course cancellation may be initiated by either the student or CTI.

## Student Cancellation

- Students wishing to cancel their enrolment must complete a "Student Request" form and submit to the Student Services & Academic Manager or Principal Executive Officer.
- Students wishing to cancel their enrolment prior to completing 6 months of study in their principle course must provide a letter of offer from an alternative provider. This is required under Standard 7 of the National Code and further information can be gained from CTI's 'Transfer between Providers Policy / Procedure'.
- All application documentation for the cancellation will be kept on the students file and DHA shall be notified via PRISMS of the decision to cancel the enrolment as a result of the student's request.
- CTI will regard a student who fails to re-enroll in a study period as having abandoned their course and thereby deemed to have notified CTI of their cessation of studies. The student's cessation will be reported on PRISMS, which may result in their visa being cancelled.

## Provider Cancellation / Suspension
CTI has the ability to suspend / cancel a student's enrolment on the following grounds:

### Misbehavior

This may include but is not limited to:

Acts of discrimination, sexual harassment and vilification or bullying, and/or acts of cheating or plagiarism. Such acts of misbehavior will be classified into one of two categories.

Academic Misconduct (refer to *page 68*) & Behavioral Misconduct (refer to *page 69*)

- CTI may cancel the enrolment of a student who does not pay fees when they are due.
- Should CTI initiate the suspension or cancellation of a student's enrolment, it will notify the student of its intention and allow the student 20 working days to access the complaints and appeals process, unless extenuating circumstances relating to the welfare of the student apply.

**PLEASE REFER TO SECTION 14: CTI'S COMPLAINTS & APPEALS PROCEDURES**

- If a student appeals a decision to suspend or cancel his or her studies CTI will not report the student on PRISMS until the internal appeal process is completed, unless extenuating circumstances apply. The student's enrolment will be maintained until the internal appeal process is completed.
- Extenuating circumstances may include medical concerns, severe depression or psychological issues, endangers or threatens to endanger other students, or is at risk of committing a criminal offense. Claims of extenuating circumstances need to be supported by evidence.
- CTI will report the students changed enrolment status on PRISMS once the internal process is complete, even if the student pursues an external appeal process.
- Student Services & Academic Manager (SSM) and / or the Principal Executive Officer (PEO) is responsible for ensuring students are reported on PRISMS when a decision is made to suspend or cancel their studies and for ensuring that all relevant correspondence and documentation is retained on the student's files.

### Application procedure for Leave / course cancellation / course suspension / course deferment

A student's study duration will only be extended where it is clear that the course cannot be completed in the expected duration as specified on the COE:

- Student will make a written application requesting the PEO/ SSM for leave / deferment / cancellation.
- Student must attach all necessary evidence, while requesting for leave / deferment / cancellation. (*For example, medical certificates /death certificates in case of deferment due to death in the family. Airline ticket if student intends to cancel his course and return to country of origin*)
- The application will detail the following content:
  - o Reason for leave / deferment (Medical / Compassionate / Bereavement / Parental / Family / Personal / Work related) or cancellation
  - o Dates (start date & end date with date of return to the institution)
  - o Details of what the study / course responsibilities are on the date(s) leave is requested for (*not applicable if applying for course cancellation*)
  - o What arrangements the student would make to cover / catch up while absent (*not applicable if applying for course cancellation*)
- The written application will be reviewed by Student Services & Academic Manager and the student will be advised with the copy of the "leave / deferment / cancellation application" signed and authorised by PEO/SSM confirming on the top "Approved" or "Denied".
- An intervention strategy has been implemented to assist the student to successfully complete the course of study.
- **CTI will Inform the student that deferring, suspending or cancelling his or her enrolment may affect his or her student visa; and**
- An approved deferment or suspension has been granted under Standard 13
- A copy of the same will be retained in the student's personal file.

**CTI will notify the Secretary of DOE via PRISMS as required under section 19(1) of the ESOS Act where the student's enrolment is deferred, temporarily suspended or cancelled.**

# 33. TRANSFER BETWEEN REGISTERED PROVIDERS

## Transfer from CTI to another provider and vice-versa for International Students

Under Standard 7.1, CTI will not knowingly enroll a student wishing to transfer from another registered provider prior to the student completing six months of his or her principal course of study. The principal course is the highest qualification in a package of courses.

The only exceptions to this are where:

a. the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
b. the original registered provider has provided a release in PRISMS;
c. the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government or ESOS agency that prevents the student from continuing his or her course with that provider
   or
d. any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.
e. Also, for reasons as stated in the National Code 2018 Standard 7.2:

   7.2.2.1 the overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with that registered provider's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements)

   7.2.2.2 there is evidence of compassionate or compelling circumstances

   7.2.2.3 the registered provider fails to deliver the course as outlined in the written agreement

   7.2.2.4 there is evidence that the overseas student's reasonable expectations about their current course are not being met

   7.2.2.5 there is evidence that the overseas student was misled by the registered provider or an education or migration agent regarding the registered provider or its course and the course is therefore unsuitable to their needs and/or study objectives

   7.2.2.6 an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.

Unless any of the conditions in National Code Standard 7.1 apply, CTI will not enroll a student before he or she has completed six months of the principal course. Importantly, cancellation is not equal to a letter of release as it is not one of the exceptions outlined in Standard 7.1. For best practice purposes, CTI will alert any student requesting cancellation of their course, without a release on PRISMS, to the serious visa implications of course cancellation.

In the event that a student applies to study at CTI and **has previously studied / completed** a relevant course with a registered provider in Australia then CTI would require the student to submit the following prior to accepting the student:

- A certificate confirming his course completion and / or
- A transcript detailing all the units completed within the qualification and
- Confirmation of good attendance record at the previous registered provider and
- Confirmation that the student has made all necessary payments towards fees at the previous registered provider

The student requesting a transfer has an accurate understanding of what the transfer represents to their study options, or that they still owe CTI course fees for their current qualification or that it is suspected that they are seeking transfer only to avoid being reported to Department of Home Affairs (DHA) for failure to meet academic progress or attendance. The Principal Executive Officer will make the final decision as to whether to **grant / refuse** a letter of release for any student.

**Procedure for assessing transfer applications from students wishing to transfer OUT of CTI**

1. Students make a written request (e-mail is satisfactory) at reception to transfer to another provider.
2. The student must provide a valid offer of enrolment from the new institution.
3. With these documents sighted, the Principal Executive Officer will assess the transfer request considering the following points:
   a) The student is fully aware of the study issues involved in the transfer
   b) The student is not simply trying to avoid being reported to DHA for unsatisfactory course progress
   c) The student has been provided with advice on CTI's procedures for applying for course transfer, including the need to formalize the request in writing stating the reasons for which they desire to transfer their course enrolment to another provider.
   d) The student has provided sufficient evidence that the transfer is to their advantage
   e) The student has been advised their request may take up to 5 working days to assess.
   f) **An application for transfer where a transfer is considered detrimental to the student's academic progress may be refused**
4. If the reasons as above are satisfactory and in accordance with policy, the release will be granted at no charge to the student and will be recorded in PRISMS. The student will also be advised of the need to contact DHA and obtain a new visa if the course they transfer to is not a Higher Education/VET course.
5. The Student Services office report student's termination of studies through PRISMS
6. If any of the points are unclear, they should be referred to the Student Services & Academic Manager (SSM) to interview the student to gain a fuller understanding of the circumstances.
7. The SSM will make a recommendation to the Principal Executive Officer if they believe the request should be refused or alternatively grant the letter of release. The Principal Executive Officer will inform the student in writing of a negative outcome with reasons and inform the student of his or her right to appeal the decision within 20 working days in accordance with Standard 10 of the National Code 2018 and CTI's complaints and appeals procedures.

**Notes:**

- All requests, considerations, decisions and records of release will be placed on student's file, and
- The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the refund policy independent of this policy.

# 34. STUDENT DISCIPLINE

## Policy

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

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

a) Students and the public are protected from any physical, psychological, moral or emotional harm which may result from the teaching programmes or related activities;
b) Teaching and management staff proactively implement intervention strategies if skill gaps of student achievement is identified;
c) Support and guidance are appropriate to the mode of delivery for each particular course of study;
d) Guidance, support systems and welfare services are made known to students;
e) Any necessary health and safety procedures are made known to students.

## Rules and Regulations

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

The Manager – Student Services will facilitate the regulations, and disciplinary Procedures relating to all programmes, through the Student Handbook.

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

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

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

## Managing Student Discipline

The Principal Executive Officer (PEO) will carry out disciplinary procedures and issue warnings to students.

The PEO, with the assistance of the Student Services & Academic Manager (SSM), will carry out dismissal procedures or suspend a student from their program.

