Student Handbook

Your guide to applying, enrolling and being a student with Customised Training Pty Ltd

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Fax: 03 5367 1607
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Facebook: www.facebook.com/askctcs
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LinkedIn: http://www.linkedin.com/company/2069244?trk=company_search
Address: Level 1, The Business Block, 11B Gell Street, Bacchus Marsh VIC 3340
RTO Code: 21613
Table of Contents

Introduction ................................................................................................................................................. 3

Section 1 Considering your training options? .............................................................................................. 3
  1.1 The benefits of having qualifications
  1.2 About Customised Training
  1.3 Contact Details
  1.4 Vocational Education and Training (VET)
  1.5 Qualifications
  1.6 Competency Based Training (CBT)
  1.7 Competency Based Assessment
  1.8 Delivery Modes
  1.9 Access and Equity

Section 2 Apply to Study .............................................................................................................................. 7
  2.1 Make informed decisions
  2.2 How to apply for a qualification
  2.3 Qualification and Delivery Mode List
  2.4 Government Subsidised Training
  2.5 Traineeships
  2.6 Fee for service
  2.7 Application Process
  2.8 Certifying Eligibility Documents
  2.9 Fees Payable
  2.10 Qualification Fee Schedule
  2.11 Other Fees
  2.12 Terms & Conditions of Sale

Section 3 Being a student ............................................................................................................................ 14
  3.1 Adult learning
  3.2 Code of Conduct for Students
  3.3 Student Support Services
  3.4 Feedback and Complaints
  3.5 Assessments
  3.6 Monitoring your progress and updating your records
  3.7 Suspension, Deferral, Extension and Withdrawal from training
  3.8 Marketing information
  3.9 Results and qualifications
  3.10 Discipline Policy
  3.11 Protecting your privacy
  3.12 Feedback, Comments and Complaints

Section 4 What’s Next? ................................................................................................................................. 23
  4.1 After completion of your qualification
  4.2 Pathways
  4.3 Graduation

Section 5 Supplementary information ......................................................................................................... 24
  5.1 Compliance with legislation
Introduction

Customised Training is a nationally Registered Training Organisation (RTO) that has been delivering vocational qualifications and training in Victoria for 10 years. In that time we have helped many thousands of individuals create and develop their careers. We have also helped many organisations skill and up skill their staff. We welcome the opportunity to also help you realise your career goals.

This Student Handbook provides information and options you need to consider. In particular, the handbook provides you with information on the following:

- About Customised Training’s services and qualifications offered
- To help you make an informed decision before commencing a qualification
- As a reference and explanatory information necessary to complete the enrolment form
- To assist you throughout your period of study

There is quite a lot of information required to address all of these requirements. For the ease of reading and reference, the handbook is structured to reflect what we call the student lifecycle. These sections are:

- Section 1 Considering your training options?
- Section 2 Apply to study
- Section 3 Being a student
- Section 4 What’s next?
- Section 5 Supplementary information

If you are thinking about applying, then you only need to consider sections 1 and 2 for now. This handbook is available on the Customised Training website and as a booklet from Customised Training’s office. It can also be posted upon request. If you have a printed copy of the document, please check that it’s the latest version by comparing it to the document on our website or calling us. Our contact details are on the front page, the bottom of most pages and in section 1.3.

Section 1 Considering your training options?

1.1 The benefits of having qualifications

Compared to those without qualifications beyond high school, those with VET qualifications typically earn more over their working career, are less likely to experience long periods of unemployment and have more satisfying work lives. In general, the higher the VET qualification, the more the benefits add up.

For an employer, the benefits of training and skilling typically emerge some months after training is completed. The longer term benefits are diverse and include higher levels of knowledge, competence, staff engagement, improved service provision, improved staff retention, higher levels of staff satisfaction, increased productivity and innovation and increased levels of staff morale. For these reasons, training is usually considered an investment in the future and not just a cost. When you are considering your situation ask yourself three questions. Firstly, what benefits and opportunities will I get from gaining a qualification or new skills? Secondly, what might I miss out on if I don’t gain a qualification? Thirdly, am I worth investing in?

1.2 About Customised Training

Customised Training Pty Ltd is a Registered Training Organisation (RTO) (provider number 21613) delivering nationally recognised qualifications that serve to develop competencies required in today’s workforce. We are guided by our Vision and Mission. Our vision is to build strong partnerships, ensuring the quality of our training achieves growth and success for employers, students and our staff. Our Mission is to exceed expectations in all our training and interactions with employers, students and our staff. Our core values determine how we work and with whom. These core values are loyalty, integrity, honesty and excellence. We are committed to providing high quality service through skilled and friendly trainers and administrative staff.

We will work with you to support your educational journey to achieve your goals. We are registered to offer a range of nationally recognised qualifications. They are listed on the following government website www.training.gov.au, on our website www.customisedtraining.edu.au and are also described in our qualification brochures.
Customised Training is committed to:

- Striving to meet its responsibilities and behaving ethically in service provision and business practice as outlined in the DEECD Statement of Expectations – Principles and obligations for government contracted training providers in Victoria
- Acting in a manner which promotes confidence in the integrity of the vocational training system and in the organisations providing training services
- Behaving honestly and ethically in accordance with its values
- Excellence in the delivery and assessment of training and in maximising outcomes for students
- Acting in the best interests of students and with sensitivity to their diverse social, cultural and special learning needs
- Acting in accordance with applicable professional ethics, policies and standards
- Be responsive and cooperative with State and Commonwealth Governments and implement priorities, policies and decisions with professionalism
- Complying with the laws and regulations of State, Australian and local governments
- Working in partnership with students, industry and other consumers to ensure the ongoing relevance of vocational training
- Effectively governing and managing itself and exercising responsibilities with competence and professionalism
- Fostering the development of its staff
- Ensuring an appropriate, transparent and efficient flow of communication with those with a legitimate interest in the operations of the company
- Continually improving in everything that it does.

1.3 Contact Details

Phone: 1300 275 282
Fax: 03 5367 1607
Email: info@customisedtraining.edu.au
Web: www.customisedtraining.edu.au
Facebook: www.facebook.com/askctcs
Twitter: www.twitter.com/CTCSinfo
LinkedIn: http://www.linkedin.com/company/2069244?trk=company_search
Address: Level 1, The Business Block, 11B Gell Street, Bacchus Marsh VIC 3340
Provider No: TOID 21613

1.4 Vocational Education and Training (VET)
Vocational Education and Training (VET) provides individuals with the skills, knowledge and attributes for particular jobs. For example, our Children’s Services qualifications train people to be qualified professional children’s services workers. Anyone can undertake VET, including those already employed, people returning to work, those transitioning to a new career, school leavers and students in year 10 through 12.

Many people coming into VET think it’s the same as secondary school. In fact it’s quite different, based on the idea that adult learning is problem-based, collaborative and that there is a learning partnership between the trainer and learner. A common model of adult learning is based on six principles:

- Adults are internally motivated and self-directed
- Adults bring life experiences and knowledge to learning experiences
- Adults are goal oriented
- Adult learners want to understand the relevance of what they are learning to their goals
- Adults are practical
- Adult learners like to be respected.

Adult learning often occurs in a number of settings, not just the classroom. Section 1.8 below outlines the delivery methods used at Customised Training.

1.5 Qualifications
VET courses are called qualifications, courses or programs. They are arranged in levels of skill and knowledge complexity from Certificates I through to IV, Diplomas and Advanced Diplomas. A few qualifications extend to the
Graduate Certificate and Graduate Diploma levels. Certificate III, IV, Diploma and Advanced Diploma are the most commonly undertaken by Customised Training’s students.

