



Construction Industry Training Australia Pty Ltd RTO Provider Number 45031

ACN: 610 190 442
ABN: 69 610 190 442

Revision 3.2

Student Handbook

[UEE2011](#) Certificate II in Split Air-conditioning and Heat Pump Systems

[UEE32211](#) Certificate III in Air-conditioning and Refrigeration

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Welcome to Construction Industry Training Australia Pty Ltd

Thank you for choosing Construction Industry Training Australia Pty Ltd as your training provider and allowing us to play a vital role in your learning journey. We pride ourselves on professional, flexible learning and providing you with the best experience possible to attain your goals. We hope you are looking forward to your new learning journey. We treat every student as an individual and we are here to assist you throughout the entire process. I look forward to hearing about your achievements and providing support where I can. I trust you will enjoy your time with us and wish you every success.

What is an acronym

An acronym is a word or name formed as an abbreviation from the initial components of a phrase or a word. In this case CITA is the acronym for Construction Industry Training Australia Pty Ltd

Director

Charles Posselt



Handbook Disclaimer

This student handbook contains information that is correct at the time of printing. Changes to legislation and/ or training policy may impact on the currency of information included. The RTO reserves the right to vary and update information without notice

This handbook has been prepared as a resource to assist students to understand their obligations and, the obligations of the RTO, and any Third Party associated with the RTO.

Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this handbook.

Any queries can be directed to:

Construction Industry Training Australia Pty Ltd

2/83 Kent Way, Malaga, Perth, WA 6090

www.citatraining.edu.au

info@citatraining.edu.au

Ph: 1300 83 50 30

Construction Industry Training Australia Pty Ltd

Thank you for considering training with CITA

The purpose of this handbook is to provide you with a quick reference about training programs, policies and processes, roles and responsibilities guiding you through your learning experience with CITA

CITA is bound to comply with the Standards for Registered Training Organisations (SRTO's) 2015. All training services provided to students are based on compliance with this standard, and the RTO has implemented policies and processes to meet the VET Quality Framework and SRTO's 2015.

We are committed to providing quality training and assessment services to its learners.

Construction Industry Training Australia Pty Ltd is a Western Australian owned company, and we aren't just limited to the Perth metropolitan area; we take our training to where it is needed; when it is needed.

To date we have delivered courses in many locations around Australia including

VIC, QLD, NSW, South Australia, Tasmania, Kimberley, Geraldton in the Mid-West, Darwin in the Northern Territory, Moorabbin, ACT, Darwin, Karratha, Kalgoorlie and many more places in between.

We pride ourselves on the quality of service we provide, and our aim is to continuously improve the level of service we offer in all areas. We have 4 fixed locations that we train from

- **Perth, WA – Head Office & Training Site**
- **Airport West, Victoria**
- **Punchbowl, NSW**
- **Geebung, QLD**

What is a Third Party?

The 'Standards' for Registered Training Organisations 2015 define a 'third party' as any party that provides services on behalf of an RTO.

Services means;

- training, assessment,
- related educational and support services and/or any activities related to the recruitment of prospective learners.

It does not include services such as student counselling, mediation or information and communications technology (ICT) support.

A school/organisation is determined to be a third party; and therefore, schools must act in accordance with the requirements of third parties.

These requirements are set out in the Third-Party Agreement and on the AQSA website

<https://www.asqa.gov.au/media-and-publications/third-party-arrangements.html>

Third Party Agreement

Construction Industry Training Australia Pty Ltd RTO provider number 45031 has a third-party agreement or partnership agreement with a training organisation College of Climate Change.

Construction Industry Training Australia RTO provider number 45031

ACN: 610 190 442

ABN: 69 610 190 442

College of Climate Change

ABN: 14 138 200 781

As part of partnership agreement; College of Climate Change contacts, and collect's students enrolment information on behalf of Construction Industry Training Australia Pty Ltd RTO provider number 45031.

Both Construction Industry Training Australia Pty Ltd RTO provider number 45031, and College of Climate Change have a hands on working relationship conducting the training and assessments to students for the courses listed in this student handbook.

Construction Industry Training Australia Pty Ltd RTO provider number 45031 issues all Statement of Attainments And/or qualifications upon successful completion of an Australian Accredited course.

Construction Industry Training Australia RTO ID: 45031 aims to

- Provide training and assessment services that meet industry needs and trends;
- Deliver high quality, innovative and engaging training;
- Maintain a person-centered approach;
- Foster relationships with our students, supporting them through their career;
- Provide flexible learning opportunities;
- Provide a supportive, facilitative and open learning environment;
- Ensure all training is delivered by qualified trainer and assessors with the necessary skills and experience;
- Ensure all training is continually monitored and improved;
- Maintain a healthy and effective learning environment for students;
- Produce competent and confident workers that benefit the community and industry.

