



CANTERBURY
TECHNICAL INSTITUTE

CTI

RTO No : 31645

CRICOS Provider Code 02938M

Student Handbook

Domestic Student Handbook

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Published by the Canterbury Technical Institute (CTI)

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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 information relating to the course you are enrolled in, CTI Policies and Procedures and any other publicity material applicable to your programme at time of enrolment.

Introduction

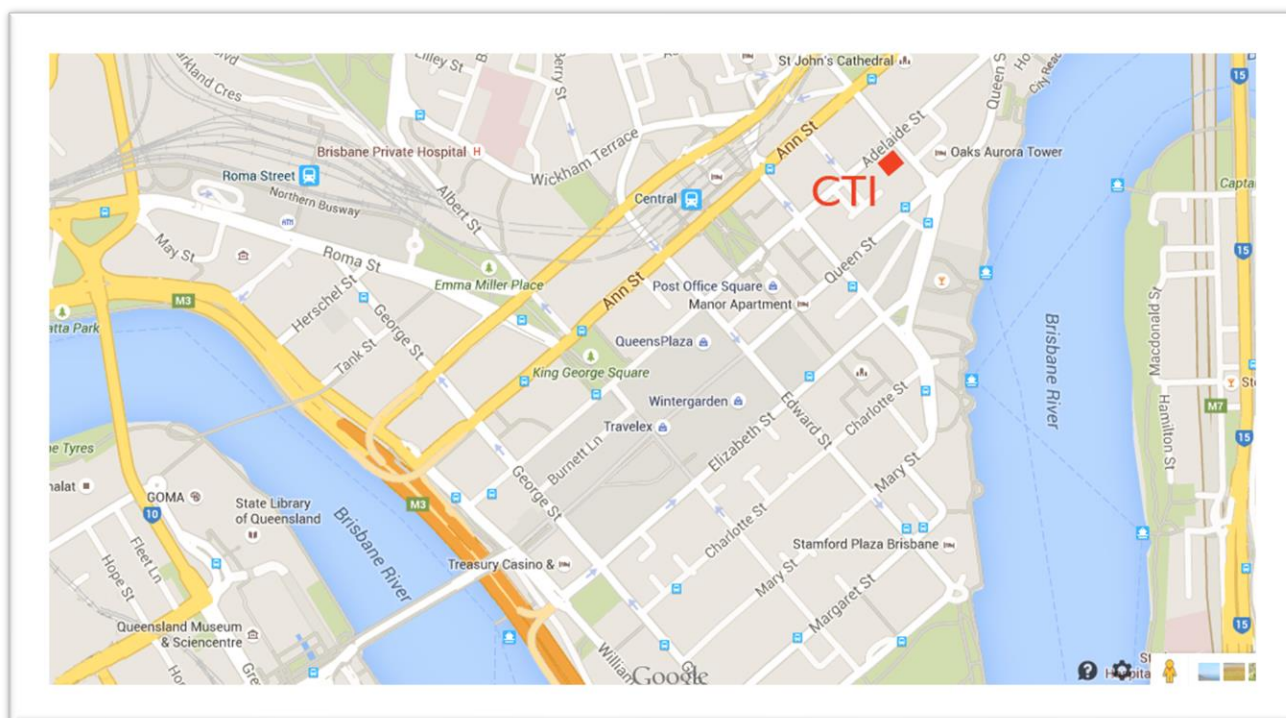
Welcome to Canterbury Technical Institute (CTI)!

We look forward to assisting you in your educational journey and thank you for choosing us, we are excited to have you on board.

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

This handbook outlines the:

- Policies and procedures that govern the professional operation of CTI,
- Codes of conduct, rights and responsibilities for all parties,
- Information relating to the delivery of and participation in Vocational Education and Training (VET).



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

(07) 3123 4055
info@cti.qld.edu.au

Regards,

Rahul Fernandes
Principle Executive Officer (PEO)

Mission Statement

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

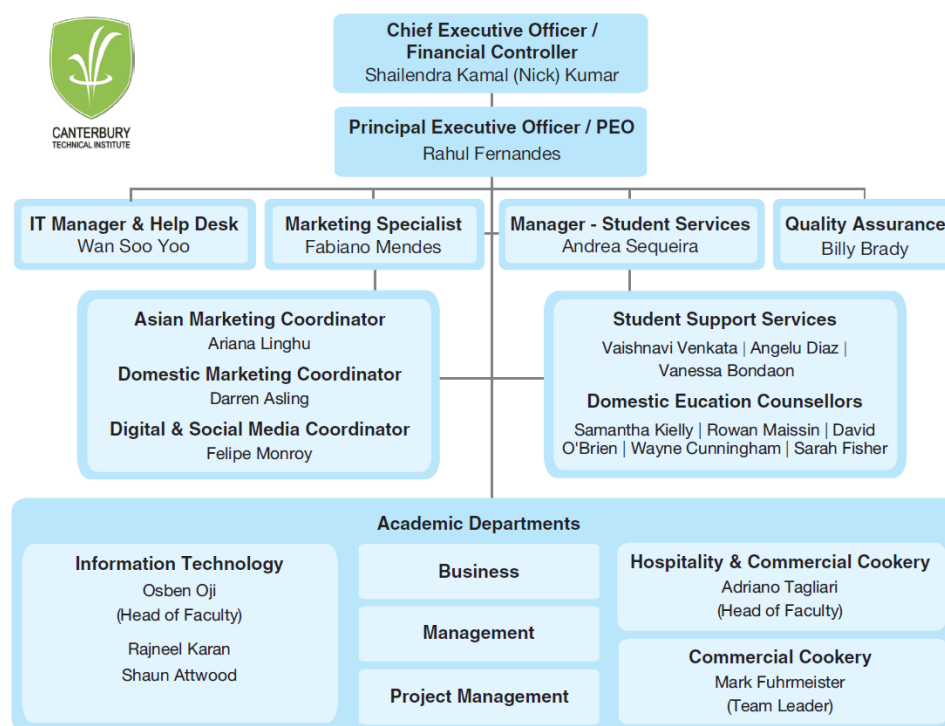
Goals & Objectives

CTI is a private Registered Training Organisation (RTO) committed to providing quality education and training for the students in the most effective and professional manner. CTI has highly trained professionals with the right attitude, relevant skills and knowledge and personal qualities necessary to deliver the highest standard of training services.