1.6 Competency Based Training (CBT)
Competency based training is sometimes referred to as CBT. It was introduced into Australia in the late 1980’s and is now the recognised training method for vocational training. Competency based training is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a program of training or based on workplace experience and learning. Ideally, progress within a competency based training program is not based on time. As soon as students have achieved or demonstrated the required competency, they can move to the next competency. In this way, students may be able to complete a program of study must faster.

1.7 Competency Based Assessment
In a competency-based assessment system, evidence is gathered to demonstrate competency has been achieved. Evidence of competence can take many forms and depend on the purpose of the assessment and the performance outcomes and usually consist of a combination of written work, observations and practical tasks in the workplace. There are no exams in competency based assessment. The form of assessment will be advised for each individual unit. All assessment evidence must address each of the following rules of evidence.

Validity
- Addresses the elements and performance criteria in the Training Package
- Reflect the skills, knowledge and context described in the competency standard
- Demonstrate that the skills and knowledge are applied in real or simulated workplace situations

Currency
- Demonstrates your current skills and knowledge
- Complies with current industry standards

Sufficiency
- Demonstrate competence over a period of time
- Demonstrate competence that is able to be repeated
- Comply with language, literacy and numeracy levels that match those required by the work task

Authenticity
- Evidence presented for assessment is your own work
- Your work can be verified as genuine

Final assessment items are marked ‘C’ (Competent), ‘NYC’ (Not Yet Competent) or ‘CNA’ (Competency Not Achieved). If your assessment is marked NYC or CNA, you can resubmit your work within a given timeframe.

1.8 Delivery Modes
Distance Delivery
Distance delivery is a flexible delivery option which allows you to fit study around work, social or family commitments. Study can take place at home, in the office, or any place and time that suit you. Distance Learning takes place when you are separated from your teacher by physical distance, time or both. Technology used may include voice, video, online and print learning materials.

Classroom Delivery
Classroom delivery includes the use of workshops, presentations, activities, print based and on-line learning material. Classroom delivery involves a combination of teacher led discussions, demonstrations and activities. Classroom Delivery is conducted across Victoria at various venues in metropolitan and country areas.

Workplace Delivery
The workplace can be used to facilitate student learning and allow for assessment to take place via demonstration and observation. Workplace delivery can include the delivery of training under a commercial arrangement or under a Traineeship. Workplace learning is most effective with the support of the workplace supervisor and often introduces and promotes innovative outcomes in the workplace.

Practical Placements
Customised Training is committed to ensuring participants receive relevant and up to date industry specific training and believe this is best achieved in the workplace. In some cases, you will be required to complete a Practical Placement as part of your qualification. Practical Placement agreements need be in place prior to commencement of structured training. A completed and signed Practical Placement Agreement covers participants under WorkCover legislation. The Course Outline will advise if a practical placement is a requirement of your qualification and the hours you are required to complete.

**Skills Recognition**
Skills Recognition takes two forms; Recognition of Prior Learning (RPL) and Credit Transfer (CT). Recognition of prior learning is an assessment process that involves assessment of an individual’s relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit. Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.

You are encouraged to discuss undertaking the Skills Recognition process prior to the commencement of your training with your trainer. If you have had training delivered for a unit, you are not permitted to commence the RPL process at a later date for this same unit. A [Skills Recognition brochure](#) is available upon request or view it at [www.customisedtraining.edu.au](http://www.customisedtraining.edu.au)

1.9 **Access and Equity**

**Diversity and Equal Opportunity at Customised Training**
Customised Training is committed to creating and sustaining a training environment that values the contributions of people of different backgrounds, experiences and perspectives to optimise opportunities for everyone to achieve their full potential. Customised Training acknowledges its responsibility to comply with the Equal Opportunity Act 2010, The Disability Act 2006, the Working with Children’s Act 2005, and the Charter of Human Rights and Responsibilities Act 2006.

Customised Training is committed to ensuring that its structures and practices are free from direct or indirect discrimination based on age, gender, marital status, carer status, pregnancy and breastfeeding, parenthood, physical features, sexuality, sexual orientation, gender identity, social and economic circumstances, race, disability, religious and political beliefs and activities, industrial activity and personal association with a person who could be discriminated against. Customised Training encourages individuals with disabilities to explore opportunities to develop their skills through Vocational Education and Training.

**Individual Needs**
Customised Training is committed to ensuring you receive training, assessment and support services that meet your individual needs. To achieve this, we need to know what your needs are. These may include; learning, mobility, visual or hearing impairment, please notify us as soon as possible, preferably before commencement of your training. We will then consider what adjustments are needed to the learning and assessment environments and processes.

**Language, Literacy and Numeracy Assessment and Student Support Services**
Prior to commencement of training, your language, literacy and numeracy (LLN) skills will be assessed to ensure that the planned learning and assessment strategies are appropriate for your Language Literacy and Numeracy skills. Adoptions and concessions can be made to learning and support materials to suit your individual needs; providing that these adoptions or concessions do not compromise the requirements of the relevant Training Package or the integrity, equity and fairness of assessment. At Customised Training all trainers are trained in supporting the LLN needs of students. Where intensive support is required services external to Customised Training may be utilised to ensure you achieve your full potential. All training and assessment is conducted in English.
Section 2 Apply to study

2.1 Make informed decisions
It is important that you are fully informed before commencing a qualification. Please read this section before you complete an enrolment application form. Contact our Course Advisors if you need assistance on 1300 275 282 or via email info@customisedtraining.edu.au. The application form seeks information about your individual learning and support needs, including any language, literacy and numeracy needs so that assistance can be provided as necessary.

This section also provides information about the following:
- The application process
- Pre-requisites and entry requirements
- Skills Recognition
- Flexible delivery modes
- Learning pathways and vocational outcomes
- Government Funding
- Fees and charges and fee support
- Your rights and obligations as a student
- Training, assessment and support services
- Engaging your employer and other parties, as relevant, to contribute to your learning and assessment.

2.2 How to apply for a qualification
To apply to enrol, follow these simple steps:
1. Complete the enrolment application form online or in hard copy; work progressively through the form. Supply all of the information requested. Refer to the Student Handbook as necessary and as directed by the enrolment application form.
2. Select the qualification. Using the chart below, select your preferred delivery mode.
4. Send the enrolment application form to Customised Training by post, email or in person.
5. After the application is received, Customised Training’s Course Advisors will process it. You may be contacted for further details. If so, please respond in a timely manner.
6. The application is complete when all the required information is supplied and the payment arrangements are in place.
7. Our Course Advisors are available to answer any questions and provide assistance. Contact them via telephone on 1300 275 282 or email info@customisedtraining.edu.au.

2.3 Qualification and Delivery Mode List

<table>
<thead>
<tr>
<th>Building &amp; Construction</th>
<th>Classroom</th>
<th>Workplace</th>
<th>Distance</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPC40208 Certificate IV in Building and Construction (Contract Administration)</td>
<td>*</td>
<td>*</td>
<td>✓</td>
</tr>
<tr>
<td>CPC50210 Diploma of Building and Construction (Building)</td>
<td>*</td>
<td>*</td>
<td>✓</td>
</tr>
<tr>
<td>CPC50308 Diploma of Building and Construction (Management)</td>
<td>*</td>
<td>*</td>
<td>✓</td>
</tr>
<tr>
<td>CPC50210 Diploma of Building and Construction (Building) and CPC50308 Diploma of Building and Construction (Management) (DUAL)</td>
<td>*</td>
<td>*</td>
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<table>
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<tr>
<th>Business</th>
<th>Classroom</th>
<th>Workplace</th>
<th>Distance</th>
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</thead>
<tbody>
<tr>
<td>BSB51107 Diploma of Management</td>
<td>*</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>BSB60407 Advanced Diploma of Management</td>
<td>*</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Children’s Services</th>
<th>Classroom</th>
<th>Workplace</th>
<th>Distance</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHC30113 Certificate III in Early Childhood Education and Care</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CHC50113 Diploma of Early Childhood Education and Care</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
2.4 Government Subsidised Training

Customised Training is contracted as a provider of Victorian Government subsidised training under the Victorian Training Guarantee. Training Services are provided to eligible individuals with funds made available by the Victorian and Commonwealth Governments. When accessing government funding, you must meet the conditions of that funding. Funding accessed under the Victorian Training Guarantee may impact your ability to access further government subsidised training.

