

STUDENT HANDBOOK



CANTERBURY
TECHNICAL INSTITUTE



cti.qld.edu.au

 **ACPET**
AUSTRALIAN COUNCIL FOR
PRIVATE EDUCATION AND TRAINING

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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 (course guide), the Course Guidelines relating to the course you are enrolled in, and any other publicity material applicable to your program at time of enrolment.

INTRODUCTION

Welcome to Canterbury Technical Institute (CTI)

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

This handbook outlines policies and procedures that govern the professional operation of CTI. The student undertakes to comply with the published rules and policies of the Institute with regard to attendance, academic progress, student visa conditions, standard of dress, health and safety, and behaviour.

Due to the importance of this document, each new student will be asked to sign an acknowledgment form (written agreement Acceptance of Offer) upon receipt of this Handbook. The Handbook should be read in conjunction with the latest version of the CTI's brochure, which you received when you first applied for enrolment at the CTI. A copy of the institute's brochure is available on its website for reference visit CTI's [Student Information](#) located on our website.

Being a student of a Registered Training Organisation (RTO) in Australia, you will have to operate in compliance with the [National Code of Practice for Education and Training to Overseas Students 2018](#) and the [Education Services for Overseas Students Act 2000](#) & Vocational Education and Training Act 2005. If you are unclear about these Acts, you are welcome to discuss this anytime with the Principal Executive Officer.

For further information on the ESOS Act & [National Vocational Education and Training Regulator Act 2011](#), please visit: ASQA.gov.au or you gain obtain information can be obtained from the Department of Education Homepage (www.education.gov.au). If you need a personal copy, please request from reception and an electronic copy will be emailed to you.

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

CTI Head Office & Campus: Level 1 & 8, 333 Adelaide Street Brisbane Qld 4000

CTI Brisbane Campus: Level 1 & 8, 333 Adelaide Street Brisbane Qld 4000

CTI Gold Coast City Campus: Shop B002, Australia Fair Shopping Centre, Southport, QLD 4215

A WORD FROM THE PRINCIPAL EXECUTIVE OFFICER

A warm welcome to Canterbury Technical Institute.



Congratulations on your decision to study with us at CTI, we are committed to helping you on your journey to your chosen career and achieving your personal study goals. Our academic team and helpful support staff will endeavour to meet your educational needs as you progress through your chosen study programs.

Our team will provide guidance and assistance to ensure you gain the maximum benefit from your studies, we will work to ensure your time with us proves to be enjoyable, safe and productive.

Canterbury Technical Institute programs are designed to meet the increasing demands for skills in the Business, IT, Aged Care and Hospitality industries in Australia, and are complemented by our friendly and enjoyable learning lifestyle.

Enjoy your time with us, Both the Gold Coast and Brisbane is noted as one of the world's most liveable cities, offering a sub-tropical climate with a vibrant city centre, they both have a great variety of restaurants, cafes, shopping places and theatres. Close by you can also experience an excellent range of outdoor activities, and the attractions of the beautiful Pacific coast.

If you have any queries or concerns whilst you are a student at Canterbury Technical Institute, please do not hesitate to discuss them with any of the CTI staff,

I wish you every success with your studies at Canterbury Technical Institute and hope your studies with us are both happy and memorable.

A handwritten signature in black ink, appearing to read 'Rahul Fernandes'. The signature is stylized and written in a cursive-like font.

Rahul Fernandes

Principal Executive Officer

1. MISSION STATEMENT

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

Goals & Objectives

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

The Institute 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 Institute environment where all persons on campus are treated fairly and respectfully.
- Attractive physical environment, which enhances effective teaching and learning.

2. INFORMATION FOR NEW STUDENTS

The ESOS framework – providing quality education and protecting your rights

The Department of Education (DOE) regulates the education and training sector's involvement with overseas students studying in Australia on student visas. It does this through the Education Services for Overseas Students legislative framework. This protects Australia's reputation for delivering quality education services and the interests of overseas students, by setting minimum standards and providing tuition and financial assurance.

The legislation mandates a nationally consistent approach to registering education providers so that the quality of the tuition, and care of students, remains high. The professionalism and integrity of the industry is further strengthened by the ESOS legislation's interface with immigration law. This imposes visa related reporting requirements on both students and providers. The National Code of Practice 2018 is established under the Education Services for Overseas Students (ESOS) Act 2000.

This National Code sets out guidelines for the ethical conduct of registered providers like Canterbury Technical Institute (CTI). CTI offers study programs in accordance with the requirements of the Education Services for Overseas Students (ESOS) Act 2000.

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2018.

Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.education.gov.au/>. The CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course – including its location – match the information on CRICOS.

Your rights

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- Your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

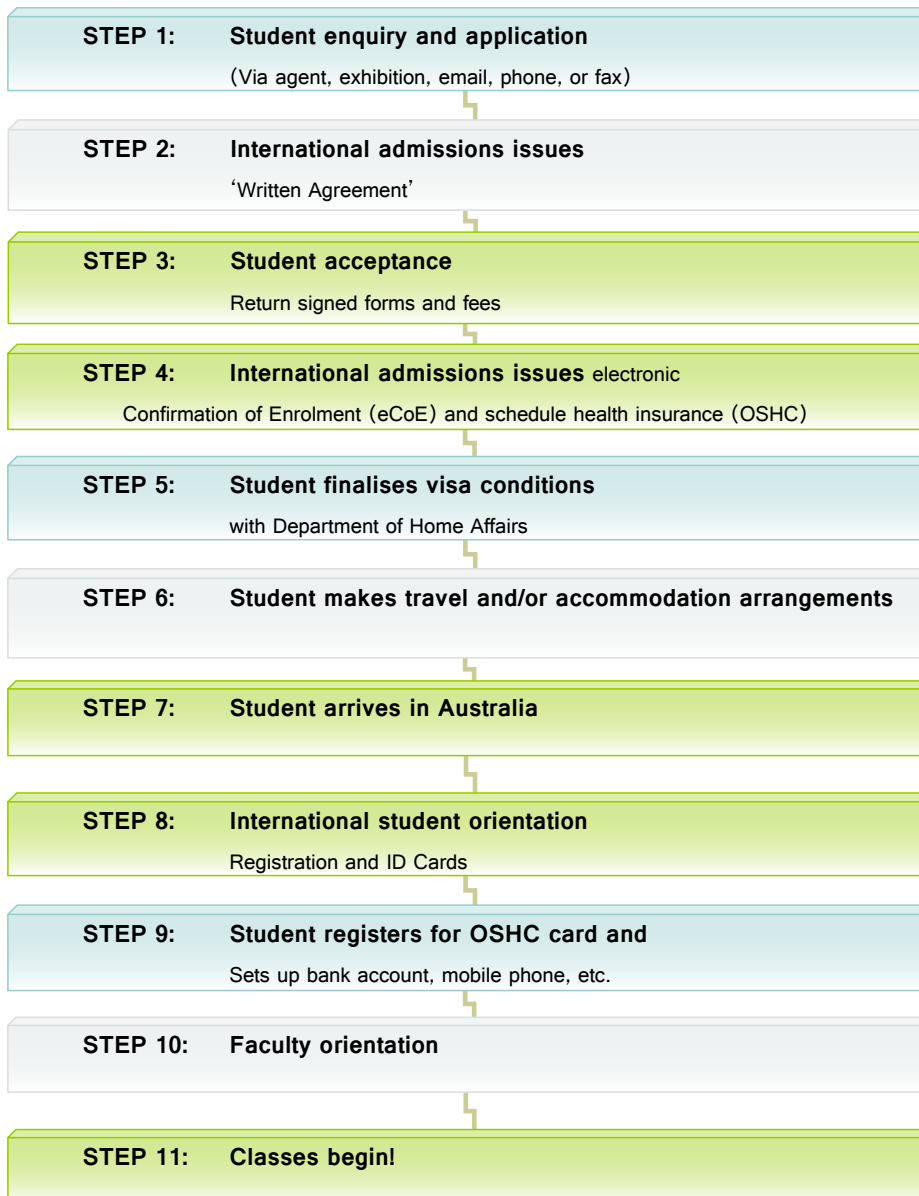
The ESOS framework sets out the standards Australian education providers offering education services to overseas students must obey. These standards cover a range of information you have a right to know and services that must be offered, including:

- Orientation and access to support services to help you study and adjust to life in Australia
- Who the contact officer or officers is for overseas students

- If you can apply for course credit
- When your enrolment can be deferred, suspended or cancelled
- What your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- If attendance will be monitored for your course, and
- A complaints and appeals process.

CTI must not knowingly enrol an overseas student seeking to transfer from another registered provider's course prior to the overseas student completing six months of his or her principal course (or for the school sector, until after the first six months of the first registered school sector course), except where certain circumstances apply. If you want to transfer beforehand you need your provider's permission. Please see our transfer policy for more information.

Enrolment / Application Process



Train / Bus / Ferry Tickets

A travel Go Card which is swiped before and after you travel, is a discount card for use on buses, trains and river ferries is available from Translink and can be purchased at all stations, paper tickets can still be purchased but are more expensive. Other ticket types can be found on the website.

The Translink Transit Authority ('Translink') coordinates all transport services, which include trains, buses and ferries. A 50% concession on Translink and connect urban public transport services throughout Queensland is provided to full time tertiary students attending a Queensland registered training organisation. All information about timetables, services, ticketing and fares can be found at: www.translink.com.au

Taxis can be hired by hailing, on city ranks or by phone.

For Personal Safety

Brisbane and the Gold Coast is a relatively safe place to live by world standards, however it is important to be aware that by taking some simple basic steps you can help to make your stay here even safer. Give some thought to protecting yourself and your personal belongings, such as avoid walking around in lonely places on your own, particularly at night. Avoid wearing moneybags, jewellery or cameras that may draw attention to you. For more information on personal safety in Brisbane and Queensland visit [the Queensland Police Service](http://www.queenslandpolice.com.au) or see the safety tips and videos at:

<http://www.studyqueensland.qld.edu.au/live/safety/>

Services to access for information on employment

- Working in Australia

The minimum pay rate can come from an award, enterprise agreement or other registered agreement or the national minimum wage. Employees have to be paid the right pay rate for all hours they work. For full details go to: www.employment.gov.au

While your student visa allows you to work up to 48 hours a fortnight when your course of study or training is in session, please understand that it is not necessarily easy to find work in Australia. You cannot depend on your income in Australia to pay for your fees or living expenses. Your ability to find work depends on your English proficiency, qualifications, previous work experience, skills, a positive and friendly attitude.

Several international students work on a casual basis in the following types of jobs:

- taxi drivers
- wait-staff at restaurants
- check-out counters at retail shops
- farm work
- general office administration
- cleaners

Some international students may find work in their own professional area of expertise or experience; however, it may take time to find your preferred job.

- Tax file number

To receive an income in Australia, you will need a Tax File Number [TFN]. For more information go to: www.ato.gov.au

- Fair Work Australia

The Fair Work Commission is Australia’s national workplace tribunal. It is an independent body with power to carry out a range of functions under the Fair Work Act 2009(Cth), including:

- providing a safety net of minimum conditions, including minimum wages in awards
- facilitating good faith bargaining and enterprise agreement making
- administering the regulation of industrial action
- resolving a range of collective and individual workplace disputes through conciliation, mediation and in some cases public tribunal hearings
- functions in connection with workplace determination, equal remuneration, transfer of business, general protections, right of entry and stand down
- dealing with applications in relation to unfair dismissal

For further information, please visit: <https://www.fwc.gov.au>

- The Office of the Fair Work Ombudsman

The Office of the Fair Work Ombudsman is a central point of contact for free advice and information on the Australian National Workplace Relations System. They investigate workplace complaints and enforce compliance with national workplace laws.

Please see: <https://www.fairwork.gov.au>

Living Expenses

You must have enough money to pay for your stay in Australia. Living costs vary throughout Australia and may be higher than what is needed for your visa application. go to [Gather Documents in the 'Step by Step'](#).

Yearly expenses in Australia are:

- students or guardians - AUD24,505
- partners coming with you - AUD8,574
- a child coming with you - AUD3,670.

Ensure you have enough money to cover the cost of your study without having to supplement your income by taking part-time or vacation employment, which is not always available.

Average weekly living expenses in Brisbane:

	Brisbane	Gold Coast
Accommodation (sharing)	\$151 - \$200 per week (will depend on suburb you live in)	\$200-\$350 (will depend on suburb you live in)
Food/ Groceries	\$80-\$200	\$80-\$200
Travel	\$ 45 per week (will depend on distance travelled)	\$15-\$30 (will depend on distance travelled)
Phone / other bills	\$ 15 per week	\$ 15 per week

Eating out	\$ 45 per week (will depend on the restaurant/ cafe you eat at)	\$ 45 per week (will depend on the restaurant/ cafe you eat at)
Miscellaneous	\$ 30.17 per week per person	\$ 30.17 per week per person
Average expenditure per week	\$ 366.17 - \$535.17	\$385.17 - \$670.17

Accommodation/Home Stay

In Brisbane and Gold Coast, most students stay in following types of accommodation:

Accommodation type	Price
Hostel	Approximately AUD\$300-375 per week
Home Stay	Approximately AUD\$375-420 per week
Shared Unit Rent	Approximately AUD\$225-300 per week

FINDING ACCOMMODATION

Finding appropriate accommodation is one of the biggest difficulties facing international students. The major sources of real estate information are:

- The classified section of The Courier Mail, especially Saturday's and Wednesday's editions.
- The noticeboard at your education provider.
- Real Estate Agent offices- Look under 'Real Estate Agents' in the Yellow Pages.
- Local Community newspapers (weekly).