All Serious Offences must be reported to the PEO/ SSM as soon as possible. The report may be verbal, but must be followed up in writing in the form of a report.

## Disciplinary & Dismissal Procedures

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

**Procedure:**

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

g) CTI will make decisions that is supported and justified, based on objectivity (actual performances and behaviour);

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

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

Where a dismissal occurs, all facts are kept confidential, unless the PEO deems the student to be a risk to CTI and it students and staff. In an instance such as this, information will be disclosed only to reduce or manage such risks.

Students have the right to appeal the decision of dismissal in accordance to the complaints and appeals policy and procedures.

The PEO/SSM can suspend a student immediately should their behaviour cause any risks to CTI staff and / or other students.

# 35.  STAFF RECRUITMENT, INDUCTION, ACCESS, EQUITY AND ONGOING DEVELOPMENT

## *Staff Recruitment*

It is essential that the recruitment process is fair and equitable and ensures a professional interaction with candidates. Planning should include:

- Nomination of the person responsible for the process and choosing an interview panel if appropriate or required
- Reviewing current job description or writing new job description including hours and salary
- Defining essential and desirable selection criteria (Ideal Job Specification)
- Determining closing dates for applications
- Choosing method of advertising and preparing advertisement
- Choosing date and venue for interviews

All applicants for full time and part time positions will be interviewed either by the Principal Executive Officer (PEO) and Student Services & Academic Manager(SSM). If it is an academic position the candidates will be interviewed either by the PEO with assistance from the SSM.

### Advertising

All part time and full time positions are advertised through the Internet ([www.seek.com.au](www.seek.com.au)) and will contain the following information: job title, tasks, expected hours of employment, employment status, closing date and address for applications, contact name and phone number for further information.

### Telephone Enquiries

All potential applicants who seek further information over the telephone will be given the same information ensuring no one applicant has an advantage, perceived or otherwise. On request copies of the job description will be forwarded.

### Handling Applications and Resumes - Full and Part-time Positions

The SSM together with the PEO will assess all applications after the closing date. Applicants will be contacted by email / telephone to arrange a personal interview.

### Interviews

Interviews are to be conducted in a relaxed and open environment allowing time for the applicant to outline their experience and suitability for the position and ask questions of the panel regarding the job. Unsuccessful applicants will be notified by telephone or in writing.

### Verification of vocational / academic competence

CTI will endeavour to verify all vocational competence by talking to the applicant's referees, past employers, overseas qualification assessment via the interview process.

If the past employers are overseas, then they will be contacted via email, fax or phone.

All overseas qualification achieved will be reviewed and assessed through the Australian Education International (AEI), through the National Office of Overseas Skills Recognition (AEI-NOOSR) guidelines to check its relevance and its standards within the Australian Education framework. https://aei.gov.au/services-and-resources/pages/aeinoosr.aspx

### References

At least two verbal work referees will be interviewed, with the discussion documented, within two days of the interviews. Documentation from the reference check will be filed with the candidates' application.

### Offer of Employment

The employment offer will be made to the person who is the best suitable for the job. The position will be verbally offered to the most suitable candidate within 3 days of the interview. If accepted, a written offer confirming the position will be sent immediately including salary and proposed start date, conditions of employment, job description document, employment tax declaration form and superannuation forms.

The employee and the PEO will be required to sign and date the employment contract. A copy of this contract to be given to the employee and the other copy is kept in the personal file.

All staff- training, academic and administrative will need to undergo a police clearance prior to commencement of work.

## *Academic Staff*

### Staff Selection

All academic staff positions are advertised through the Internet (www.seek.com.au) and will contain the following information: job title, tasks, expected hours of employment, employment status, closing date and address for applications, contact name and phone number for further information.

CTI's recruitment process has been established to ensure the best possible choice and that there is no discrimination on grounds unrelated to the requirements of the position.

### Interview – Academic staff
- Arrange a preliminary interview with the PEO & SSM
- Arrange a final interview with the PEO & SSM

### Renewal of existing employment contracts
Contracts can be renewed without advertising based on performance appraisal review for all permanent & casual staff.

### Exit Interview
The purpose of the exit interview is to ascertain the employee's reason for leaving and to discover any areas of unresolved conflict. The PEO will conduct the exit interview.

## *Discipline and Dismissal*

### Discipline

Discipline procedures will follow current legislation. In situations where employees are not fulfilling the functions and tasks of their job description, the PEO if available, or the SSM will take the following procedure.
1. Discuss the situation with the employee in order to outline the problems and issues, agree on an action plan and review within two weeks.
2. If the situation is not improved, then arrange a dispute resolution meeting, outline the problems and issues, and then agree on an action plan and review in two weeks.
3. If situation is not improved, then give a verbal warning of termination.
4. If situation is still not improved then 1-week after the verbal warning, give a final written warning of termination.
5. If the situation continues a week after the written warning, dismiss the employee.

### Immediate Dismissal
CTI reserves the right to terminate employment without notice for:
- Breach of Code of Conduct and ethics during or outside working hours deemed to be of detriment to the efficiency, effectiveness or good name of the Canterbury Technical Institute  (CTI)
- Serious breach of the EEO principles outlined in this document.
- Any evidence or act of "**serious misconduct**"

## *Serious Misconduct*
1. Refusal to obey a lawful and reasonable instruction; refusal to perform work assigned; or walking off the job;
2. Assaulting another person;
3. Bringing alcoholic liquor or drugs (except those personally prescribed by your own doctor) onto the Company's premises, and/or consuming these without management's consent, during the span of working hours;
4. Falsification or being a party to falsification of any Company or client document or records.  This includes time, wage, accident, expense, leave records, etc;

5. Possession or use of Employer's property or vehicles without authorisation. This includes scrap, waste and damaged items;

6. Possession of another Employee's belongings without consent;

7. Deliberately damaging Employer's property or acting in such a way as to cause injury or affect safety.

8. Requests or behaviour towards other employees, which amounts to sexual harassment, victimisation, bullying or/and any form of discrimination. Sexual harassment includes unwarranted and unwelcome behaviour of a sexual nature.

### *Less Serious Misconduct*

1. Using offensive or abusive language; or using threatening behaviour

2. Without good reason, failing to report to your supervisor, as close as possible to your usual commencement time, that you are unable to commence work at the usual time because of sickness or for any other reason;

3. Failure to observe safety rules or working in an unsafe manner;

4. Wasting time or materials;

5. Reporting for work in such condition that duties are unable to be performed properly or safely.

# 36.  STAFF INDUCTION

This policy ensures new appointees are aware of the conditions of service and entitlements, and that appointment formalities are completed.

Staff Induction kit will contain information, where relevant to their job role, on each of the following:
- Training Packages
- Competency-based training and assessment
- VET requirements and policies
- Staff responsibilities for access and equity
- Staff handbook

**Procedures**

Prior to commencement of employment, all new appointees will be given offer letters, job descriptions, tax declaration, tax file number forms and superannuation forms. Staff will also receive a Staff Handbook, which they will have to acknowledge.

**Stage 1**
- New staff meets all other staff members and a campus tour to familiarize with fire exits, toilets, kitchen, classrooms and computer laboratories
- New staff meets the senior management staff and discuss any issues relating to the Staff Handbook with Principal Executive Officer
- Discuss all general policies and procedures and the requirements of the organization and expectations of the students
- Discuss program outline, requirements and outcomes
- Discuss Occupational Health and Safety (OHS) policies and procedures

**Stage 2**
- Plan training and assessment program
- Date, time, location, number of sessions, resources required, min/max students
- Go through the Learning & Assessment strategies and Assessment Policy and Procedures for relevant department.
- Discuss ideas for assessment items to be used
- Identify where supervision of training delivery is required for staff that do not hold Cert IV in Training & Assessment or equivalent and allocate a mentor to carry out supervision.
- Identify where collaborative assessment is required for staff that do not hold Cert IV in Training & Assessment and / or vocational competencies and allocate staff that will work together to carry out assessment.
- Discuss Staff Professional development opportunities
- Organise the commencement of the first teaching session, arrange to meet, greet and introduce tutor and students
- Ensure all resources are available
- Ensure procedure for future sessions is clear and convenient

**Stage 3**
- Meet with staff two weeks after commencement; discuss problems, strengths, weaknesses and professional development.
- Arrange meeting with trainer/assessors to discuss assessment items.

**Stage 4**
- Ongoing contact with trainer/assessors regarding professional development and planning

# 37.  STAFF ACCESS AND EQUITY

During the interview process, potential candidates will be offered an opportunity to discuss any special or additional needs that they may require to fulfil their role if they were selected. This would be with regards to any arrangements they would prefer as a part of their employment contract at CTI. For example: Children, family commitments, other work commitments, medical conditions, and religious obligations.