Am I eligible for government subsidised training?

In 2015 you are eligible for a government subsidised training place if have a physical presence in Victoria and you are:

- An Australian Citizen; or
- A holder of a permanent visa; or
- A New Zealand citizen; or
- An Asylum Seeker or a referral from the Victim of Human Trafficking Initiative; or
- You are in the Workers in Transition Program with a WiTP letter from DEECD; or
- You are in the Retrenched Worker Training Entitlement Program with a Training Referral Letter from DEECD; or
- You are in the Automotive Supply Chain Training Initiative with a Automotive Supply Chain Training Initiative letter from the DEECD

And are any of the following:

- Under 20 years of age
- Over 20 years of age and applying for a qualification at a higher level than the highest qualification you currently hold. For example, if you hold a Certificate III qualification, you can receive funding for Certificate IV level qualifications and above.

Note: the criteria can change at short notice. Use the above as a guide and contact a course advisor for information regarding your individual circumstances.

How many courses am I eligible to undertake?

Individuals accessing the Victorian Training Guarantee will only be eligible to commence a maximum of two courses/qualifications at the same Australian Qualifications Framework (AQF) level in their lifetime. Students may continue to be eligible if they are studying at a higher level.

What if I want to study and don’t meet the eligibility criteria?

You can still study if you are ineligible for a government subsidised place at a fee for service rate. Payment plans are available to make this an affordable option.
Who should I talk to next?
Criteria and conditions change over time. You are advised to contact a Course Advisor to seek the latest information regarding funding opportunities available to you.

2.5 Traineeships
Traineeships combine paid work and structured training and are available to anyone of working age that meet the eligibility criteria. They can be accessed in conjunction with the Victorian Training Guarantee funding and financial incentives may be available to your employer. Traineeships are only available for some qualifications.

Am I eligible to undertake my qualification as a traineeship?
In 2015 you are eligible to undertake your training under a Traineeship if you are:
- Employed in Victoria in either a full time or part time capacity under an award or registered agreement and working a minimum of 13 hours per week
- Undertaking an approved training scheme (qualification)

Who should I talk to next?
Criteria and conditions change over time. You are advised to contact a Course Advisor or an Australian Apprenticeship Centre to seek the latest information regarding traineeship opportunities available to you.

2.6 Fee for service
Individuals not eligible for either a Government funded place or a traineeship may be eligible for other funding or a fee for service place. There are a number of options and the individual circumstances are best discussed with a Course advisor.

2.7 Application Process
Once you have made the decision to apply for a qualification you must complete and return the documents listed below to Customised Training. Upon receiving all paperwork and supporting evidence a formal assessment of your eligibility for government funding and suitability for the qualification is conducted. You will be notified by phone of the outcome. If you are successful you will also receive a confirmation of enrolment letter, statement of fees and information relating to the provision of training and assessment.

Below are is list of documents you must include with your application:
- Application Form and Pre-Training Review
- Current resume
- Certificates and Statement of Results for any previously attained qualifications

If you are applying for a Government Subsidised place you must also include:
- Proof of citizenship/residency. Certified coloured copy of one of the following: Current Green Medicare Card, Birth Certificate, Current Australian Passport, Current New Zealand Passport or a Naturalisation Certificate
- If you are under 20 years of age Proof of Age is also required. Certified coloured copy of one of the following: Current driver’s licence, Current learner’s permit, a Proof of Age card or a ‘Keypass’ card.

2.8 Certifying Eligibility Documents
To confirm your eligibility, original documents must be provided or documents must be certified in accordance with the instructions outlined in the Certification Process section below.

Step 1: Copy original documents
Provide a coloured photocopy of your original documents, proof of eligibility and age (see 2.7). Original documents are to be sighted by a Customised Training Authorised Delegate visiting your workplace or at the Customised Training office, or certified as outlined below.

Step 2: Certification of documents
Provide original documents and coloured copies for certification by an approved person from the following list. The certifier must write the following statement on each photocopied document:

I have sighted the original document and certify this to be a true copy of the original.
Signed
Name (or organisation stamp) .................................................................
Position/Designation .......................................................... .....................
The following is a list of people that are approved to certify your documents:

- A justice of the peace or a bail justice
- A public notary
- An Australian lawyer (within the meaning of the Legal Profession Act 2004)
- A clerk to an Australian lawyer
- The prothonotary or a deputy prothonotary of the Supreme Court, the registrar or the deputy registrar of the Supreme Court
- The registrar of the County Court, the principal registrar of the Magistrates’ Court or the registrar or the deputy registrar of the Magistrates’ Court
- The registrar of probates and the assistant registrar of probates
- The associate to a judge of the Supreme Court or of the County Court
- The secretary of a master of the Supreme Court or of the County Court
- A person registered as a patent attorney under Chapter 20 of the Patents Act 1990 of the Commonwealth
- A member of the police force
- The sheriff or deputy sheriff
- A member or a former member of either House of the Parliament of Victoria
- A member or a former member of either House of the Parliament of the Commonwealth
- A councillor of a municipality
- A senior officer of a council as defined in the Local Government Act 1989
- A registered medical practitioner within the meaning of the Medical Practice Act 1994
- A registered dentist within the meaning of the Dental Practice Act 1999
- A veterinary practitioner
- A pharmacist
- A principal in the (State) teaching service
- The manager of a bank
- A member of the Institute of Chartered Accountants in Australia or CPA or the
- National Institute of Accountants
- The secretary of a building society
- A minister of religion authorised to celebrate marriages (not a civil celebrant)
- A person employed under Part 3 of the Public Administration Act 2004 with a classification that is prescribed as a classification for statutory declarations, or who holds office in a statutory authority with such a classification
- A fellow of the Institute of Legal Executives (Victoria)

It is a government requirement that the certified documents must be posted or delivered to Customised Training. Certified copies that are scanned or faxed are not acceptable.

2.9 Fees Payable

Upon signing an application form you agree to pay the fees and charges applicable for the qualification(s) you are undertaking. Customised Training will ensure that you are provided with a Statement of Fees for which you are liable. All fees and charges are in the Qualification Fee Schedule table in section 2.10. Itemised invoices contain detailed information on the cost and duration of enrolment. You have 7 days from the invoice date to dispute the invoice before you become liable for the debt incurred. Customised Training is required to adhere to the Ministerial Direction for Fees and Charges for all Government Funded Training Programs. Details on fees can be found at: http://www.education.vic.gov.au/training/learners/vet/Pages/fees.aspx

Your fees are calculated based on the qualification being undertaken and the agreed enrolment period. Customised Training recognises the impact fees may have on individuals. Payment plans may be available to assist in spreading the payments over a period of time. Please note that additional fees will apply to establish a payment plan. All enquiries relating to fees and charges should be directed to Customised Training’s Corporate Services team via email accounts@customisedtraining.edu.au or by calling 1300 275 282. Trainers and Assessors are not authorised to enter into payment arrangements with applicants, students or employers.