Courses

CITA delivers a range of training programs, both accredited and non-accredited, which we conduct as public courses or customised for students and industry. The following nationally recognised qualifications are provided through out the Construction Industry

- [UEE20111](#) Certificate II in Split Air-conditioning and Heat Pump Systems
- [UEE32211](#) Certificate III in Air-conditioning and Refrigeration



CITA is responsible for the quality of the training and assessment you will receive in compliance with Standards for RTOs 2015, and for the issuance of the Australian Qualifications Framework (AQF) certification documentation. The Standards set out the requirements that an organisation must meet in order to be an RTO and ensure the integrity and quality of nationally recognised training provided by registered training organisations.

This information booklet is designed to provide you with information about the services provided by CITA and our approach to providing you a safe, fair and supported environment to participate in training and assessment. This booklet does not provide you with specific information about a particular course offered by CITA. This information is contained in the Course Brochure supplied separately.

You may access the various policies and procedures outlined in this Student Handbook on our website on the Student Resources page;

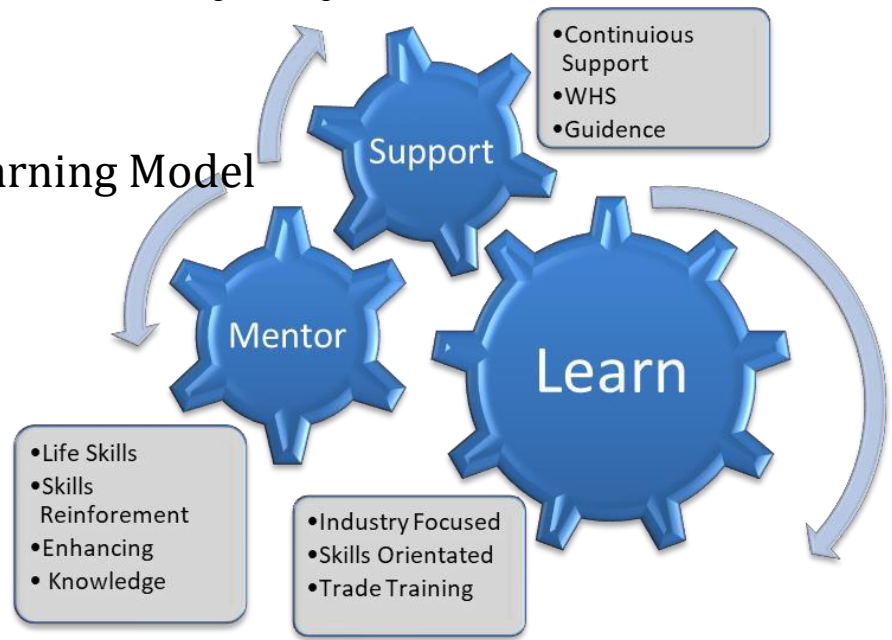
<http://www.citatraining.edu.au/student-information/>

Student Support

CITA caters to a diverse group of student learning needs and aims to identify and respond to the learning needs of all students. Students are encouraged to be open about their learning needs at all stages of their learning experience, right from the initial contact.

CITA is committed to providing support to all students through our 'Learn, Mentor and Support' philosophy, which is the foundation the 'CITA Lifelong Learning Model'.

The CITA Lifelong Learning Model



How to enrol

To enrol into a course with CITA applicants must complete a Student Enrolment Form available from the website. We will contact you and get you to complete a self-assessment. Once we receive that we will conduct a course suitability interview with you and discuss your experience and goals for the program. This helps make that this is the right course for you, and we can discuss any questions you have about your goals, current experience and qualifications and work out a training plan with you.

Our mission

CITA aims to deliver high quality, innovative and engaging training that is relevant to students, employers and businesses in the air conditioning and refrigeration (HVAC) industries. Our commitment to continuous improvement means we are continually developing and improving new resources, processes and facilitation methods to remain ahead in technology and industry standards.

We specialize in the education and training of flammable refrigerants, including hydrocarbons and also the flammable chemical refrigerants like HFC R32 and HFO 1234 YF.

These courses are designed for air conditioning and refrigeration mechanics, technicians, manufacturers, engineers and consultants. The courses are run throughout Australia, including all major capital cities and rural locations. As the use of hydrocarbons and other flammable refrigerants like HFO-1234 YF and HFC R32 continue to be introduced into the Australian Air Conditioning and Refrigeration industries, it is important that the industry and trades are educated and trained in their safe use and applications.

Flexible Learning

CITA recognises the principles and benefits of providing flexible adult learning approaches suited to individual learning styles. The learning methodologies provided by CITA are based on consultation with industry/employers and their training needs.

