

STUDENT HANDBOOK

CLEAR TO WORK

RT0 21907

TABLE OF CONTENTS

Table of Contents

CONTACT DETAILS.....	1
THE AUSTRALIAN QUALITY FRAMEWORK (AQF STANDARDS)	2
WHAT IS THE AUSTRALIAN QUALIFICATIONS FRAMEWORK?	2
ENROLMENT.....	3
MODE OF LEARNING	3
THE TRAINING PLAN.....	3
LANGUAGE, LITERACY AND NUMERACY (LLN) ASSISTANCE	4
ASSESSORS' QUALIFICATIONS.....	4
RESULTS.....	5
PLAGIARISM AND CHEATING	5
ISSUE OF QUALIFICATION OR STATEMENT OF ATTAINMENT	7
FEEES AND REFUND POLICY.....	8
CANCELLATION OF A QUALIFICATION	9
OTHER FEES	11
NATIONAL RECOGNITION.....	12
RECOGNITION OF PRIOR LEARNING POLICY (RPL)	12
CREDIT TRANSFER POLICY	14
COURSE EXTENSION POLICY	16
STUDENT COMPLAINTS AND APPEALS POLICY.....	17
PURPOSE AND SCOPE.....	17
POLICY.....	18
PROCEDURE – COMPLAINTS (NON-ACADEMIC)	19
PROCEDURE – APPEALS (ACADEMIC).....	19
LEGISLATIVE REQUIREMENTS.....	21
PRIVACY POLICY	21

ABOUT CLEAR TO WORK

Welcome to Clear to Work (CTW). Clear to Work is a proven and innovative Registered Training Organisation (RTO) who specialize in providing quality training and assessment in Business, Hospitality and a wide range of other qualifications.

CTW's trainers have a long history in industry and are committed to providing quality training and assessment services. All hold the necessary training and assessment competencies as determined by the National Skills Council or its successors accreditation.

Our trainers and assessors are highly qualified and have extensive vocational experience. We are here to support our Students through our training programs and to ensure they have an enjoyable learning experience.

CONTACT DETAILS

Email:

info@cleartowork.com.au

YOUR TRAINING

THE AUSTRALIAN QUALITY FRAMEWORK (AQF STANDARDS)

You are about to become a Student in the process that can result in achieving a nationally accredited qualification. These qualifications can only be delivered by a Registered Training Organisation (RTO).

To be a RTO, we must ensure that we comply with the conditions of registration. These conditions are described within the National Vocational Education and Training Regulator Act 2011.

As an RTO, we must comply with the VET Quality Framework, which includes:

- the Standards for Registered Training Organisations 2015
- the Australian Qualifications Framework (AQF)

We are audited by the Australian Skills Quality Authority (ASQA) to ensure compliance to the above.

These standards and the auditing process are intended to provide the basis for a nationally consistent, high quality vocational education and training system.

These standards are described in more detail in the National Vocational Education and Training Regulator Act 2011, which basically confirms the right of ASQA to audit ACT, apply penalties for non-compliance, define the requirements to retain records and other administration and operational requirements of a functioning RTO, etc.

Please refer to <http://www.asqa.gov.au/> for more information.

WHAT IS THE AUSTRALIAN QUALIFICATIONS FRAMEWORK?

The Australian Qualifications Framework (AQF) provides a national framework for all education and training qualifications in Australia. There are ten qualifications in the AQF. Six of these are relevant to the Vocational Education and Training (VET) sector. The ten qualifications are:

Schools Sector	Vocational Education and Training Sector	Higher Education Sector (Tertiary)
Senior Secondary Certificate of Education	Vocational Graduate Diploma Vocational Graduate Certificate Advanced Diploma Diploma Certificate IV Certificate III Certificate II Certificate I	Doctoral Degree Masters Degree Graduate Diploma Graduate Certificate Bachelor Degree Associate Degree Advanced Diploma Diploma

Information on the Characteristics of competencies and the Distinguishing Features of Learning Outcomes for qualifications under the AQF may be obtained at: www.aqf.edu.au.

YOUR TRAINING

ENROLMENT

Enrollments for qualifications (or accredited unit/s that form a part of a qualification) are conducted via the CTW website www.clearwork.com.au by completing the online enrolment form and selecting a payment option: either a weekly direct debit, or upfront payment.

Upon completion of a payment plan agreement, or receipt of payment of the upfront invoice, CTW will action the enrolment, and will forward the student a confirmation of enrolment and all log in details for their course. The enrolment date will be the date that payment is received by CTW.