The interviewer will make a note of this on the "Screening Form" and will evaluate it during the time of final selection. CTI will exercise the right to approve / disapprove any special needs or requirement that the candidate might have depending upon the feasibility and CTI's capacity to make it available.

This "Screening form" will be an exercise to determine if CTI needs to deploy additional resources to accommodate potential staff's learning needs to achieve the desired outcome and offer equal learning opportunities.

**Procedure**

1. During the interview CTI representative (Principal Executive Officer-PEO/ Student Services & Academic Manager-SSM) will ask the interviewee if they have any special needs.
2. The interviewer will make note of it on the "Screening Form" and discuss the possibilities of approval.
3. PEO/SSM will analyse the special needs or requirement of the interviewee in comparison to CTI's ability to make it available.
4. If the candidate is selected, the PEO/SSM will further discuss (verbal) the needs with the selected candidate and inform them on arrangements would be made to accommodate their needs.
5. The candidate then would have the final option of either accepting the position or rejecting it, depending on the accommodations suggested by CTI.
6. CTI will advise the staff in writing and during the induction process, prior to the commencement of employment duties of the arrangement made for the staff, which the staff will sign as a sign of approval.

It is the staff member's obligation to advise CTI of any change in their contact details.

# 38. STAFF COMPLAINTS AND APPEALS

**Policy**

It is the policy of Canterbury Technical Institute (CTI) to maintain a harmonious and professional working environment which is free from intimidation and harassment and which affords equal employment opportunities for all.

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

Complaint & appeal may be a result of issues such as:

- Allocation of work or development opportunities;
- Perceived discrimination, victimisation, harassment;
- Workplace communication and interpersonal conflict;
- Changes in technology, work processes or location;
- Occupational health and safety issues; or
- Interpretation, application or operation of an industrial award or agreement.

**Procedures**

1. CTI encourages staff to express concern about work-related issues and to raise concerns, where necessary
2. Staff needs to follow CTI's defined protocol, while addressing their concern or wishing to make a complaint.
3. The staff member is expected to first contact their immediate reporting person (supervisory role) to address their concern.
4. If the staff member is not satisfied with the response, he / she has the right to escalate the matter to the Manager of the department to seek resolution.
5. If the resolution reached by the Manager is not to the satisfaction of the staff member, he / she has a further right of appeal, which has to be done in writing directly to the Principal Executive Officer (PEO).
6. The written statement will detail the issue and the outcomes reached by other staff members, including reasons for the decision and a rationale for the appeal.
7. The staff member needs to include all relevant information within their documented complaint & appeal / complaint.
8. The staff member has to submit the documented complaint in a sealed envelope to the PEO
9. The PEO will respond it writing about their decision within 10 working days from the date of submission.
10. If the staff member is not satisfied with the solution provided by the PEO, they are advised to take the matter to an independent mediation board, such as LEADR to hear the appeal.

Any staff member who feels that his/her case has not been adequately heard may contact an independent mediator appointed by CTI before a disciplinary action is taken. The mediation / arbitration service details are listed below:

> **Work Cover Queensland**
> 280 Adelaide Street, Brisbane
> GPO Box 2459, Brisbane Qld 4001 SEP
> Phone 1300 362 128
> Fax 1300 651 387
> http://www.workcover.qld.gov.au/
>
> **LEADR**
> Level 9, 15-17
> Young Street Sydney, NSW, 2000
> Freecall: 1800 651 650
> *(LEADR has chapters / offices in Brisbane)*

# 39.  STAFF PERFORMANCE APPRAISAL

CTI believes that staff is the linchpins of an organisation. Maintenance of good staff relations and open communication channels are vital if Institute goals and objectives are to be achieved.

Staff need to be satisfied with their work responsibilities and roles within this organisation, they need to be trained to adapt to the changing requirements of their work and are encouraged to develop themselves in order to meet these challenges.

One way to achieve these results is by constant contact and feedback between management and staff. All staff require an indication of their progress so as to prepare for the future and at the same time management need to know their own views and experiences are of vital importance to the organisation.

CTI appraises its permanent staff on an annual basis and provides feedback on their performance every 6 months.  Staff performance is a key factor for the determination of on-going employment and rewards structures.  Staff performance will be goal oriented, monitored, documented and recognized through a clearly defined staff appraisal system. CTI recognizes the importance of feedback collected from as many sources as possible.

**Policy**

CTI appraises its staff on an annual basis and provides them with feedback on their performance every 6 months.  Staff performance is a key factor for the determination of on-going employment and rewards structures.  Staff performance will be goal oriented, monitored, documented and recognized through a clearly defined staff appraisal system. CTI recognizes the importance of feedback collected from as many sources as possible.

**Procedures**

1. Appraisals are carried out one year after employees commence their employment at CTI, and on every subsequence anniversary date.

2. All procedures for the Performance Appraisal System are designed and reviewed by the Principal Executive Officer (PEO).

3. PEO is responsible for planning and carrying out performance appraisals for the employees.

4. The basis for performance appraisal will be a **Performance Appraisal Sheet** completed by the Employee.

5. Sources for evidence of employee performance may be from:  self; peers; students feedback; assessment records; administration records; student files; reports on end of programme outcomes; management; educational/training institutions/Employee training and personal development file; employers.

6. The Procedures for Personnel Appraisal are as follows:

| Notification in writing by Principal Executive Officer (PEO) to staff member of 6 monthly and Annual Performance Appraisal |
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| Performance Appraisal Sheet given to Employee. |
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⇩

| Appraisal Forms completed by Employee. |
|---|

⇩

| Appraisal Forms submitted to PEO |
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⇩

| Principal reviews Appraisal Forms & makes comments. |
|---|

⇩

| Principal/DOS sends a Letter of Invitation via email to Staff to discuss Appraisal outcome. |
|---|

⇩

| Employee meets PEO at Appraisal meeting. |
|---|

⇩

| Outcome and action plans agreed upon |
|---|

⇩

| Action Plans followed up on. |
|---|

7. Once complete, and the outcome has been agreed to by the Employee, all action plans are monitored by both the Employee and PEO.

8. The content and process of Performance Appraisal systems are evaluated by staff, which provides feedback to the Principal after their meetings. The Principal/DOS addresses discussions around changes to the system at a Management Team meeting set for this purpose.

# 40.  PROFESSIONAL DEVELOPMENT POLICY

**Policy**

All employees and volunteers within the organization are to be given the opportunity to access professional development programs to improve their professional and teaching qualifications. Professional developments opportunities are reviewed with all staff at least once a year.

**Internal learning opportunities**

There is no limit to the number of internal work-related training and assessment programs an employee may undertake. It is anticipated that these will be identified and planned for during the self-appraisal process.

All employees are encouraged to attend in-house personal development training and assessment programs.

CTI will subsidize 100% of the internal work-related fee or work-related service for all full-time employees after 6 months service. This means that administration staff may attend training programs on offer at no cost. However, these training programs can be taken up only after the scheduled working hours.

Attendance without charge at any other unit is at the discretion of the management.

All trainer/assessors are required to discuss all in house training and professional development options before attending.

The offer of training and assessment program attendance for employees is not transferable to other family members and the entitlement ceases when employment ceases.

**External Learning Opportunities**

Staff are encouraged to improve their skills and qualifications by accessing appropriate training from outside organizations. It is expected the need to assess external training/professional development will be identified during the employee's self-appraisal.

Canterbury Technical Institute will make every effort to support the employee in accessing training, which directly relates to their job. CTI will be make full / part payment to the direct cost of participation, depending on the value and direct relevance to the staff members work profile.

Canterbury Technical Institute will make every effort to allow flexible work hours so attendance can be assured.