2.10 Qualification Fee Schedule

<table>
<thead>
<tr>
<th>Qualification Code</th>
<th>Qualification Name</th>
<th>Max Duration (months)</th>
<th>Skills Building (III &amp; IV)</th>
<th>Skills Deepening (Diploma &amp; Advanced Diploma)</th>
<th>Traineeship</th>
<th>Fee for Service</th>
<th>Concession (VTG Only) #</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHC30113</td>
<td>Certificate III in Early Childhood Education and Care</td>
<td>18</td>
<td>$395</td>
<td>-</td>
<td>$395</td>
<td>$3300</td>
<td>$79</td>
<td>$124.95</td>
</tr>
<tr>
<td>CHC50113</td>
<td>Diploma of Early Childhood Education and Care</td>
<td>24</td>
<td>-</td>
<td>$795</td>
<td>$795</td>
<td>$3500</td>
<td>#</td>
<td>$124.95</td>
</tr>
</tbody>
</table>

Disability

<table>
<thead>
<tr>
<th>Qualification Code</th>
<th>Qualification Name</th>
<th>Max Duration (months)</th>
<th>Skills Building (III &amp; IV)</th>
<th>Skills Deepening (Diploma &amp; Advanced Diploma)</th>
<th>Traineeship</th>
<th>Fee for Service</th>
<th>Concession (VTG Only) #</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHC40312</td>
<td>Certificate IV in Disability</td>
<td>18</td>
<td>$395</td>
<td>-</td>
<td>$395</td>
<td>$2900</td>
<td>$79</td>
<td>$67.50</td>
</tr>
<tr>
<td>CHC60112</td>
<td>Advanced Diploma of Disability</td>
<td>24</td>
<td>-</td>
<td>$895</td>
<td>$895</td>
<td>$3500</td>
<td>#</td>
<td>-</td>
</tr>
<tr>
<td>CHC60112 &amp;</td>
<td>DUAL Advanced Diploma of Disability &amp; Advanced Diploma of</td>
<td>24</td>
<td>-</td>
<td>$2195</td>
<td>$2195</td>
<td>$5250</td>
<td>#</td>
<td>-</td>
</tr>
</tbody>
</table>
The student tuition fees are indicative only and subject to change given individual circumstances at enrolment.

Additional fees may apply.

Concessions only apply to students who identify as Indigenous, Asylum Seekers or Victims of Human Trafficking. (Please contact a Course Advisor for fees advice).

Loyalty Discount
A discount of $100 will be applied to students undertaking a subsequent qualification. NOTE: This does not apply to dual qualifications. Any variations to these prices must be recorded on an Invoice Variation Form and authorised by the Finance Manager.

2.11 Other Fees
The following fees may also apply:

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Amount (including GST)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Re-issue of Qualification or Statement of Attainment</td>
<td>Charged when a student requests the re-issue of a qualification or Statement of Attainment which has already been issued or provided.</td>
<td>$22.00</td>
</tr>
<tr>
<td>Student Amenities Fee</td>
<td>Charged for the provision of wireless internet and study facilities available to students at Customised Training’s Head Office. May be charged upon enrolment.</td>
<td>$150.00</td>
</tr>
<tr>
<td>Cancelled Visit Fee</td>
<td>Charged when a student cancels or is not present at a scheduled visit and has not provided at least 24 hours’ notice of cancellation.</td>
<td>$75.00</td>
</tr>
<tr>
<td>Learning Materials Replacement Fee</td>
<td>Charged when student requests replacement of learning materials which have already been issued or provided. Not ascertainable*</td>
<td>Not ascertainable*</td>
</tr>
<tr>
<td>Recognition of Prior Learning</td>
<td>Charged when an application for Recognition of Prior Learning is accepted. Note the RPL fee is in addition to the applicable enrolment fee.</td>
<td>$120 per unit capped at $600</td>
</tr>
<tr>
<td>Description</td>
<td>Fee</td>
<td></td>
</tr>
<tr>
<td>-------------------------------------------------</td>
<td>----------------------------</td>
<td></td>
</tr>
<tr>
<td>Direct Debit Request</td>
<td>$35.00</td>
<td></td>
</tr>
<tr>
<td>Enrolment Advice Fee</td>
<td>$150.00</td>
<td></td>
</tr>
<tr>
<td>Required Resources</td>
<td>Refer to Resource Flyer</td>
<td></td>
</tr>
<tr>
<td>Refund Administration Fee</td>
<td>10% of Course Fee</td>
<td></td>
</tr>
<tr>
<td>Postage &amp; Handling</td>
<td>$20.00</td>
<td></td>
</tr>
<tr>
<td>Failed Direct Debit Fee</td>
<td>$20.00</td>
<td></td>
</tr>
</tbody>
</table>

*Items marked as “Not Ascertainable” are regarded as such due to the significant variations in place for individual students and individual enrolments. For those items marked as “Non Ascertainable”, the student may request a written quote prior to the provision of the services and will not be held liable for these services until they receive a written quote.

**Concessions**

Students eligible for a concession for Government Subsidised Training Programs are required to submit a copy of their Commonwealth Health Care Card, Pensioner Concession Card or Veterans Gold Card to the Business Development team within 48 hours of enrolment for the concessional rate to apply. Students may choose to take a photo of their card and e-mail to info@customisedtraining.edu.au or fax to 03 5367 1607.

**Refunds**

A full fee refund will be paid ONLY in the following circumstances:
- The course is cancelled by Customised Training
- The course is rescheduled to a time and location that is unsuitable to you
- You are not given a place due to a class being full

An administrative charge will not apply in the above circumstances.

Customised Training Pty Ltd will maintain a Bank Guarantee with its banker (a holder of an Australian Financial Services Licence) sufficient to enable refund of tuition fees paid in advance in the event of closure of the RTO prior to a student undertaking training. If you advise of your withdrawal in writing within 4 weeks of commencement of training, a refund less 10% of the full qualification fee will apply. However, to avoid this fee you are strongly advised to consider your work and/or personal commitments before enrolling.

Where training has commenced and you wish to withdraw due to financial and/or personal hardship, an application for hardship may be granted in the following circumstances:
- Sickness (verified by a medical certificate)
- Serious family hardship (evidence required)
- Other reason deemed valid and at the discretion of Customised Training

The Hardship Application form is available by contacting the Corporate Services department.

**Refund requests**

Customised Training will ensure all refund applications are issued within 14 days of receipt of written notification of your intention to withdraw. The date of withdrawal shall be the date that Customised Training receives the written Withdrawal Discussion Form/letter accompanied by the relevant supporting documentation. Enrolment fees are not transferable to another person or qualification. Any appeals related to refunds and fees will be dealt with in accordance with the Complaints, Grievances and Appeals Policy and Procedure (See www.customisedtraining.edu.au for a copy of this policy).

All requests for a refund must be in writing and addressed to:
2.12 Terms & Conditions of Sale

1. Scope
   1.1 The terms and conditions of sale apply to all student enrolments entered into by Customised Training Pty Ltd (“the Company”) unless amended in writing and signed by a duly authorised officer of the Company. Trainers and Assessors are not to be regarded by students as duly authorised officers for the purposes of these terms and conditions. By acceptance of services made in accordance with any enrolment placed upon the Company, the student accepts the terms of conditions contained herein. The Company’s failure to object to any term or condition in any communication from the student shall not be deemed to be a waiver of these terms and conditions.

1.2 These terms and conditions should be read in conjunction with the entire Customised Training’s Student Handbook and the Statement of Fees provided to students prior to enrolment.

2. Payment Terms
   2.1 All invoices and additional costs are due and payable strictly to the agreed terms.
   2.2 Time shall be of the essence with respect to the obligation to pay. Failure by the student to pay an invoice when due will relieve Customised Training of any further obligations with respect to future deliveries of goods and/or services including delivery and assessment of units of competency.
   2.3 Title to the goods and/or services shall not pass until the student has paid to Customised Training the purchase price in full, together with all other sums owing by the student or employer on any other account whatsoever.
   2.4 The student may be liable for the full cost of recovery where invoices are not paid in accordance with these terms and conditions. Initial recovery action will include additional liability to the student of 20% of the original invoice amount.