All students must read and understand CTW's Terms and Conditions available both in this Student Handbook and on the CTW website, prior to enrolling.

MODE OF LEARNING

CTW offer all our courses via our custom built online learning management system. You will access your study materials and assessments from the internet.

Our course is self-paced so you can manage your studies around your work and personal life. There is no set timetable. Study when you want, where you want and at your own pace.

THE TRAINING PLAN

The training plan will outline who will deliver the training, what units you need to complete to attain a specific qualification, and in what timeframe.

Treat the training plan as a working document. It should be flexible enough to meet all your needs. Remember that you can talk about this to your CTW trainer or Student Services at any stage during the training.

What is the purpose of a Training Plan?

The Training Plan provides detailed information on training and assessment agreed to by you and CTW. This information ensures that all parties are making informed decisions about the services required and the respective obligations in the delivery of these services.

What is to be included in the Training Plan

The training plan must specify the following:

- the competencies to be obtained
- the time-frame for achieving the competencies
- the delivery modes to be employed
- a record of any recognised prior learning (RPL) for qualifications and credit transfer granted prior to commencing the training. For further information on RPL refer to the "Recognition of Prior Learning Policy" in this handbook
- the name of the qualification to be issued (if applicable)

YOUR TRAINING

LANGUAGE, LITERACY AND NUMERACY (LLN) ASSISTANCE

Our course materials contain written documentation and numerical calculations.

We recognize that not all people are able to read, write and perform calculations to the same standards.

We aim at all times to provide a positive and rewarding learning experience for all of our Students. Our enrolment form asks Students to provide information regarding their LL&N requirements or any other special learning needs. In the event of LL&N becoming an issue, Student Services will contact you to discuss your requirements.

Students must ensure that they have discussed with the Student Services any concerns they may have about their capacity to participate because of any Language, Literacy or Numeracy difficulties.

In some instances, CTW may deem that online study is not suitable for the LLN level of a student, who may require more specialized and face to face support. CTW reserves the right to make this judgement, and may withdraw a student from the course, and provide a refund.

ASSESSORS' QUALIFICATIONS

To maintain quality of the assessment process, individual assessors, teams or panels of assessors must:

- have the necessary training and assessment competencies as determined by the National Skills Council or its successors, and
- have the relevant vocational competencies at least to the level being delivered or assessed, and
- can demonstrate current industry skills directly relevant to the training/assessment being undertaken and
- continue to develop their VET knowledge and skills as well as their industry currency and trainer/assessor competence

In addition, the individual assessor, team or panel will be directly responsible to CTW, which has employed them as an assessor. CTW will itself have quality assurance mechanisms built into our registration processes with the ASQA to ensure the quality of the assessment services we provide.

Evaluation and Audit of Assessment Process

As part of the registered training provider process, CTW will evaluate the assessment process to ensure validity, reliability, flexibility and fairness. The process will be monitored, reviewed and evaluated to ensure consistency in the interpretation of the evidence, that national competency standards are current, and that the assessment instruments keep pace with the relevant industry trends and requirements.

Feedback from the evaluation sheets of the Student and assessor on the assessment process will be used in the evaluation process. It is expected that a full system audit will be conducted at least annually.

YOUR TRAINING

RESULTS

A student is deemed either satisfactory or not yet satisfactory for a unit assessment.

NOT YET SATISFACTORY (NYS)

If you have provided incorrect or insufficient responses for the unit of competency, the assessor will explain why the response provided does not show that you fully possess the competency against the standards and provide advice on further responses to be provided. It is up to you to re-submit your responses.

When you feel you are ready, you can be reassessed. You will not have to do the whole assessment again. You will only be re-assessed in those areas where you have been marked not yet satisfactory.

HOW MANY TIMES CAN I APPLY FOR ASSESSMENT?

All students are provided with 2 attempts to complete assessments. If your assessor marks your assessment not yet satisfactory, they will provide you with feedback on how to correct your submission. After 2 NYS submissions, you will need to contact your assessor to discuss how to proceed. Note there may be a charge for further attempts.

WHAT IF I DO NOT AGREE WITH THE RESULT?

There is a process available that allows for a review of your evidence. If you do not agree with the result you should discuss this first with your assessor. If the issue cannot be resolved with the trainer, CTW has appeal procedures instituted that you should follow. Please refer to the “Student Complaints and Appeals” section of this handbook.

PLAGIARISM AND CHEATING

What is plagiarism?