All trainer/assessors must discuss with the management to ensure all arrangements have been made prior to attending or making any commitment for any Professional development.
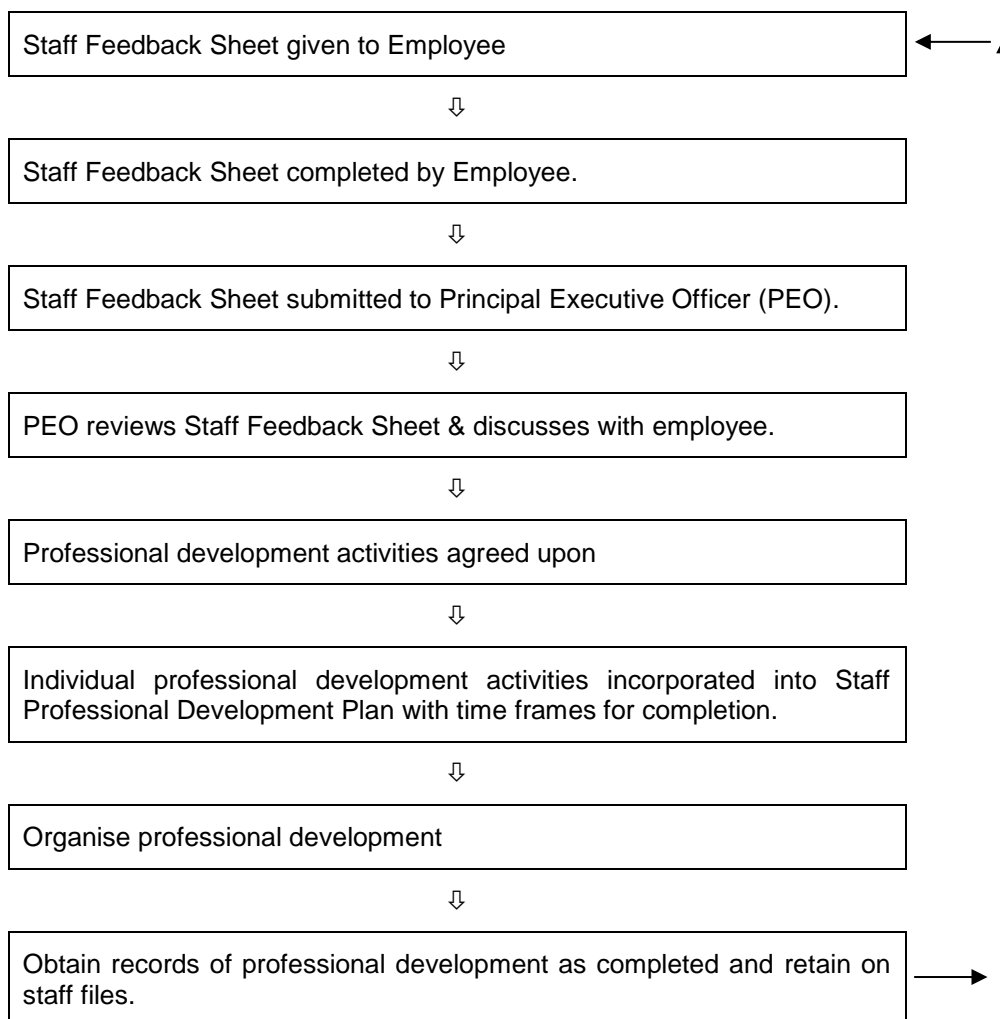
A professional development record will be kept at CTI for all training that the CTI staffs have attended.

**Other Learning Opportunities**

Other learning opportunities for staff include:

- Acting in a position during another's absence
- Managing specific projects in an different area
- Working with other staff as an assistant to learn new areas
- Acting as a mentor to another staff member

The procedure for identifying professional development, options are as follows:

| Staff Feedback Sheet given to Employee |
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⇩

| Staff Feedback Sheet completed by Employee. |
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⇩

| Staff Feedback Sheet submitted to Principal Executive Officer (PEO). |
| --- |

⇩

| PEO reviews Staff Feedback Sheet & discusses with employee. |
| --- |

⇩

| Professional development activities agreed upon |
| --- |

⇩

| Individual professional development activities incorporated into Staff Professional Development Plan with time frames for completion. |
| --- |

⇩

| Organise professional development |
| --- |

⇩

| Obtain records of professional development as completed and retain on staff files. |
| --- |

# 41.  CRITICAL INCIDENT POLICY & PROCEDURES

## *Policy*

### Preamble

Under standard 6 of the National Code 2007, CTI will support students to adjust to study and "life in Australia", to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of the course.

The intention of standard 6 is to ensure that appropriate support services are available to international students to ease the transition into the life and study in Australia and allow access to appropriate assistance for the student as needed.

In addition CTI will support students to adjust to the life and study in Australia, to achieve their learning goals and to achieve satisfactory academic progress.

### Principles

CTI recognises the duty of care owed to its students and that planning for the management of a critical incident is essential.

### Definition

A critical incident is defined by the National Code as " *a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury*".

Critical incidents are not limited to, but could include:

- Missing students
- Severe verbal or psychological aggression;
- Death, serious injury or any threat of these;
- Natural disaster;
- Domestic violence, sexual assault, drug or alcohol abuse;
- Non-life threatening events could still qualify as critical incidents.

### Critical incident team (CIT)

When a critical incident occurs, the Principal Executive Officer (PEO)/ Student Services & Academic Manager (SSM) will call a meeting with the appropriate staff to form a CIT. The PEO & SSM will be core members of every CIT.

The CIT is responsible for:

- Assessing risks and response actions
- Liaison with emergency and other services
- Contact with student's relatives and other appropriate contacts
- Liaison with other external bodies, such as home stays, carers or foreign embassies, and
- Counselling and managing students and staff, who are not directly involved in the incident,

### Action Plan

The CIT will set in motion a critical incident action plan to manage various aspects arising from the incident including communication strategies. This will include:

- Creating and disseminating a plan and its procedures
- A review of the plan, and
- Staff development and training

### Media Management

A media management process will be included in the management plan to ensure the most positive and supportive response from the media.

### Reporting and recording of incident and action taken

The ESOS Act requires the college to notify DOE and DHA as soon as practical after the incident and in the case of a student's death or other absence affecting the student's attendance, the incident will need to be reported via the PRISMS.

When an international student dies or sustains serious injury, CTI will assist the student's family.
This may include:

- Hiring interpreters
- Making arrangements for hospital/funeral/travel/memorial service/repatriation
- Obtaining a death certificate
- Assisting with personal items and affairs including insurance issues
- Assisting with visa issues
- Assisting with travel arrangements

### On-campus Incidents

If the incident is on campus and involves death, serious injury or a threat to life or property, the Principal /Manager Student Services is contacted.

Principal Executive Officer– (Rahul Fernandes): 0413 222 969 (1st point of contact)

Student Services & Academic Manager (Andrea Sequeira): 0452 631 250 (2nd point of contact)

### Off-campus Incidents

If the critical incident involves a student or staff member and is off-campus, the person receiving the information must immediately contact the Principal Executive Officer / Student Services & Academic Manager who will communicate other staff as appropriate.

### Key Details to be reported

Key details to report include the time, location and nature of the incident (e.g. threat, accident, death or injury), names and roles of persons involved (e.g. staff, international or domestic student).

### Checklist for Staff Managing Critical Incidents

The Principal Executive Officer / Student Services & Academic Manager will seek information about the incident and will request that the information is not immediately made public. Principal Executive Officer / Student Services & Academic Manager or appointee will then call a meeting with the following staff or their appointee as a Critical Incident Team (CIT):

- Principal Executive Officer
- Student Services & Academic Manager
- Administration Officer

The CIT will manage the College's response.

### Response Checklist

As soon as possible, the Principal Executive Officer / Student Services & Academic Manager will liaise with relevant staff to prepare a communication plan and appoint a spokesperson.

### Communication

- Response and ongoing strategies including individual roles and responsibilities
- Liaison with police, doctors, hospital staff and other relevant professionals
- Legal assistance if required
- Follow-up letters to family
- Incident report for the College records

Support for family, friends and staff

- Next of kin (parents/guardian) to be contacted and support provided to family and friends
- Arrangements made for visits from family and friends, e.g. accommodation, travel, crisis support and referral to appropriate services

Training regarding the Critical Incident Policy

- It is important for staff to be aware of the existence of such a policy.
- Resource workshop will be conducted to locate all relevant community resources in immediate local area: Funeral Directors, Police and Medical Authorities, Religious Leaders, Ethnic Group Leaders, Media Representatives, Insurance Representatives, local Embassy or Consular representatives.

**Follow-up and evaluation**

CTI staff will be made aware of the critical incident policy and procedures and be given appropriate training to ensure the duty of care for international students is uppermost in their minds.

A review and evaluation of the response to the critical incident will be conducted and the procedures reviewed by the CIT and / or other stakeholders.

**Resources**

Changes to the policy and procedures, including updating resources, will be made as soon as practicable following the review and evaluation.

## Procedures For Critical Incidents

The staff member receiving the news contacts the Principal Executive Officer / Student Services & Academic Manager.

The Principal Executive Officer / Student Services & Academic Manager will call a meeting with the staff involved to make decisions as to how to proceed. The staff to represent the CIT will be:

- Principal Executive Officer
- Student Services & Academic Manager
- Administration Officer

**Critical Incident Team**

At the initial meeting, the task of the group will be to:

- Create for themselves a clear understanding of the known facts.
- Plan an immediate response.
- Plan ongoing strategies.
- Allocate individual roles/responsibilities for ongoing tasks.