FOR HOMESTAY SEE:

- www.homestaynetwork.com
- www.myhome.com.au
- www.urbanest.com.au
- www.domain.com.au
- www.homehound.com.au

If students are struggling with accommodation, they can contact Student Services, which may be able to provide assistance.

Medical Service

As an international student on a student visa, you are required to have Overseas Student Health Cover (OSHC) for the duration of your studies. This is a requirement of your student visa and is compulsory.

All international students would have paid for private Health Insurance, from an Australian company, prior to their arrival in Australia. If you arranged your own OSHC, you will need to visit your OSHC provider's office with your passport to obtain your membership card.

OSHC provides cover when you need to visit a doctor or go to Hospital. The level of cover will depend on your individual policy entitlements and rates charged by the medical practitioner/service provider. You may possibly be required to pay at the time of consultation approximately \$70 – \$80. Pay, and obtain a receipt from the doctor’s receptionist to make a claim from your OSHC provider. Waiting periods may apply for pre-existing conditions and pregnancy related services. Further details can be obtained from your OSHC provider. OSHC provides benefits for prescription medicines. You are required to pay a contribution towards the cost of each prescription item.

Overseas Student Health Cover (OSHC)

In line with revised Australian Department of Home Affairs requirements, since 1 July 2010, You must maintain adequate health arrangements, Overseas Student Health Cover (OSHC) for the duration of your stay in Australia. OSHC covers the cost for out-of-hospital and some hospital medical treatment, pharmaceuticals and emergency ambulance services.

OSHC provides cover when you need to visit a doctor or go to Hospital. The level of cover will depend on your individual policy entitlements and rates charged by the medical practitioner/service provider. You may possibly be required to pay at the time of consultation approximately \$70 – \$80. Pay, and obtain a receipt from the doctor’s receptionist to make a claim from your OSHC provider. Waiting periods may apply for pre-existing conditions and pregnancy related services. Further details can be obtained from your OSHC provider. OSHC provides benefits for prescription medicines. You are required to pay a contribution towards the cost of each prescription item.

CTI can arrange 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 DoHA that OSHC is in place for you and your family members (if applicable) 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 more information about your OSHC policy, extras cover, finding a doctor, customer service locations, and making a claim refer to the OSHC Medibank website.

How to find a local doctor?

For a list of local doctors, visit the [“Find a health service”](#) page on the Queensland Government website or search the Yellow Pages Online. The doctor may give you a prescription for medicine. Keep in mind that not all medicines are covered by your insurance provider, so it’s a good idea to ask the health insurance centre which medicines are covered.

Make sure you get a medical certificate from your doctor if you’ve missed class due to your illness. You will need to show your membership card when you pay for your medical visit.

Keep the receipt if you plan on making a claim with your health insurance provider.

Also, check with your OSHC provider, who may have special arrangements in place with certain doctors. If you are sick, you should see a doctor immediately.

If you don't find what you need, try other ways of finding services:

- use a search engine like [Google](#)
- browse online directory services like Yellow Pages or True Local
- look up a phone directory like the Yellow or White pages

- call 13 QGOV (13 74 68).

What are you covered for? OSHC may help you pay for:

- Medical practitioners (including specialists) who treat you at the doctor's surgery, Hospital or at home.
- Pathology services such as blood tests
- X-rays
- Hospitals – Public or Private
- Emergency ambulance transport (medically necessary). OSHC pays 100% of the charge for medically necessary ambulance transport when medical attention is required immediately.

What to do in case of an emergency

For any emergency where Police, Fire Brigade or Ambulance assistance is required immediately call '000'.

Our Principal Executive Officer is available at all times on **0413 222 969** for emergencies. Please use this number after hours **strictly for EMERGENCIES ONLY**.

If your enquiry relates to an administrative matter, please contact CTI Reception during office hours.

Emergency translation

For translation service in an emergency situation call the Translating and Interpreting Service (TIS) on 13 14 50. (TIS is free for the caller. The recipient of the call is charged.) Search for an Australian Business, Government Department or Person using whitepages.com.au.

How 000 works

000 calls are answered by an operator who will ask which service you require - Police, Fire or Ambulance. The operator will ask relevant questions, and arrange an appropriate response from the local Police, Ambulance or Fire Service. 000 Calls are free on all mobile phones.

Useful emergency websites:

Queensland

- Police Service - <http://www.police.qld.gov.au/>
- Ambulance Service - <http://www.ambulance.qld.gov.au/>
- Fire & Emergency Services - <https://www.qfes.qld.gov.au/>

LEGAL SERVICES IN AUSTRALIA

Students are advised to carefully select legal advisors, particularly in relation to migration advice.

Migration agents

In Australia, migration agents must be registered with the Office of the Migration Agents Registration Authority (Office of the MARA) to provide immigration assistance services.

A registered migration agent can advise on visa requirements, help an applicant lodge a visa application and deal with the Department of Home Affairs on an applicant's behalf, usually for a fee.

If an applicant chooses to seek migration advice, e.g. because they do not feel confident lodging an application, or if their case is complex, it is important that a registered migration agent is used.

Note: An applicant does not have to use a migration agent to lodge a visa application with the DHA, and a migration agent cannot influence the outcome of the application. **To find a registered migration agent, click on the following link:** <https://www.mara.gov.au/search-the-register-of-migration-agents/>

Lawyers/ Solicitors

If you haven't used a lawyer/ solicitor before, you may not know where to find one, what to expect when using one, or what to do if things don't work out as you expected.

You can use the Queensland Law Society website to find a registered lawyer: <http://www.qls.com.au/content/lwp/wcm/connect/QLS/You+%26+Your+Solicitor/Find+a+Solicitor>

Mental wellbeing

Living in a new culture can be challenging. If you feel lonely or stressed, talk to friends, staff, or a counsellor.

Having friends to support you and share your time in Australia will make a big impact on your happiness during the time you spend studying.

The best place to find people who have similar interests is probably on campus. Sporting clubs are very popular with Australians and there are likely to be several in the area in which you live, most of them are free to join

For more serious issues, a doctor can refer you to professionals who can help. You can also contact the Queensland Transcultural Mental Health Centre:

Phone: 1800 188 189 (from outside Brisbane) or 07 3317 1234

Website: metrosouth.health.qld.gov.au/qtmhc/queensland-transcultural-mentalhealth-centre-brochure

Email: QTMHC@health.qld.gov.au

IMPORTANT CONTACT DETAILS FOR STUDENTS

Information required on	Source	Contact details
CTI Emergency Contact Person/s (Working hours & After-hours contact)	Rahul Fernandes – Principal Executive Officer Andrea Sequeira - Student Services & Academic Manager	0413 222 969 0452 631 250
Emergency: Police / Fire/ Ambulance	QLD State Emergency Services	Dial 000 In Case Of Emergency Police, Fire and Ambulance - Emergency Assistance. http://www.emergency.qld.gov.au Lifeline - Phone 13 11 14 for crisis support when feeling suicidal or if you need to talk to someone immediately. Kids Help Line - Phone 1800 55 1800. SANE Helpline - Phone 1800 18 SANE for help during business hours. Crisis Counselling Service - Phone 1300 363 622.
Student Safety and Security	Study Queensland	http://www.studyqueensland.qld.edu.au/live/
NVR standards, National Code, ESOS Act	ASQA	http://www.asqa.gov.au/ http://www.legislation.qld.gov.au ASQA info line on 1300 701 801 Postal address Level 7 215 Adelaide St, QLD 4000, Australia Phone: 61-7-3237-0111
Visa information	Department of Home Affairs	<ul style="list-style-type: none"> www.homeaffairs.gov.au Phone 131 881 in Australia Contact the DHA office in your country.
Department of Education (DOE)	For your ESOS rights and responsibilities	<ul style="list-style-type: none"> https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx ESOS 1300 615 262
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

Information required on	Source	Contact details
		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 Home Affairs (DoHA)	https://www.homeaffairs.gov.au/
Employment Writing Applications & Resumes	Seek My Career	www.seek.com.au www.mycareer.com.au
Information On Renting Real Estate Agents	QLD Office Of Fair Trading Domain	http://www.fairtrading.qld.gov.au/ www.domain.com.au
Transport	City Rail Brisbane Buses Ferries	http://www.translink.com.au/
Information On Location/ Street Maps	Where Is	http://www.whereis.com/whereis/home.do
General Information	Yellow Pages	http://www.yellowpages.com.au/
Taxi Information	Yellow Cabs Black & White Cabs	http://www.ourbrisbane.com/transport/taxis/
Driving license / Vehicle Registration	Road Traffic Authority (RTA)	http://www.rta.qld.gov.au/
QLD Government Funding for Courses	Certificate 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

Information required on	Source	Contact details
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

3. 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.

As an education provider CTI understands and implements the National Code for the following purposes:

- To ensure that recognition of prior learning of students is conducted and recorded in a formal process
- To provide refunds to the students as per the refund policy of CTI
- To recruit students in accordance with the National Code of Practice and CTI enrolment policy
- To ensure fairness by committing to Equal Employment Opportunity
- To ensure that all trainers and assessors are suitably qualified and experienced
- To commit to professional development of staff
- To comply with the guidelines issued by Department of Home Affairs (DoHA)
- To provide adequate support services to students prior to arrival, on arrival and during their study at CTI
- To ensure student personal information is filed confidentially and maintained appropriately

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 through induction and counselling programs.

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)
- English language requirements, including provision for language, literacy and numeracy assistance where required
- Genuine Student requirements
- 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) and Credit Transfer 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 by any one, or any combination of the methods 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 outlined below.

- 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.

CTI is responsible for the quality of the training and assessment in compliance with the Standards for RTOS 2015, and for the issuance of the AQF [Australian Qualifications Framework] certification documentation.

4. 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.
- Acts of vandalism, including graffiti will be dealt with by the police where appropriate.
- Students must be seated in class prior to the expected start time. Class times will start at the times indicated on the course timetables unless otherwise notified.
- General housekeeping must be undertaken before leaving the class. Please do not leave rubbish lying around, but place it into the bins provided. Make sure the doors and windows are shut and lights and relevant equipment turned off.
- Give consideration to others and keep the toilets and other public areas clean and hygienic after your use.
- A reasonable standard of dress and hygiene is to be maintained at all times. It is recommended that closed shoes be worn at all times.
- The Institute's trainers and staff can refuse admittance to class, if you do not turn up with the prescribed textbooks, course materials, learning materials, tool kits and appropriate OH&S clothing and equipment, if applicable.
- Any serious breach of the academy IT Acceptable Use Policy can lead to cancellation of your account/ enrolment.
- All students and staff must comply with WHS policies and procedures at all times.
- Any serious breach of any other Academy policy can also result in cancellation of your enrolment. The Institute's policies are available at Reception.

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

5. THE TUITION PROTECTION SCHEME (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 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**.

6. STUDENT RESPONSIBILITIES

As an overseas student on a student visa, you have responsibilities to:

- **Submit your assessments by the due date.** If you need an extension, please seek an extension via email from your trainer. We normally allow two weeks' extensions, except in compassionate or compelling circumstances that warrant additional time.
- **Maintain satisfactory academic progress.** This is a condition of your student visa. You are encouraged to talk to your teachers if you are experiencing difficulties in coping with your academic program. CTI will try and help you with strategies and support options. Ongoing failure to maintain satisfactory academic progress can result in the cancellation of your student visa. See further details in the Course Progress Policy included in this handbook.
- **Maintain satisfactory attendance.** Although CTI focuses on monitoring progression of all international students enrolled in CRICOS registered courses, when students have been identified as being 'at risk' (i.e., Student don't maintain a 50% pass rate throughout each study period.) an intervention strategy will be implemented. Whilst the intervention strategy is in place, attendance will be monitored, and students must maintain a minimum of 75% attendance over the next study period.
- **Maintain Overseas Student Health Cover** for the duration of your studies in Australia, whilst on a Student Visa.
- **Provide CTI your current residential address and contact details.** Students MUST notify college Reception within 7 days if you change your address in Australia or your mobile number and email.
- **Follow College rules, policies and procedures:** You are expected to follow all College rules and policies.

Communication and Interaction

When communicating and interacting with the Institute staff and other students in person, by letter, fax, telephone or email, you have 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 the institute or of other persons
- Not make false statements regarding 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.
- Must provide proof of address for verification: Proof of Age Card; Bank Statement; OSHC Policy; Rental Agreement; Share House Agreement; Rental Payment Receipt; Utility Bill.
- Pay all fees by the scheduled due date.

Study

You should:

- Follow CTI's attendance and course progress policy's which include attending scheduled classes on time
- Achieve satisfactory progress in your studies through participation or attendance as required
- Do all assessment tasks by the due date (where a date is specified) or ask for an extension of time if there are exceptional circumstances
- Do all assessment tasks and examinations honestly, without any form of 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 stated in the library policy

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 in the Institute, 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

Institute 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 and workshops neat and tidy after classes and trainierials
- 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 the Institute other than the Student Common Room. Students found consuming food or drink in the PC labs, lecture/workshops or trainerial rooms may have their access suspended.