Plagiarism is presenting another person's work or ideas as your own. This means copying work from websites, textbooks or other sources, and submitting it in an assessment. Plagiarism includes:

- turning in someone else's work as your own
- copying words or ideas from a website, book or other source without giving credit
- changing words but copying the sentence structure of a source
- copying so many words or ideas from a source that it makes up the majority of your work, whether you give credit or not
- copying words from lots of different sources then putting them together as your answer
- copying words directly from the learner resource

If you don't reference information in your work, it is assumed that:

- it's your own idea
- it's common knowledge, e.g. you wouldn't need to reference that Bendigo is in Victoria
- it's common knowledge in your field of work, e.g. you must have a forklift licence to drive a forklift.

YOUR TRAINING

Students must not:

- submit an assessment completed by another person as their own work
- present as their own work information, text, video recordings, graphics or other material taken from any source without referencing
- quote or paraphrase material from a source without referencing

How to avoid plagiarism?

The skills of **summarising and paraphrasing** need to be exercised – read your learner resource, and any other sources, then re-write in your own words to demonstrate your own understanding. If you do need to quote directly (often this happens with legislation) make sure you cite where you got it from. This can be done simply by putting the details of your source at the end of the sentence or paragraph e.g. (sourced from www.fairwork.gov.au). If you're unsure check with your trainer.

What happens if I plagiarise?

Any students found submitting work that contains plagiarism will have the work returned to them unmarked and given an opportunity to resubmit. If any further submissions are found to contain plagiarism, students' will be withdrawn from the course, with no refund.

What does plagiarism look like?

Here is the Wikipedia page about Captain James Cook. The question asked on the assessment is "Write a short paragraph about Captain James Cook. Submission "a" is plagiarised, submission "b" is acceptable as it uses paraphrasing.

A screenshot of the Wikipedia article for James Cook. The page title is "James Cook" and it includes a navigation bar with "Article" and "Talk" tabs, and a search bar. The main content area starts with a disambiguation notice: "This article is about the British explorer. For other uses, see James Cook (disambiguation). 'Captain Cook' redirects here. For other uses, see Captain Cook (disambiguation)." Below this is the main text: "Captain **James Cook**, FRS, RN (7 November 1728^[NB 1] – 14 February 1779) was a British explorer, navigator, cartographer, and captain in the Royal Navy. Cook made detailed maps of Newfoundland prior to making three voyages to the Pacific Ocean, during which he achieved the first recorded European contact with the eastern coastline of Australia and the Hawaiian Islands, and the first recorded circumnavigation of New Zealand. Cook joined the British merchant navy as a teenager and joined the Royal Navy in 1755. He saw action in the Seven Years' War, and subsequently surveyed and mapped much of the entrance to the Saint Lawrence River during the siege of Quebec. This helped bring Cook to the attention of the Admiralty and Royal Society. This notice came at a crucial moment in both Cook's career and the direction of British overseas exploration, and led to his commission in 1768 as commander of HM Bark *Endeavour* for the first of..." To the right of the text is a portrait of Captain James Cook, captioned "Captain James Cook". On the left side of the page is the Wikipedia sidebar with various navigation links like "Main page", "Contents", "Featured content", etc.

- A. Captain James Cook was a British explorer, navigator, cartographer and captain in the Royal Navy. He achieved the first recorded European contact with the eastern coastline of Australia, and the first recorded circumnavigation of New Zealand.

- B. Famous explorer Captain James Cook first landed in what is now known as Australia in 1770. Cook was the first European to reach the Eastern side of Australia, and utilising his skills as a navigator and cartographer, was also the first to map the coastline.

ISSUE OF QUALIFICATION OR STATEMENT OF ATTAINMENT

Students who have successfully completed all the required units of competency as specified for their course are entitled to receive a testamur and a statement of results.

A statement of attainment will be issued if a learner successfully completes one or more units of competency, but does not meet the requirements for a qualification. The statement of attainment will list all the units of competency achieved.

Testamurs and statements of attainment are protected documents, produced to an authorised template including AQF certification documentation and is issued to a Student. Amendments, or the addition, or deletion of details from a statement of attainment is not allowed except where demonstrably incorrect information is presented on the document.

Testamurs and statements of attainment will be produced and issued within 30 days of the learner being assessed as meeting the requirements of the training product if the training program in which the Student is enrolled is complete, and providing all agreed fees the Student owes to the RTO have been paid.