These are contextualised to meet the needs of individual organisations and the relevant work roles. Learning methods for CITA programs may include the following,

- Classroom based facilitated training: These sessions are either face-to face classroom/practical
- Online: Students are given a user name and password once enrolled so they can access all the recourse material on Microsoft Education Teams
- Distance/Correspondence: Self-paced learning that is blended with classroom and on- line facilitation
- RPL
- Credit Transfer
- Blended (mix of any of the above training and assessment methods)

Career Pathways

Career development is the ongoing process of managing your life, learning and work. It involves developing the skills and knowledge that enable you to plan and make informed decisions about your education, training and career choices.

The qualifications that you receive from CITA can be used to advance your career, and/or gain skills for a particular job and as a pathway to further studies in Air-Conditioning and Refrigeration electrotechnology.

Introduction to Australian Vocational Education and Training

Australia's Vocational Education and Training (VET) system is based on nationally endorsed industry training packages which identify specific skills and knowledge applied in the workplace. Students undertaking a VET qualification must demonstrate the skills and knowledge identified in a training package and be assessed as 'competent' in the selected units of competency to be eligible for the award of the qualification.

National recognition

The qualifications and Statements of Attainment issued by CITA must be automatically recognised by all Registered Training Organisations (RTOs) across Australia. In turn, CITA recognises the qualifications issued by RTOs in all other States and Territories. This allows people to move around Australia from different employers being confident that their qualification will be equally recognised.

Competency based training

Competency based training is training that develops the required knowledge and skills to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments. Competency is achieved by being assessed against requirements of the unit of competency. Your assessor will make a judgment of your competency after reviewing all the different types of assessment evidence you provide.

Training Packages

Training Packages represent the national industry benchmarks for Vocational Education and Training. Training packages set out the competency to be achieved but do not state how the training should be delivered. This means that students may complete their qualification in different ways between various

training organisations. The training package also specifies the relevant qualification rules including the compulsory core units are included in a course and the elective units which are available.

Delivery of training

Students will receive all the training for which they have enrolled. To be awarded a qualification, all assignments and assessments must be completed to a satisfactory level and submitted in accordance with instructions and within timeframes prescribed. Students are advised of the specific requirements to receive a qualification in their area of study as part of enrolment and when training delivery commences.

Results and certificates

On completing the training program with CITA, you will receive a nationally recognised qualification. The qualification is recognised within the [Australian Qualifications Framework](#). Qualifications are formatted to a uniform standard to ensure they are valid documents and will be instantly recognised throughout Australia. A qualification issued by CITA will be

accompanied by a transcript which will detail the units of competency issued within the qualification.

- Where a student does not complete the entire course requirements, they may be entitled to receive a Statement of Attainment. A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units. A Statement of Attainment can be used as a basis for recognition of your current competence with other Registered Training Organisations.
- A statement of results will be available to you upon request throughout your training. This will provide you information on your progress.

The Unique Student Identifier

If you're studying nationally recognised training in Australia, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime.

It's free and easy to create your own USI and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your driver's license number and/or passport. Our enrolment process will clarify what you need to know.

There are several unique circumstances where a person may be exempt from requiring a USI. These do not apply to the vast majority of learners in Australia. The USI Exemption Table is available from the USI website which explains these circumstances [Click Here](#). Individuals who have a genuine personal objection to being assigned a USI can apply for an exemption to the Student Identifiers Registrar. Individuals who have been exempted must show the original of this notice to their training organisation. Training organisations will not need to collect a USI in order to issue a VET qualification or statement of attainment to exempt individuals. If the student later wants a USI the training completed under exemption cannot be added to their USI account retrospectively.

Further details can be accessed at www.usi.gov.au

Student Rights and Responsibilities

Students have rights and responsibilities governed by State and Federal legislation.

Students enrolled with CITA, may be self-nominated or nominated by their employer and are all required to complete a pre-training review to determine suitability for study and to ensure that entry requirements are met.

Student rights	Student responsibilities
Be treated fairly and with respect by others	Read and adhere to all the information, policies and procedures as outlined in this Student Handbook and on our website www.citatraining.edu.au
Learn in an environment free from discrimination and harassment	Take ownership of your role as a learner
Learn in a supportive environment which is free from harassment, discrimination and victimisation	Treat all people with fairness and respect and do not do anything that could offend, discriminate, victimise, disrupt or threaten others
Study in a healthy and safe environment where the risks to personal health and safety are managed and minimised	Follow all safety policies and procedures as directed by staff and report any perceived risks as they become known.
Have personal details and records kept private and secure according to our Privacy and Personal Information Policy	Provide relevant and accurate information to the Institute, in a timely manner and us, if any personal or contact details change
Apply to have your existing skills and knowledge recognised	Progress through learning programs in line with timeframes, completing all assessment tasks, learning activities and assignments honestly and without plagiarism
Have complaints dealt with fairly, promptly, confidentially and without fear of any repercussions and make appeals about procedural and assessment decisions	Prepare appropriately for all assessment tasks, visits and training sessions
Be given clear and accurate information about their course, training and assessment arrangements and their progress	Make regular contact with their Training/ Assessor and notify CITA, if they are unable to attend training session for any reason as soon as possible
Receive training, assessment and support services that meet their individual needs accessing support needed to effectively participate in the training program	Notify CITA, if any difficulties arise as part of their involvement in the program
Provide feedback to CITA, on the client services, training, assessment and support services they receive	Make payments, if required, for their training within agreed timeframes

Change of Personal Details

Students are required to ensure their personal details with CITA are up to date at all times. Should your circumstances or details change please update your record by calling the Head Office and speaking to the course administrator.