Alcohol, Drugs and Weapons on Institute Premises

You are not allowed on institute 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 institute 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.

You are not to bring knives, guns or other weapons on institute 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 QLD 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 the building including foyers, toilets and lifts.

7. 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 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. Students will be introduced to college staff. A briefing is conducted on the Australian culture and the study style in Australia. Students are provided detailed information about CTI, their course, the timetable and unit delivery, their rights and responsibilities and other important information about your enrolment at CTI. Information is given to students regarding student visa conditions,

accommodation, work permit, overseas health cover, and use of information technology facilities within CTI. Students are also given a campus tour.

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.

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 students 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.

Additional trainer 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 trainers 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

We recognise that not all people are able to read, write and perform calculations to the same Standards. We will endeavour to help you where we can accommodate anyone with difficulties with Language, Literacy or Numeracy.

During the orientation process, students will be required 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.

CTI recognises that all vocational training includes language, literacy and numeracy tasks and all CTI trainers and assessors provide:

- course materials, resources and assessment tools and tasks that do not require students to have language, literacy and numeracy skills of more complexity than those used in the workplace for the competencies being taught/assessed;
- clear models of the language/literacy/numeracy task;
- opportunities for repeated and supported practice; and
- opportunities for independent practice.

Participant Learning Needs

We will assist all participants in their efforts to complete our training programmes.
If you are experiencing any difficulties with your studies, we would recommend that you see your trainer or another member of CTI staff.

We will make every effort to support you in your studies; this could be through additional coaching or mentoring or through any other identified way. However, should you be experiencing any personal difficulties, you should make contact directly with your Trainer and Assessor, who will assist you to the full extent of our capacity.

If your needs exceed CTI support capacity, we will refer you to an appropriate external agency, this will be at additional cost to you. Prices vary depending on the agency accessed. All fees will be provided to students upfront.

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 / trainer and make arrangement for regular monitoring of student’s performance via student’s evaluation sheet or academic progress and performance.
6. Once a mutually agreed upon plan of action has been set out, which could include being provided with additional learning materials or one on one lessons with their trainer, it will be documented in the learner file

Support Strategy

Below is a list of considerations of special need and a description of alternative training and assessment methods which can be chosen to meet the special needs of different groups of students.

Category	Potential issues	Possible range of methods and tools for reasonable adjustment
Low literacy or numeracy	Writing Reading Calculating Confidence	Verbal assessment using predetermined questions. This could be recorded or someone else could be a scribe. Presentations or demonstrations can be used rather than writing Use of diagrams as visual cues when asking questions, or for the candidate to explain answers.
People whose first language is not English	Writing Reading Speaking Confidence	Demonstrations Use of diagrams Production of a product

Category	Potential issues	Possible range of methods and tools for reasonable adjustment
	Cultural and religious differences	Organise assessment times which are suitable to client to allow for pray times or re-schedule to allow for special religious events
Candidates with a disability	Speaking Reading Writing Movement Hearing	Observation checklist using adaptive technology such as brail Asking questions and getting assistance from an Auslan interpreter (for deaf candidates) Using interpreter, reader, attendant carer, or scribe to write down answers to questions Observation of tasks performed on suitably adjusted equipment or environment
Older candidates	Different age of the assessor Confidence Limited technology skills	Use case studies instead of role plays as some older candidates may feel uncomfortable Make sure font size is not too small
Ill health	Fatigue Lack of concentration Effects of medication	Shorter assessment tasks that allow for medication or fatigue Specific instructions on projects that can be submitted at various stages Longer period of time allowed to finish tasks Use a scribe or tape recorder
Gender	Culture of workplace with women in non-traditional trades Different gender of the assessor Childcare issues	Use same gender assessor if it is appropriate Check times to suit childcare responsibilities Make sure assessment tools are not gender specific in content
Indigenous candidates	Differences in cultural Background Speaking Reading Writing Numeracy Confidence	Use of support person Check that assessment strategies are not culturally sensitive, for example it may be more appropriate to demonstrate knowledge rather than talk about knowledge Encourage candidates to use alternative ways of demonstrating competence, for example drawing instead of writing, using a video to record demonstration of skills rather than demonstrating in front of the assessor Read any printed information to the candidate or use graphics for instructions
Candidates with low levels of education	Reading Writing Numeracy Limited study skills Confidence	Check if language, literacy or numeracy are likely to impact on the assessment Demonstration and oral questioning, perhaps recording answers or using a scribe Read any printed information to the candidate or use graphics for instructions Use short assessment tasks
Candidates who have recently returned to the workforce	Confidence	Make sure the candidate is aware of workplace procedures, including OHS If demonstrating on the job, find a time when there are not many people around

Support links for students

While we do not have internal staff capable of offering welfare and guidance services, we will work with you/and your employer to accommodate and refer you to relevant professional services such as:

- Centrelink 131 021
- Mission Australia Helpline 1300 886 999
- Lifeline 131 114

- Interpreting Services TIS 13 14 50
- Australian Council of Adult Literacy (03) 9546 6892

8. COMPLAINTS AND APPEALS PROCEDURES

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.

Principles

CTI will ensure that:

- All students have access to the complaints policy and procedures and their rights as consumers.
- CTI will maintain the student's enrolment during the complaint process.
- The complainant is provided with information about the complaints procedure.
- All complaints are dealt a professional, fair and transparent manner.
- The complaint process is commenced within 10 working days from the date of complaint.
- Due to confidentiality reasons, the number of people involved in the resolution process will be limited.
- Officials involved in any aspect of the process will always maintain absolute confidentiality.
- The complaint resolution procedure promotes a conciliatory approach using mediation and open communication while acknowledging that in some instances this may be challenging.
- The rights of the complainant and respondent will be protected throughout the complaint resolution process.
- All parties have the right to representation during the complaint resolution process.
- Victimisation of complainants, respondents, or anyone else involved in the complaint resolution process will not be tolerated.
- The complainant is provided with a written response including a statement of the outcome and reasons for the outcome within 20 business days.
- Complainants reserve the right to lodge a complaint with external agencies at any point during the complaint resolution process.

The complaints may be about academic or non-academic matters including, but not limited to:

- Application procedures
- Marketing information
- Training delivery or content
- Trainers, Assessors, or other staff
- Assessment methods or assessment content
- Student progress
- Issuing of Awards
- A third-party delivering services on CTI's behalf

- A student or group of students of CTI
- Discrimination
- Harassment, bullying or victimisation
- Breach of privacy
- Individual conflict arising from perceived inappropriate behaviours
- Fees or other financial matters
- Fines and payments

Procedures of general complaint, dispute, appeals & resolution

CTI will respond to any complaint or appeal the student makes regarding his or her dealings with CTI, the CTI's education agents or any related party that CTI has an arrangement with to deliver the overseas student's course or related services.

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

1. The student must notify the CTI in writing by letter, email or in person (a student may complete a Student's Complaints and Appeals Form) detailing the nature and details of the complaint or appeal
2. Written complaint / appeal / dispute are to be lodged with the 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.
3. A student will have the opportunity to formally present their case at no cost.
4. Each complainant or appellant has the opportunity to present his/her case to the PEO.
5. Students and / or CTI may be accompanied and assisted by a support person at all relevant meetings.
6. 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.
7. 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.
8. Once the Principal Executive Officer (PEO) OR the Student Services and Academic Manager has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome, and a copy will be retained on the student's file. A copy will also be retained in the internal 'Complaints and Appeals Register' stored in our Quality Management System
9. If the process results in a decision that supports the student, CTI will implement the decision and any corrective and preventative action required and advise the student of the outcome.
10. CTI will finalise all grievances and complaints within 20 business days.
11. CTI will keep a written record of the complaint or appeal, including a statement of the outcome and reasons for the outcome.

12. However, should a detailed investigation be required, the process may take more than 20 days. The complainant or appellant will be notified of the expected duration of the investigation process, should the process take 21-60 days.
13. If more than 20 days are required, CTI will advise the complainant/appellant in writing the reasons for why more than 60 days are required. CTI will regularly update the complainant or appellant on the progress of the matter.
14. If the Complainant or appellant is not satisfied with the outcome of their complaint or appeal, CTI will refer the complainant to the Resolution Academy (at a shared cost with CTI) or the Overseas Student Ombudsman (no cost), the student can choose. This is the commencement of the external appeals process.
15. CTI will maintain the student's enrolment throughout the internal appeals process, and the student must maintain their course progression.

External Appeals Processes

Overseas Students: If the Student wishes to lodge an external appeal or complain about the decision, they can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website: <https://www.ombudsman.gov.au/How-we-can-help/overseas-students> or phone 1300 362 072 for more information.

They can complain to the Overseas Students Ombudsman if they believe the provider has not followed their policy or treated them fairly.

The Ombudsman can consider complaints about:

- refusing admission to a course
- fees and refunds
- course or provider transfers
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by the provider
- incorrect advice is given by an education agent.

The Overseas Students Ombudsman can also investigate complaints about education agents who have an agreement with a provider to represent them in Australia or overseas. Students can also complain if a provider has failed to take action or is taking too long to take some action, like not providing course results in the normal timeframe, or not providing services included in the student's written agreement with the provider.

If Students have a complaint about the quality of training and assessment being delivered by CTI, they may be eligible to submit a complaint to ASQA.

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

They can also contact the local state & territory consumer protection agency (sometimes called 'consumer affairs' or 'fair trading'), which can provide information about their rights and options.

CTI will identify the potential causes of complaints and appeals and take appropriate corrective action to eliminate or mitigate the likelihood of recurrence for continuous improvement purposes.

Written records of all complaints and appeals and their outcomes will be maintained in the relevant person's file.

9. ACADEMIC APPEALS

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

- If the student is dissatisfied with the outcome of the assessment marking process, he/she has a right to appeal the assessment results
- The notice of appeal should be in writing addressed to the Principal Executive Officer or Student Services & Academic Manager and submitted within seven days of notification of the assessment results
- If the appeal is not lodged in the specified time, the result will stand as marked
- In emergency circumstances, such as in cases of serious illness or injury, the student must forward a medical certificate in support of a deferred appeal. The notice of appeal must be made within three working days of the concluding date shown on the medical certificate
- The decision of Principal Executive Officer or Student Services & Academic Manager will be discussed with the CEO and will be final.

Procedures of academic issues & complaints

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 persons to pursue their studies and participate in the activities of the institute.

Examples of behavioural misconduct include but are not limited to:

- failure to comply with any student rule of the institute
- breaches of any institute 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 the institute library collection
- refusing or failing to identify oneself truthfully
- failure to comply with any lawful order that was given by an employee of the institute in order to ensure the safety of any person and the orderly conduct of learning programs and other activities of the institute
- any act or failure to act that endangers the safety or health of any other person
- actions that impair any persons' participation in a legitimate institute activity or, by act or omission disrupts the peace or good order of the institute
- conduct which unduly disrupts or interferes with a class, a meeting or any other official activity within the institute

- acting in a way that causes students or staff or other persons within the institute to fear for their personal safety
- assault or attempts to assault any other person or cause any person to hold reasonable fear for their safety or physical or psychological well being
- stealing, destroying or deliberately damaging institute equipment or premises
- making a false representation or declaration regarding a matter affecting your student status
- being under the influence of prohibited drugs and/or substances including alcohol while on institute premises or while participating in an institute related activity
- unauthorised possession of a weapon on institute premises or while participating in an institute related activity.

How to lodge a misconduct complaint

- An Institute employee or student may report an alleged occurrence of misconduct by forwarding a signed, written account of the incident(s) to the Principal Executive Officer (PEO) or Student Services & Academic Manager (SSM).
- The PEO/ SSM can provide you with advice on options for the resolution of a particular complaint and can provide assistance with a written statement, if required.

Consequences of Misconduct

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

A member of the teaching staff, a librarian in charge of the library, or a senior administration officer may, in respect to any misconduct by a student committed in a class, laboratory, library, facility or premises under their management or control:

- immediately suspend the student from attendance at such class or from use of such laboratory, library, facility or premises for a period not exceeding 24 hours as may be determined

If a suspension action is taken that officer shall:

- advise the designated officer immediately
- provide a written statement, which details the circumstances of the suspension.

Following receipt of advice of an act of misconduct, the designated staff must advise the student in writing of the alleged incident of misconduct. The student has five working days to make oral or written representations regarding the alleged incident of misconduct.

After this period, the designated staff may:

- modify or dismiss the charge
- reprimand and warn the student against repetition of the breach of discipline
- suspend the student from attending classes for a period not exceeding 14 days which shall include any period of suspension imposed under point (i)(a) of this section
- suspend the student from using all facilities and/or services, including library borrowing and computer access rights
- recommend to the Principal Executive Officer that further action be taken, or
- any combination of the above.

The designated institute officer must provide the student with a written statement detailing the decision within five working days of the decision being made.

Following receipt of advice from the designated institute officer, the Principal Executive Officer may review the circumstances and may:

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

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

Misconduct Appeals

If you have been found guilty of misconduct you can appeal the decision or the decision process in writing to the Principal Executive Officer or Student Services & Academic Manager. The Director will refer your appeal to the Misconduct Review Panel.