Multiple copies will not be provided. Replacements will only be made available where the original has been permanently lost, damaged or destroyed. Any replacement will be issued in the format current at the time of replacement or reissue and will state the current date of printing as well as the original date of conferral. As a consequence, signatories to the replacement Statement of Attainment may be different from those on the original Statement of Attainment. CTW reserves the right to charge a processing fee for replacement Testamur or Statement of Attainment. Refer to "Payments, Fees and Refunds section of this handbook for information on the cost of a replacement.

PAYMENTS, FEES AND REFUNDS

FEES AND REFUND POLICY

Clear to Work (RTO 21907) offers a range of online Nationally Accredited and non-accredited courses and qualifications. The terms and conditions vary dependant on the type of learning program a student is enrolled in:

- **Qualification** – A Nationally recognised formal certification. A qualification (such as a Diploma or Certificate IV) is made up of a group of Units of Competency that are packaged to form a qualification.
- **Course** – The term “course” can refer to any or all of:
 - Accredited short course – A course made up of a single or multiple Nationally recognised units of competency. This could include a single unit (e.g. BBSMED301 interpret and apply medical terminology appropriately) or a cluster of units that do not form a whole qualification (e.g. Food Safety Level 1 & 2).
 - Non-accredited course – A course that has been written by industry experts, to teach specific knowledge or skills for a job role. These courses are not Nationally recognised.
- **Statement of attainment** – this is the official certificate for a student, when they have satisfied the requirements of one or more units of competency – either as an accredited short course, or part of a qualification. It is not used for a non-accredited course.
- **Testamur** – this is the official certificate for a student, when they have satisfied the requirements of a qualification. It is not used for a course
- **Certificate of completion** – this is the certificate awarded for successful completion of a non-accredited course.

Fees and refund policy - course

Refunds are not provided for any accredited short courses or non-accredited courses.

Refunds are not provided for change of mind, or choice of the wrong course.

Refunds are not provided if you do not have the required technical knowledge, skill or resources to complete the course, as stated on the course description.

FEES AND REFUND POLICY - qualification

A Nationally recognised formal certification. A qualification (such as a Diploma or Certificate IV) is made up of a group of Units of Competency that are packaged to form a qualification.

We give you five (5) days, from when we enroll you in the course, to change your mind and receive a full refund of any course fees paid. This is known as the orientation period.

You may review the first subject for 5 days. If you wish to cancel your enrolment during this period, you can with no penalty. You must NOT have submitted any assessment for marking.

PAYMENTS, FEES AND REFUNDS

After the 5 day cooling off period, there are NO refunds.

You must notify us in writing within 5 days of us enrolling you in the course to be eligible for a refund.

Refunds will **NOT** be issued after the 5 day cooling off period if students cannot meet the technology requirements of their course. All technology requirements are clearly stated on the CTW website. If you are unsure of the technology requirements for your course, please contact student services prior to enrolling.

CANCELLATION OF A QUALIFICATION

A qualification enrolment is complete when the student has been issued a username and password for online course access. Students are then provided with a five (5) day orientation period.

Cancellation before commencement or during orientation period

- A student may cancel their enrolment from a qualification anytime during the 5 day orientation period
- Any cancellations received in writing during the orientation period will be eligible for a full refund of the fees, unless a student has saved assessments to any subject. Students that have saved assessments will **NOT** be entitled to a refund.
- Statement of Attainment/s will not be issued for any subjects completed

Cancellation after orientation period

- Students who cancel after the orientation period **WILL NOT** be entitled to a refund.
- All outstanding fees, including any that are due under a payment plan, must be paid.
- Statement of Attainment/s will be issued for any units that have been satisfactorily completed.

Cancellation due to illness or hardship

In the case of a student who withdraws from a qualification due to illness or extreme hardship, Clear to Work may, at its discretion, allow a refund of the fees. The following conditions apply:

- The person concerned must produce satisfactory evidence of the circumstances of his/her withdrawal, such as medical certificates.
- A cancellation fee of 25% of full course fees will be withheld
- Withdrawal must take place prior to the expiration of the course; and
- If a refund has been issued a Statement of Attainment will **NOT** be granted for any units .

Cancellation of a course or qualification by Clear to Work

Should Clear to Work cancel a course for any reason, students enrolled at the time Clear to Work announces the cancellation will be entitled to a full refund, and this will incur no administrative charges or penalties. A Statement of Attainment will be issued for those subjects in which the student was assessed as competent.

This does not apply to enrolments in courses or qualifications that have expired.

PAYMENTS, FEES AND REFUNDS

This does not apply to enrolments in courses or qualifications that are superseded on the National Register, and where Clear to Work transitions students (under the “Transition Policy” available on the Clear to Work website) to the newly released course or qualification.