Attendance

Attendance in training is recorded each time a class is held. These records are required for both learning and health and safety reasons.

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

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

All classroom sessions are designed to provide students with the essential knowledge and skills required for relevant units of competency. It is expected however that students undertake additional reading and research via Microsoft Education Teams.

If you are going to be absent from a scheduled class, please advise your training consultant, the course administrator, or your trainer/assessor. If you are absent from class, it is your responsibility to catch up on any work missed.

Punctuality

As a courtesy to other students and to the trainer/assessor, all students must be punctual throughout the training day, including returning from breaks. Punctuality shows respect and is essential to avoid disruption to other clients and the trainer/assessor.

Breaks

Your trainer will advise of timing for all breaks. Typically, though the following break times have been allocated, however they may vary:

- **15 minutes** duration for - Morning and afternoon tea breaks
- **45 minutes** duration for - Lunch breaks

Withdrawal from a course

If you wish to terminate your participation in a training program, please fill in the appropriate form which can be found on www.citatraining.edu.au under 'Forms' and attention it to the course administrator, so a Statement of Attainment can be issued for the units that have been successfully completed.

Language, literacy and numeracy (LLN) support

Students needing (LLN) support should speak confidentially with their Training Consultant. They will be able to discuss different ways of conducting training and assessment to assist you in achieving competence.

Students needing (LLN) support needs to be identified prior to enrolment during the pre-enrolment interview, which is conducted by the Training Consultants.

If a student needs (LLN) assistance beyond the capacity of CITA or any third party associated with CITA, the Training Consultant will help the student to find an appropriate (LLN) provider.

Duty of Care

CITA is committed to taking practicable steps to provide and maintain a safe and healthy work and learning environment for all staff, students, and contractors. Specific responsibilities are shown below.

Accidents, Injuries and Near Misses

- All incidents and near misses are required to be reported immediately. See your trainer/assessor or administration personnel to report any issues.
- CITA will ensure that the injured person receives appropriate first aid and/or medical treatment as soon as possible and will investigate to reasonably prevent a recurrence.
- CITA is also committed to ensuring that injury management activities commence as soon as possible after injury and that every effort is made to provide suitable and meaningful duties consistent with the nature of the injury or illness, after seeking appropriate medical judgement.

Students and Trainers/Assessors are expected to take care to prevent work-related injuries to themselves and to others.

The Director is responsible for investigating incidents and accidents. Following the report of an incident (near miss) or accident (and after first aid and other injury management processes have been implemented), the Director and/or a delegate on the Directors behalf will immediately undertake an investigation. The process for investigations may include.

- Interview all people involved in the accident or incident and witnesses.
- Use the risk management approach to help understand the underlying hazards that caused the incident or accident and whether controls failed, were insufficient or were absent.
- Listen to recommendations of people involved in the incident or accident about what is required to prevent such incidents or accidents in the future.
- Analyse results of investigation and document recommended courses of action for evaluation by the Director.
- Once action is approved, communicates outcomes and planned actions.

Safety

CITA is committed to providing you a safe environment in which to participate in training and assessment. The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans;
- Do not undertake activities which may cause injury to self or others;
- Be responsible for your own actions;
- No smoking at the training and assessment facilities or offices;
- Report all potential hazards, accidents and near misses to the RTO staff;
- If you are involved in any accident which results in personal injury and /or damage to equipment or facilities, notify the Trainer immediately.
- No consumption of illicit substances within training and assessment facilities or during the conduct of training and assessment;
- Keep training and assessment areas neat and tidy at all times;
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.

Access to your Records

You are entitled to have access to your student file and learning and assessment records on request. You may require these to monitor your progress with training or simply to go back and confirm something in a previous training module. Whilst these records will be retained by CITA, you are welcome to have access anytime and request a copy. If you require access to your records, just ask your trainer and it will be organised immediately. You will need to make a written request and provide verification of your identity.

Privacy

CITA takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles 2014.

CITA only collects personal data that is reasonably necessary for /or directly related to the student's enrolment and training activity.

Information collected includes:

- Personal information as detailed in the enrolment form
- Funding eligibility evidence (where applicable) as determined by the NSW Training Services, Department of Industry
- Results of training and performance evaluations including assessments, RPL assessments and language literacy & numeracy evaluations
- CITA, personnel will update client personal details without charge being applied to ensure client information remains current, accurate and complete.
- Any unsolicited information provided shall be destroyed (where lawful to do so) as soon as practicable to ensure that the information is de-identified.