- A date for the Review Panel meeting will be set as quickly as possible and you will be notified of the time, date and venue in writing.
- If required, the institute will provide an interpreter or you can bring a support person to assist you during the meeting.
- Misconduct Review Panel members include
 - the Institute Director or delegated officer,
 - an institute staff member from an unrelated teaching area of the institute and
 - a member of the management team or delegated officer from your area of study that was not involved in the matter being reviewed.
- You have the right to be accompanied by a representative and you may call witnesses, or you can provide a written submission instead of attending the meeting. You can ask CTI staff to support you through this process.
- If you do not attend the meeting or provide a written submission, the panel may assess the matter and where necessary impose a penalty as if you had participated.
- The panel will advise you in writing of the decision within two working days of the date of the decision.
- The decision of the Misconduct Review Panel shall be final.

10. PRIVACY POLICY

Purpose

CTI recognises the importance of your privacy and understands your concerns about the security of your personal information. This privacy policy generally describes how we manage your personal information and safeguard your privacy.

CTI Principles

1. Personal information is only collected where necessary to fulfil the organisation's functions
2. Those giving personal information are informed of the purpose of collection and how their personal information will be used
3. Records containing personal information are kept secure and protected from loss or misuse
4. Students are informed of the right to access their own personal information

5. Permission is obtained from individuals before their details are used in publications, websites or other marketing materials.

Procedures

Collection of Personal Information

The types of personal information we may collect and hold include (but are not limited to):

- information you give us when you apply to enrol in a course, including your name, address, occupation and contact details
- information about other individuals we collect during the enrolment process
- information about other people dealing with CTI

Personal information is collected through you completing our enrolment forms, telephone discussions, face to face meetings, business cards, web forms and email list subscriptions. We may also collect personal information through our CTI's social media sites, Google and other web-based analytics sites directly used for the purposes of CTI's marketing and communication activities. These third-party sites have their own privacy policies.

Generally, information collected may include:

- Name
- Address
- Date of Birth
- Gender
- Nationality
- Country of birth
- Next of kin details
- Contact Details
- Payment Details
- Financial Details
- Electronic details such as email address
- Unique Student Identifier Number (USI)
- AVETMISS information to comply with the Data Provisions Requirements 2012 such as, but not limited to: disability (if applicable), educational history; ethnicity; English, literacy and numeracy proficiency
- Photographs (for issuing ID cards)

Sensitive Information

Some personal information we collect may include 'sensitive information like information relating to a student's health, racial or ethnic origin, etc. Sensitive information will only be used or disclosed for the primary purpose for which it was collected or a directly related secondary purpose unless you agree otherwise or where certain other limited circumstances apply (for example, where required by law).

Indirect collection of personal information

We may also collect your personal information through an education or migration agent acting on your behalf.

In order to manage complaints and grievances, we may collect personal information (including sensitive information) about you indirectly from publicly available sources or from third parties such as:

- your authorised agent/representative, if applicable
- applicants, complainants, respondents to a complaint
- employers or work placement hosts and their representatives where applicable.

We also collect personal information from publicly available sources for marketing purposes.

Use and Disclosure of Personal Information

CTI may use and disclose your personal information for the primary purpose for which it was collected, for reasonably expected secondary purposes, and in other circumstances authorised by the Privacy Act. In general, we use and disclose your personal information for the following purposes only:

- to conduct our business as a registered training organisation
- to provide and market our services to prospective and current students
- to communicate with you and your nominated agent, if applicable
- to comply with our legal obligations.

We may disclose your personal information to other members of CTI, other companies or individuals who assist us in providing education and/or support services or who perform functions on our behalf (such as education agents, accommodation service providers, and partner institutions) regulatory authorities, and anyone else to whom you authorise us to disclose it. We will take reasonable steps to ensure that anyone to whom we disclose your personal information respects the confidentiality of the information and abides by the NPPs or equivalent privacy law.

We are required by law to provide data, which includes personal information, including sensitive information, to government departments and agencies at a State and Federal level. For example, we are required to provide data to the National Centre for Vocational Education Research which administers the AVETMISS data collection in accordance with National VET Provider Collection and the Data Provision Requirements 2012.

We are also required to confirm and verify student enrolment and attendance and participation information to the relevant Federal and State government departments, where government funding, subsidies or loans may be in place.

Sensitive information is disclosed only for the purposes for which it was given to us, or for purposes deemed to be reasonable or expected or agreed to by you.

We may use testimonials, photographs of training and support services and other similar marketing materials for the purposes of marketing and promotion. We seek your approval for using such marketing images and materials via our Enrolment Form. You may opt to not give us permission by sending us an email requesting that your photographs and testimonials be removed from any public domain.

CTI generally does not disclose information to overseas person/s or entities, except to the student's nominated agent/representative overseas. Where personal information is sent overseas for sound business reasons, CTI will ensure that the overseas entity/person receiving the information has a

binding contractual arrangement that requires it to use the information in accordance with the Australian Privacy Principles

If you make a complaint or application of appeal, a copy of the relevant information will be made available to the respondent to enable a meaningful response. If you elect to make partial information available to the respondent, it may impact on our ability to resolve the matter in a fair and equitable manner.

We may disclose personal information to an external review body, the legal courts or such entities if a complainant, applicant or respondent has made a decision to use an external dispute resolution body, such as the Commonwealth Ombudsman or the Overseas Students Ombudsman.

Due to the nature of the services provided, it is difficult to allow you to deal with us anonymously, except in cases where you are seeking general information about CTI or its services. In most other cases, we may require you to reveal your personal details in order to provide you with personalised training and support services relevant to your enrolment.

Access to Personal Information

CTI endeavours to ensure that the personal information it holds is accurate, complete and up-to-date. Personal information is stored electronically in a consistent format and is updated as soon as errors are noted or the information has changed. Students are required to update their personal information as soon as practicable, and also check the accuracy of their information prior to the issuance of certification and testamurs.

Subject to the exceptions set out in the Privacy Act, we will provide access to personal information directly to the person whose information is held by us.

Under the Privacy Act (Australian Privacy Principles 12 and 13) you may access your personal information or request a change/correction to your personal information held by us. You will be required to complete a Student Update Details Form and verify your identity in order to enable us to allow you access to your information or to change your personal information. Unless required by law, we will modify your personal information. In exceptional circumstances where we make a decision to not modify your personal information, we will provide written reasons for our decision.

Management of Personal Information

In accordance with the Privacy Act, we take reasonable steps to protect the security of your personal information. This includes protecting the information from misuse or loss and from unauthorised access, modification or disclosure, for example, by the use of physical security and restricted access to electronic records. Your personal information is stored in hard copy files and electronically on our password-protected student data management system and third party student management System (LMS).

As a registered training organisation, we are required to retain your personal information, copies of any qualifications, Statements of Attainment and competency outcomes from assessed AQF qualifications and Accredited Courses for a period of 30 years. If we do not require your personal information for a permitted purpose under the NPPs, we will take reasonable steps to destroy it as soon as practicable.

As per our Complaints and Appeals Policy, we will retain records of any complaints and their outcomes on the relevant student file and in a central location for the purposes of compliance and continuous improvement.

NCVER PRIVACY NOTICE

Why we collect your personal information

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

How we use your personal information

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

How we disclose your personal information

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

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

How NCVER and other bodies handle your personal information

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

NCVER is authorised to disclose information to the Australian Government Department of 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.

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

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

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

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

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

how 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 NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact 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.

11. HARASSMENT AND DISCRIMINATION POLICY

We are required under Australian Law to ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that staff and participants feel valued, respected and treated fairly.

We will ensure that all our staff understand their roles and responsibilities in creating such a workplace by training, communicating and mentoring by example. We will ensure all our staff are aware of the processes and procedures for addressing any form of harassment or discrimination.

Staff and participants should be aware of the following definitions:

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 you consider that you have been harassed, you should let the person know that you object to their behaviour and do not want it repeated. If you do not feel comfortable talking to the person or they continue with the behaviour, you should speak to your teacher or any other CTI staff member, for example the Principal. You can discuss the matter without having to make a formal complaint. All discussions are confidential. You also have the right to lodge a formal complaint of misconduct against the person harassing you.

Sex-based harassment / Victimisation / Bullying

The Institute 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.

The Institute 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.

The Institute will ensure that this policy is implemented, and they will treat any complaint of sex-based harassment / victimisation / bullying seriously and sympathetically. All complaints will be investigated thoroughly, fairly and confidentially. Where appropriate, attempts will be made to conciliate complaints.

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 institute 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

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 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.

12. 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:

Work Cover Queensland

280 Adelaide Street, Brisbane
GPO Box 2459, Brisbane Qld 4001
(Phone) 1300 362 128
(Fax) 1300 651 387
www.workcoverqld.com.au

Anti-Discrimination

The Institute takes great care to ensure that all students and staff members are treated fairly and equitably and that everyone on Institute premises complies with the QLD Government's Anti-Discrimination Act. Discrimination means treating someone unfairly because they belong to a particular group of people. It is against law and action will be taken against those in breach of the law. Any matters in relation to discrimination must be reported to the Principal Executive Officer. Further information can be obtained by phoning the Anti-Discrimination Board on 1300 130 670.

Immigration laws

It is the responsibility of all individuals who hold visas to understand and comply with the conditions of their visas. In particular, students should understand their work rights and study obligations. If students have any doubts about the conditions of their student visas, please consult Student Services department immediately. Please remember non-compliance with the conditions of your visa may result in its cancellation.

Equal opportunity

The Institute integrates equal opportunity and affirmative action principles into all decisions and operations. The Institute is committed to the examination of all CTI 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 belief.

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

Any member of the Institute community who feels that they have been discriminated against should feel free to discuss the matter with the Student Services Manager.

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

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 them to identify and achieve their desired outcomes, and
- Allocated with resources and services

13. COPYRIGHT

You may only copy materials in accordance with the Copyright Act 1968. The Act also applies to information published on the Internet. The Act requires copyright royalty payments for the reproduction of a considerable amount of published material, notably books. For study and research purposes students are allowed to copy 10% or one chapter of a book or one article per issue of a journal.

You must comply with licenses for the use of intellectual property, including software. All software loaded onto institute computers or provided by the institute is licensed and there is no permission to copy software unless permitted by the licensee.

If you need further information about your copyright obligations, please see the Australian Copyright Council website. (<http://www.copyright.org.au/>)

14. USE OF COMPUTING AND ELECTRONIC RESOURCES

Student Responsibilities

Canterbury Technical Institute recognises that computing and electronic resources are a valuable source of learning and information relevant to educational programs. You 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). It is your responsibility to adhere to the guidelines for appropriate use of computing and electronic resources.

Canterbury Technical Institute 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 email 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 e.g. checking for viruses. Any use of the Internet should ensure that there is no possibility of transmission of viruses or programs that may harm data or computer hardware and software. No e-mail attachment should be opened if received from an unknown source or topic. Any suspect e-mail or virus warning from an unsubstantiated source should be forwarded unopened 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

15. COURSE CREDIT POLICY AND PROCEDURE

Credit Transfer

Credit Transfer is the process that provides a student with credit for previous formal training that is equivalent to the course the student is about to commence. Applications for Credit Transfer must be made prior to the start of the study of the course.

If the application is successful and results in a shorter course duration, CTI may amend and reissue a CoE. Evidence that can be used to support an application for course credit can include:

- Transcripts from other VET providers (including for short courses where the courses have been assessed)
- USI Transcript.

If the student is not satisfied with the outcome of their application, they may access the Complaints and Appeals Policy and Procedure

Recognition of Prior Learning (RPL)

RPL is a process that provides a student with credit for formal and non-formal training as well as life/work experience. Applications for RPL must be made prior to the start of the study of the course.

If the application is successful and results in shorter course duration, CTI may amend and reissue a CoE. Evidence that can be used to support an application for course credit can include:

- A detailed resume
- Letters from employers
- An interview with the Assessor
- Work skills or knowledge
- Paid or unpaid work experience
- Life experience
- Community work experience

Course credit will be granted if the student can:

- Provide sufficient evidence of relevant prior learning or experience
- Demonstrate the competency/competencies required for the course
- Present valid results of assessment or qualification
-

Course credit will not be granted if the student:

- Cannot provide sufficient evidence
 - Is unable to demonstrate the competency/competencies required for the course.
- Further information can be found at -
<https://training.qld.gov.au/training/recognition/rpl>

Procedure

- Students wishing to apply for course credit must complete a Course Credit Application Form and attach any supporting documentation.
- The completed form and supporting documentation must be forwarded to CTI for assessment.
- The trainer may contact the student to request further evidence or to ask the student to attend an interview to gather further information.

CTI will notify the student of the outcome of the application in writing as soon as possible after application and all relevant documentation have been received.

- 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.
- The decision to assess prior learning or grant course credit must preserve the integrity of the award to which it applies and comply with requirements of the underpinning
- If the student is not satisfied with the outcome of their application, they may access the Complaints and Appeals Policy and Procedure.

Pathways to university

CTI's qualifications offer advanced standing for completed formal studies into University Bachelor 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 BSB50120 Diploma of Business, BSB60120 Advanced Diploma of Business, Diploma of Leadership and Management and ICT50220 - Diploma of Information Technology 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 BSB50120 Diploma of Business, BSB60120 Advanced Diploma of Business qualifications into its Bachelor of Business programs.