Cancellation due to unavailable units

Should Clear to Work be unable to provide a unit to meet the agreed training plan, the following will apply:

Fees paid will be refunded in full, and No Statement of Attainment will be issued on any unit,

or

Fees paid on any unavailable unit/s will be refunded, and Statement of Attainment will be issued for satisfactorily completed units.

PAYMENTS, FEES AND REFUNDS

OTHER FEES

Your fees cover all learning materials, assessments, assessment marking, student telephone and email support. There are no hidden fees and charges. CTW does reserve the right to charge for additional services outside of the normal training and assessment services.

Reassessment of a unit of competency	Charged when a Student submits a unit of competency for reassessment which has previously been assessed as Not yet satisfactory on 2 prior occasions.	\$125.00*
Re-issue of qualification	Charged when a Student requests the reissue of a qualification which has already been issued	\$85.00*
	Charged for urgent (within 48 working hours of request) reissue of a Statement of Attainment which has already been issued or provided	\$100.00*
Issue statement of attainment prior to completion	Charged when a student requests an official statement of attainment be issued for units of competency marked satisfactory, prior to the completion of the qualification AND intends to continue studying	\$85*
Credit transfer	Charged when a Student requests one or more full units of competency be recognized towards their current enrolment with CTW	Contact student services
Recognition of prior learning	Charged when a Student requests one or more full units of competency be assessed via recognition of prior learning	Contact student services
Extension of enrollment period	Charged when a student requests and is approved for an additional 3 months be added to their enrolment period	\$280*
	Charged when a student requests and is approved for an additional 6 months be added to their enrolment period	\$500*

Items marked as "Contact Student Services" are regarded as such due to the significant variations in place for individual Students and individual enrolments. For those items marked as "Contact Student Services" 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.

* All fees are subject to change at anytime without notice.

NATIONAL RECOGNITION

We accept and recognise the outcomes of training from any other RTO or TAFE throughout Australia, thereby ensuring acceptance of the qualifications and statements of attainment awarded by all RTOs.

National Recognition requires CTW to recognise and accept Australian Qualifications Framework (AQF) qualifications conferred by other registered training organisations.

Your previous study may be recognised and automatically credited towards your course where the same or equivalent units of competence have been successfully completed.

RECOGNITION OF PRIOR LEARNING POLICY (RPL)

All of Students are provided with the opportunity to receive full recognition of their current skills and knowledge. We promote acknowledgement of 'non-traditional' forms of learning as valid pathways for recognition of competency achievement during the RPL assessment process.

The recognition of prior learning [RPL] process conducted by us is an assessment process, which provides acknowledgement of all skills and knowledge gained through life experiences, work experience, previous training and formal education. Our RPL process examines the evidence within the following key principles:

- Adopting a focus on the competencies held, rather than on how, when or where the learning occurred
- Demonstrated commitment to recognising the prior learning of adults.
- Providing access to the RPL process for all potential Students of course.
- Undertaking RPL processes which are fair to all those involved.
- Providing adequate support for all potential RPL applicants.

The RPL assessment process includes the initial provision of information, support and counselling, formal application, assessment, post-assessment guidance and certification for students.

A variety of RPL assessment options will be available for potential applicants to identify whether they have achieved standard in the relevant national training program. All assessment mechanisms used are valid, reliable, flexible and fair and conducted in an ethical manner.

The key objectives of our RPL assessment process are to:

- Minimise duplication of learning, training or skill acquisition
- Allow the completion of studies in the shortest possible time
- Provide clear RPL outcomes and access to further learning/training and career development
- Provide quality advice and support to potential and current applicants
- Conduct the RPL process only in respect to courses that we are registered to assess
- Ensure that only fully qualified assessors are involved in the RPL process

POLICIES

- Provide adequate information and support to enable applicants to gather reliable evidence to support their claim for recognition of competencies currently held regardless of how, when or where they were learned
- Ensure the RPL applicants of their right of appeal through the formal process
- Ensure fees and charges are fair, competitive with the industry standard and are structured to minimise the time and cost to applicants.

Students can make an application for Recognition of Prior Learning at any time after enrollment and payment is processed.

Fees

CTW reserves the right to charge an administration & assessment fee for processing of RPL. Please contact student services for more information regarding fees

CREDIT TRANSFER POLICY

One of the most important features of the national training framework is the recognition of qualifications issued by other Registered Training Organisations (RTOs), including Statements of Attainment.