CTI values:

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

Organisation Chart



V2022.1-17012022

Important Contact Details for Students

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

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

CTI Code of Practice

VET Quality Framework

The National Vocational Education and Training Regulator Act 2011 (NVR Act) and/or the Standards for Registered Training Organisations 2015 (RTO Standards) provide the legislative instruments for the VET Quality Framework regulated by the Australian Skills Quality Authority (ASQA). As the national regulator for the vocational education and training (VET) sector, ASQA seeks to make sure that the sector's quality is maintained through the regulation of providers and accredited courses:

CTI is a registered Training Organisation (RTO) operating under the VET Quality Framework. The RTO number is 31645.

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

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

Administration

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,
- 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,
- All training and assessment programs are registered with the appropriate state and national registers,
- 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,
- Employ appropriately qualified staff, providing adequate professional development to maintain currency with industry and to remain up to date with qualifications and will ensure staff are sensitive to the culture of the students being taught,
- Maintain flexibility in its operations and functions ensuring appropriate responses to the changing education needs of the student community are met.

Dissemination of information

The PEO is responsible to ensure the dissemination of information to staff and students during the operation of CTI.

CTI will ensure:

- Policies and procedures are circulated, understood and implemented consistently,
- Staff and student body have accurate and current information regarding policies and procedures affecting their stay with the CTI,
- Staff and students are provided with information about current legislation and regulatory requirements that significantly affect their duties, and participation in VET,
- Staff responsibilities for access and equity as provided for in the CTI's Code of Practice,

- Students are provided clear information, prior to enrolment, about:
 - Selection, enrolment and induction/orientation procedure,
 - Program information, including content and vocational outcomes,
 - Fees and charges, including refund policy and exemptions (where applicable),
 - Client support, including any external support the RTO has arranged for clients including counselling and guidance services, Provision for language, literacy, and numeracy assistance
 - Learning and assessment procedures,
 - Appeals and complaints procedures,
 - Disciplinary procedures.
 - Credit and Recognition of Prior Learning (RPL) arrangements (if required).

CTI's Policies and Procedures document, current legislation and regulatory requirements shall be always readily accessible and visible for immediate access by CTI staff and students. These documents will be on the website via available an [electronic copy](#) or from the administrative staff at reception and emailed to any interested individual.

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

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

Change of Ownership or Management

CTI will advise ASQA in writing of:

- Prospective changes to the ownership as soon as practicable prior to the change taking effect, and
- Any prospective or actual change to the high managerial agents of the registered provider as soon as practicable prior to the change taking effect or within 10 working days of the change taking effect, where the change cannot be determined until it takes place, and
- Information on the new owner or high managerial agent.

Premises Relocation Policy

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

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

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

Privacy - Student Personal Information

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

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

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

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

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

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

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

Equal opportunity and Inclusivity

CTI will treat fairly all its students and all prospective students seeking to enrol, please ask reception staff for details Fair Treatment and Equal Benefits and Opportunity Policy.

CTI integrates equal opportunity and affirmative action principles into all decisions and operations.

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

CTI is involved in an ongoing program of policy development, implementation, monitoring, review and evaluation.

Any CTI staff/student who feels that they have been discriminated against is free to discuss the matter with the SSAM.

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

- Providing and maintaining training services that reflect fair and reasonable opportunity, and consideration for all students and staff, regardless of race, colour, religion, gender or physical disability, regardless of the prevailing community values,
- Equity for all people through the fair and appropriate allocation of resources and involvement in training,

- Equality of outcome within training for all students without discrimination,

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

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

Anti-Discrimination

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

It is against the law and action will be taken against those in breach of Anti-Discrimination laws.

Discrimination means treating someone unfairly because they belong to a particular group of people. It is against law and action will be taken against those in breach of the law. Any matters in relation to discrimination must be reported to the PEO/SSAM.

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

Harassment

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

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

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

Sex-based harassment / Victimisation / Bullying

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

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

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

Examples of sexual harassment include but are not restricted to:

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

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

Victimisation

Victimisation is threatening or harassing a person because they:

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

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

Bullying

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

Examples of bullying include:

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

Reporting Discrimination, Sexual Harassment, Victimisation & Bullying

All students & staff should report an incident of concern to the PEO/SSAM. 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 PEO/SSAM in the first instance. Any complaint of discrimination, sexual harassment or victimisation will be treated seriously and investigated promptly, confidentially and impartially.

A written complaint is not required. You do not have to put up with discrimination, sexual harassment or victimisation.

CTI will follow up any report discreetly and will undertake an appropriate investigation.

If the report is verified, CTI will view the matter seriously and will take appropriate action, which may include penalty and counselling (CTI will assist the student / staff to appropriate and professional counselling services).

If the complainant is dissatisfied with the action taken, then recourse may be through first following CTI's internal student complaint/appeal procedure and if still dissatisfied by contacting the following organisation:

WorkCover Queensland

GPO Box 69

Brisbane Qld 4001

Ph: 1300 362 128

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

Code of Conduct - Students

Communication and interaction

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

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

Studying

You should:

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

Computers and electronic resources

CTI recognises that computing and electronic resources are a valuable source of learning. Students are encouraged to make use of these resources for purposes relating to study being undertaken.

CTI computing and electronic resources are not to be used for purposes other than for program requirements unless otherwise stated.

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

CTI reserves the right to:

- Moderate access to Internet services, including the filtering of websites,
- Monitor and record all usage of its computer networks,
- Access student e-mail accounts where it has been considered that there has been misuse of the e-mail system,
- Take disciplinary action where a breach of expected behaviour has occurred.