16. 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
- The student will incur the costs of any bank charges.
- 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 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.
- The student will incur the costs of any bank charges.

Procedures

1. CTI will invoice students per their agreed payment schedule as outlined within your Written Agreement.
2. Students are required to pay all their course fees as they become due (as per the conditions outlined in the enrolment documentation).
3. If fees are not paid on time, staff will attempt to make contact with the student to arrange an appointment with the PEO, and they will be given the opportunity to discuss any compassionate and compelling circumstances and get their fees up to date
4. If students are unable to meet this deadline they are to see the Principal Executive Officer or Student Services & Academic Manager to determine a fee schedule.

5. If students are more than one week late with their fee schedule payment, a letter of notice will be sent.
6. If fees are more than two weeks late the student may be sent an Intent to Cancel Enrolment notice.
7. If a student is experiencing difficulties paying fees on time, the student has to make an appointment with the Principal Executive Officer (PEO) or Student Services & Academic Manager (SSM) and discuss their 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 they will be required to apply to the PEO stating their 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.
8. If fees are not paid for more than two consecutive 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.

MONTHLY PAYMENT PLAN

Please note that a Monthly Payment Plan is a privilege, students are supposed to pay in full on commencement. In the event of cancellation or course withdrawal, CTI reserves the right to collect all unpaid fees for that particular study period. i.e. all fees are to be paid up for the term that the student has commenced enrolment.

Methods of Payment

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

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

Overdue Fees

If you have overdue course fees with the Institute, you may not be eligible to:

- Undertake/submit assessment
- Continue study
- Enrol into further study with the institute
- Borrow items from the library

Additional fees and charges you may incur during your studies.

Re-assessment	\$100
All course fees include up to two (2) attempts at assessment per unit. Where an additional assessment is required in order to achieve competency, this additional	

re-assessment fee will be charged per additional assessment. (at trainer's discretion)	
Re-issuing of Testamur and statements of results All course fees include the cost issuing of one copy of the course certificate and record of results. This fee applies to each additional copy (reissues) of a certificate and/or record of results.	\$50
Cheating, Plagiarism and Collusion Re-sit Fee-	\$300 per assessment
Change of course fees	\$150
Change of intra campus fees	\$150
Monthly payment plan (if applicable) One of Administration fee of \$80 is applied	\$80
Fines for late payment of Tuition Fees Should staff be unable to establish contact with you, a week after fees were due, CTI will charge a late fee of \$50 and will send a Notification of Intention to Report for outstanding fees, which may lead to cancellation of your enrolment.	\$50
Refund Processing Fee One of Administration fee of \$300 to process a refund	\$300
Photocopying Students will be provided all the required learning resources for their courses. Limited photocopying facilities are available to students through the Student Support Office staff. Students are required to pay for this service. Alternatively, students can get materials photocopied externally.	Black and white printing (50 free pages every 2 study periods) - 5c per page (min charge \$1) Colour printing - 50c per page (Minimum charge \$1.00 for 2 pages)

Document-processing fee on request of the following: <ul style="list-style-type: none"> • A request for holiday / leave approval letter • CTI Enrolment Confirmation letter • Additional copies of Electronic Confirmation of Enrolment (ECoE) • Additional copies of Statement of Attainment (SOA), Transcript OR Certificate of course completion • Replacement of Student ID card • Any other formal document requested from CTI for personal and / or work-related reasons 	\$50
If student miss their scheduled class for the following units, they will be charged per unit to reschedule the class. <ul style="list-style-type: none"> • SITHFAB025- Prepare and serve espresso coffee • SITHFAB024- Prepare and serve non-alcoholic beverages • SITXFSA005- Use hygienic practices for food safety • SITHFAB036 - Provide advice on food • SITHFAB037 - Provide advice on food and beverage matching • SITHFAB032 - Provide advice on Australian wines • SITHFAB033 - Provide advice on imported wines 	\$100 (per unit)
Additional Cookery milestone fee	\$500

Commented [LC1]: When student do not attend the sessions

Commented [LC2]: Can you provide more information on this please

17. REFUND POLICY

Refund of the fees will only be granted in accordance with the refund policy set out below and only refunded to the bank account details to which the fees were received from. Enrolment fees (or equivalent amount taken out of paid tuition fees if the original enrolment fee was waived), are non-refundable under any circumstances, except in the unlikely circumstance where CTI is unable to provide the course, in which case a full refund if CTI is unable to offer the course within 28 days of provider defaulting

CTI ensures that the Refund Policy adheres to the requirements of the Standards for Registered Training Organisation (RTO) 2015 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

In compliance with Standard 3, this policy administers the following institutional standards as part of CTI's operational and organisation standards:

- CTI's written agreements with the students contain the amounts that may or may not be repaid to the student (including any course money collected by a third-party on behalf of CTI).
- CTI's written agreements with students clearly state the process for students to make an application for a refund.
- CTI's written agreements contain a plain English explanation of what happens in the event of a course not being delivered.
- CTI's written agreements contain the statement, "This agreement, and the availability of complaints and appeals processes does not remove the right of the student to take action under Australia's consumer protection laws".

Policy principles

1. CTI is committed to applying a fair and reasonable approach in all fee related decisions.
2. Refund and re-crediting requests will be processed in accordance with the rules outlined in this policy.
3. CTI will honour refund and re-crediting requests that are eligible for a refund under this policy.
4. The principles of procedural fairness will underpin all refund request decisions.

Full Refund

Tuition Fees, Overseas Students Health Cover are Refundable in full (less the administration fees of \$300 which is non-refundable)where:

- If your relevant visa application is denied, 100% of pre-paid course fees will be refunded directly to the bank account details to which the fees were received from. All other fees are subject to the below terms. Written notification is required by the Department of Home Affairs (DHA).
- CTI is advised of the cancellation 28 days or more before course starts and prior to the student entering Australia
- In the unlikely event that CTI is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid only to the bank account details to which the fees were received from within 4 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by CTI at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees or to accept a place in another course. If you choose a placement in another course, we will ask you to sign a document to indicate that you accept the placement. If CTI is unable to provide a refund or place you in an alternative course, the Australian Government's Tuition Protection Service (TPS) will assist you with your placement in an alternative course or manage any applicable refunds.
- If a student has overpaid fees to CTI, then the overpaid fees will be fully refunded.

No Fee Refund

- Material fees & Monthly payment plan surcharge will not be refunded after course commencement.

- If a student, withdraws, cancels their enrolment or fails to attend a program or course after the start of the program, except for visa refusal or any circumstances deemed to be compassionate and compelling by the PEO, CTI will not refund any of the fees paid for the course as relevant to tuition fee up to and until the end of the current teaching period, within which the student's course cancellation is finalised.
- The student will also be required to pay any outstanding balances for the course, as relevant to the tuition fee up to and until the end of the current teaching period, within which course cancellation is finalised.
- Refunds for any monies received by CTI on behalf of the student for services other than tuition fees must be requested from the company delivering the service, and students will be subject to the respective companies' refund policies.
- If an extension to the student's visa is not granted and the course has commenced, a refund will not be issued to the student for the course duration that has already finished.
- If the student seeks and is granted approval by CTI to transfer to another provider prior to completion of six months of study of the principal course, CTI will not refund any of the fees paid for the course as relevant to tuition up to and until the end of the current teaching period within which the release is finalised. The student will also be required to pay any outstanding fees for the course, as relevant to tuition up to and until the end of the current teaching period within which the release is granted, prior to release.
- If the student's enrolment is cancelled due to infringement of CTI's disciplinary policy or breach of student visa conditions, no refund of any course money will be granted

Provider default refunds

Under Standard 3.2, CTI is required to include information about what would happen in the case of both student and provider default. Students have the right to a refund when CTI has:

1. Failed to provide the course at the agreed location and starting date
2. Ceased providing courses to students after it starts and before it is complete

Upon enrolment, the signed statement of fees and availability of complaints and appeals process does not remove the rights of the student to take action under Australia's consumer law.

- If a student withdraws from his or her course and would like a refund or to have fees reduced, they need to make a request in writing and submit a completed refund/remittance form.
- Applications for refunds must be received within 21 days of cancellation.
- Assessing refund requests will be based on the cost of the services CTI provides to the student.

Requests for Refund of Tuition Fees

A student who wishes to apply for a refund of tuition fees in accordance with this Refund Policy Requests for refunds must be made in writing using CTI's refund request form.

Payment of Refund

All refunds for which a student is eligible will be forwarded, within 28 days, to the person who paid the fees in his or her home country. CTI will provide the student with a statement detailing the calculation of the refund.

Refund Procedure

Students must submit a completed Refund Application Form.

If your request for a refund is approved:

1. We'll let you know our decision in writing, along with any refund or adjustment notice.
2. All refund requests are to be authorised by the Principal Executive Officer, and applications are processed within twenty-eight (28) days of the application being received to the and refunded to the bank account details to which the fees were received from.
3. Refund requests are to be entered into the student management system, and copies of evidence are stored.

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.

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

18. PAYMENT OF REFUND

All refunds for which a student is eligible will be forwarded, within 28 days, to the person who paid the fees in his or her home country, unless the student is transferring to another institution in Australia (subject to Visa conditions), in which case any refund may be remitted to that institution, as authorised by the owner of the bank account to which the fees were received from. CTI will provide the student with a statement detailing the calculation of the refund.

19. ADMISSION POLICY

Students' admission applications must be made using the LATEST application form. Students must complete the application form and send the completed form to CTI Admissions Team along with supporting documents.

The completed application form is processed by CTI Admissions Team, and the application is assessed based on the information supplied. Completion of the application form does not imply that CTI Admissions Team will make an offer to the student.

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.

Policy

The completed application form is processed by CTI Admissions Team, and the application is assessed based on the information supplied. Completion of the application form does not imply that CTI Admissions Team will make an offer to the student.

All potential students are provided with course information, including detail of the accredited course, code, Units of Competency, course lengths, course costs and vocational outcomes. Course information is accompanied by general study information (or details of access through CTI website) providing:

- course options and outcomes
- entry requirements
- fees, charges and refund policy
- fair treatment, equal benefits and opportunities processes
- grievances, complaints and appeals processes
- disciplinary processes
- student General Code of Conduct
- access and equity
- recognised prior learning processes
- privacy and legislative requirements
- course start dates
- course lengths
- student handbooks
- additional services offered by CTI for international students

When prospective students apply to enter CTI either directly, or through an agent to study, the following procedure applies:

Identity documents
Assessing Australian equivalency of academic qualification(s)
English Language Requirements
General Entry Requirements – including GTE

Admission Officers will follow the following procedure once the completed application with all supporting documents is received either from the applicant directly or from their education agent:

1. All required information is completed on the application form and the following documents are supplied:
 - Completed Application Form signed by the student
 - Copy of any international English test results (e.g. IELTS / TOEFL / PTE); OR other acceptable evidence such as high school certificate.
 - Copy of passport (or original sighted by CTI)
 - Completed and signed Genuine Student Assessment Form (GSA)
2. All applications from international students will be assessed against the following criteria:
 - **Genuine Student (GS) requirements** as set by the Department of Home Affairs to establish genuine intent to enter Australia temporarily to study.
 - **Age:** Must be over 18. CTI does not accept students under 18 years of age.
 - **English language requirements**
 - Entry into this course students must be able demonstrate a IELTS 6 or equivalent English proficiency, OR
 - Copy of any international English test results (e.g. IELTS / TOEFL / PTE); OR
 - Proof that the student has successfully completed an English Language course with an Australian educational institution exiting at an Advanced level; OR
 - Statement from an educational institution or similar evidence that confirms that English was the language of instruction if at least five years' studies completed in Australia, UK, USA, Canada, New Zealand, South Africa or Republic of Ireland; OR
 - Confirmation that the student has successfully completed in Australia in the English language

either the Senior Secondary Certificate of Education or studies at the Certificate IV or higher level, in the two years before applying to CTI; OR

- Year 10 certificate or equivalent; OR
- Cambridge C1 Advanced test results (Scale Score B2); OR
- Attempted and achieved the level through the CTI English Placement Test (For eligible applicant nationalities only).
- **USI:** All students MUST have a Unique Student Identifier (USI), or IPA will seek permission from students to search for and/or create a USI on their behalf. IPA will not issue an AQF certification document to a student without being in receipt of a verified USI, unless exemptions apply under the Student Identifiers Act 2014.

Canterbury Technical College staff will assess the supporting documents provided by international students to ensure the above criteria are met prior to issuing a "Written Agreement" In line with revised Australian Department of Home Affairs requirements, since 1 July 2010 students are required to provide evidence of OSHC cover for the full duration of their student visa.

As part of our enrolment process, we require the following applicants to complete and submit the attached GSA form for assessment:

- All Offshore international applicants.
- Onshore international applicants with nationality from Assessment Level 3 countries and Colombia.