**Immediate response**

Principal Executive Officer / Student Services & Academic Manager will

1. Contact the next of kin of the student/s
2. Make arrangements for informing staff and students.
3. Provide guidelines to staff about what information to give students.
4. A written memo to staff if the matter is complex.
5. Brief staff and delegate a staff member to deal with telephone/counter inquiries.
6. Manage media/publicity
7. Identify students and staff members most closely involved and therefore most at risk.

   - Those directly involved
   - Personal friends/family of those involved
   - Others who have experienced a similar past trauma
   - Other students, staff, supervisors etc.

1. Arrange a time and place for an initial group/individual debriefing session with Counsellor/s.

   - In this session, an opportunity is given to share the impact of the event, discuss various interpretations of the event in cultural/ethnic terms, the resulting sense of vulnerability, the experience of painful emotions and the normalisation of reactions.

9. Organise a tasks timetable for the next hour/s, day/s etc.
10. Plan ongoing feedback and regular meetings so that the CIT is continually in touch and working together.
11. Confirm access to emergency funds if necessary.

*NOTE*: Principal Executive Officer / Student Services & Academic Manager *will scribe for all meetings to keep records of content and decisions.*

**Ongoing and follow up response**

These issues will be discussed at subsequent meetings.

- WHO is the DECISION MAKER?
- WHO will FOLLOW UP?
- Availability of mobile phones
- Notification of and liaison with Sponsor/Agent if applicable
- Arrangements for visits to/from Family
- Liaison with Police, Doctors, Hospital Staff
- Hiring Independent Interpreters
- Death Notices
- Funeral/Memorial Service Arrangements
- Refund of student's fees to pay repatriation or associated expenses
- Copy of Death Certificate
- Consideration of personal items and affairs (household and academic)
- Insurance Matters, OHSC Coverage, Ambulance Cover
- Formal Stress Management interventions required for students and/or staff (release from classes, leave, rescheduled assessment or exams)
- Liaison with Academic Staff
- Arrangements for further debriefing sessions for groups/individuals as required
- Liaison with Department of Immigration and Citizenship if studies will be interrupted
- Fees issue to be resolved if student cannot continue with their studies
- Legal Issues: helping students get access to legal assistance if required.
- Arrangements for further debriefing sessions for groups/individuals as required
- Follow up condolence or other letters to Family
- Financial Assistance for families of affected person(s) if residing in Australia
- Organising students/staff for hospital visits

**Stress management**

1. Debriefing as soon as possible after the event on an individual or group basis
2. Further debriefing - one or more days after the incident (group basis)
3. Follow up 2 - 6 weeks later - (individual or group basis)
4. Ongoing counselling as required
5. Recovery time for staff involved and the Coordinating Team members.

**Managing the media**

Each critical incident is unique and the dynamics of each situation will have to be assessed when it occurs. CTI's CIT will structure an approach to manage media (if required). CIT will plan to ensure the most positive and supportive response from the media.

The Principal/ National Operations Manager is the appointed person who would handle the initial media calls and return media calls as soon as possible. Principal/ National Operations Manager will act as the Media liaison officer / Spokesperson for CTI and will handle all media inquiries. The media liaison officer will liaise with the Director / Principal regarding the situation.

Principal / National Operations Manager will respond to questions accurately. In the case that Principal / National Operations Manager is unable to answer the media questions due to:

1) Of the sensitive nature of the issue or
2) CTI does not have the information available.

He will, if necessary to check with the police, ambulance or fire brigade etc, before making a statement.

# 42. CRITICAL INCIDENT FLOWCHART

**Critical Incident Team:**

- **Student Contact person (**Principal Executive Officer / Student Services & Academic Manager**)**

## Immediate Action

| | |
|---|---|
| **1.** Staff member(s) (witness to incident or first contacted) …**Gather factual information** and<br>**Contact Emergency Services - Dial 000** | |

⬇

| | |
|---|---|
| *Assess situation: focus on immediate safety of other students and staff* | Staff member(s) (witness to incident or first contacted)<br><br>2. Ensure safety & welfare of staff and students<br>3. Contact first aid officer: eg. Student Services & Academic Manager<br>4. Administer first-aid until ambulance arrives |

**NB:** Once police or fire brigade arrive at the school they will determine if other resources such as State Emergency Services (SES) are required to assist.

**Critical Incident Team member to liaise with emergency services**

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| | |
|---|---|
| *Contact team leader within the hour*<br><br>*Debrief and counseling info as soon as practicable* | 5. Staff: Contact Critical Incident Coordinator (Principal Executive Officer / Student Services & Academic Manager)<br>6. Staff: Give facts of the situation<br>7. Staff: Receive advice from Principal Executive Officer / Student Services & Academic Manager on debriefing & counselling<br>8. Manage incoming inquiries (and outgoing information via web, phone) |
| *Within 24 hours* | Principal Executive Officer / Student Services & Academic Manager - Manage the media Prepare a written statement |

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| | |
|---|---|
| *Within 48 hours…Receive briefing from critical incident team* | 9. Reception: Inform colleagues |

⬇

| | |
|---|---|
| *Within 48 hours* | 10. Principal Executive Officer / Student Services & Academic Manager contacts parents or families / friends of affected persons |

⬇

| | |
|---|---|
| *Within 7 days* | 11. Principal Executive Officer / Student Services & Academic Manager "Incident Report" form |

## ADDITIONAL ACTION (When appropriate)

| Principal Executive Officer / Student Services & Academic Manager will convene brief meeting of the CIT to: | |
|---|---|
| • Discuss intervention plan | • Obtain executive support |

⬇

**Contact Local Support Personnel**

| Support Personnel | Name | Telephone |
|---|---|---|
| Counsellors | Trauma Counselling Services | |

⬇

| Principal / National Operations Manager convenes full staff meeting of teaching and administrative staff to: | |
|---|---|
| • Present information | • Discuss action plan |
| • Allow staff response | • Decide on how students will be informed or given additional information |

⬇

| Principal / National Operations Manager will set up a recovery room in the school: | | |
|---|---|---|
| • Provide fluids | • Comfortable chairs | • Support personnel |

⬇

| Principal / National Operations Manager will inform students of: | |
|---|---|
| • Facts of the incident | • School actions |
| • Counselling services | • Allow student discussion or response |

⬇

Principal Executive Officer / Student Services & Academic Manager convenes with counsellors / first aid officers to Identify "at risk" students and staff
(CTI will contract professionals, if required)

CTI will counsel students who have experienced trauma and list the students involved

↓

Principal Executive Officer / Student Services & Academic Manager will contact parents or families of "at risk" students and staff

↓

Principal Executive Officer / Student Services & Academic Manager … arrange debriefing for "at risk" students and staff

CTI will organise / contract professional counsellors if required

↓

Principal Executive Officer / Student Services & Academic Manager …Inform all parents via College website

| | |
|---|---|
| • The facts of the critical incident | • the school's response plans |
| • possible reaction of students | • sources of help for families |
| • encourage two-way communication between parents and the school | |

↓

CIT restores the school to regular routine as soon as practicable

• All staff can help here

↓

Critical Incident Team will obtain updated factual information

• Continue to inform staff, students and parents

↓

Critical Incident Team will continue to monitor well-being of students and staff

All staff to report new information to CIT

Staff may use rapport with students to counsel or refer on to professional body… CIT be informed of all referrals

Recovery time for staff involved

# 43.  LEGISLATION

CTI is fully aware of its responsibility to identify and comply with relevant Commonwealth, state/territory legislation and regulatory requirements including, but not limited to:

- National Vocational Education and Training Regulator Act 2011
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007
- Education Services and Overseas Students Act 2000 (ESOS Act)
- Anti-discrimination Act 1997
- Racial Discrimination Act 1975
- Disability Discrimination Act 1992
- Privacy and Personal Information Protection Act 1998
- Industrial Relations Act 1996
- Work Health and Safety Act 2011

Updates on legislation are made through regular accessing of relevant websites such as:

- QLD Acts and Regulations www.legislation.qld.gov.au
- Commonwealth legislation is www.legislation.gov.au

CTI will advise the state or territory registering body that has registered it:
  (a) Within 21 days of commencing delivery and / or assessment outside the state or territory of registration and / or
  (b) Within 3 months of ceasing delivery / or assessment in a location outside the state or territory of registration.

**Procedures**
  1. New staffs are provided with information about current legislation and regulatory requirements that significantly affect their duties,
  2. Clients are provided with information about current legislation and regulatory requirements that significantly affect their participation in VET,
  3. Changes to current legislation and regulatory requirements are to be disseminated to all staff and students through the notice boards, printouts, emails, information sessions, and meetings.