Student information is only shared with external agencies such as registering authorities to meet compliance requirements as a Registered Training Organisation. All information shared is kept in the strictest confidence by both parties and is available on request.

CITA is required to collect and report full Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) data in accordance with the National VET Provider Collection Data Requirements Policy.

As part of the enrolment process we are required to obtain an individual's Unique Student Identifier or sufficient information to obtain the Unique Student Identifiers on behalf of an individual. The privacy of individuals is protected in line with the [Student Identifiers Act 2014](#) and [the Privacy Act 1988 \(Cth\)](#). Where an individual has authorised CITA to create a USI on their behalf, the personal information collected for the purpose of creating a USI shall be destroyed as soon as possible after the USI application has been made or it is no longer needed for that purpose. The only exception to this requirement is where CITA, is required under or by another law to retain the information.

In some cases, we are required by law to make student information available to others such as the National Centre for Vocational Education and Research (NCVER). In all other cases CITA will seek the written permission of the student for such disclosure.

Fees & Charges

CITA charges fees for the services provided to students undertaking a course of study.

All students are issued with an invoice prior to enrolment clearly stating the full cost of the course relevant to them. This invoice will itemize fees including tuition fees, administration fees and user name and password fees.

Fees and charges can vary depending on the course and circumstances such as duration, location, qualification.

Students have a right to pay no more than the published charge for which the student has agreed on and only for the duration of which the fees have been published.

CITA or any associated third party will not require any student to pay more than \$1500 in advance for any training not yet begun.

All students are provided with a receipt for any transaction made, as well as a reconciled invoice. Students who are doing a payment plan will get a debit form, along with an invoice, and students get notified via text message each time a payment has been made. If payment is dishonored by any relevant clearing authority the associated receipt is made void immediately.

Students cannot attend any class unless the minimum deposit has been paid. Note: The fee may also contribute to or contain a non-refundable fee. Full payment is required before a Certificate or Statement of Attainment will be issued.

Payment methods

CITA will not accept cash payments for any fees. Accepted payment methods are listed below

- Credit/Debit Card
- Electronic Funds Transfer (account details are on the invoice's or available on request)
- Payment Plan (through a third party company- Ezidebit)

Guarantee of Service

CITA is committed to completing the outlined training and assessment once students have commenced their study and to meeting all of its student responsibilities. In the unlikely event that CITA is unable to commence or complete the course, it will, if possible, arrange for the agreed training and assessment to be completed through another RTO (Fees may be incurred).

Prior to the transfer to another RTO, affected students will be formally notified of the arrangements, and an agreement to those arrangements, including any refund of fees, will be obtained. If transfer is not possible, CITA will provide a refund of any unused portion of the fee.

Statutory cooling off period

The Standards for Registered Training Organisations require a person to be informed of their right to a statutory cooling off period. A statutory cooling off period is defined within the Australian Consumer Law which was introduced in 2011. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty. All students are recommended to refer

to the [Australian Consumer Law, Sales Practices Guide](#) for further details about a statutory cooling off period and our general obligations for consumer protection during the enrolment process.

Refunds

We ensure, that we provide financial safeguards for fees, and charges received from all students. We ensure that all fees and charges paid are recorded in the appropriate manner so as to guarantee financial integrity. We take a fair and reasonable approach to refunds. The information below details a range of scenarios and the refunds available. CITA reserves the right to apply administrative processing fee of \$500 for any refund (this is because of the materials and expense involved in accommodating a student's course, class's, and training).

* In special circumstances if they can help replace their requested spot with someone else this cause is not applicable.

CITA may in its absolute discretion, refund some or all course fees where it determines that there are extenuating or compassionate circumstances.

A refund for part course fees will be calculated on a pro-rata basis on the booking price. The pro rata will not include the enrolment fee which is a portion of fees not eligible for refund.

Student withdrawal and refunds

Any withdrawal or refund request from a course must be submitted in writing using the appropriate application form that can be found on www.citatraining.edu.au and must be emailed to info@citatraining.edu.au ATT: Course Administrator, along with the following information

- Students Full Name
- Students Contact information
- Students USI
- Date of their effective cancellation
- The reason for their withdrawal and refund request
- Bank account information for refund to go into (ACC/BSB) – (Note; Refunds will not be made onto a credit card/debit card
- Attach any/all supporting documents for the withdrawal and refund request

Note: If a student requests a withdrawal due to hardship or illness, evidence will be required (e.g. medical certificate) the non-refundable administration fee will be deducted from any eligible and granted refund.

Complete Refunds

Students are entitled to a refund if CITA or an associated third party fails to provide the required services within specification and which have been agreed upon.