Under this policy Clear to Work will accept the credentials issued by another RTO based in any State/Territory of Australia.

Policy Statement

Clear to Work accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or
- authenticated VET transcripts issued by the Registrar.

This acceptance is usually for purposes of entry into a qualification where another qualification or certain Statements of Attainment are a prerequisite to entry, or for part completion of a qualification based on Statements of Attainment for the units/modules already held by the student. Learners will not be required to repeat any unit or module in which they have already been assessed as competent (unless a regulatory requirement or license condition requires periodic retraining/refresher training).

Recognition of qualifications issued by other Registered Training Organisations does not require an RTO to recognise the qualifications/Statements of Attainment issued by another RTO for any purposes other than training with that RTO, such as licensing or employment arrangements, e.g. industrial award classifications.

In addition, Clear to Work is not obliged to issue a qualification or Statement of Attainment that is achieved wholly through recognition of units and/or modules completed at one or more other RTOs.

Recognition of qualifications issued by other RTOs does have a limited lifespan. If the qualification/Statement of Attainment is currently listed on the National Register and is still a component of a qualification that the student wishes to undertake, recognition must be given. If the qualification/Statement of Attainment held by the student has been superseded and is no longer on the National Register or is not the version required by the qualification into which the student wished to enrol, national recognition does not apply. In such situations, recognition of prior learning would be the appropriate way to proceed.

Procedure

Credit Transfer will only be granted for an entire unit of competency, not for individual elements of competency. The procedure to make a Credit transfer application is as follows:

- Student completes a Consent to request academic transcript form
- Student submits the form AND supporting documentary evidence
- CTW will contact the issuing RTO or TAFE to verify the credit transfer
- Where the RTO or TAFE is no longer contactable, CTW will investigate the scope of the issuing RTO/TAFE to ensure the competency and/or qualification was current at the time of printing.
- CTW notifies Student of result. The student will be required to submit a JP Certified copy of all supporting documentation.
- Student may appeal within 30 days of notification. Please refer to Complaints and Appeals Procedure

Supporting documentation

If your previous study was a program at CTW (or one of our partners) you do not need to submit any supporting documentation.

If your previous study was undertaken with another institution you must provide CTW with a completed "Consent to release information" form available from Student Services info@cleartowork.com.au as well as a copy of your Statement of attainment or record of results. This form gives CTW permission to contact the issuing RTO or TAFE to verify the credit transfer. If the institution where you undertook your previous studies is no longer operating / uncontactable, you will be required to submit a certified copy of your statement of attainment / testamur.

Assessment process

CTW will assess all applications for credit transfer for relevance towards the CTW program and the currency of the learning outcomes:

- **Relevance**
To receive credit for a previously completed course that course must be equivalent in content, learning outcomes and assessment requirements to the course you wish to receive credit for.
- **Currency**
CTW will assess your previous study for its currency to determine if the body of knowledge and practice has changed significantly. If the course content has changed significantly and the Student has not maintained sustained practice in the field of study, your application may be rejected.

Fees

CTW reserves the right to charge an administration fee for processing of Credit Transfers. Please contact student services for more information regarding fees.

COURSE EXTENSION POLICY

The duration of the qualification is stated in the CTW course description and is on your training plan.

If a student wishes to continue with a course beyond the expiry date, application for a course extension must be made in writing to CTW (info@cleartowork.com.au) and received 14 days prior to expiry date.

CTW will not be obliged under any circumstances to extend the period of a student's enrolment if the student has not completed the qualification in the allocated time.

Once the allocated time for a given qualification has ended, the student will no longer be provided with access to the course material, course assessment and trainer support.

In most instances, CTW may arrange a course extension for a student at an additional fee. For details of the extension fees refer to the "Payments, Fees and Refunds" section of this handbook.

STUDENT COMPLAINTS AND APPEALS POLICY

This policy and procedure provide clear and practical guidelines to ensure that complaints and appeals received about the RTO, about and from students, trainers, staff and/or third parties can be resolved equitably and efficiently, and in accordance with the principles of natural justice.

PURPOSE AND SCOPE

This policy/procedure is designed for dealing with complaints about our organisation, third parties, staff or other learners.

The procedure has been developed to ensure the principles of natural justice are adhered to by the RTO and all its staff.

The policy/procedure covers:

- General complaints made by learners
- General complaints made by employers
- Any stakeholder with a demonstrated interest in the businesses conducted by the RTO
- Complaints made about a learner
- Complaints made against a Third Party which may be providing marketing, training, assessment or other services on behalf of Clear to Work
- Learner appeals to review or reconsider a decision it has made (e.g. an assessment decision).