Above documentations can be requested via email: rahul@cti.qld.edu.au

**Occupational Health and Safety (OH&S)**
CTI is committed to promoting a healthy and safe environment and recognises its obligations under the QLD Occupational Health and Safety Act 1995.

This will be achieved through:
- Providing the resources to develop and maintain an effective health and safety management system
- Recognising and accepting as a minimum all responsibilities imposed by relevant statutory requirements
- Consulting with employees on health and safety issues

**Responsibilities**
Safety depends on the cooperative effort of everyone concerned but the following special responsibilities apply:

**Principal Executive Officer, Student Services & Academic Manager and Administrative and Academic Staff**
- Ensuring that activities are resourced to the extent necessary to ensure the health and safety of persons either performing or who are affected by those activities.
- Implementing safety measures within their control in accordance with legislative requirements.
- Providing information, instruction, training and supervision to all persons under their control, including contractors and visitors to ensure that any risk is minimised.

- The formulation, promulgation and review of specific safety rules for activities conducted within the area under their control

**All employees of CTI are:**
- Responsible for safe work practices consistent with the extent of their control or influence over working conditions and methods.
- Required to co-operate with management in achieving a safe and healthy workplace.
- Required to take reasonable care for their own health and safety and of anyone else who may be affected by their actions
- Encouraged to actively contribute to the continuous improvement of the Institute's health and safety policies and procedures

**Visitors, Contractors and Students:**
- Are required to comply with all reasonable instructions given, consistent with their protection as well as the protection of others whilst on campus.

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

It is your responsibility to co-operate with CTI in its legislative responsibility to secure the health and safety of staff, students and visitors and to ensure the safe working practices of your students. The OH&S policy ensures that a safe and healthy environment is provided for all students and employees in the Institute.

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

Always remember to:
- Use safe work practices
- Ensure the equipment you and your students use are safe.
- Speak up if you see an unsafe condition or work practice.
- Seek advice from the Principal
- Assist your Institute to promote a safe workplace.

## *Equal Employment Opportunity (EEO)*

**Sexual Harassment**

The Commonwealth Sex Discrimination Act 1984 (amended 1992) and the NSW Anti-Discrimination Act 1991 declare sexual harassment to be unlawful and place a responsibility on the CTI to protect all staff and students from sexual harassment.

Sexual harassment of students by other students, of staff by students, and of students by staff is all-unlawful under the Sex Discrimination Act.

This policy aims both to deter sexual harassment and to deal with cases of alleged sexual harassment promptly and objectively.

Sexual harassment covers a range of verbal, written and physical behaviours which are unwelcome, unsolicited and not reciprocated, and may include jokes of a sexual nature, verbal abuse, intimidation, questioning of a personal nature, sexual innuendo, displaying offensive pictures, leers, gestures, comments of a sexual nature and physical contact such as patting, pinching, hugging and brushing against another person. More severe forms of sexual harassment can also constitute criminal offences e.g. explicit demands for sexual activity and threatened or actual physical violence.

A person feeling harassed should, in the first instance, make it known to the other party that the attention is unwelcome.

Sexual harassment denies equality of opportunity undermines morale and fosters insecurity within the Institute community.

CTI is obliged to ensure that sexual harassment does not occur, but if such problems do arise appropriate action must be taken promptly. Due to the sensitive nature of the alleged harassment, every effort should be made to expedite the resolution of the complaint.

Any attempt to coerce an unwilling person into any form of sexual activity, or to subject a person to repeated unwanted sexual attention, or to punish a refusal to comply constitutes sexual harassment.

Sexual harassment may occur:

1) as a single incident or a series of incident;
2) Among peers or co-workers, staff-student, student-staff, and student-student situations.

Forms of sexual harassment, which may initially appear mild or trivial, can constitute severe harassment in staff/student or employer/employee relationships where there is formal inequality of personal status.

Sexual harassment does not arise in the context of mutual sexual attraction and flirtation based on free choice and consent.

Where a complaint is proved to be malicious or vexatious the complainant will be subject to disciplinary proceedings.

**Sexist Harassment**

Sexist behaviour is verbal or physical conduct which is not necessarily of a sexual nature, but which arises from discrimination against women or men on the basis of sex. Sexist behaviour constitutes sexist harassment when:

- it is persistent and unwelcome; or
- it influences, either directly or indirectly, an individual's employment, academic status or academic accreditation; or
- it has the purpose or effect of unreasonably interfering with an individual's work or academic performance or creating an intimidating, hostile or offensive working, residential, academic or social environment.

Under some circumstances, sexist harassment may amount to unlawful discrimination under the applicable legislation.

**Harassment on the Basis of Sexual Preference**

Verbal or physical conduct which is not necessarily of a sexual nature, but which arises from discrimination against individuals on the basis of sexual preference or imputed sexual preference constitutes harassment when:

- It is persistent and unwelcome; or
- It influences either directly or indirectly, an individual's employment, academic status or academic accreditation; or
- It has the purpose or effect of unreasonably interfering with an individual's work or academic performance or creating an intimidating, hostile or offensive working, residential, academic or social environment.

**Privacy Policy**

Canterbury Technical Institute is bound by the National Privacy Principles. The Institute is committed to upholding these principles and complying with the Privacy Amendment (Private Sector) Act 2000.

The Institute may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to Institute operations and practices and to make sure it remains appropriate to the changing school environment.

The type of information the Institute collects and holds includes (but is not limited to) personal information, including sensitive information, about:

- Students
- Job applicants, staff members, volunteers and contractors; and
- Other people who come into contact with the Institute.

The Institute will use information it collects from you for the purpose of;

- Day-to-day administration
- Looking after students' wellbeing
- Marketing for the Institute
- To satisfy the Institute's legal obligations

Personal information of job applicants, staff members and contractors are used to;

- Assess and (if successful) to engage the applicant, staff member or contractor, as the case may be.
- in administering the individual's employment or contract, as the case may be
- For insurance purposes

**Disclose of Personal Information**

The Institute may disclose personal information, including sensitive information, held about an individual to:

- Government departments;
- Medical practitioners and
- Anyone you authorise the Institute to disclose information to.

In accordance with the Information Privacy Principles, no further access to your employment and personal information will be provided to any other organisation or persons without your written consent unless authorised or required by law.

Your right to privacy is important to CTI and all personal information collected about you is treated as confidential. This statement applies to the collection any personal information we collect on you. You may request access at any time to information we hold about you and ask us to correct it if you believe it is inaccurate, incomplete or out of date. We will only disclose your personal information if you request us to do so in writing, or where the law permits us to do so (Commonwealth and State agencies Including ASQA and the Fund Manager of the ESOS Assurance Fund). In these circumstances, the minimum amount of information required or requested will be disclosed.

**Management and Security of Personal Information**

The Institutes staffs are required to respect the confidentiality of students' personal information and the privacy of individuals. The Institute has in place steps to protect the personal information the Institute holds from misuse, loss, unauthorised access, modification or disclosure, by use of various methods including locked storage of paper records and pass worded access rights to computerised records.

**Copyright Act**

The Institute complies with the relevant copyright legislation. Students are reminded that the use or copying of printed material, software or other intellectual property must be undertaken in compliance with the Copyright Act 1968. The Institute prohibits the use of any software, where ownership cannot be substantiated; as such software may violate copyright legislation.

The Institute prohibits photocopying of material, which may infringe the Copyright Act.

# 44. ADVERTISING AND MARKETING POLICY

CTI markets and advertises its products and services with integrity and accuracy and in an ethical manner.

**Ethical Marketing Practices**

- CTI will ensure the marketing of its education and training services is undertaken in a professional manner and maintains the integrity and reputation of the industry and registered providers.
- CTI will not give false or misleading information or advice in relation to:
  - Claims of association between providers
  - The employment outcomes associated with a course
  - Automatic acceptance into another course
  - Possible migration outcomes, or
  - Any other claims relating to the registered provider, its course or outcomes associated with the course.
- CTI will always gain participant's permission before using information about that individual in any marketing materials. This is in line with the access and equity policy of the organisation:
- The dignity and privacy of an individual will be respected at all times.
- Respect will be given to the confidentiality of information acquired during the course of operation of the organisation. A participant's permission will be gained before CTI can use information about that individual in any marketing materials. Staff members will ensure conformity to all relevant privacy legislation.
- No false or misleading comparisons shall be drawn with any other provider or their training and assessment programs. CTI will not make any inaccurate claims of association with any other provider or organisation, or give inaccurate advice as to acceptance into another training and assessment program
- Participant's permission will not be sought if marketing material is designed and developed by external professional ad agencies.
- CTI will ensure that its agents within and outside Australia will comply with the National Code relating to marketing, recruiting and student information.