3. Acceptance of Services
   3.1 The student shall accept or reject goods and/or services included in each student enrolment within (7) days from receipt of invoice. If the student fails to notify the Company in writing of its rejection, and the reasons therefore within such time period, the student will be deemed to have accepted such student enrolment.
   3.2 Refunds will be provided in line with the conditions shown in Customised Training’s Student Handbook and the Fees & Charges information, provided advice is received in writing within 4 weeks of commencement of training.

4. Price
   4.1 Customised Training will endeavour to provide as much advance notice as possible of forthcoming price changes. Where the prices quoted are at individual rates, the prices to be charged will be the rate operative at the time of enrolment.

5. Freight and Delivery
   5.1 Any times quoted for delivery of good/s and or services are estimates only.
   5.2 The student shall not be relieved of any obligation to accept or pay for goods by reason of any delay in delivery of goods and/or services.
   5.3 In the event of anything happening beyond the Company’s reasonable control in consequence of which the Company cannot affect delivery by the time or times quoted or specified, the Company shall be entitled to deliver part only of an order, suspend delivery or extend the time for delivery, for the period during which such cause of delay operates, or may cancel the order in the event of such suspension, extension or cancellation, the Company shall not be liable for any costs or damages whatsoever.

6. Governing Law
   6.1 This agreement shall be subject to and construed in accordance with the laws of Victoria.

Terms & Conditions (Notice of Disclosure)
Customised Training Pty Ltd may give information about you to a credit reporting agency for the following purposes:
- To obtain a consumer credit report about you, and/or
- Allow the credit reporting agency to create or maintain a credit information file containing information about you. All information will be managed in compliance with the Privacy Act 1988.
This information is limited to:

- Identity particulars – your name, sex, address (and the previous two addresses), date of birth, name of employer, and driver’s license number
- Your application for credit or commercial credit – the fact that you have applied for credit and the amount
- The fact that (a particular credit provider) is a current credit provider to you
- Loan repayments which are overdue by more than 60 days, and for which debt collection action has started
- Advice that your loan repayments are no longer overdue in respect of any default that has been listed
- Information that, in the opinion of Customised Training Pty Ltd have committed a serious credit infringement (that is, acted fraudulently or shown an intention not to comply with your credit obligations)
- Dishonoured cheques – cheques drawn by you for $100 or more which have been dishonoured more than once.

This information may be given before, during or after the provision of credit to you.

**Fees and Charges Information**

By completing the Enrolment Application form you agree to pay the applicable fees and charges as shown in the Customised Training Fee Schedule in section 2.10. Where a payment plan is not available (refer Fee Payment Advice Form), I agree to pay fees in full prior to acceptance of my enrolment in the course. Trainers and Assessors engaged by Customised Training are not authorised to enter into fee arrangements. Student fees are calculated based on the qualification being completed within the agreed enrolment period. In accordance with the Standards for Registered Training Organisation 2011 SNR 22.2(c), once all fees are paid, Customised Training guarantees to provide training and assessment services in the chosen qualification during the enrolment period.

Students are invoiced according to the set price of the qualification over the maximum duration, shown herein or the set duration of a class whichever is the lesser. Prices shown are subject to the student meeting eligibility criteria. Where eligibility criteria are not met or satisfactory evidence of identification is not confirmed within 21 days prior to course commencement or within 21 days, whichever is the lesser, a Fee for Service price will apply.

Customised Training Pty Ltd adheres to the Ministerial direction for Fees & Charges for all Government Funded Training Programs. Details on fees can be found at: [http://www.education.vic.gov.au/training/learners/vet/Pages/fees.aspx](http://www.education.vic.gov.au/training/learners/vet/Pages/fees.aspx)

Cancellations and Withdrawals will only be processed upon receipt of a completed withdrawal form. Students are entitled to a refund, less the Student Amenities and Advice Fees, if the student withdraws four (4) weeks before the course commences.

**Section 3 Being a student**

**Training Plans**

Prior to the commencement of training a Training Plan is developed and must be signed by all relevant parties. A Training Plan details the agreement between Customised Training, the employer (if applicable) and the student about the student’s training. It describes what training is to be undertaken, what sequence the training will follow, and how, when and where this will occur.

**It is important that all parties read the Training Plan thoroughly prior to signing. The following Traineeship Rights and Obligations information appears on the current Traineeship Training Plan. Please see below:**

**Customised Training:**

a. Will agree on (with the employer and student), develop and document the details of the training and assessment to be provided to the student in this training plan, have it endorsed (signed) by the employer and student and provide them with a copy of it. The Training Plan will be developed as soon as possible after the trainee enrolls with Customised Training and no later than four weeks after training commences.

b. Will ensure that the information in this training plan is consistent with the requirements of the qualification and customised to the needs of the student as applicable.

c. Will conduct the training and assessment documented in this training plan.

d. Will have any mutually agreed changes to this training plan endorsed by the employer and student.

**Employer:**

a. I am aware of, and agree to, my responsibilities as outlined in this Training Plan.

b. I was involved with negotiations, particularly in relation to the units of competency and training and assessment details listed in this Training Plan.
c. Ensure that the trainee is released from work for pre-arranged workplace visits. If visits are cancelled with less than 24 hours’ notice you may be subjected to a cancellation fee.

d. I will ensure my trainee receives appropriate on-the-job training to develop their skills and knowledge.

e. Ensure that my trainee is removed from routine work duties to undertake structured training and documents these hours in their Training Logs.

f. I will pay any fees (if applicable)

g. I will advise Customised Training of any changes to workplace arrangements.

h. I will advise Customised Training if the trainee moves to a different location or their job role changes.

i. I will contact the trainer if I have any queries.

j. I will e-mail studentservices@customisedtraining.edu.au if my trainee ceases to be employed or any details change.

Trainee (Student):

a. I was involved with negotiations, particularly in relation to the units of competency and training and assessment details listed in this Training Plan.

b. I will make every effort to successfully complete the on-the-job and structured training outlined in this Training Plan.

c. I will complete a Training Log for each calendar month and submit to Customised Training monthly.

d. I will give 24 hours notice if I am unable to attend my training visit or be subjected to a visit cancellation fee.

e. I will pay any applicable fees.

f. I have completed a pre-training review.

g. I will submit assessments via e-mail to assessments@customisedtraining.edu.au and contact my trainer if I have any queries.

h. I will contact Student Services if any of my details change.

Workplace Traineeships - Training Hours

Training Hours are an essential component of work-based training. It provides the student with the opportunity to gain additional knowledge and skill outside of their normal workplace duties. The obligations of an employer of an Australian Apprentice/Trainee with regard to training hours are as follows: The employer must ensure that all Trainees undertaking training at AQF levels 3 and above are withdrawn from routine work duties for a minimum of 3 hours per week, averaged over a 4 week cycle for the purposes of undertaking structured training and learning activities (pro rata for part-time apprentices/trainees). This release must occur periodically. The employer must allow the Trainee to undertake structured training during normal paid working hours. The trainee must ensure that training hours are documented in the training log provided. The employer and RTO must verify that a log is maintained to record detail of the workplace structured withdrawal.

Workplace Traineeships - Structured and Workplace Training

Structured training is defined as training activities that have a predetermined plan and format designed to develop employment related skills and competencies. It consists of training or a combination of instruction and monitored practical work. Workplace learning and training is where participants have direct experience of a workplace by participating as a worker. It provides an opportunity for participants to practice the skills and further develop their knowledge and understanding gained in off the job training with the RTO/Training provider. Structured training and learning activities can include but are not limited to the completion of assigned written work, gaining additional experience in other areas of the organisation, RTO facilitated structured training, employer facilitated structured training and learning, off the job training, set tasks conducted under supervision at the workplace, supported role rotation and attendance at seminars and in-services. Where an employer or supervisor does not allow a trainee to be withdrawn from routine work duties for the applicable minimum specified time and failing resolution of the issue, the RTO must report the non-compliance to the Manager of Skills Victoria’s Apprenticeships Administration Branch.