Learners or employers may make an appeal about academic issues. Academic appeals refer to a decision, act or omission by a member of Clear to Work's staff that affects the learner's academic progress or achievement. This may include (but is not limited to) assessment decisions, withdrawal or expulsion from a learning program, or conduct of a trainer/assessor that impedes the academic progress of a learner.

Learners, employers or any other stakeholder may make a complaint about non-academic issues. Non-academic complaints refer to a decision, act or omission by a member of Clear to Work staff that are not directly related to academic progress or achievement. This may include (but is not limited to) response times to enquiries, refund/payment decisions or conduct of a support services staff member.

POLICIES

POLICY

Clear to Work believes that a person, who has a complaint or appeal, has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, and without prejudice or fear of reprisal or victimisation.

The person has the right to present the complaint or appeal formally and in writing.

Clear to Work will manage all complaints and appeals fairly, equitably and as efficiently as possible.

Clear to Work will encourage the parties to approach the complaint or appeal with an open mind, and to resolve problems through discussion and conciliation.

Clear to Work seeks to prevent complaints by ensuring high levels of satisfaction with its training and assessment, its performance as an RTO and with its public image. If a complaint should arise, all staff are expected to be fair, courteous and helpful in all dealings with the person making the complaint or lodging the appeal, and to assist or refer where they can.

Where a complaint or appeal cannot be resolved through discussion and conciliation, Clear to Work acknowledges the need for an appropriate external and independent person/party to mediate. The parties involved will be given the opportunity to formally present their case in an independent forum.

Confidentiality will be maintained throughout the process of making and resolving complaints/appeals. Clear to Work seeks to protect the rights and privacy of all involved, and to facilitate the return to a comfortable and productive learning environment.

A copy of this Policy is available to the public, all stakeholders, students and staff via the Clear to Work website and is available in the Student Handbook. Information and contact details of external authorities who may be approached, is also included.

PROCEDURE – COMPLAINTS (NON-ACADEMIC)

The initial complaint should be directed in writing via email to the appropriate course trainer or through the administration email info@cleartowork.com.au

- The complainant will receive a response within 5 business day acknowledging receipt of the complaint and advising that it will be responded to
- All complaints received by Clear to Work are recorded in the central complaints register
- Where possible, the complaint will be dealt with immediately by the recipient

If the complaint cannot be resolved initially at that level, it will be escalated to the weekly review meeting. This meeting provides a forum for trainers, assessors, support staff and management to discuss the complaint, and develop an action plan, which includes responsibilities and deadlines for Clear to Work staff

- Action plans may involve (but are not limited to) investigation of the details of the complaint, communication or mediation with the complainant or review of internal policy.
- Any “open” complaints will continue to be reviewed at the weekly review meeting, until the complaint is resolved.
- Throughout the complaints handling process, a member of staff will be allocated to communicate with the student to update and advise them on the progress of their complaint.

Throughout the complaints handling process, Clear to Work will identify any continuous improvement opportunities to ensure improved efficiencies, student experience and compliance with legislation and regulations.

If the person making the complaint feels they have not been treated fairly or that the result is unreasonable, they are advised to seek a review from an independent organisation. They will be directed to the National Training Complaints Hotline is accessible on 13 38 73 (Monday to Friday from 8am to 6pm nationally) or <https://www.education.gov.au/NTCH>

PROCEDURE – APPEALS (ACADEMIC)

Students may appeal an assessment decision or any other decision affecting their academic progress (Assessment Decision) where the Student can demonstrate any of the following:

- The assessment tool was not explicit. (For example, it did not detail how many assessment tasks were required to be undertaken; how Students will be assessed; or when they will be assessed).
- The assessor did not fairly and appropriately apply the assessment criteria as specified in the assessment tool.
- The assessor did not conduct the assessment tasks as described in the assessment tool.
- The assessor has enforced a disciplinary action for student conduct contrary to Clear to Work student policies and procedures

Informal: Students who are dissatisfied with any aspect of their assessment should first discuss the matter with the course trainer. If the issue is not resolved the student is then required to complete a “Grievance,

POLICIES

Complaint & Appeals Form” and lodge the form via info@cleartowork.com.au within 14 days of the student being notified of the assessment decision, unless special circumstances permit otherwise.

Formal Appeal: The assessment decision will be reviewed by a panel consisting of 3 members of the management team and qualified training and assessment staff (not involved in the appeal). The student will be notified of the appeal outcome (including reasons for the decision) in writing, within 30 days of lodging the form.