Criminal Offences

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

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

Unlawful Use - Violations of State or Federal law

- Unauthorised use, or reproduction of documentation that would normally require payment of a fee for use,
- Accessing / downloading website materials / files or transmitting material that is defamatory,

- Accessing, displaying, disseminating and storing obscene or offensive material including abusive, pornographic, profane or sexually oriented material,
- Internet technologies must not be used to access or disseminate use of illegal drugs, dangerous materials or other illegal activity; or material that promotes hatred, or
- Discrimination based on age, race, religion, gender or sexual preference,
- Threatening letters or unsolicited advertising, false or defamatory statements must not be posted or published on the Internet.

Inappropriate Use

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

The following are examples of inappropriate use of CTI computing and electronic resources:

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

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

- Use the computing and networking facilities to infringe on another person's right to privacy,

- Publish personal contact information about other people or include reference to others including names and pictures without their permission,
- Forward a message identified by the sender as private without the permission of the sender.

Copyright

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

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

Consequences of inappropriate use

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

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

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

Dress Code

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

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

CTI Environment

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

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

Gambling

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

Food and drink

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

Alcohol, Drugs and Weapons on Campus Premises

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

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

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

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

Safety

The Work Health and Safety Regulation 2011 and the Work Health and Safety Act 2011 applies to all staff and students of CTI. All staff and students have a responsibility to ensure that they work safely, without risk of injury to themselves or people around them.

Smoking

Smoking is prohibited throughout CTI premises, including foyers, toilets and lifts.

Disciplinary policy

1. Academic Misconduct: Cheating, Plagiarism and Collusion

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

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

Note: A student may, at the discretion of CTI, be given the opportunity to re-sit an assessment.

Students need to have at least a minimum of 80% attendance and above to be given an opportunity for a reassessment.

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

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

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

- if a trainer believes that a student is involved in academic misconduct, the student will be informed,
- the matter will be referred to the PEO/SSAM for appropriate action.

2. Behavioural Misconduct

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

Examples of behavioural misconduct include but are not limited to:

- Failure to comply with any CTI guidelines,
- Breaches of any CTI policy, including but not limited to harassment (including sexual harassment), intellectual property, occupational health and safety, and use of computing and electronic resources,
- Stealing, destroying, impairing the accessibility of, or defacing any part of CTI,
- Refusing or failing to identify oneself truthfully,
- Failure to comply with any lawful order that was given by CTI staff in order to ensure the safety of any person and the orderly conduct of learning programs and other activities at CTI,
- Any act or failure to act that endangers the safety or health of any other person,

- Actions that impair any persons' participation in a CTI activity or, by act or omission disrupts the peace or good order of CTI,
- Conduct which unduly disrupts or interferes with a class, a meeting or any other official activity within CTI,
- Acting in a way that causes students or staff or other persons within CTI to fear for their personal safety,
- Assault or attempts to assault any other person or cause any person to hold reasonable fear for their safety or physical or psychological wellbeing,
- Being under the influence of prohibited drugs and/or substances including alcohol while on CTI premises or while participating in a CTI related activity,
- Unauthorised possession of a weapon on CTI premises or while participating in a CTI related activity.

Consequences of Misconduct

CTI staff may in respect to any misconduct committed by a student immediately suspend the student from CTI for a determined period until investigations are carried out.

If a suspension action is taken the CTI staff shall:

- Advise the PEO and SSAM,
- Provide a written statement, which details the circumstances of the suspension.

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

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

If required, following the receipt of advice from the PEO and/or SSAM, they may review the circumstances and may:

- Determine further appropriate action,
- Suspend or exclude the student from CTI, or
- Expel the student.

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

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

Misconduct Appeals

If the student has been deemed to have committed any form of misconduct, the student can appeal the decision or the decision process in writing to the PEO and/or SSAM.

A review meeting will be set as quickly as possible and the student will be notified of the time, date and venue in writing.

If required, CTI may provide an interpreter or the student may bring a support person to assist them during the meeting.

If the student does not attend the meeting or provide a written submission, the PEO and/or SSAM may assess the matter and where necessary impose a penalty.

The PEO and/or SSAM will advise the student in writing of the decision within two working days of the meeting concluding.

The decision of the PEO and/or SSAM will be deemed final.

Student journey

Accurate and Clear Marketing

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

CTI agrees to accurately represent training products and services to prospective clients.

Where advertisements refer to the CTI's RTO status, the products and services covered by the organisation's scope of registration will be clearly identified. AQF qualifications will only be advertised if CTI has them on scope.

Advertisements utilised by CTI will identify nationally recognised (NRT) products separately from training and assessment programs recognised by other bodies or without recognised status.

Logos will only be used in advertising materials as per guidelines provided by the appropriate bodies. The names of training packages, qualifications and/or accredited courses listed in advertising materials utilised by CTI will comply with the names/titles as endorsed by the appropriate bodies.

CTI or its agents with a formal agreement offer no guarantee a learner will successfully complete a training program.

CTI RTO code number is included in all marketing material, including that of agents or third parties with a formal agreement with CTI.

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

CTI will always gain participant's permission before using information about that individual in any marketing materials. This is in line with the access and equity policy of the organisation:

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

Process for seeking permission from person or organisation

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

A CTI representative will contact the party via telephone, email or in person to request for a testimonial.