**Accurate and Clear Marketing**

- CTI agrees to accurately represent training products and services to prospective clients.
- CTI's marketing material is consistent with the cultural and regulatory systems of the countries where its courses will be marketed
- CTI's approved agents will act in the best interests of overseas applicants and the provider
- Where advertisements refer to the CTI's RTO status, the products and services covered by the organisation's scope of registration will be clearly identified. AQF qualifications will only be advertised if the CTI is registered to issue the qualifications.
- Advertisements utilised by CTI will identify nationally recognised products separately from training and assessment programs recognised by other bodies or without recognised status.
- Logos will only be used in advertising materials as per guidelines provided by the appropriate bodies.
- The names of training packages, qualifications and/or accredited courses listed in advertising materials utilised by CTI will comply with the names/titles as endorsed by the appropriate bodies.
- CTI's electronic and/or written marketing material will provide information to students which will include:
  - A general description of the course content and objectives
  - The qualification to be conferred on completion
  - Duration and workload
  - Course structure
  - Methods of delivery, including any workplace training and/or field trips
  - Assessment methods details and location of any other provider involved in course delivery
  - Recognition of the course by other providers and professional bodies in Australia
  - General description of the available facilities, equipment and learning resources
  - Course entry requirements, including the minimum English language proficiency
  - Details of the local environment in which the institution is located and the indicative costs of living.
  - The institution will ensure that the provider name and CRICOS number will be included in all offers to overseas students.

**Approval of Marketing Materials**

The Marketing Manager/ Specialist is to be responsible for ensuring that all marketing materials are correct and accurate at the time before any piece of marketing material is released.

**Process for seeking permission from person or organization**

- CTI will maintain ethical standards at all times within its marketing activities. To seek permission from any student, the Marketing Manager/ Specialist or Principal Executive Officer will be responsible for executing this role. Student's testimonials can be used for any form of marketing and PR purposes.
- The Marketing Manager/ Specialist or Principal Executive Officer will contact the party via telephone, email or in person through a CTI representative to request for a testimonial.
- The Marketing Manager or Specialist / CTI representative will explain the testimonial request and give all detail with regards to the time, place, audience, reason and plan for using the testimonial
- Marketing Manager / CTI representative will then provide a "Student Consent form" for the client to fill in and authorise its use. Marketing Manager / CTI representative will ensure that the testimonial is solely used for the purpose as explained to the client.

**International Agent Selection**

The Director Marketing (DM) is responsible for international agent selection, management and review, and Principal Executive Officer (PEO) is responsible for domestic and VFH agent management.

**Policy:**

1. CTI will enter into a written agreement with each education agent it engages to formally represent it. The agreement will specify the responsibilities of the education agent and the registered provider and the need to comply with the requirements in the National Code. The agreement includes:
   a. processes for monitoring the activities of the education agent, including where corrective action may be required; and
   b. termination conditions, including providing for termination in the circumstances outlined in Standard 4.4 of the National Code.
   c. Agents agree to co-operate with the regulator (ASQA) where required
2. CTI will ensure that its education agents have access to up-to-date and accurate marketing information as set out in Standard 1 of the National Code (Marketing information and practices)
3. CTI will not accept students from an education agent or enter into an agreement with an education agent if it knows or reasonably suspects the education agent to be:
   a. engaged in, or to have previously been engaged in, dishonest practices, including the deliberate attempt to recruit a student where this clearly conflicts with the obligations of CTI under Standard 7 (Transfer between registered providers);
   b. facilitating the enrolment of a student who the education agent believes will not comply with the conditions of his or her student visa
   c. using CTI's Registration and International Students Management System (PRISMS) to create Confirmations of Enrolment for other than bona fide a student; or
   d. providing immigration advice where not authorised under the Migration Act 1958 to do so
4. Where CTI has entered into an agreement with an education agent and subsequently becomes aware of, or reasonably suspects, the engagement by that education agent, or an employee or sub-contractor of that agent, of the conduct set out in Standard 4.3 of the National Code, CTI will terminate the agreement with the education agent. This paragraph does not apply where an individual employee or sub-contractor of the education agent was responsible for the conduct set out in Standard 4.3 and the education agent has terminated the relationship with that individual employee or sub-contractor
5. CTI will take immediate corrective and preventative action upon becoming aware of an education agent being negligent, careless or incompetent or being engaged in false, misleading or unethical advertising and recruitment practices, including practices that could harm the integrity of Australian education and training

**Selection procedure:**

- When an agent makes an application to represent CTI, the DM or PEO will review the profile of the agent
- DM will send CTI's agent questionnaire as an initial correspondence.
- The agent will complete the questionnaire and return to DM or PEO with 2 Australian references
- PEO will review the questionnaire and conduct reference checks.
- If satisfied, PEO will forward CTI's agent agreement copy for reference to the prospective agent.

- Once approved the agent will sign 2 copies and send it to DM or PEO. DM will sign a copy for the agents record.

**Agent review**

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

Director Marketing (DM) & PEO will be responsible for all agent reviews. As a part of the role DM or PEO will visit and conduct review at scheduled intervals.

**Procedure**

- CTI will review its agent contract and operations every two years, unless:
    - The agent is applying for the first time to represent CTI.
    - If they apply to renew or amend their contract before the scheduled renewal date
    - Continuous rejection of student applications failing to meet CTI's course pre-requisites (entry requirements)
    - Following a complaint to CTI about an agent from any government agency or student, regarding unethical or criminal behaviour.
    - Engaged in dishonest practices
    - Facilitating the enrolment of students who do not comply with their visa requirements
    - Engage in false or misleading recruitment practices
    - Using PRISMS for other than genuine students
- CTI will visit the agent's office to conduct the review where possible. CTI will assess if the agent is compliant to CTI's policies and with the VQF standards.
- CTI will train (if new) / update the recruitment staff at the agent's office with regards to all its programs, pre-requisite skill requirement, outcomes, content, assessment strategies, and other academic information.
- The DM will complete an agent review report once the review is completed.
- If the review report demonstrates further actions, the DM will complete a Corrective Action Report (CAR) for the specific agent.
- Where less than 5 students have been enrolled from one particular agent, **a provisional agreement** via email will be issued to the agent.

# 45.  COMPUTER USAGE POLICY

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

These guidelines provide information about the acceptable use of computing and electronic resources provided by the Institute. These resources include Internet, email, web browsing, website publication, chat and newsgroups (forums).

**CTI Responsibilities:**

The Institute reserves the right to:
- moderate access to Internet services, including the filtering of websites
- monitor and record all usage of its computer networks
- access a student e-mail account where it has been considered there has been misuse of the e-mail system
- take disciplinary action when breaches of expected behaviour occur.

**Consequences of inappropriate use**

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

Disciplinary action against students, who inappropriately use computing and electronic resources or breach any of the terms and conditions contained in the Institute, may include but not be limited to:
- suspended access to the computing and network facilities of the Institute either indefinitely or for a specified period of time determined by the Institute or
- legal action - illegal acts will be referred to the appropriate legal authority.

The following are examples of inappropriate use of communication and information devices.

**Criminal Offences**

Commonwealth and State laws relating to written communications apply equally to email messages and the Internet. These include laws relating to:
- Downloading, uploading, copying, storing or distributing child pornography Downloading, uploading, copying, storing or distributing software applications or other material with content that is illegal
- Breach of copyright such as unlicensed copying of a computer program Intercepting, attempting to steal or alter data (hacking), unlawfully accessing, altering, or falsifying electronic documents or programs and Use of communication and information devices for defamation, illegal gambling, fraudulent misrepresentation and unauthorised recording.

**Unlawful Use-Violations of State or Federal law**

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

**Inappropriate Use**

You should not use the computing and electronic resources provided by the Institute for purposes not directly related to the study being undertaken. The following are examples of inappropriate use of Canterbury Technical Institute computing and electronic resources:
- Conducting private business for personal gain or profit, including fee-based or subscription services

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

In using the Internet, the privacy of others must be respected. You should not;

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

# 46. NOTIFICATIONS TO DOE VIA PRISMS (DHA) POLICIES AND PROCEDURES

**Policy**

CTI will notify DOE via PRISMS after CTI has exhausted its efforts to contact the student with regards to the breach of his / her student visa conditions. Following are the details of each accepted student that will be reported on the PRISM system, including:

- their full name, gender, date of birth, nationality, country of birth,
- amount of money paid before confirmation of enrolment,
- whether premiums have been paid for health insurance,
- an estimate of the total amount the student is required to pay to undertake the training and assessment program,
- the number of the visa if the student holds an Australian visa,
- the office where the student's application for a student visa was made or is expected to be made,
- the student's passport number if the student was in Australia when he/she became an accepted student,
- the CRICOS course code,
- any English language proficiency test undertaken, and the score achieved
- Starting date,
- day accepted student is expected to complete the training and assessment program.