Training Log – Withdrawal from routine work duties for Structured Training Activities

The log records all time allocated for training activities outside your routine work duties. Training includes sessions with Customised Training Trainer/Assessor and any on the job training, coaching and development activities. (Remember to keep a copy for your own records) For AQF levels 3 and above all Trainees are withdrawn from routine work duties for a minimum of (3) three hours per week, averaged over a four week cycle for the purpose of undertaking Structured Training. For Part Time Trainees this is pro-rata and only for the duration of competencies delivered and assessed in the workplace (if the training program combines off-the-job and workplace delivery). If you are Part Time the withdrawal from routine work duties is calculated pro-rata, below are some examples:

\[
\text{Yours hours: If you work 18 hours per week Time withdrawn from routine work duties: 1\frac{1}{2} \text{ hours per week}}
\]

\[
\text{Yours hours: If you work 25 hours per week Time withdrawn from routine work duties: 2 \text{ hours per week}}
\]

\[
\text{Yours hours: If you work 32 hours per week Time withdrawn from routine work duties: 2\frac{1}{2} \text{ hours per week}}
\]


If you are not studying under a Traineeship, please see following Student Rights and Obligations information. This information appears on the current Non-Trainee Training Plan. Please see below:

Customised Training:

- Will agree on (with the employer and student), develop and document the details of the training and assessment to be provided to the student in this training plan, have it endorsed (signed) by the employer and student and provide them with a copy of it. The Training Plan will be developed as soon as possible after the trainee enrols with Customised Training and no later than four weeks after training commences.

- Will ensure that the information in this training plan is consistent with the requirements of the qualification and customised to the needs of the student as applicable.

- Will conduct the training and assessment documented in this training plan.
Employer:
- I was involved with negotiations, particularly in relation to the units of competency and training and assessment details listed in this Training Plan.
- I will pay any fees (if applicable)
- I will advise Customised Training of any changes to workplace arrangements.
- I will contact the trainer if I have any queries.
- I will e-mail studentservices@customisedtraining.edu.au if my trainee ceases to be employed or any details change

Trainee (Student):
- I was involved with negotiations, particularly in relation to the units of competency and training and assessment details listed in this Training Plan.
- I will make every effort to successfully complete the on-the-job and structured training outlined in this Training Plan.
- I will give 24 hours notice if I am unable to attend my training visit or be subjected to a visit cancellation fee.
- I will pay any applicable fees.
- I have completed a pre-training review.
- I will submit assessments via e-mail to assessments@customisedtraining.edu.au and contact my trainer if I have any queries.
- I will contact Student Services if any of my details change.

The original hard copy signed Training Plan will be scanned and retained electronically by Customised Training. A copy of the signed training plan will be e-mailed to yourself and your employer (if applicable). If you have not received a copy of your signed training plan please contact Student Services.

Qualifications and experience of your Trainer
Customised Training’s trainers have extensive work experience and maintain their vocational skills and knowledge through regular professional development. The trainers also hold the Certificate IV in Training and Assessment and, as a minimum, the qualification they are teaching. Trainers who deliver in the Children’s Services sector hold a Working with Children Check and all trainers who deliver training to persons less than 18 years of age are required to hold a Working with Children Check. You can ask to see your trainer’s Working with Children Check. Further information can be found at http://www.justice.vic.gov.au/workingwithchildren

3.1 Adult learning
As previously mentioned Customised Training adopts adult learning principles as outlined in section 1.4.

3.2 Code of Conduct for Students
The Code of Conduct reflects the adult learning principles and is designed to encourage the professional behavior and practice typically required in the workplace.

Students are expected at all times to:
- Be fully committed to their own learning outcomes including taking responsibility for monitoring their own progress and maintaining communication with Customised Training
- Maintain regular progress towards the completion of their qualification
- Treat all Customised Training staff and property respectfully
- Provide honest and constructive feedback about the training and assessment they receive
- Be familiar with Customised Training’s policies and procedures that are relevant to their enrolment
- Retain copies of all work submitted for assessment
- Respect the dignity of themselves and others
- Act with consideration and good judgement in all interpersonal relationships with other students and staff of Customised Training.
- Respect everyone’s right to personal privacy
- Realise that bullying, physical or verbal abuse, neglect or other type of abuse is unacceptable conduct by any student and act in a manner that maintains an environment free of these behaviours
- Model their behaviour to reflect the values of Customised Training

3.3 Student Support Services
Customised Training is committed to ensuring you receive adequate learning support to help you reach your full potential. Your trainer is available to offer advice and support throughout the duration of your enrolment period. Together with your Trainer, your progress will be continually monitored to ensure that you are meeting course progression requirements and to identify any concessions or adaptions that may need to be made to learning and
assessment materials or to the learning environment. Any adaptations or concessions must not compromise the requirements of the relevant training package, or impact on the integrity, equity and fairness of assessment.

3.4 Feedback and Complaints
During the course of training, you will be provided with surveys about training and assessment. Please take the time to complete these so we can use your feedback to improve the quality of our services. You are welcome at any time to provide feedback by emailing feedback@customisedtraining.edu.au. You may also receive:
- An invitation to participate in the National Student Outcomes Survey from National Centre for Vocational Education and Research (NCVER)
- An invitation to participate in an endorsed project from the Department of Education and Early Childhood Development

You may be contacted by the Victorian Skills Commission (or persons authorised by the Commission) for audit or review purposes. Customised Training’s ‘Complaints, Grievances and Appeals Policy and Procedure’ is available from our website www.customisedtraining.edu.au

3.5 Assessments
Submitting assessment tasks/assignments
To help us assess your assessment tasks/assignment as quickly as possible, please do the following prior to submitting your work:
- Complete and sign an Assessment Student Declaration form and place it on the first page of your work
- Ensure your name, unit code and unit title are included and each page is numbered
- Retain a copy of your work; this may be requested at any time
- Submit your assessment tasks/assignments by email to assessments@customisedtraining.edu.au

Extensions for assessment tasks/assignment submissions
Training delivery and assessment timeframes are documented on your training plan and as arranged with your trainer. If you require an extension of time, please contact your trainer directly.

Plagiarism
Customised Training has an obligation to ensure that students and trainees conform to best practice and provide assessment material that is not plagiarised.

What is Plagiarism?
According to the Merriam-Webster Online Dictionary, to "plagiarise" means:
- Steal and pass off (the ideas or words of another) as one's own;
- Use (another's production) without crediting the source;
- To commit literary theft;
- Present as new and original an idea or product derived from an existing source.

In other words, plagiarism is an act of fraud. It involves both stealing someone else's work and lying about it afterward.

All of the following activities are unacceptable:
- Copying someone else's work in part or in whole, and presenting it as their own;
- Using material directly from books, journals, CDs or the internet without reference to the source;
- Building on the ideas of another person without reference to the source;
- Buying, stealing or borrowing another person's work and presenting it as their own;
- Submitting work to which another person such as a parent, tutor or subject expert has substantially contributed;
- Using words, ideas, designs or the workmanship of others in practical and performance tasks without appropriate acknowledgement;
- Paying someone to write or prepare material.

The penalties for plagiarism can include some or all of the following;
- The awarding of a ‘Competency Not Achieved’ for a unit
- Suspension from the qualification
Most cases of plagiarism can be avoided by citing sources. Acknowledging the source is usually enough to prevent plagiarism. Complete all assessment tasks using your own words. Do not copy information directly from learning materials or other sources and submit for assessment without acknowledging the source and summarising it in your own words. Cited information is never to form the entirety of an assessment response. If you are in doubt consult your trainer.