Below outline's when a full refund of all payments would be issued:

- The RTO or any associated third party has cancelled a course session prior to commencement
- Fees have been paid incorrectly or have exceeded that amount that was published and agreed upon * Only the money exceeding the published amount will be refunded.
- The Director sympathetically reviews any extenuating circumstances of applications for refund under the refund policy by any student.

No Refund

- Students will not be entitled to a refund of any course fees if they are removed from the course for any breach of serious misconduct.
- Failure to attend course will also result in a non -refund
- If a student has been provided with their online username and password for Microsoft Education Teams or Energy Space (for the short course students)
- The RTO reserves the right to cancel or reschedule a class if the class is less than 60% of its capacity, in which case no refund will be granted

Rescheduling and Extensions

If a student requests to have their class rescheduled any amount paid towards their first scheduled sitting can be carried across. There is no specific rescheduling fee if the student provides at least 5 clear workdays' notice.

Any student (with or doing a short course or a full course) can request to have their course put on hold or reschedule a class date. However, a course can only be put on hold for no longer than 6 months at a time. A Training Consultant will be in touch at the end of the 6 months, and if you are needing a bit more time, let the Training Consultant know, and they will be able to extend the period for you.

If CITA is not able to provide the agreed upon services and training due to unforeseen circumstances or adjustments of delivery, students will either be rescheduled to for another date or provided with a revised course, free of charge.

Additional Refunds Information

All applications for a withdrawal and/or refund will be reviewed and authorised by the Director and are processed on an individual basis.

Students will be notified via email on the outcome of the request.

Students will be given an explanation in writing if a refund request has been declined.

Any approved refund request will be processed within 14 working days from the date of the outcome letter.

Any student grievance or complaint regarding cancellation/withdrawal or refund request are to be submitted using the appropriate forms, which can be found on www.citatraining.edu.au under 'Forms' to info@citatraining.edu.au ATT: Course Administrator

Continuous Improvement

As an RTO and a training provider, we are committed to the continuous improvement of our training and assessment strategies and services that we provide to our students.

Central to this commitment is our approach to the continuous improvement of the procedures we apply to achieve systematic and sustained course's that all of our students will benefit from, because our students come first.

Training Evaluation

The overall satisfaction of students with the training that they receive is used as a major indicator of the quality of training that gets delivered. A week after you attend a class, your Training Consultant will email you a Training Evaluation Form to fill in and email back. This is an important form and while you don't have to fill in the form, we do encourage you to, so we can continue to grow and become better training providers for students years to come.

Learner engagement survey

Unlike the Training Evaluation form, this learner engagement survey is a nationally consistent survey tool, which students have to fill in on the completion of your training program. This is designed to collect feedback from students about their experience with an RTO and in undertaking nationally recognised training. You must complete and return this form, as it gets sent to ASQA who are the regulators for all RTO's

Complaints and appeals

CITA is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if necessary. A complaints and appeals form can be found on www.citatraining.edu.au under 'Forms'

What is a complaint?

A complaint is negative feedback about services, whether provided by the Institute or others on its behalf, other students or staff which has not been resolved locally. A complaint may be received by CITA in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by anyone but are generally made by students and/or employers.

What is an appeal?

An appeal is an application by a student for reconsideration of an unfavorable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to CITA within 28 days of the student being informed of the assessment decision or finding.

Early resolution of complaints and appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

Complaint and appeals handling

CITA applies the following principles to its complaints and appeals handling:

- A written record of all complaints and appeals is to be kept by CITA including all details of lodgment, response and resolution.
- A complainant or person lodging an appeal is to be provided an opportunity to formally present his or her case at no cost.
- Each complainant or person lodging an appeal may be accompanied and/or assisted by a support person at any relevant meeting.
- The handling of a complaint or appeal is to commence within 10 working days of the lodgment of the complaint / appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The complainant or person lodging an appeal is to be provided a written statement of the outcome, including details of the reasons for the outcome and must include information that demonstrates that the matter was thoroughly reviewed and what actions and outcomes have been identified as a result of the complaint.
- CITA shall maintain the enrolment of the complainant or person lodging an appeal during the complaint or appeals process.
- Staff are to provide assistance to students during the complaint handling process.
- Decisions or outcomes of the complaint or appeals process that find in the favour of the student or otherwise shall be implemented immediately.
- Complaints and appeals are to be handled in the strictest of confidence. No CITA representative is to disclose information to any person without the permission of the Training Manager. Decisions to release information to third parties are only to be done after the complainant or person lodging the appeal has given permission for this to occur.