**Termination and Changes**

CTI will enter all the enrolment details of every overseas student into PRISMS. CTI will terminate the student's enrolment via PRISMS after following its internal policies and process (academic progress policy).
This includes, if the student:

- does not commence (i.e. simply does not turn up, or has not arranged with the provider for a later start because of health or compassionate reasons); or
- terminates their studies before course completion; or
- changes their course or its duration; or
- fails to comply with their visa conditions regarding attendance or academic performance.

CTI will report the above via PRISMS.  In the non-compliance cases, CTI will generate warning letters and send them to the student. A copy will be retained in the students file.

**Notification of breaches**

CTI will notify DOE via PRISMS of any breaches by an accepted student of a student visa conditions related to attendance or satisfactory academic performance as soon as it has completed its internal policies relating to the breach.
The notice of breach will:

- Contain particulars of the breach
- State the available options student have (please see section on "Particulars of Breach")

**Particulars of Breach**

The student visa will be automatically cancelled at the end of the 28th day from the date of the Notice unless the student has taken one of the two options described in the Notice. Taking **either Option 1 or Option 2** means that, it will not automatically cancel the student's visa as a result of the breach alleged, however it might still be cancelled later.

**Option 1**

Requires the student to attend the Department of Home Affairs (DHA) office that is specified under Option 1 of the Notice, under the heading **'Avoiding automatic visa cancellation under section 137J of the Act'**

**Option 2**

The student can attend any DHA office in Australia. They must present photographic identification if they attend the DHA office specified in the Notice and are requested to do so if they attend another DHA office. By

attending a DHA office and speaking to an officer the student will have an opportunity to explain the breach alleged in the Notice

The notice contains important information. If the student does not understand this information they should seek independent legal advice.

If the student takes either Option 1 or Option 2 described in the Notice, the student visa will *not* be automatically cancelled under section 137J of the *Migration Act 1958 (the Act)*. However, if they take either Option 1 or Option 2 described in this Notice and a breach *is* established, the student visa *may* still be cancelled under section 116 of the Act.

If the student does not take Option 1 or Option 2 described in this Notice, the student visa will be automatically cancelled under section 137J of the Act.

The student may be able to apply for revocation of the automatic cancellation under section 137K of the Act. If the cancellation is revoked, the student visa will be taken to have never been cancelled.

Further details of the act can be found on http://www.austlii.edu.au/

# 47.  ATTENDANCE POLICY AND PROCEDURES

## Policy

An accurate record of academic performance and attendance will be kept for each student.

A student is only allowed to defer commencement or suspend studies of a course on medical grounds (with a doctor's certificate) or other exceptional compassionate circumstances (such as death in the family). Where a student defers commencement or suspends studies on any other grounds without CTI's prior approval, CTI will report the student to DHA via PRISMS, as not complying with visa conditions.

Attendance of all students at Canterbury Technical Institute (CTI) will be monitored on a weekly basis.
The CTI roll is a legal document that records the attendance of students. As it is legal document it is to be treated with care and must not leave the Canterbury Technical Institute premises.

## Procedures

1. All trainer/assessors will use the same standard roll document. These roll documents are legal documents and must not leave the CTI premises.
2. All trainer/assessors are provided with a class roll when the study period commences.
3. CTI trainer/assessors will check the attendance during each 2-hour session, commencing at the start of every session.
4. The trainer/assessors will check and verify that the attendance roll filled is correct and accurate before submitting to the Reception to be entered into RTO Manager. Clarity and accuracy is important in marking attendances because incorrect information can lead to student visa cancellations.
5. Following is the key, for an attendance marking:
   a) P (Present) - If a student is present all session / day
   b) A (Absent) - If a student is absent all session / day
   c) HS (Half Session = 1 hour) - If a student turns up after 15 minutes after the session has commenced.
   d) S (Sick) - If a student has called in sick
   e) E (Excused) - If a student has been excused from class due to emergency reasons or on compassionate grounds
6. The Student Services & Academic Manager is responsible for the checking, monitoring, reporting and collating data regarding attendance.
7. Trainer/assessors are required to notify the Administration Coordinator when a student fails to attend regularly.
8. Student Services Department will monitor attendance on a weekly basis.
9. Attendance of all students is monitored weekly when the roll data is inputted into the RTO Manager program.
10. The Student Services & Academic Manager will discuss with regards to the students at risk of failure and visa cancellation with the Principal Executive Officer.
11. Students are advised to arrange their holidays during the semester breaks.
12. Medical Certificate from a registered medical practitioner is required from students who are absent for more than two days due to illness.
13. A receipt for medical or hospital fees cannot be accepted in lieu of a medical certificate. Letters of explanation for student absences other than illness should be provided to Student Services so that acceptable absences may be credited towards attendance.

CTI has adopted the DOE-CRICOS Course Progress Policy for VET overseas students. CTI has also adopted internal policy to monitor the attendance of each student.

Student Services & Academic Manager and the office administration staff will be responsible for entering and monitoring weekly student attendance.

The attendance of each student enrolled with CTI will be monitored as attendance is necessary for good course progress. DOE Course Progress Policy does not require the College to report unsatisfactory attendance under the conditions of the overseas student visa. However, as part of our academic support and monitoring, our internal policy is that all students must attend classes and we record attendance at every class.

**Leave**

The Student Services & Academic Manager in conjunction with the Principal Executive Officer may consider granting the student special leave for compassionate reasons if evidence is supplied for approval.

**Illness**

In cases of illness, students must provide certified documents (i.e. Medical Certificate) from a registered Medical Practitioner. The documents must state the reason for their absence and the dates they were deemed unfit for class. The documents must also clearly state the Medical Practitioner's contact details. Students must make a copy of these documents and write their student number on the copy before submitting it to their teacher for filing. The students must keep the original documentation in the event of an audit or appeal.

# 48. EVACUATION PROCEDURE

In case of fire or bomb threat all occupants must evacuate the floor and follow instructions given below.

Once you hear the fire alarm occupants must evacuate the floor. Please refer to the CTI's "Emergency Exit Plan".

Take all your belongings and leave the room immediately. (In the event of a bomb threat) visually check the area for any suspicious articles as you leave the floor, room or area.

Make your way to the nearest fire exit doors. **Don't use lift**. Please check fire exit plan.

**All Staff Members**

All Staff members remain until all the students have left the floor. Trainers who are in class must ensure all the students leave the classroom, and they must carry the attendance roll with them. Once they reach the Assembly area, trainers are to make the roll to determine that all the students in the attendance roll are at the Assembly area. All Trainer/assessors must report back to the Principal.

The Principal Executive Officer & Student Services & Academic Manager are responsible for:

- Double-checking every single room, alleys, storerooms and toilets, where they think there could be people.
- (In the event of a bomb threat) visually check the area for any suspicious articles as you leave the floor, room or area.
- Ensure all internal doors, except fire exit doors, are left open, if possible and ensure that no one is to re-enter the building.
- Principal Executive Officer & Student Services & Academic Manager must direct all Patrons to exits.
- DO NOT LEAVE THE BUILDING UNTIL EVERYONE IS OUT
- DO NOT USE LIFTS

**Person with disabilities**

On notification that there is a bomb threat or fire evacuation has been received, the Principal Executive Officer & Student Services & Academic Manager will ascertain the location of any person with a disability in the area. If a decision is made to evacuate the building, the Principal Executive Officer & Student Services & Academic Manager should arrange for the person with a disability to be removed from their area under the control of the responding Emergency service.

# 49.  CHANGE OF OWNERSHIP OR MANAGEMENT

CTI will advise ASQA via the ASQANET portal of any prospective changes to the ownership as soon as practicable prior to the change taking effect and CTI will advise ASQA via the ASQANET portal of any prospective or actual change to the high managerial agents (as defined in Section 5 of the ESOS Act) of the registered provider as soon as practicable prior to the change taking effect or within 10 working days of the change taking effect, where the change cannot be determined until it takes place.

CTI will provide ASQA with information on the new owner or high managerial agent for the purpose of making an assessment under section 9(6) of the ESOS Act.

# 50.  PREMISES RELOCATION POLICY

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

All students who have been issued a CoE to study the designated course (whether they have arrived in the country or not) will be notified of the intention to relocate premises

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

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