3.6 Monitoring your progress and updating your records
Your trainer will provide you with ongoing support and feedback throughout your training. Records of your progress are available through your student portal. Information about how to log in to the student portal is provided at confirmation of enrolment and assistance is available from Student Services. Check the student portal and advise your trainer or Student Services if there are any discrepancies.

You can update your records in the following ways
- Email Student Services studentservices@customisedtraining.edu.au
- Access a Change of Student Details Form from the Student Portal and email it to Student Services
- Send a feedback message via the Student Portal with the details you wish to update

Students need to have an e-mail address and monitor it regularly throughout their enrolment period as it is one of Customised Training’s principal means of communication.

3.7 Suspension, Deferral, Extension and Withdrawal from training
Customised Training understands there may be times when it is necessary to defer, suspend or withdraw from studies. On the other hand you may need to extend the original enrolment period. Whatever the need, you are encouraged to discuss your circumstances with your Trainer before you make application.

If you decide to defer or withdraw or in some other way change your enrolment, please obtain and lodge the appropriate application form. The application outcome will be notified by email. Please note that government funding or traineeship conditions may affect the application outcome.

Suspensions are usually not granted for classroom students, Training and Assessment or Business qualification students. The option of suspension is not available if there is less than one month left in a student's enrolment period. Extensions to enrolment periods will be granted for one month only and only if there are valid reasons for the extension. All suspension and extension requests are subject to management approval.

You have the right to appeal the decision. Refer to the ‘Complaints, Grievances and Appeals Policy and Procedure’. Please note that an application and/or approval of suspension, deferral, extension or withdrawal does not change your obligation to pay your student fees. All forms are available from the Student Portal.

Qualification Transition
From time to time training packages (A set of nationally endorsed standards and qualifications) are reviewed and updated on the National Register www.training.gov.au by Industry Skills Councils. Customised Training is required to follow direction from our state and national regulators regarding the management of this transition process.

When a training package is reviewed qualifications can be either superseded or deleted. If a qualification is superseded please see below table:

<table>
<thead>
<tr>
<th>Qualification</th>
<th>Option 1</th>
<th>Option 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Superseded</td>
<td>Students can complete original qualification within a specific time frame (sometimes less than their enrolment period) If students do not complete the qualification within the set time frame they will be withdrawn from the qualification and issued a Statement Of Attainment.</td>
<td>Students can be transitioned into the most current version of the qualification (by completing a transition pack with their trainer)</td>
</tr>
</tbody>
</table>
If a qualification is deleted please see below table:

<table>
<thead>
<tr>
<th>Qualification</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deleted</td>
<td>Students can complete original qualification within a specific time frame (sometimes less than their enrolment period). If students do not complete the qualification within the set time frame they will be withdrawn from the qualification and issued a Statement Of Attainment.</td>
</tr>
</tbody>
</table>

Our Student Administration Manager oversees the transition process and will be in contact with any students affected by superseded or deleted qualifications.

3.8 Marketing information
With your consent, Customised Training may provide information from time to time about new qualifications or special offers available. You may do this by advising the Business Development team that you do not wish to receive marketing. Please note that you may not opt out of receiving the Customised Training Student Newsletter or other communication directly related to your training during your enrolment period.

3.9 Results and qualifications
Subject to successful completion of your training program and the qualification requirements and verification that the funding conditions (if applicable) and all fees are paid, Customised Training will issue a Certificate and Statement of Results in accordance with the requirements of the Australian Qualification Framework. A Statement of Attainment will be issued for completed units within a qualification provided the funding conditions (if applicable) and all fees are paid.

Unique Student Identifier (USI)
From 1st January 2015 each student will need a Unique Student Identifier (USI) to obtain their Certificate or Statement of Attainment from Customised Training. The USI initiative has been developed jointly by the Australian and State and Territory governments in consultation with stakeholders. For the first time, every student who undertakes nationally recognised Vocational Education and Training (VET) will be able to use a Unique Student Identifier (USI) to access their enrolment and achievement record from a single online source. Students often need to provide evidence of their academic achievements, for example when applying for a job or to undertake further study. Once the USI initiative is implemented, a student or a training provider (with the student’s permission), will be able to log into the USI System, enter some personal details and receive the USI back instantaneously, depending on internet speed and the amount of traffic on the site at any particular time. For more information visit www.usi.gov.au or contact Student Services.

Unique Student Identifier (USI) Privacy Notice
If you do not already have a Unique Student Identifier (USI) and you want Customised Training to apply for a USI to the Student Identifiers Registrar (Registrar) on your behalf, Customised Training will provide to the Registrar the following items of personal information about you:

- your name, including first or given name(s), middle name(s) and surname or family
- name as they appear in an identification document;
- your date of birth, as it appears, if shown, in the chosen document of identity;
- your city or town of birth;
- your country of birth;
- your gender; and
- your contact details.

When we apply for a USI on your behalf the Registrar will verify your identity. The Registrar will do so through the Document Verification Service (DVS) managed by the Attorney General's Department which is built into the USI online application process if you have documents such as a Medicare card, birth certificate, driver licence, Australian passport, citizenship document, certificate of registration by descent, ImmiCard or Australian entry visa.

If you do not have a document suitable for the DVS and we are authorised to do so by the Registrar we may be able to verify your identity by other means. If you do not have any of the identity documents mentioned above, and we
are not authorised by the Registrar to verify your identity by other means, we cannot apply for a USI on your behalf and you should contact the Student Identifiers Registrar.

In accordance with section 11 of the Student Identifiers Act 2014 Cth (SI Act), we will securely destroy personal information which we collect from you solely for the purpose of applying for a USI on your behalf as soon as practicable after the USI application has been made or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

The personal information about you that we provide to the Registrar, including your identity information, is protected by the Privacy Act 1988 Cth (Privacy Act). The collection, use and disclosure of your USI are protected by the SI Act.

If you ask Customised Training to make an application for a student identifier on your behalf, Customised Training will have to declare that Customised Training has complied with certain terms and conditions to be able to access the online student identifier portal and submit this application, including a declaration that Customised Training has given you the following privacy notice:

You are advised and agree that you understand and consent that the personal information you provide to us in connection with your application for a USI:

- is collected by the Registrar for the purposes of:
  - applying for, verifying and giving a USI;
  - resolving problems with a USI; and
  - creating authenticated vocational education and training (VET) transcripts;

- may be disclosed to:
  - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
    - the purposes of administering and auditing Vocational Education and Training (VET), VET providers and VET programs;
    - education related policy and research purposes; and
    - to assist in determining eligibility for training subsidies;
  - VET Regulators to enable them to perform their VET regulatory functions;
  - VET Admission Bodies for the purposes of administering VET and VET programs;
  - current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
  - schools for the purposes of delivering VET courses to the individual and reporting on these courses;
  - the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
  - researchers for education and training related research purposes;
  - any other person or agency that may be authorised or required by law to access the information;
  - any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and

- will not otherwise be disclosed without your consent unless authorised or required by or under law.

**Privacy policies and complaints**

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the Registrar’s Privacy Policy or by contacting the Registrar on (email/telephone). The Registrar’s Privacy Policy contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act, which includes the following:
misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs; and
a failure by Us to destroy personal information collected by you only for the purpose of applying for a USI on
your behalf.

For information about how Customised Training collects, uses and discloses your personal information generally,
including how you can make a complaint about a breach of privacy, please refer to Customised Training’s privacy
policy which can be found in the Student Handbook.

3.10 Discipline Policy
All discipline issues will be handled professionally and confidentially in order to achieve a satisfactory resolution and
any appeals in regards to this this will adhere to the Complaints, Grievances and Appeals Policy and Procedure. The
following actions are considered to be misconduct or an offense at Customised Training:

- Assault, harassment or bullying of staff or students
- Smoking on premises
- Theft of Customised Training property or equipment
- Using abusive or offensive language
- Alcohol or drug use
- Plagiarism (please see section 3.5)
- Unsuitable or disruptive behaviour.