- Complaints and appeals are to be considered on the basis of procedural fairness and lead to opportunities for improvement through a report to the RTO Director
 - If complainant is not satisfied with the outcome of the complaint handling, the Director may arrange for the complaint to be considered by an appropriate independent third-party, such as the Resolution Institute, the national association of dispute resolvers.
 - Head Office details as follows:
 - Free call: 1800 651 650
 - Email: infoaus@resolution.institute
 - Website: <https://www.resolution.institute>
- Students may also contact the [National Training Complaints Hotline](#) on 13 38 73 or by following the email complaint process for the Hotline at www.education.gov.au/NTCH

Recognised Prior Learning

In accordance with the requirements of the Standards for Registered Training Organisations, CITA provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

What is Recognised Prior Learning (RPL)

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. The RPL process assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved.

If a person can demonstrate they have the relevant skills and/or experience, they can get a recognition of prior learning (RPL) assessment. This is done against a qualification, without having to complete the full training and assessments.

RPL is a detailed and thorough assessment process that assesses a person's previous experience and training to determine whether they have the required learning and competencies as they relate to a specific qualification. By removing the need for duplication of learning, the RPL process encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry.

The RPL Process



Document types used as Evidence

In order to recognise your prior learning through informal and formal sources, the assessor will need to have evidence that you are competent. Evidence can be in many forms, for example:

- Other Qualifications
- In-house training certificates
- Examples of work produced
- Workplace reference
- Statement of duties
- Work project
- Minutes of meetings attended or conducted
- Documents showing organising/supervisor skills
- Awards, commendations, certificates of merit
- A demonstration

This evidence presented will be matched against the Performance Criteria stated in the Unit of Competency. The assessor may find it necessary to ask questions about the evidence or ask you to perform work activities or a test to provide evidence where there are gaps between what you have provided and what is required. Selected TAFEs and registered training organisations can perform RPL assessments, as well as VET assessment provider VETASSESS.

Credit for your current competence

CITA acknowledges the requirement as an RTO to recognise the awards issued by other RTOs. This is limited to outcomes that are drawn from the national skills framework being units of competence awarded and accurately identified in statements of attainment and qualifications.

What is credit transfer?

Credit transfer is the recognition of learning achieved through formal education and training. Under the Standards for Registered Training Organisations, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. Credit Transfer allows a student to be awarded a unit of competency/module based on successful completion of the unit which has been previously awarded.

Evidence requirements

If you are seeking credit you are required to present your statement of attainment or qualification for examination by CITA. These documents will provide the detail of what units of competence the applicant has been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework Implementation Handbook. You are required to submit copies only which are certified as a true copy of the original.

Credit transfer guidelines

The following guidelines are to be followed in relation to credit transfers:

- Any student is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
- Students may not apply for credit transfer for units of competence or qualification which is not included in CITA's scope of registration.
- Whilst students may apply for credit transfer at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for credit transfer
- Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek recognition.

Training and assessment standards

CITA will:

- Provide Trainers/Assessors with all necessary induction and training
- Conduct regular reviews of training and assessment procedures with all third parties

- Consult with industry, Trainer/Assessors, and Students to assess the quality of training and assessment
- Always seek to improve training and assessment procedures
- Provide all the necessary resources to implement these processes
- Adopt and maintain a quality assurance system for managing and monitoring all education and training operations and for reviewing staff and participant satisfaction.

CITA will collect and review feedback from industry sources, representatives, and advisory bodies on a regular basis. Industry Feedback will be used to review and improve training and assessment. Any Industry feedback which indicates practices by CITA and/or representatives that may be contrary to legislation, standards or codes of practice will be acted upon immediately by CITA.

The courses we offer are delivered based on competency standards set by industry. Student competency for each component of their course (units) will be assessed by qualified staff using strict assessment criteria. When a participant can demonstrate competency for the required number of units of competency specified for their course, the full qualification will be awarded.

Where a student can demonstrate competency for units of competency less than the required number to achieve a full qualification, a Statement of Attainment will be issued for the units in which competency was achieved. Participants who fail to demonstrate the required level of competency will be provided with information, advice and/or counselling, and given further opportunity to demonstrate their competency.

Assessment Submission

Students will receive an assessment summary at the beginning of each course. The assessment summary contains all the required information to ensure that students can achieve competence. One of these details is the **due date** for each assessment. Students **MUST** submit all assessments by the due date. Any assessment **NOT** submitted by the due date will be deemed 'not competent' and recorded as a missed assessment.

Assessment Outcomes

The evidence students submit will be assessed and they will be given written and verbal feedback. Each individual assessment task will be marked as either Satisfactory or Unsatisfactory. A mark of Competent or Not Competent will be given for the whole unit. If the student is assessed as Not Competent, they will be given some suggestions for improvement and asked to resubmit their material and/or redo their assessment.

If the student doesn't agree with the assessment result or thinks that the assessment process is not valid, or disagrees with the decision once it is made, or believe that they have been treated unfairly, they can appeal.

Full details of the Appeals process are contained in this Student Handbook.

Re-assessment

Participants will be allowed two (2) further attempts at an assessment for which the outcome is Not Satisfactory, within the timeframe of a unit of competency. No additional fees will be charged.