For the above applicants, if further details are required to ascertain the GS Requirements; we may request a response for some or all of the below listed points:

- **Details of your current circumstances, including ties to family, community, employment and economic circumstances in your home country.** - Applicant's brief introduction, Education & Employment Background.
- **Explain the reason you wish to study this course in Australia with this particular education provider and your understanding of the requirements of the intended course and studying and living in Australia.** - *Research on home country prior to deciding on Study in Australia. (Comments on reason for opting to study overseas instead of home country) & research of various colleges offering the same course/s prior to deciding on studying here).*
- **Explain how completing the course will be of benefit to you** - *Research on the course/s of choice as offered at CTI and comments of the benefits it is expected to have on future career prospects and salary post completion.*
- **Detailed history of your study record in Australia from the date of first arrival OR if you are currently the holder of a visa other than a (subclass 500) Student visa or applying for an Australian visa for the first time (offshore student), explain the reason for lodging a Student visa application in Australia including reasons for any change in plans.** - In addition to the details applicants must also comment on incentives to return to home country/exit Australia.
- **Financial capacity sufficient per the requirements set by Department of Home Affairs.**
- **Details of any other relevant information you would like to include.** - This section must include any additional comments and supporting evidence (not specified in any of the above sections) that would provide further justification that the applicant meets the subclass 500 requirements.

For more information, refer to [Ministerial Direction No. 106 \(348KB PDF\)](#).

3. Staff will assess the supporting documents provided by international students and using the “CTI enrolment checklist” to ensure the above criteria are met prior to issuing a Letter of Offer (LoO). If students present a high-risk case, and its parameters are regularly updated to reflect the dynamic landscape of visa refusal rates. Adding an additional layer of vigilance, the team manager takes on the responsibility of cross-referencing the visa refusal list obtained from PRISMS. This systematic check is conducted to discern any discernible uptick in risk emanating from specific agencies or countries. The findings from this scrutiny play a pivotal role in the subsequent evaluation of the GSA form and contribute significantly to the overarching risk assessment process. Each step in this meticulous process is geared towards ensuring a thorough and comprehensive evaluation of each student application, ultimately contributing to the maintenance of a secure and compliant admission system.
4. Based on the GSA Form the prospective student meets the GS requirements
 - The prospective student meets the course eligibility requirements, as per the criteria stated
 - The training program is appropriate for the applicant's needs, taking into account their existing skills and competencies.
5. Details of the student entered the student management system.
6. Staff issue a Letter of Offer (utilising the approved “CTI Written Agreement” template) to successful applicants OR an email to unsuccessful applicant
7. CTI “Written agreement” will include the following information:
 - The course or courses in which the student is to be enrolled and any conditions on his or her enrolment;
 - Start and end date of the course, including the duration of the course
 - Provide an itemised list of course money payable by the student;
 - Provide information in relation to refunds of course money;
 - 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
 - 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
 - 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
 - The course content and duration, qualification offered if applicable, modes of study and assessment methods
 - Campus locations and a general description of facilities, equipment, and learning and library resources available to students
 - Details of any arrangements with another registered provider, person or business to provide the course or part of the course
 - Indicative course-related fees including advice on the potential for fees to change during the student’s course and applicable refund policies

- Information about the grounds by which the student's enrolment may be deferred, suspended or cancelled
 - A description of the ESOS framework made available electronically by DOE <https://www.education.gov.au>
 - 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
8. Prospective students who have not been successful with their enrolment application will be notified in writing detailing the reason the application has not been successful if requested. Students will be advised in the written notification that they may request a free consultation with a trainer or student support officer to discuss their further study options. Students will also be advised of their right to appeal the decision and directed to Student Grievance and Appeals Policy and Procedure and the Student Formal Grievance and Appeal Form. For student applications declined by the college as the student has not satisfied the college, they are a genuine student applicant, is wholly at the discretion of CTI.
9. Applicants wishing to accept the offer must pay the requisite fee. Once the fee is received with the signed student agreement, the admission officer will:
- a) Ensure the student agreement is duly signed and dated by the applicant.
 - b) An Electronic Confirmation of Enrolment (CoE) is generated from PRISMS and sent to the Student/Education agent to facilitate the issuing of a student visa. For non-student visa holders, a verification enrolment letter will be provided instead.
 - c) Applicants must then apply for a student visa at their Australian Student Visa issuing centre and make travel arrangements to Australia once the student visa is granted. (For course duration is longer than 12 weeks).
 - d) Soft copy of the CoE is saved on the student management system and students' folders.
 - e) Please see our refunds policy for any applicable refunds during the admission process such as visa refusal.
10. Other Tasks including but not limited to
- OSHC, accommodation arrangement.
 - Study plan update and COE Revise
 - Provide a quote accordingly

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 GS 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.

Language, literacy & numeracy skills

We recognise that not all people are able to read, write and perform calculations to the same Standards. We will endeavour to help you where we can accommodate anyone with difficulties with Language, Literacy or Numeracy.

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.

If CTI does not have specific support required by specific learners, CTI will assist the student in identifying alternative training organisations that can provide the specialist support. CTI will make available its full resources to ensure the learner achieves the required level of competency in the qualification.

CTI recognises that all vocational training includes language, literacy and numeracy tasks and all CTI trainers and assessors provide:

- course materials, resources and assessment tools and tasks that do not require students to have language, literacy and numeracy skills of more complexity than those used in the workplace for the competencies being taught/assessed;
- clear models of the language/literacy/numeracy task;
- opportunities for repeated and supported practice; and
- opportunities for independent practice.

Procedure

7. During orientation CTI representative (PEO) will explain the need for the “Learner Need” survey to the student
8. Students will complete it during the orientation session and hand it back to the person in charge
9. PEO & Student Services Manager will analyse each individual for special needs or requirement of any students
10. 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
11. PEO will then discuss the strategies with the trainer / trainer and make arrangement for regular monitoring of student’s performance via student’s evaluation sheet or academic progress and performance.
12. Once a mutually agreed upon plan of action has been set out, which could include being provided with additional learning materials or one on one lessons with their trainer, it will be documented in the learner file

20. STUDENT ACCESS & 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.

21. CRITICAL INCIDENT POLICY & PROCEDURES

Policy

Preamble

Under standard 6 of the National Code 2018, 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.
8. 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 Home Affairs 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 PEO/ SSM is the appointed person who would handle the initial media calls and return media calls as soon as possible. PEO/ SSM 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.

The PEO/ SSM will respond to questions accurately. In the case that PEO/ SSM is unable to answer the media questions due to:

- i) Of the sensitive nature of the issue or
- ii) 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.

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 Contact Emergency Services - Dial 000**



<i>Assess situation: focus on immediate safety of other students and staff</i>	Staff member(s) (witness to incident or first contacted) <ol style="list-style-type: none"> 2. Ensure safety & welfare of staff and students 3. Contact first aid officer: eg. Student Services & Academic Manager 4. Administer first-aid until ambulance arrives
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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



<i>Contact team leader within the hour</i> <i>Debrief and counseling info as soon as practicable</i>	<ol style="list-style-type: none"> 5. Staff: Contact Critical Incident Coordinator (Principal Executive Officer / Student Services & Academic Manager) 6. Staff: Give facts of the situation 7. Staff: Receive advice from Principal Executive Officer / Student Services & Academic Manager on debriefing & counselling 8. Manage incoming inquiries (and outgoing information via web, phone)
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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
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Within 48 hours	10. Principal Executive Officer / Student Services & Academic Manager contacts parents or families / friends of affected persons
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Within 7 days	11. Principal Executive Officer / Student Services & Academic Manager "Incident Report" form
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ADDITIONAL ACTION (When appropriate)

Principal Executive Officer / Student Services & Academic Manager will convene brief meeting of the CIT to:	
<ul style="list-style-type: none"> Discuss intervention plan 	<ul style="list-style-type: none"> Obtain executive support



Contact Local Support Personnel		
Support Personnel	Name	Telephone
Counsellors	Trauma Counselling Services	



Principal Executive Officer / Student Services & Academic Manager convenes full staff meeting of teaching and administrative staff to:	
<ul style="list-style-type: none"> Present information 	<ul style="list-style-type: none"> Discuss action plan
<ul style="list-style-type: none"> Allow staff response 	<ul style="list-style-type: none"> Decide on how students will be informed or given additional information



Principal Executive Officer / Student Services & Academic Manager will set up a recovery room in the school:

- | | | |
|------------------|----------------------|---------------------|
| • Provide fluids | • Comfortable chairs | • Support personnel |
|------------------|----------------------|---------------------|



Principal Executive Officer / Student Services & Academic 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



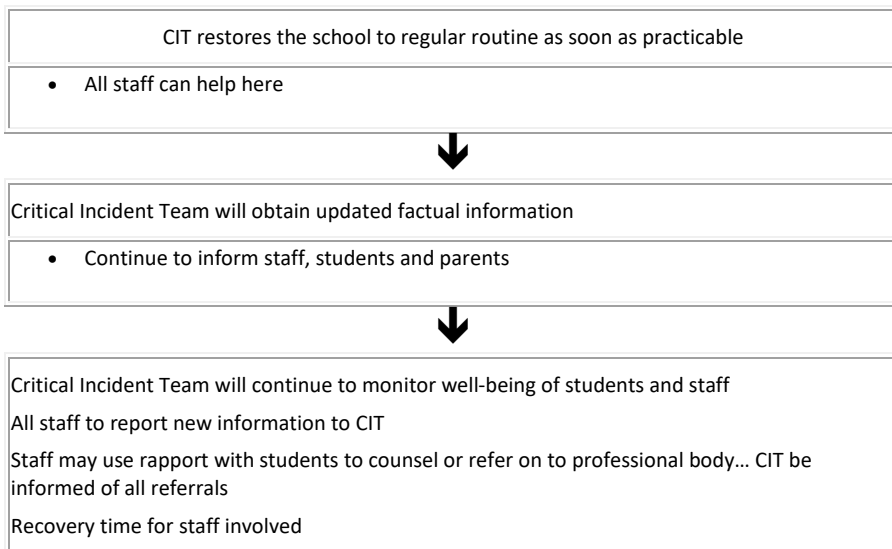
Principal Executive Officer / Student Services & Academic Manager ... arrange debriefing for "at risk" students and staff
CTI will organise / contract professional counsellors if required



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 | |





22. ACADEMIC COURSE PROGRESS POLICY

Under Standard 8 of the National Code 2018, CTI implements the DOE-CRICOS Course Progress Policy and Procedures for its vocational education and training (VET) courses and 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. CTI study periods are usually 10-week terms 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 a semester (2 terms, which is approximately 6 months).
5. When a student has not passed or demonstrated competency in 50% (at least competent in 1 term) or more of the course requirements over a semester
6. CTI will initiate its **intervention strategy** for any student who is not making satisfactory course progress at the end of every term, depending on the student's results for every term.
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 the process which the intervention strategy is activated

Academic Progress & Student Intervention

CTI will monitor the progress of each overseas student to ensure the overseas student is in a position to complete the course within the expected duration specified on the overseas student's CoE. 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 term.

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 or an email 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 trainerial 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 Department of Home Affairs (DoHA) 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 DoHA for unsatisfactory progress. CTI does this through the written notice.
5. A student is identified as not making satisfactory course progress if their attendance drops below 75% 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.

Compassionate or Compelling Circumstances

Compassionate or compelling circumstances are generally those beyond the control of the student and they have an impact on the student's ability to progress through the course. These could include:

- Serious illness or injury where a medical certificate states that the student was unable to attend class
- Bereavement of close family members such as parents, siblings or grandparents (where possible, a death certificate should be provided)
- Major political upheaval or natural disaster in their home country requiring their emergency travel and this has impacted their studies.
- A traumatic experience, including:
 - Involvement in or witnessing a serious accident
 - A serious crime committed against the student
 - The student was a witness to a serious crime.

These cases should be supported by police, qualified counsellor or psychologist report and copies of the documents should be kept in the student's file.

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 DoHA 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.
- 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 discuss 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 DoHA 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 DoHA" 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.
- 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 DoHA**" 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 DoHA via PRISMS. The PEO will sign off the enrolment cancellation decision.

23. ASSESSMENT

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

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

Fulltime status of students

Students are not required to be enrolled full-time in their final semester, where the student has been required to repeat units. Students also can be classified as full-time student if they are enrolled in a single (final) unit in their final semester of their qualification.

Assessment Resit / Resubmissions

As a full-time student, you have 2 submissions, any resubmissions after submission 2 will incur a resit fee of \$100 per unit. If a student is still deemed Not Yet Competent (NYC) after submission 4, then the student will have to re-enrol into the specific unit / cluster of unit and pay the pro-rata tuition fees.

CTI will decide the dates of re-submissions / resit and inform the student.

CTI will consider student request for late-submission / extension / reassessment to assessment due dates on a case-by-case basis based on genuine reasons and evidence provided by the student.

Resubmissions will only be granted if the trainer considers that you have made a genuine attempt at the first submission.

Late Assessments

- If a student fails to make any submission or resubmissions by the scheduled date LATE FEE of \$100 applies.

- 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).

Assessment Items

- You are responsible for complying with the procedures for assessment item submission and collection.
- To avoid plagiarism, you must properly acknowledge all information sources and demonstrate use of sourced content through contextualisation.
- 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.

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

Examinations

- You will be given at least two weeks' notice of examinations.
- If you are late for an examination more than 20 minutes, you may be refused entry.
- Unless approved by the supervisor prior to the examination, you will not bring into an examination any devices capable of conveying information about the examination such as: mobile phones, 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 you will not:
 - Communicate by word or otherwise with any person other than the supervisor
 - Assist any other person to communicate with another person
 - Willingly receive a communication from any person except with the approval of the examination supervisor.
- If in the opinion of the supervisor your behaviour is disturbing or distracting any other student, the supervisor may require you to leave the examination.
- If you consider that your performance in an examination has been adversely affected by illness, disability, bereavement or other exceptional circumstances you may apply for special consideration.
- Special examination arrangements can be considered for students with disabilities, temporary incapacity or students who have been hospitalised during the examination period. Students who cannot attend the scheduled examination due to hospitalisation should apply to the Student Services & Academic Manager for a deferred examination, supported by appropriate documentary evidence. Candidates with special needs are appropriately accommodated.