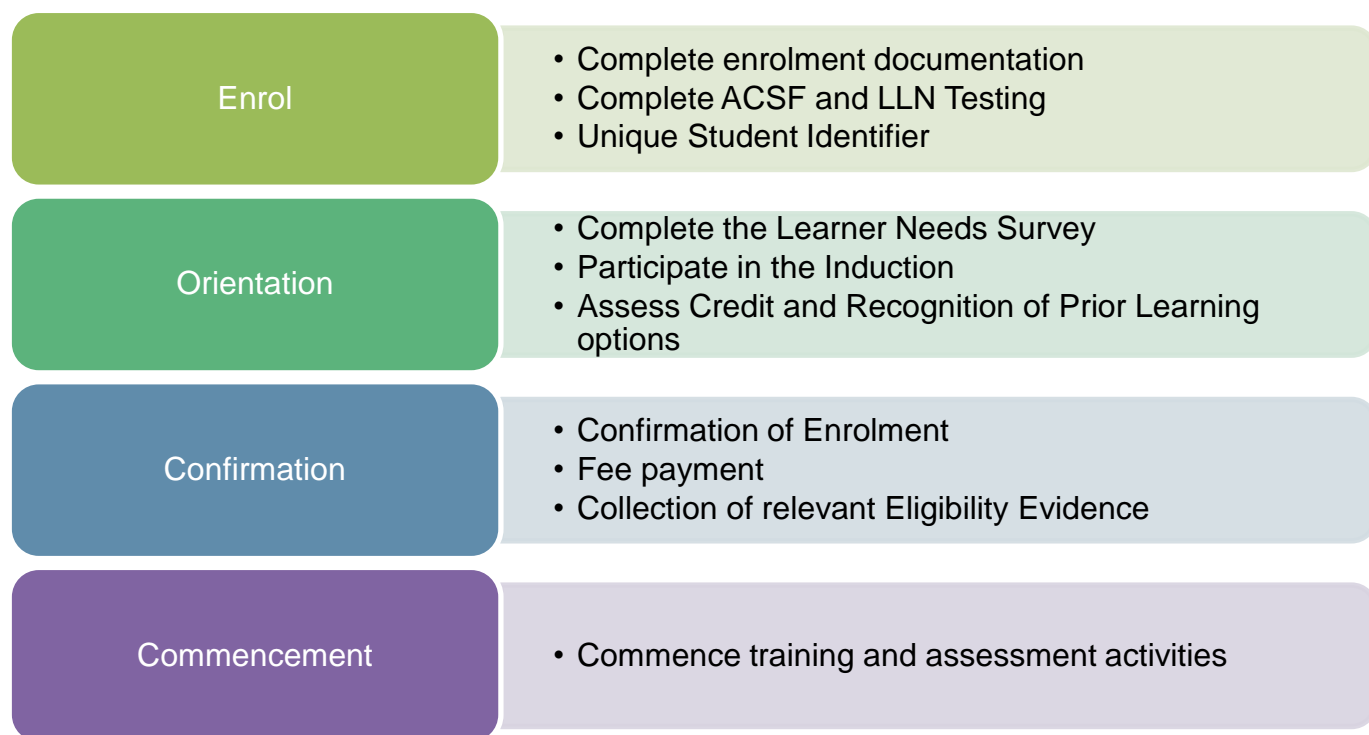
The CTI representative will explain the testimonial request and give all detail with regards to the time, place, audience, reason and plan for using the testimonial.

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

Enrolment

The following sections will provide the details and sequence of events when enrolling with CTI. For specific sequences of events for Certificate 3 Guarantee and Higher-Level Skills refer to [Appendix B](#) and for VET Student Loans, refer to [Appendix C](#).

Procedure



At the commencement of your journey with CTI, we will require you to complete documentation to collate your personal details and to gather information relating to you as a student.

To better serve you, ensure all sections of the enrolment are completed in full and the information is accurate. Details should reflect those contained in any formal identification, do not use nick names or shortened names as it is invaluable that we have the correct information when determining eligibility for any funding or VSL approvals.

As per the NCVET Standards (outlined in [Appendix A](#)), where students choose to not disclose the required information they cannot be enrolled into their chosen course of study.

Unique Student Identifier (USI)

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

CTI Administration staff will request consent from the student to generate a USI for them or will record the students generated USI into CTI's student management system.

Language, Literacy & Numeracy skills

During the enrolment process, students will complete LLN testing to determine their ACSF Exit Level, support needs and suitability to complete the chosen course.

Course	ACSF Exit level Required*
BSB40920- Certificate IV in Project Management Practice	2
BSB50120- Diploma of Business	3
BSB50420- Diploma of Leadership and Management	3
BSB50820- Diploma of Project Management	3
BSB60120- Advanced Diploma of Business	3
BSB60420- Advanced Diploma of Leadership and Management	3
BSB60720- Advanced Diploma of Program Management	3
ICT50220- Diploma of Information Technology	3
ICT60220- Advanced Diploma of Information Technology	3
SIT30616- Certificate III in Hospitality	1
SIT40416- Certificate IV in Hospitality	2
SIT40516- Certificate IV in Commercial Cookery	2
SIT50416- Diploma of Hospitality Management	3
SIT60316- Advanced Diploma of Hospitality Management	3
BSB40920- Certificate IV in Project Management Practice	2

*These ACSF levels are for Domestic Students only. Students are tested in Reading, writing and numeracy. Results may vary and students may reattempt the testing where circumstances permit (charges may apply).

If 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.

Learner Needs Survey

During orientation, a CTI representative will explain the need for the Learner Needs survey to the student. The student must complete the survey during the orientation session and hand it back to the person in charge.

CTI will analyse everyone for special needs or additional support requirements. When identified the CTI representative 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.

The CTI representative 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.

Orientation program

The orientation program is conducted for all new students arriving on campus at the beginning of the course. A briefing is conducted the course outline and associated information for students to successfully complete their chosen course. Information is given to students regarding the use of 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 and ID cards,
- VET Student Loan Assistance or Funding details,
- USI Number (Unique Student Identifier),
- Course information, timetable, learning & assessment strategies,
- Student rights and obligations, including the complaints and appeals processes, fee payment, refund and withdrawal,
- Emergency evacuation directions & protocol,

Credit Transfer (CT)

Student may apply to CTI for credit prior to commencing their course during the enrolment. This is an important part of formulating fees and attendance requirements.

CT is the process of applying Credit to already completed units of competency. The unit of competency must either be the exact in code or an appropriately equivalent unit.

Students must provide evidence of competence via a Statement of Attainment, Certificate or a Statement of Results from the USI portal. Evidence will be verified with the issuing RTO/school.

Any student is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.

The student will not incur any fees for the credit transfer.

Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and the applicant will be advised to seek recognition.