Participants who require re-assessment beyond the delivery timeframe of a unit or due date of an assessment, unless it is due to medical reasons, will be given the opportunity to request an additional time to resubmit and in this time, they can request a mentoring/coaching session if required. After that they will be charged a re-assessment fee.

Reassessments are organized by CITA and a cost will be incurred per assessment task. Should you be unable to fulfil the unit of competency requirements following a re- assessment, you will be required to repeat the unit of competency in line with the RTO's policy. Student Services will advise of the cost of repeating a unit of competency and the cost for re-assessment. Repeating a unit of competency is subject to timetable availability.

Plagiarism

Plagiarism will not be tolerated. Information, ideas etc. quoted or paraphrased from another source, must be acknowledged with "quotation marks" around the relevant words/ sentences or ideas and cited at the end of the document. Sources of information, ideas etc. must be provided in alphabetical order by author's surname (including author's full name, name of document/ book/ internet etc. and year and place of publishing) or may be included in brackets in the text.

Students who assist others to have access to their assignment material will be deemed as equally guilty of plagiarism.

Qualifications and Statements of Attainment

On successful completion of all course requirements students are provided with the appropriate qualifications and statements of attainment.

CITA will issue all Australian Qualification Framework certification documentation (Qualifications or Statements of Attainment) to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete. Please note however that CITA is not obliged to issue a certificate to a completed student if:

- All agreed fees the student owes to CITA have not been paid.
- The student has not provided a valid Unique Student Identifier.

Students should be aware that a

- **Qualification** is the result of a student achieving the units of competency for a qualification outcome as specified in an endorsed training package or an accredited course. A qualification is a formal certification that a student has achieved learning outcomes as described in the AQF. Technically within the AQF a qualification is comprised of a testamur and a record of results. A testamur is the actual official certification document that confirms that a qualification has been awarded to an individual.
- **Statement of Attainment** is issued when the student has achieved one or more units of competency as a result of completing a course which included units of competency only or where the student achieved one or more units of competency as part of an enrolment in a qualification-based course but the student did not achieve all of the units of competency to receive the full qualification.

Reissuance of Qualifications and Statements of Attainment

Students can contact CITA to obtain a new copy of a certificate. A charge may apply. See the website for more information.

Code of Ethics and Responsibilities

CITA shall at all times act with integrity in dealings with all clients and members of the community.

CITA shall adopt such policies and practices to ensure the quality of vocational education and training programs offered are relevant and in accordance with:

- National Vocational Education and Training Regulator Act 2011, and
- Standards for Registered Training Organisations (RTO's) 2015
- Service Agreement
- Commonwealth/State legislation and regulatory requirements.

CITA will ensure:

- Training and assessment strategies and practices are responsive to industry and learner needs, meet the requirements of training packages and VET accredited courses, and staff are qualified sufficient to deliver and assess programs on an ongoing basis,

- Its operations are quality assured.
- AQF Certification is issued, maintained and accepted in accordance with the Standards for Registered Training Organisations (RTO's) 2015
- Clients and current learners are provided with accurate information about the company, its services and performance
- Each learner is properly informed and protected
- Complaints and appeals are recorded and dealt with fairly, efficiently and effectively.
- Effective governance and administration arrangements are in place
- Legal compliance and co-operation the VET Regulator and other agencies.
- Compliance with current Work Health and Safety and duty of care requirements,
- The maintenance of adequate records and the security of all current and archival records,

CITA undertakes to maintain quality training and to uphold the highest ethical standards. CITA undertakes to ensure that all employees, agents and representatives are familiar with and agree to comply with this code of ethics. CITA shall refrain from associating with any enterprise which could be regarded as acting in breach of this code of ethics or relevant standards or regulations.

Legislation

CITA operates in accord with a range of legislation related to training and assessment and also other legislation that covers matters such as your work health and safety, privacy and rights to a discrimination free environment. There are also a number of legislative requirements that you will be made aware of throughout your course.

Current legislation is available online at [www.austlii.edu.au Commonwealth Act Compilations](http://www.austlii.edu.au/Commonwealth%20Act%20Compilations)

This page allows you to browse for legislative items within ComLaw, FRLI or a specific site database. Items that can be browsed for include Acts (as made) and Act Compilations, Legislative Instruments (as made) and Compilations of Legislative Instruments and Bills 1996+. Once you have determined what you want to browse, you can select how the returned legislative items should be sorted. The view tabs will change, depending on what type of legislative item has been selected.

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

Commonwealth Legislation

- Age Discrimination Act 2004
- Copyright Act 1968
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Fair Work Act 2008
- Human Rights and Equal Opportunity Commission Act 1986
- National Vocational Education and Training Regulator Act 2012
- Privacy Act (2001) including the Australian Privacy Principles
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Skilling Australia's Workforce Act 2005
- Work Health & Safety 2011