Review of Appeal Outcome: If the student is dissatisfied with the outcome of the Appeal, they have the right to ask for the appeal to be reviewed by the Managing Director. This should be done in writing. The student must address the reasons for the decision supplied and why they wish the decision to be reviewed. Failure to lodge second grounds for appeal with 21 days will result in the appeal being dismissed. The student will be notified of the review outcome (including reasons for the decision) in writing, within 30 days of requesting a review.

External Independent Review: If the student is dissatisfied with the review of appeal outcome, they have the right to request a review by an appropriate independent party at their own expense. Clear to Work considers “appropriate” to one of the bodies listed in the appendix of this policy. The student is responsible for any costs relating to an External Independent Review.

Complaint to ASQA: If the student does not accept the decision of the external independent review, they may make a complaint to the Australian Skills Quality Authority (ASQA). Details of contacting ASQA are available at www.asqa.gov.au

POLICIES

LEGISLATIVE REQUIREMENTS

We are subject to a variety of legislation related to training and assessment as well as general business practice.

This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry that we are conducting training for.

This legislation is continually being updated and all our team are made aware of any changes. Current legislation is available online at <http://www.austlii.edu.au> and

Commonwealth	http://www.comlaw.gov.au
Queensland	http://www.legislation.qld.gov.au/OOPChome.htm
New South Wales	http://www.legislation.nsw.gov.au
Australian Capital Territory	http://www.legislation.act.gov.au
South Australia	http://www.legislation.sa.gov.au
Western Australia	http://www.slp.wa.gov.au/options/onlinefr.htm
Tasmania	http://www.thelaw.tas.gov.au
Northern Territory	http://dcm.nt.gov.au/

PRIVACY POLICY

CTW takes the privacy of our Students very seriously and we will comply with all legislative requirements. CTW Privacy Policy commits us to adhering to the legislative requirements set down by the Privacy Act 1988 (Cth), including the National Privacy Principles.

The Student Records – Privacy & Access Guidelines apply to personal information collected, stored and managed by CTW for internal use, in connection with academic programs, and for the compilation of statistical reports to meet the requirements of relevant Departments of Education and Training and the Federal Department of Education and Training (www.education.gov.au) and National Centre for Vocational Education Research (NCVER) who use student data for statistical reports.

CTW stores student information in different ways, including hard copy documentation kept on individual student files and information kept electronically on the relevant student record database. This information will be kept confidential and will only be accessed by CTW staff that require such access to undertake their duties. Personal information will not be given to third parties outside CTW.

The limited exceptions to this are:

- Where the individual has provided written consent for disclosure.
- Where CTW is required or authorised to do so under Australian law including information to DEEWR with regards to the ESOS Act, National Code and Assurance Fund.
- Where the disclosure is judged to be in the clear interest of the individual (i.e. to prevent or lessen an imminent and serious threat to an individual's life or health).

POLICIES

If a student believes that the personal information is incorrect, inaccurate or out of date, the student should advise CTW immediately so that reasonable steps may be made to correct the information.

If a student believes their personal information has not been dealt with in accordance with appropriate privacy principles they may make a complaint to CTW seeking an internal review. A request for an internal review must be in writing and must be made within six months from the date when the suspected breach occurred.

DEFINITIONS

AQF	Australian Framework Qualification
ASQA	The national regulator for Australia's vocational education and training sector.
ASSESSMENT	A process to determine a student's level of acquired skill and knowledge against set criteria.
CTW	Clear to Work – includes all CTW's partner RTO's
CERTIFICATE	The award recognising the qualification you have successfully completed.
COMPETENT	Satisfactory achievement in a unit of competency.
COURSE MATERIALS	Training and assessment materials provided by CTW specific for the course you have enrolled in.
CREDIT TRANSFER	The application of a previously completed unit of competency to your course.
ENROLMENT	The submission of enrolment forms to CTW
NOT YET SATISFACTORY	Unsatisfactory achievement in an assessment.
ONLINE LEARNING	The undertaking of a course via an eLearning online learning portal provided on behalf of CTW.
STUDENT	You, the person whose name appears on the enrolment form
REGISTERED TRAINING ORGANISATION (RTO)	A training organisation that is registered with a state or national regulator and whose details appear on www.training.gov.au
STATEMENT OF ATTAINMENT	A certificate of the successfully completed units within a qualification.
UNIT OF COMPETENCY	A component of training package which identifies a specific workplace requirement and includes the knowledge and skills that underpin competency