Recognition of Prior Learning (RPL)

RPL is the process of identifying and evidencing previously learned skills and knowledge and applying credit where sufficient, valid and current evidence has been submitted by the student. Employer verifications are an essential part of this process and will be verified during the RPL process.

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
- Community based learning experiences.

Students must:

- Apply using the designated RPL Application Form,
- Provide verified and documented evidence of competence,
- Meet the requirements of the training package.

CTI will notify students in writing of the application outcome and students may be required to complete gap training and assessment where necessary.

For further information and to apply for RPL, please email your request to info@canterburybc.com.au

Fee collection

Fees and charges can be located on the CTI website under the program under which you are enrolling. Students are required to organise and finalise any payments prior to the commencement of study.

Eligibility Evidence

Students are required to submit the stipulated evidence* to CTI prior to commencement. This may include some or all of the following (dependant on the course/funding):

- Proof of citizenship,
- Proof of residential address,
- Proof of age,
- Evidence of concession status,
- Evidence of work and/or educational history,
- Police checks or industry specific requirements.

*Types of evidence may be specified by the governing body

Commencement

Only upon receipt of all required documentation and payment of fees will a student commence their course. Failure to provide all necessary eligibility evidence or agreements/forms/declarations will delay the start of a student.

Study Progress

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

Students are expected to make the commitment to attend at least 80% of their timetabled study to successfully complete their course as provided in their training plan. Students making poor progress will be counselled and warned before they are directed to re-enroll into the course or have their enrolment cancelled.

Student Support Services

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

Personal Counselling services

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

If you require personal counselling services, please contact SSAM to make the necessary arrangements.

Academic support

CTI offers academic support to students in addition to their regular scheduled lectures. To assist students in their assignments there are Assignment Referencing Workshops available.

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

ID card

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

Change of address

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

Documents

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

Assessment

The programs offered by CTI incorporate competency-based assessments. The purpose of assessing competency is to confirm that you can perform to the standards expected in the workplace.

Assessment is defined as the process of making judgments about whether competency has been achieved. You will be given the option of providing evidence that you meet the requirements of

competency through CT/RPL or you can undertake training and assessment against the competency.

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

Assessment Resit / Resubmissions

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

Students requiring any further details are welcome to discuss this with the PEO.

Assessment Items

- Assessment items must be submitted to the assessor BY THE DUE DATE specified for a result to be recorded unless an extension has been granted,
- Extensions will only be granted due to personal illness, or for other extenuating circumstances. Formal requests for extensions must be submitted to your teacher in writing 48 hours prior to the scheduled deadline,
- Length of extension is at the discretion of the teacher,
- A doctor's certificate must be produced to verify illness (or other documentary evidence, where applicable),
- You are responsible for complying with the procedures for assessment item submission and collection,
- To avoid plagiarism, you must properly acknowledge all information sources,
- If you have submitted your assessment item by the due date, and it is assessed as requiring additional work you can request an opportunity to resubmit the item. Only one resubmit will be granted for each assessment item,
- If you don't resubmit your assessment item by the due date you will be given the result of 'not yet competent' for that competency and you will have to re-enrol in that subject to gain competency.

Assessment Feedback

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

Alternative Assessment

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

These requests:

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

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

Deferred Assessment

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

Course Completion

Students are required to complete all assessment tasks in all units of competency to achieve competence in a qualification. Where a student does not achieve competence in all units, they cannot be issued with a certificate, but will instead receive a Statement of Attainment for the completed units.

CTI's policy is to ensure that all students complete the qualification that they are enrolled in within the expected duration as specified on the training plan.

CTI will consider extending a student's study or time to submit an assessment if they fall under the conditions specified such as compassionate or compelling circumstances or under approved extension arrangements.

Compassionate or compelling circumstances are those that are beyond the control of the student, and which have an impact upon the student's program progress or wellbeing. These could include, but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes,
- Bereavement of close family members such as parents or grandparents,
- A traumatic experience which could include:
 - Involvement in, or witnessing of a serious accident,
 - Witnessing or being the victim of a serious crime,
 - When this has impacted on the student. (Note these cases should be supported by police or psychologists' reports),
- Where the registered provider was unable to offer a pre-requisite course/unit.

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

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

Results & Awards

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

Interim academic transcripts

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

Issuing of Awards

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

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

Replacement awards can be obtained to:

- Recognise a name change
- Replace a damaged award or
- Replace a lost award

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

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

Withdrawal

Students are required to advise CTI of their intention to withdraw from a course in writing. For VSL students this must be done prior to the Census date of the current unit of study. Refunds will be processed as per the refund policy.

Students are always welcome to recommence their studies with CTI (even after withdrawal), the enrolment procedure will recommence and students will be expected to complete the enrolment process in full.

After withdrawal, students have 28 days to make a complaint or grievance.

Cancellation of Enrolment

In the event CTI initiates the cancellation of an enrolment, the students will be notified prior to actioning the cancellation and the students will have the right to appeal the decision as per the Complaints Policy and Procedure.

Complaint, Appeals & Grievance Policy and Procedures

In accordance with CTI's Complaints policy and procedure, students who are dissatisfied with their experience at CTI can raise either formally or informally their concerns with CTI staff.

A complaint / appeal / dispute can be lodged in writing by letter, email or in person. A student can lodge their complaint / appeal with the PEO/SSAM. A written record of the complaint / appeal / dispute will be kept on file.

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

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.

A student must lodge their complaint & / or appeal & / or dispute with only one member of the above nominated staff at CTI. If the complaint or appeal needs to be escalated, the staff member must follow the complaint & appeal policy and procedure.

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.

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.

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.

Any student who feels that his/her case has not been adequately heard, may appeal in writing to CTI. The second assessment of the complaint will be addressed by a separate and more senior person to the initial assessor.

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

Telephone: (+61 2) 9251 3366

Fax: (+61 2) 9251 3733

Freecall: 1800 651 650

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

National Training Complaints Hotline

You can lodge a complaint with National Training Complaints Hotline by completing the [complaints form](#) or by calling the student enquiry line on 13 38 73.