NOTE: *Permission to re-sit an assessment will only be granted if the assessor considers that you have made a genuine attempt at the first assessment.*

Assessment Feedback

- You have the right to receive written feedback for an assessment item.
- It is your responsibility to contact the assessor to obtain the result of your assessment item and schedule feedback if you have not received results / feedback within two weeks 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.

The Institute 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 Institute/assessor in advance to ensure that the need will be met during assessment.

Deferred Assessment

- You can apply to the Student Services & Academic Manager 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 Student Services & Academic Manager is satisfied that you were unable because of illness or other exceptional circumstances to complete an assessment task, they may allow a deferred assessment.

Results & Awards - Final Results

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

the code and name of the competency and the result you achieved. Students are requested to apply for this before leaving.

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

- Students who have completed their qualification will be identified by CTI administration staff, at the end of each term / period of study.
- Administration staff will check the student record to confirm all the units of competency have been satisfactorily completed. They will also ensure that all the student's marked assessments and evidence is included in the student file. If any completed assessment record is missing, the administration staff will follow up with the relevant trainer/s and/or student to locate any missing marked assessment/s.
- Administration staff will check that student fees are paid in full.
- The above process is completed within 30 days from the course end date.
- In cases, where a student has completed additional units of competency due to clustering of units or timetabling by CTI, the student may request a separate 'Statement of Attainment' for the unit/s of competency completed. There is no charge for this service.

Note: A student cannot receive an award, transcript or statement of attainment without a USI verified by CTI.

Awards are issued to students who complete the necessary requirements. However, if a financial debt is owed to the institute at the time, your award will be withheld until the debt is cleared.

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 the Institute. You must include the original award with your application or a witnessed Statrainery 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.

24. ATTENDANCE MONITORING

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 the visa conditions.

Attendance of all students at Canterbury Technical Institute (CTI) will be monitored monthly. Study periods are divided into terms. Please contact the institute for detailed breakdown on terms for all qualifications. As per DoHA regulations, overseas students are required to study with a minimum of 20 contact hours per week on a full-time basis. CTI classes are Mon, Tue & Wed or Wed, Thur & Fri. Student cannot choose class hours & days and will have to abide to CTI's time & training schedule. Please note that all programs are in full-time mode and cannot be undertaken part-time or via distance education.

The CTI roll is a legal document that records the attendance of students. As it is a 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 session, attendance will be taken at the beginning of each session.
4. The trainer/assessor will check and verify that the attendance roll filled is correct and accurate before submitting to MyCTI. Clarity and accuracy are important in marking attendances because the 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) L (Late) – If a student attends class more than 30 minutes after the commencement time
 - d) E (Excused) – If a student has been excused from class due to being sick (a medical certificate to be provided) 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 monthly.
9. Students will receive a friendly reminder if they are fall below 75% attendance for that month. Students will receive 2 friendly reminders that it is important to maintain satisfactory attendance. Once a student reaches 3 months with attendance below 75%, they will receive an official warning.
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.

25. 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:
 - Involvement in, or witnessing of a serious accident;
 - Witnessing or being the victim of a serious crime.
 - When this has impacted on the student. (Note these cases should be supported by police or psychologists' reports)
- Where the registered provider was unable to offer a pre-requisite course/unit; or
- 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.

26. DEFERMENT, SUSPENSION AND CANCELLATION POLICY AND PROCEDURE

DEFERMENT, SUSPENSION AND CANCELLATION POLICY AND PROCEDURE

CTI will assess applications from international students for deferral (delayed commencement), suspension (leave of absence) or cancellation (withdrawal) of their enrolment to ensure compliance with the **National Code 20018 – Standard 13**.

Definitions

- a. Deferment – postpone the start of study
- b. Suspension – temporarily put studies on hold will already enrolled
- c. Cancellation – permanently cancel an enrolment
- d. Non-Commencement – student does not commence on their expected start date of their CoE and has not contacted CTI
- e. to defer their course.

Deferring

Students wishing to defer or temporarily suspend their enrolment may only do so when there are compelling or compassionate circumstances. Compelling or compassionate circumstances may include, but are not limited to:

- a. Serious illness
- b. Serious illness or death of a family member necessitating a return to the student's home country
- c. Serious injury
- d. Major upheaval in home country requiring the student to return home
- e. Natural disaster
- f. Unavailability of courses
- g. Visa delay.

Suspension

If students wish to suspend their studies, they must complete a Deferment, Suspension or Cancellation of Enrolment Form and lodge with CTI. They must also attach any documentary evidence verifying their situation. Suspension of studies will only be granted if the application meets specific criteria:

- a. Compelling circumstances such as:
 - i. Serious illness or injury, where a medical certificate states that the student was unable to attend workshops;
 - ii. Bereavement of a close family member such as a parent or grandparent (where possible, a death certificate should be provided);
 - iii. Major political upheaval or natural disaster in the home country requiring emergency travel; or
 - iv. A traumatic experience such as involvement in, witnessing a serious accident, or witnessing or being the victim of a serious crime. Such cases as these should be

supported by reports from police or psychologists.

- b. Compassionate grounds

Suspension or cancellation of enrolment by CTI.

CTI has the right to cancel or suspend a student's enrolment in the following circumstances:

- If a student submits fraudulent documents to gain admission to CTI
- If a student does not maintain satisfactory course progress in accordance with the Course Progress Policy for international students
- If a student does not commence on their expected start date of their CoE and has not contacted CTI to defer their course
- If the student behaves in a way that could potentially bring the Academy into disrepute
- If a student does not pay the required fees
- If a student behaves in a way that threatens their own health and safety and/or threatens the health and safety of another student or staff member.
- If the student has received two formal warnings from the Academy for disobeying Academy rules. A formal warning will be issued if a student:
 - i. Disobeys any Academy rules as set out in the Student Handbook
 - ii. Knowingly engages in material plagiarism, cheating or academic misconduct
 - iii. Does not abide by the email and Internet rules as stipulated by the Academy
 - iv. Engages in any form of harassment (racial, sexual or verbal) or bullying towards another student or staff member
 - v. Misuses or wilfully damages Homestay or Academy facilities, equipment or property.

Cancelling an enrolment

Students wishing to cancel their enrolment must complete a Deferment, Suspension or Cancellation of Enrolment Form and attach all supporting documentation. The student will receive notification in writing of the result of the request. If the student has not completed the first six months of their principal course, they must provide a letter of offer from an alternative provider. See policy on Transfer between Providers.

PLEASE NOTE: Deferring, suspending or cancelling your enrolment may affect your student visa.

Non-commencement of studies

If a student (whose visa is already granted) does not commence on their expected start date of their CoE and has not contacted CTI to defer their course, they will be contacted by Student Services within 2 days of the agreed starting date.

Suppose the student does not commence the course or requests a deferral within 7 days of the agreed starting date. In that case, Student Services will send a first and final warning letter informing the student of the Intention to Cancel due to non-Commencement.

CTI will notify the student in writing of its intention to cancel or suspend their enrolment. Students may appeal any decision to cancel or suspend their enrolment. This appeal must be made in writing to the CEO of the Academy within 20 business days from the date of the Intention to Cancel or Suspend Notice. Students should refer to CTI's Complaints and Appeals Procedures if they wish to

lodge an appeal. If an international student's enrolment is suspended or cancelled, CTI will notify the Department of Home Affairs through Provider Registered International Student Management System (PRISMS).

NB. If the student accesses the CTI internal complaints and appeals process, the suspension and cancellation of the student's enrolment cannot take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.

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.

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:
 - Reason for leave / deferment (Medical / Compassionate / Bereavement / Parental / Family / Personal / Work related) or cancellation
 - Dates (start date & end date with date of return to the institution)
 - Details of what the study / course responsibilities are on the date(s) leave is requested for *(not applicable if applying for course cancellation)*
 - 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.**

27. 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 released the student.
- c. the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing their principal course, 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 seek to enrol a student who has not yet completed six months of their principal course of study with another registered provider. 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.
8. Also, as stated in the National Code 2018 Standard 7.2, a student will be released for reasons when:
 - 7.2.2 circumstances in which the registered provider will grant the transfer request because the transfer is in the overseas student's best interests, including but not limited to where the registered provider has assessed that:
 - 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.

Notes:

- If a release is granted, it will be at no cost to the student and you as the releasing registered provider advise the student to contact Immigration to seek advice on whether a new student visa is required.
- If CTI as the registered provider intends to refuse the transfer request, we will inform the overseas student in writing of:
 - the reasons for the refusal
 - student's right to access the CTI's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.
- CTI will not finalise the student's refusal status in PRISMS until the appeal finds in favour of CTI (the registered provider), or the overseas student has chosen not to access the complaints and appeals processes within the 20 working day period, or the overseas student withdraws from the process.
- CTI will maintain records of all requests from overseas students for a release and the assessment of, and decision regarding, the request for two years after the overseas student ceases to be an accepted student.

- 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.

28. 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);

Not with standing 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.

29. CANCELLATION OF QUALIFICATION OR STATEMENT OF ATTAINMENT

The Institute may cancel an award if it was issued in error or it was found that the award was based on false or misleading representations. If the Institute cancels your award, you will be advised in writing.

You must return the cancelled award to the institute within 21 days of receiving written notice from the institute. You have the right to appeal this decision through the Principal Executive Officer.

Misconduct

Student misconduct includes student academic misconduct and behavioural misconduct.

Academic Misconduct - Cheating, Plagiarism and Collusion

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

- Failing the assessment.
- In some cases, police may be notified
- Resit fee of \$150 will apply

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

- Giving or receiving assistance during an examination or assessment that has not been agreed to by the teacher.
- Obtaining information about an examination before it is held, except for information provided to all the class by the teacher.
- Copying from another person's examination paper or assessment.
- Stealing, buying or obtaining in any other way, all, or part, of an examination or assessment before it is administered.
- Using any sources of information during an examination or assessment that has not been agreed to by the teacher.
- Substituting for another person to take an examination or assessment.
- Allowing another person to substitute for you in taking an examination or assessment.
- Giving your password to another person to enable that person to log on and undertake any academic activity, including assessment, on your behalf.
- Using another person's password in order to log on as that person and engage in any academic undertaking, including an assessment, on their behalf.
- Working with other students to produce work in groups that have not been agreed to by the teacher. This is called collusion.
- Making up or falsifying data in experiments or other research.
- Altering the record of any grade or result.
- Giving untrue information in order to obtain exemptions from program requirements.
- Bribery in any form. This includes offering or giving institute staff member 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 you may have obtained from the internet or from books.
- Copying published or unpublished material without proper acknowledgement
- Publishing or otherwise distributing assessments publicly in order to facilitate plagiarism
- Using or developing another person's ideas without acknowledging them
- Using the work of other students (with or without their permission) and claiming it as your own.
- You should not engage in any activities that can be considered to be academic misconduct or do anything that is intended to assist any other person in an act of academic misconduct. It should be noted that:
 - if a trainer or examination supervisor believes that a student is involved in academic misconduct, the student will be instantly informed of such but will be allowed to finish the examination/assessment item
 - the matter will be referred to the Principal Executive Officer for appropriate action.

30. STUDENT RECORDS AND FACILITIES

Student Records

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 onsite.

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 bonafides of the person requesting the information but unnecessary delays must be avoided.

Authority to release information in an emergency should be obtained from the Principal Executive Officer(PEO), unless to do so would cause unreasonable delay in the circumstances.

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

PEO (Rahul Fernandes) +61 413 222 969 (1st point of contact)

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

c) Student Access

Each student's records are available to them on request. Students' records are not available to other people unless CTI is requested in writing by the student to allow such access. Please refer to the Privacy and Personal Information Policy for details

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

CTI will ensure that:

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

CTI keeps student records for administrative and legislative purposes

These will include:

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

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 in the Institute 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. You will be charged \$50 for a replacement Student ID Card.

Change of address

Please ensure at all times that the Institute has your current address on file. As per immigration laws, it is mandatory to provide the right address to the education institute and report within 7 days for change of address. If you have changed your address, you will be required to fill up the Change of Address form and submit to the Reception.

CTI is required to confirm your contact details at least every 6 months including address, mobile and email address.

Documents

Students can request from Students Services for Enrolment letter, interim transcripts, attendance etc at the cost of \$ 50 per letter.

Student Facilities

Mobile Phones

Mobile phones are permitted on Institute campus. However, mobile phones must be turned off/muted while the student is in the classroom, workshops or in the computer lab.

Training rooms/workshops/laboratory

CTI offers training rooms, computer laboratories and workshops fully-equipped with the necessary equipment, appliances and tools to enhance student-learning experience.

Student Common Room

The facilities for use by the students in the common room include a hot/cold water dispenser, microwaves, fridges, chairs and tables. Food and drinks can be consumed in the student common area only.

Internet

The Institute computer lab is open during the Institute break as well as during session breaks for students to use the Internet.