At all times you must maintain appropriate behavior. Penalties for unsuitable or disruptive behavior may be
imposed, depending on the nature and severity of the misconduct. In the case of a minor misconduct, a warning will
be given. In the event of repeated behavior or major misconduct, penalties may be immediate and you may be
asked to leave the course.

3.11 Protecting your privacy

Use and Disclosure of Personal Information
Sensitive personal information will only be collected as required from students. This information will be treated as
confidential within Customised Training and will be used for the purpose for which it was collected or for a related
purpose. This includes:

- Providing training and assessment services
- Informing you about additional or upcoming qualifications available
- Gathering your feedback regarding training for the organisation’s market analysis and continuous
  improvement of services delivered by Customised Training
- To meet education regulatory reporting requirements.

Customised Training does not disclose your personal information to other third parties without written permission
or instruction from you unless required by Law to do so. If you wish to authorise a third party to access your records,
please contact the Student Administration Manager. Customised Training may need to source or verify information
from a third party (such as an employer). Wherever possible, this will be done with your authorisation or where this
is not possible, Customised Training will inform you when such information is collected.

Security of personal information
Customised Training strives to take all reasonable steps to protect your personal information by:

- Securing all files with personal information in lockable cabinets
- Only providing staff and contractors of Customised Training access to personal information
- Destroying information after the required retention period
- Ensuring computer security at all times by the use of firewalls and up to date virus software
- Password access to the computer system
- Not releasing information to third parties without prior written authorisation

Rights to access information
Under the Privacy Act, you have the right to access personal information held about you. If the information is
incorrect, you have the right to request Customised Training to amend the information. You may access your
Victorian Student Number (VSN) by completing a request for access form.
There is no fee for requesting access to or updating your information however, Customised Training reserves the right to charge a reasonable fee in order to cover any costs associated with providing access to your personal file.

To access this information, you are required to contact the Student Administration Manager and complete a request for access form. The Student Administration Manager must verify your identity through either presentation of appropriate identification or answering a series of specific targeted questions. The request for access form must be signed by both the student and the Student Administration Manager as an official record of the access and identity verification. There may be a waiting period of up to 7 days before access can be granted.

**Student Enrolment Privacy Notice**
Customised Training is required to provide the Victorian Government, through the Department of Education and Early Childhood Development, with student and training activity data which may include information I provide in the enrolment form. Information is required to be provided in accordance with the Victorian VET Student Statistical Collection Guidelines (which are available at [http://www.education.vic.gov.au/training/providers/rto/Pages/datacollection.aspx](http://www.education.vic.gov.au/training/providers/rto/Pages/datacollection.aspx)).

The Department may use the information provided to it for planning, administration, policy development, program evaluation, resource allocation, reporting and/or research activities. For these and other lawful purposes, the Department may also disclose information to its consultants, advisers, other government agencies, professional bodies and/or other organisations. I have been advised by the training organisation that I may be contacted and requested to participate in a National Centre for Vocational Education Research survey or a Department-endorsed project or audit or review. The Education and Training Reform Act 2006 requires Customised Training to collect and disclose my personal information for a number of purposes including the allocation to me of a Victorian Student Number and updating my personal information on the Victorian Student Register. For more information in relation to how student information may be used or disclosed please contact Customised Training on 1300 275 282 or email privacy@customisedtraining.edu.au

**Data Quality and Integrity**
Customised Training relies on the accuracy of the information provided by its students. We endeavor to ensure that all information which is collected or disclosed is accurate, complete and up to date. Should your personal details change such as address, name, change of contact details, etc. please inform Customised Training as soon as possible by completing a Change of Student Details form which can be obtained from the Student Portal.

**Further Information**
To obtain further information about any of Customised Training’s Privacy Policies or to access personal information, please contact the Student Administration Manager on 1300 275 282 or email privacy@customisedtraining.edu.au


**3.12 Feedback, Comments and Complaints**
At Customised Training we aim to foster positive relationships amongst everyone with whom we work. We do this by striving for loyalty, honesty and integrity in all our training and interactions with staff, students and employers. All students, parents of students (where student is a minor), employers and external bodies of Customised Training have the right to provide feedback, comment or complain about any aspect of service provided by Customised Training. You have the option to speak to the person directly related to your complaint. Whilst this may not always be comfortable, it is sometimes the easiest way of resolving an issue. Where your feedback, comment or complaint is related to a member of our team, you may direct it to the Compliance Coordinator or email feedback@customisedtraining.edu.au

You have the right to document your complaint and ask for an investigation to be conducted; your complaint will need to include your details, a description of the incident/issue, time and date, name of any relevant parties and your signature. A copy of Customised Training’s Complaints, Grievances and Appeals Policy and Procedure is available from our website [www.customisedtraining.edu.au](http://www.customisedtraining.edu.au). A member of Customised Training’s Management Team will conduct a formal investigation which may include interviewing yourself and the relevant parties. If the complaint is substantiated, appropriate action will be taken. If the claim is unsubstantiated, Customised Training may still take action as part of continuous improvement processes.
Confidentiality
All complainants will be treated confidentially. We will not disclose the nature of your complaint other than for the purpose of discussing the complaint for continuous improvement purposes and to record outcomes.

Appeals
You have the right to appeal any decision and appealing a decision will result in a second investigation by a delegated Manager.

Section 4 What’s next?

4.1 After completion of your qualification
At the completion of your qualification, a Statement of Results and a Qualification certificate will be issued to you. These documents demonstrate you have completed a qualification. As such, they are valuable documents and more than likely will need to be provided to your current or a future employer. They will also be required for future study. It is important you treat these documents with respect and it is recommended you keep them in a safe and dry place for those occasions they are required.

4.2 Pathways
Qualifications within a discipline are often structured to provide a pathway into a higher qualification. For example, a Certificate III qualification may be the entry requirement to study at the Diploma level. Units within the Certificate III may be further developed at the Diploma level. Customised Training offers a range of qualifications that create pathways. If you are considering further studies, talk with your trainer or the Course Advisors about the available options. Enrolment fee discounts are available for returning and continuing students.

4.3 Graduation
Customised Training hosts a graduation ceremony each year, usually in September for eligible students. This is a wonderful event where qualification certificates are awarded and student achievements are acknowledged. Details are available from Student Services or your trainer.
Section 5 Supplementary information

5.1 Compliance with legislation
As an RTO, Customised Training is required to comply with national and Victorian legislation, listed below for your convenience. Legislation may be applicable to Customised Training, its staff and students.

- Privacy Act 1988
- Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Privacy Regulation 2013
- Disability Discrimination Act 1992
- Disability Discrimination for Education Standards 2005
- Racial and Religious Tolerance Act 2001
- Age Discrimination Act 2004
- Sex Discrimination Act 1984
- Work Health and Safety Act 2011
- Fair Work Amendment Act 2013
- Freedom of Information Act 1982
- Copyright Act 1968
- Australian Consumer Law and Fair Trading Act 2012
- Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Disability Act 2006
- Equal opportunity Act 2010
- Fair Trading Act 1999
- Information Privacy Act 2000
- Occupational Health and Safety Act 2004
- Working with Children Act 2005
- Australian Human Rights Commission Act 1986
- Public Records Act 1973
- Electronic Transactions act 1999
- ASQA Essential Standards for Continuing Registration
- VET Qualifications Framework
- Standards for NVR Registered Training Organisations
- Guidelines for RTO’s and employers in relation to students of technical and further education undertaking Practical Placement
- 2014 Guide to Fees
- VET Quality Framework
- Education and Training Reform Act 2006
- National Vocational Education and Training Regulation Bill 2010
- Student Identifiers Bill 2014