Refund Policy

VET Student Loans

This section is applicable to Australian citizens or Australian resident permanent humanitarian visa holders who are enrolled in a VET Student Loan enabled course offered by the CTI.

In the event of a student withdrawing from a course on or before the census date* for that unit of study:

- 100% of tuition fees (including any upfront payments) paid for that unit will be refunded to the student; and
- the student will not incur a VSL debt.

In the event of a student withdrawing from a VET unit of study after census date* for that unit of study:

- no refund is applicable; and/or
- the student will incur a VSL debt.

* A census date that is no earlier than 20% of the way through a VET unit of study will be set by CTI for each unit of study. CTI will ensure that all students are informed of the census date for each unit of study on the CTI website and/or the students training plan, Statement of Covered Fees, Commonwealth Assistance Notice, VET Student Loans Fee Notice.

VSL students should also reference the 'Re-Crediting a VET Student Loans Balance' section of this policy regarding refunding of previously credited loans.

Fee for service or Funded

This refund policy is applicable to Australian citizens or Australian resident permanent humanitarian visa holders who are enrolled in a Fee for Service, Higher-level Skills or Certificate 3 Guarantee enabled course offered by the CTI.

Refunds will be made within 28 days of the request being approved in accordance with the refund Policy).

Student Records, Privacy and Facilities

Records Management Policy

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

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

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

Confidentiality of Student Records

This information should be read in conjunction with CTI Privacy Policy. CTI will ensure that:

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

CTI keeps student records for administrative and legislative purposes

These will include:

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

(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 SSAM.

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 SSAM, unless to do so would cause unreasonable delay in the circumstances.

If the SSAM is unavailable, the PEO must be contacted.

(c) Student Access

A student may apply in writing and gain access to their Student Record Information. The request will be made to the PEO/SSAM. 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 on behalf of the client.

VET Student Loans Information

Census Date

For each unit of study students will be provided with a census date. This date is a protective mechanism where a student can withdraw from the course without penalty. Students will be advised of these days in their training plan, statements of covered fees and the CTI website.

Re-Crediting a VSL Balance

CTI will conduct this process in compliance with the *Higher Education Support Act 2003* and the VET Guidelines.

Conditions of Re-Crediting

A student may apply (in writing) to CTI for the HELP balance to be re-credited in the instances where:

- Special circumstances are beyond the student's control, do not make their full impact on the student until on or after the census day for a course, or the part of a course and make it impracticable for the student to complete the requirements for the course, or the part of the course, during the student's enrolment in the course, or the part of the course
- CTI, or a person acting on CTI's behalf, engaged in unacceptable conduct in relation to the student's application for the VSL, or
- CTI has failed to comply with the Act or an instrument under the Act and the failure has adversely affected the student.

Under section 68 of the act, applications for re-crediting must be made within 12 months after the census day for the course, or the part of the course.

CTI will review all applications for Re-Credit within 28 days of receipt of the written request. Applicants will be advised of the outcome of the request in writing. This will include the reasons as to why the decision was made.

Students may dispute the decision and apply to CTI for a review within 10 business days of the issuance of the outcome. There will be no charge for reconsideration or review of decisions. CTI will nominate a second person who was not involved in the initial decision process.

Administrative Appeals Tribunal (AAT)

Where a student is unsatisfied with the reviewed decision, they may apply to the AAT for consideration of CTI's decision to refuse to re-credit their HELP balance.

The student may supply additional information to the Administrative Appeals Tribunal which they did not previously supply to CTI either in the original application or the request for review.

Applying to the Administrative Appeals Tribunal (AAT) for review of a decision, may require an application fee depending on the circumstances. Please seek advice from AAT regarding fees and charges.

Further information about the Administrative Appeals Tribunal, including the required application forms and current costs, can be obtained from their website at: www.aat.gov.au/about-the-aat

Contact details for the AAT are:

1800 228 333

<https://www.aat.gov.au/contact-us>

Australian Government's Tuition Protection Service (TPS)

The TPS provides tuition protection assistance for domestic students accessing a VSL, FEE-HELP or HECS-HELP loan at a private education provider, and international students.

Tuition protection' refers to the protections and assistance available to support VET Student Loans (VSL) students, if CTI defaults (ceases delivering their course or closes entirely).

In the event of a provider default, VSL students will be supported to continue their studies in an equivalent or similar course. In some circumstances, students may be entitled to receive a loan re-credit for parts of the course commenced but not completed.

The TPS can be contacted at: administrator@tps.gov.au or phone 1300 980 434. Please visit [Tuition Protection Service](#) for more information.

If you were a VET FEE-HELP student whose provider closed, the VET Student Loans Ombudsman (VSLO) is best placed to assist you. Please visit the [Commonwealth Ombudsman](#) for more information or call the VSLO on 1300 362 072 (select option 2).

Where a default has occurred, CTI will:

- Process claims within 24 hours of the default occurring,
- Notify students enrolled in the course, in writing, that the course is no longer being provided,
- Give written notice to the VSL Tuition Protection Director of the circumstances of the default:
- As soon as practicable, update CTI's website to reflect that the course is no longer being provided and to give tuition protection information,
- Within 3 business days of the default occurring, give the VSL Tuition Protection Director the information required.

Student Discipline

Policy

CTI will always 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:

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

Rules and Regulations

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

The PEO/SSAM 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 always enforced, 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 PEO/SSAM will:

- Carry out disciplinary procedures and issue warnings to students,
- Carry out dismissal procedures or suspend a student from their programme.

All serious offences must be reported to the PEO/SSAM as soon as possible. The report may be verbal but must be followed up in writing in the form of a report.

Disciplinary & Dismissal Procedures

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

CTI will:

- Ensure that all the relevant facts are available. This may involve interviewing other personnel or students,
- Give the student the opportunity to explain;

- 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;
- Issue a verbal warning to a student who breaches CTI rules. The Student Services Officer will be informed immediately after the warning is given. (Any staff member can issue a verbal warning),
- The PEO/SSAM 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,
- 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,
- CTI will make decisions that are supported and justified, based on objectivity (actual performances and behaviour).