31. OCCUPATIONAL HEALTH & SAFETY AND EMERGENCY PROCEDURES

Occupational Health and Safety

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 in the Institute.

All accidents, whether injury producing or not, must be reported to the Student Services Office. 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 practice.
- Seek advice from the Manager – Student Services
- Assist your Institute to promote a safe workplace.

Emergency Procedures

Canterbury Technical Institute is committed to taking reasonable care of health and safety of its students and staff and will comply with all regulations of the Occupational Health and Safety Act 1983. This handbook contains a campus map showing fire exits. For level 1 & level 8, there are two fire exits on each level- one near the reception and the other near the ladies' toilet. Both the exits are within 20 metres from the farthest point.

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

CTI will maintain safety on the campus:

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

The QLD Occupational Health and Safety legislation aims to protect the health, safety and welfare of people at work and lays down general requirements, which must be met at places of work in QLD. Canterbury Technical Institute is committed to fulfilling its responsibilities under the Act. Further information is available from WORKCOVER by telephoning: 1300 362 12.

Steps for evacuation in case of emergency

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

- All staff and students will evacuate on hearing the evacuation alarm (Whoop, Whoop Whoop sound)
- Lecturers will take charge of the room
- Students accompanied by their lecturer will exit in an orderly manner by the fire stairs, shown on the floor plan displayed in each room. Please refer to the floor plans in the Appendices
- Personal effects only are to be taken as learning / training equipment can impede evacuation
- After the floor is evacuated admin staff will report to the Principal Executive Officer/ Student Services & Academic Manager to advise all clear and exit the building
- Students and lecturers will assemble in the undercover area no further than Ely Lane off Adelaide Street
 - Refer to map in the Appendices

CTI Off Campus Work Experience Insurance Policy

CTI students are covered by its work cover policy while undertaking any group work experience outside the CTI campus / registered premises. However, if you intend to apply for work experience with any employer, CTI strongly recommends all its students apply for work experience related insurance. For further information please contact reception.

CTI Off Campus Excursion Procedure

Prior to an off campus visit the supervising trainer is required to complete a risk assessment for the course related activity using the CTI Excursion Planner Form.

The requirement is to complete the Excursion Planner Form only once, subsequent visits to the same sight do not require a separate form.

CTI students participating in course related excursions or industry visits are required to complete a Student Excursion Form this covers basic medical condition and/or medication information the supervising trainer may need to be aware of.

Students scheduled to make multiple visits to the same venue such as Commercial Cookery students completing practical kitchen sessions off CTI campus need complete a Student Excursion Form only once prior to the first occasion.

For venues where multiple visits are scheduled such as Commercial Cookery off campus kitchen visits the supervising trainer is required to complete the CTI CARA Form (Curriculum Activity Risk Assessment) prior to the activity.

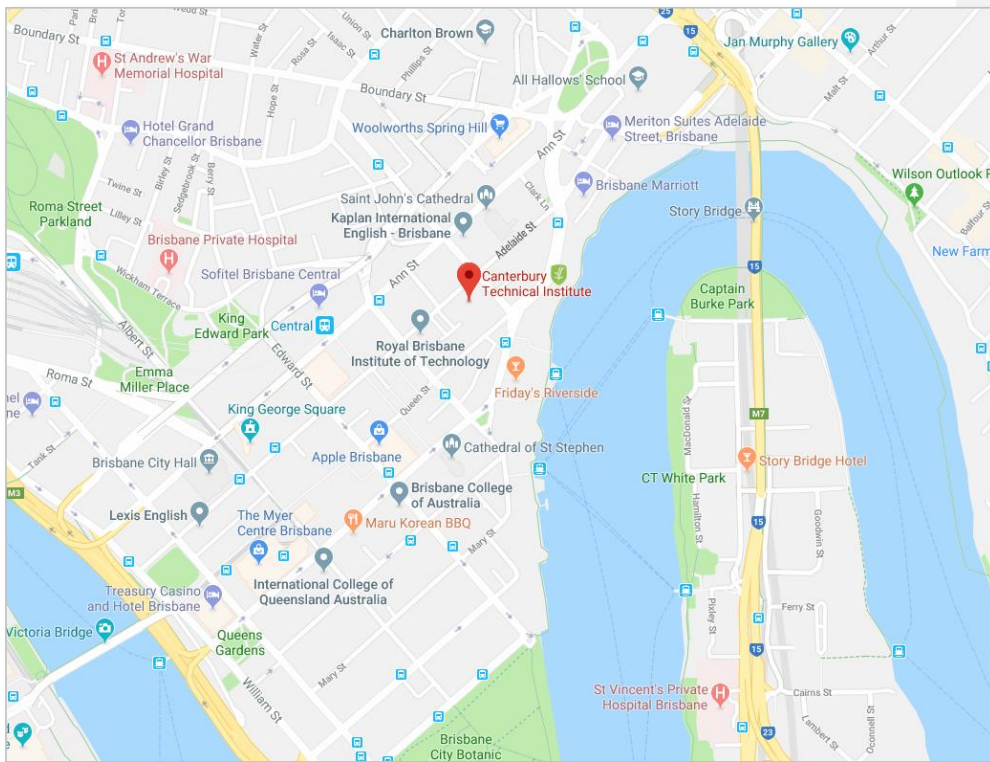
On completion of the CARA Form the off-campus activity is signed for approval by the Principal Executive Officer.

For venues where multiple visits are scheduled the students will be required to complete any relevant on-site inductions prior to commencement of the activity.

APPENDIX A – CAMPUSES LOCATION

CANTERBURY TECHNICAL INSTITUTE (BRISBANE)

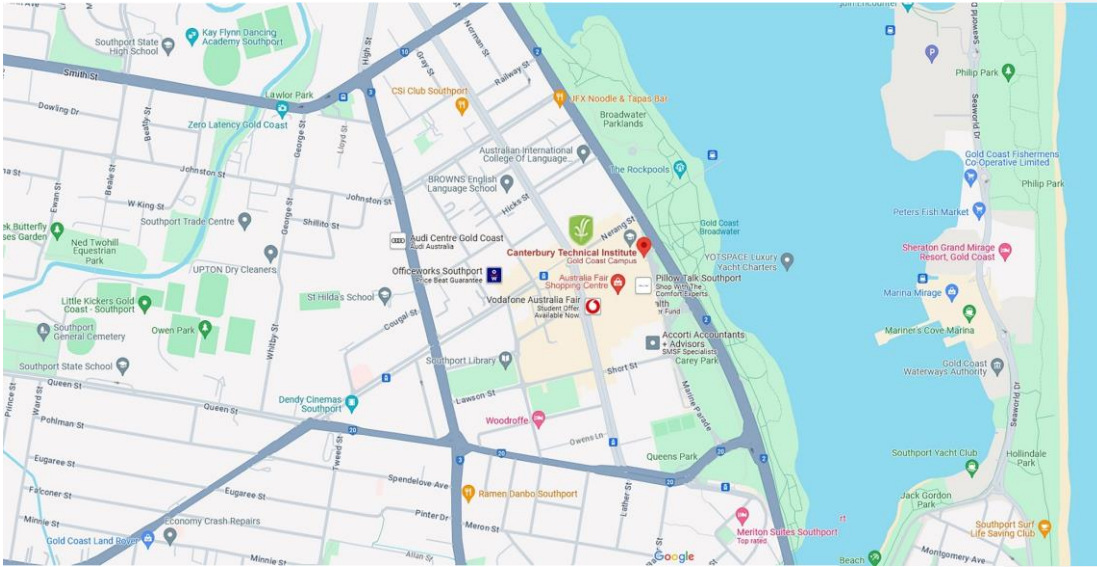
Level 1 & 8
333 Adelaide St.
Brisbane QLD 4000
Tel: 07 3123 4055



CANTERBURY TECHNICAL INSTITUTE (GOLD COAST)

Shop B002, Australia Fair Shopping Centre

Southport, QLD 4215



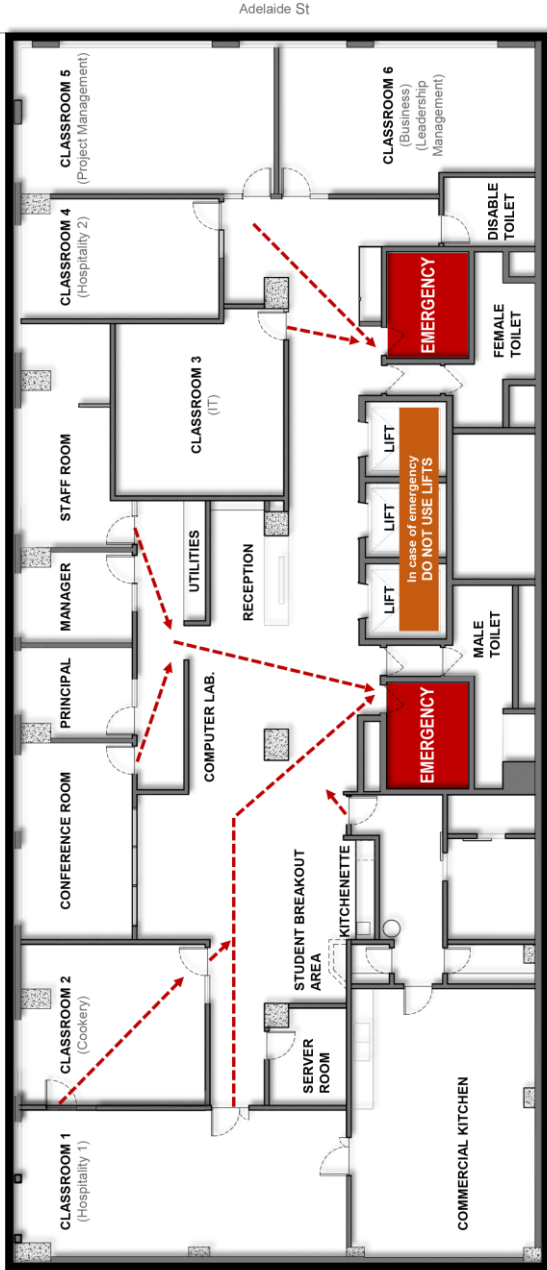
APPENDIX B – EMERGENCY EXIT PLAN

CTI – Emergency Exit Plan

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

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

Ely Lane
 Assembly Point

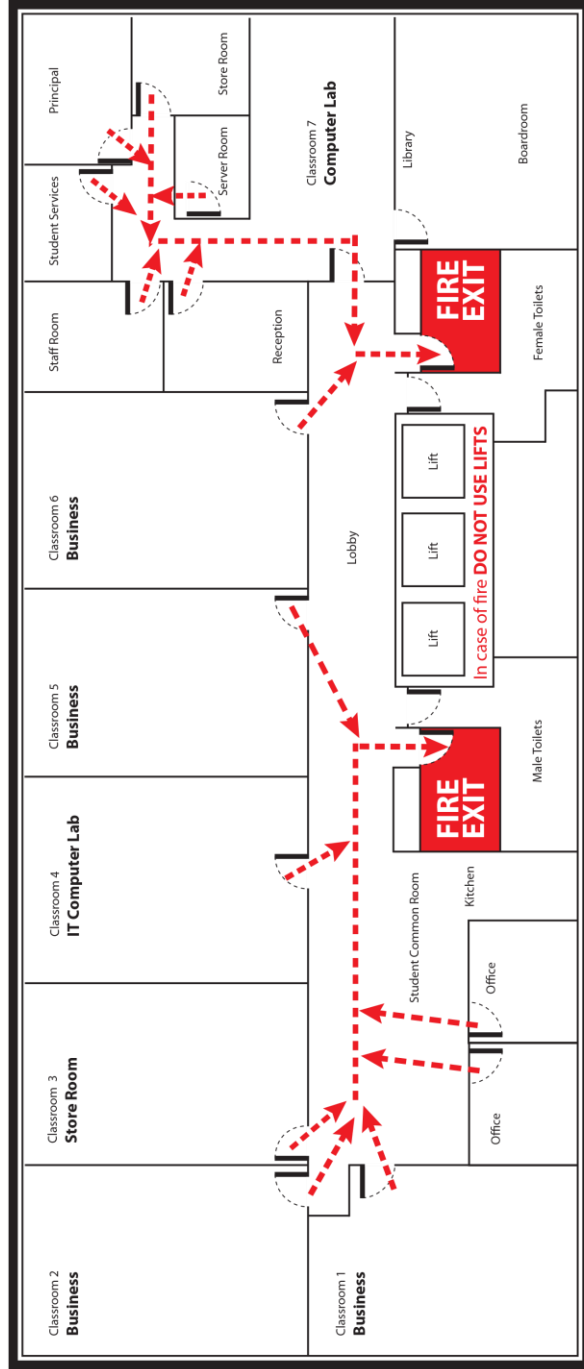


As you leave the building turn left and walk straight to the corner of **Adelaide St** and **Ely Lane** for the assembly area.
 IF YOU HAVE ANY QUERIES WITH REGARDS TO EVACUATION PROCEDURES OR PERSONAL SAFETY IN THE EVENT OF AN FIRE ALARM, PLEASE CONTACT THE STUDENT SERVICES MANAGER / PRINCIPAL.

CTI - Fire Exit Plan

Level 8: 333 Adelaide St, Brisbane Q 4000

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



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