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

- Attends any CTI course, while processing or under the influence of alcohol and drugs,
- Poses a physical threat to CTI staff, students or property,
- Where a dismissal occurs, all facts are kept confidential, unless the PEO/SSAM deems the student to be a risk to CTI and its students and staff. In an instance such as this, information will be disclosed only to reduce or manage such risks.

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

Occupational Health & Safety Emergency Procedures

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

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

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

Always remember to:

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

Emergency Procedures

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

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

CTI will maintain safety on the campus:

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

Steps for Evacuation in Case of Emergency

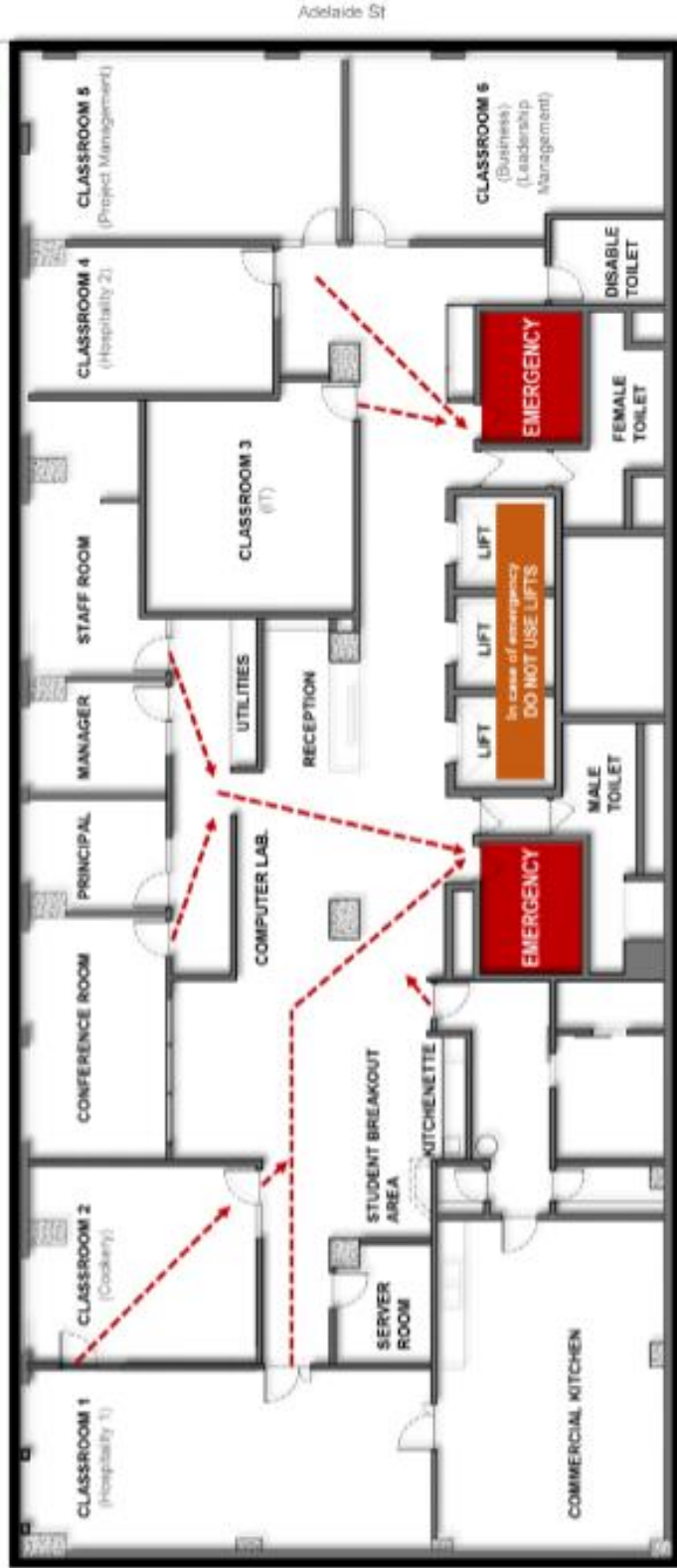
At times, situations may arise when the building/campus needs to be evacuated, and in such situations the following steps must be followed:

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

CTI - Emergency Exit Plan

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

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



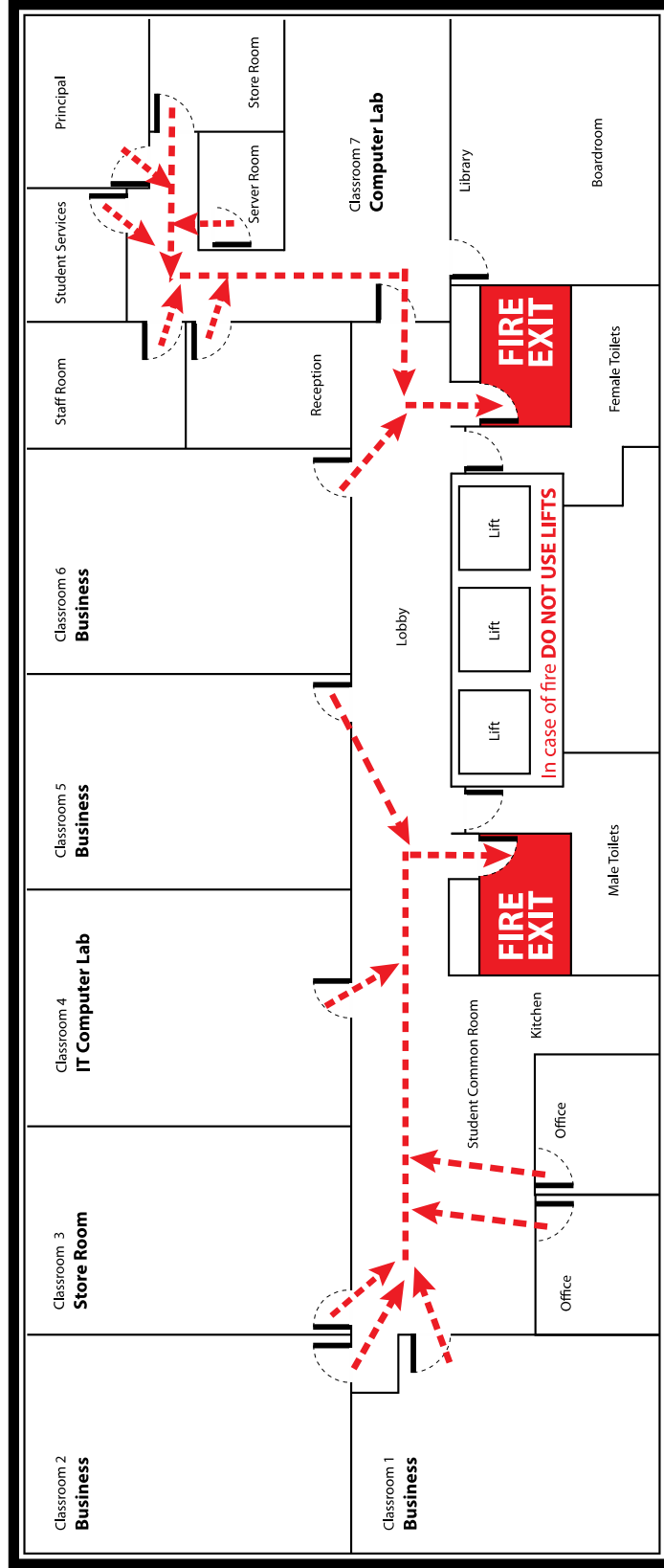
As you leave the building turn left and walk straight to the corner of **Adelaide St** and **Ely Lane** for the assembly area.

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

CTI - Fire Exit Plan

Level 8: 333 Adelaide St, Brisbane Q 4000

After Hours Emergency Contact: Philip Mason (Principal) 0416 707 930 or Rahul Fernandes (Student Services) 0413 222 969



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

Appendix A – NCVET Privacy Notice

Why we collect your personal information

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

How we use your personal information

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

How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVET Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVET Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

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

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

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

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

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

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

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

DESE is authorised by law, including the Privacy Act and the NVET Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how

the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

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

Information

At any time, you may contact CTI to:

- Request access to your personal information
- Correct your personal information
- Make a complaint about how your personal information has been handled
- Ask a question about this privacy notice

APPENDIX B – SAS Sequence of Events

(Certificate 3 Guarantee and Higher-Level Skills)

1. Enrol

Students complete an enrolment form which includes the funding information for the student. Students provide the necessary details to determine eligibility for the course through this process.

2. Eligibility

Students must meet the eligibility criteria as outlined for the funding program.

Eligibility will be determined by CTI staff; students are expected to provide accurate and correct data as part of the enrolment process.

A Department of education and small business and training (DESBT provide CTI with access to the DET Connect system where CTI staff will perform an AISS search to determine any previously completed or currently enrolled qualifications or courses that may affect your eligibility. Providing false or misleading information at this stage may result in disciplinary procedures taking place.

3. Evidence

For each eligibility criteria, students must provide CTI with evidence of them meeting it. Each item has a specific list and must be valid at the time of enrolment.

Evidence will include:

- Proof of residency status (Medicare card, birth cert or passport)
- Proof of QLD address (Licence, utility bill or bank statement showing your current address)
- Proof of age (Licence, birth Certificate, Passport)
- Proof of Concession (where applicable)

4. Tuition Fees

Fees must be paid prior to commencing the course.

5. Commence

Once all requirements have been met, students can commence their course of study.

APPENDIX C – VSL Sequence of Events

1. Student enquiry

The Student Services Officer provides the following information to the student:

- Course requirements,
- Eligibility requirements including the documentation required to support their application,
- Student entry procedure specific to students wishing to access VSL,
- Census days and loan commitment information,
- CTI's policies and procedures,
- Log-in details to access an online VSL application form (eCaf),
- Loan fee,
- HELP balance.

The Student Services Officer direct the prospective student to the VSL Information in the student handbook and website.

2. Evidence

- Students provide the following evidence and information to assist in the application for VSL:
- Student identity,
- Date of birth,
- Australian citizenship and residency requirements,
- A tax file number (TFN), or a certificate from the Commissioner that an application for a TFN is received,
- A unique student identifier (USI),
- Evidence academic suitability and course entry requirements.

3. LLN Testing

Student undertakes the ACSF testing test via Basic Key Skills Builder (bksb) (Australian Edition). The student must meet the minimum ACSF level to be admitted into the course.

4. Assessment

The SSAM assesses student's eligibility against the academic suitability and course requirements.

5. eCaf

Where a student has submitted all required evidence and they are deemed to have met the requirements, the student information is uploaded into the eCAF system.

6. Student information

The student is notified of:

- Start and end dates for the Unit of Study
- Census days for the units of study,
- Fees and Loan amount
- Course details.

7. The student application for VSL must be submitted on or before the census date.

8. The student requests VSL using eCAF.

Students may only commence where they have completed and supplied all documentation and information.

After commencement and prior to the census date, students will receive the following documents and information for each unit of study they opt in for:

- Statement of Covered Fees (at commencement)
- VET Student Loan Fee Notice (invoice)
- Commonwealth Assistance Notice (Prior to Census date)

These notices will supply the students with the information regarding their loan, including:

- Enrolment acceptance,
- Course will be covered by a VET student loan,
- Student's name, residential address, phone number and email address,
- CTI's details (including registration code),
- Student identification number as issued by CTI,
- Student's Commonwealth Higher Education Student Support Number (CHESSN),
- Student's student identifier (USI),
- Course details,
- Fee structure and information,
- Census days.

Throughout the VSL, students will be required to submit confirmation of their participation in the program on 2 occasions. This is managed through the eCaf system.

Under the VSL arrangements students are reminded they must withdraw in writing and prior to the census date if they do not want to incur the debt.