

# STUDENT HANDBOOK

RTO Number: 90494



## Acknowledgements

This work was produced by Kylie Casey, RTO Manager, Centre for Community Welfare Training.

Released for use:	V1 March 2023	Linda Watson, Director
Revision 1:	V2 June 2024	Kylie Casey, RTO Manager
Revision 2:	V3 November 2024	Kylie Casey, RTO Manager
Revision 3:	V4 July 2025	Kylie Casey, RTO Manager
Revision 4:	V5 April 2026	Kylie Casey, RTO Manager

### Disclaimer

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## 1.0 Welcome and Commitment to Quality

### 1.1 Welcome Message

Welcome and thank you for partnering with the Centre for Community Welfare Training (CCWT) on your learning journey.

CCWT is the training arm of the **Association of Children's Welfare Agencies (ACWA)**, which is the peak body for vulnerable children and their families in NSW. We work closely with organisations and individuals who deliver services across the wider Human Services sector. We are committed to providing relevant and high-quality learning and assessment services to this critical sector.

CCWT offers Vocational Education and Training (VET) programs across a range of industry sectors including community services, child youth and family services, child protection, leadership and management. CCWT also offers a wide range of non-accredited training courses which can be found on our [website](#).

### 1.2 Purpose and Scope of this Handbook

This handbook provides an essential overview of learning with us and your relationship with CCWT as a Registered Training Organisation (RTO 90494).

The purpose of this document is to ensure that you, as a VET student, have clear, comprehensive, and accurate information regarding:

- Your rights and responsibilities.
- Our obligations to you as an RTO.
- The policies and procedures that govern your training, including enrolment, assessment, support, and complaints.

This handbook is primarily for those undertaking nationally recognised training and/or assessment and should be read in conjunction with the relevant Course Information Brochure.

### 1.3 Our Commitment to the VET Quality Framework

ACWA is a Registered Training Organisation (RTO 90494), accredited by the Australian Skills and Quality Authority (ASQA). We are dedicated to continuously improving our services and are trusted throughout the community services sector.

Our RTO status means we are approved to:

- Deliver nationally recognised training and accredited courses.
- Assess student competency.
- Issue nationally recognised qualifications and statements of attainment.

As an RTO, we are legally required to comply with the **2025 Standards for Registered Training Organisations**, which ensures high-quality outcomes for you, the student, and for the industry. Our operations are regularly reviewed to confirm this ongoing compliance.

You can expect a quality service, delivered by friendly, helpful, and knowledgeable staff. We will always strive to:

- Deliver student-centered, best practice learning and assessment opportunities.
- Provide you with support in your learning with us.
- Be open and truthful, keeping you informed about what you need to know.
- Respect diversity and appreciate your existing skills, knowledge, and experience.
- Be considerate, value all feedback, and act with integrity, honesty, and fairness.

## 1.4 Overview of the RTO 2025 Standards

As an RTO, we must comply with the RTO Standards 2025, which form part of the national VET Quality Framework. These standards ensure the integrity of VET qualifications and focus heavily on student outcomes.

Our responsibilities to you under these standards include:

- **Student Experience:** Providing comprehensive pre-enrolment information (Section 3.0), assessing your needs and suitability (Section 4.0), and providing relevant support services (Section 9.0).
- **Quality of Training and Assessment:** Ensuring all training and assessment is provided by suitably credentialed industry experts and enables you to gain the skills and knowledge required in the current work environment.
- **Certification:** Issuing your certification documentation (Qualification or Statement of Attainment) within thirty (30) calendar days of successful completion.
- **Feedback and Complaints:** Responding to any comments, suggestions, or complaints in a professional manner, following the principles of natural justice.

If at any time you feel that we have not met our obligations as an RTO, please let us know by following the Complaints and Appeals Policy contained in this handbook (Section 12.0).

## 1.5 RTO Details, Contact Information, and Trading Name

Detail	Information
<b>RTO Legal Name</b>	The Association of Children's Welfare Agencies (ACWA)
<b>RTO Trading Name</b>	Centre for Community Welfare Training (CCWT)
<b>RTO Number</b>	90494
<b>RTO Scope</b>	<a href="https://training.gov.au/organisation/details/90494/summary">https://training.gov.au/organisation/details/90494/summary</a>
<b>Regulator</b>	Australian Skills Quality Authority (ASQA)
<b>Phone</b>	(02) 9281 8822
<b>Email</b>	<a href="mailto:training@ccwt.edu.au">training@ccwt.edu.au</a>
<b>Website</b>	<a href="https://www.ccwt.edu.au/">https://www.ccwt.edu.au/</a>

## 2.0 The National VET System

This section helps you understand the framework under which our RTO operates and how your qualification fits into the broader Australian education system. For further information on the VET system or to understand VET terminology, visit the [VET Knowledge Bank](#) and explore the VET Glossary of Terms.

### 2.1 Vocational Education and Training (VET)

Vocational Education and Training (VET) is a nationally recognised system that delivers training for specific jobs and industries. The VET system helps individuals gain practical skills and knowledge that are directly transferable to the workplace.

Key features of VET:

- **Industry Focus:** Courses are designed in consultation with industry to ensure you learn relevant and up-to-date skills.
- **Competency-Based:** Training and assessment are based on whether you can demonstrate the required workplace skills (competencies).
- **National Recognition:** All qualifications are recognised throughout Australia.

### 2.2 The Australian Qualifications Framework (AQF)

The AQF is the national policy for regulated qualifications in the Australian education and training system. It ensures that all qualifications, whether from the school, VET, or higher education sectors, are nationally consistent.

Your VET qualification sits within the AQF structure. This framework ensures that your qualification is recognised by employers and other education providers across Australia.

### 2.3 Nationally Recognised Training (NRT) and the NRT Logo

When you see the **Nationally Recognised Training (NRT) Logo** on a qualification, statement of attainment, or on our promotional materials, it confirms that the training product:

1. Meets the requirements of a national training package or an accredited course.
2. Leads to a qualification that is recognised across all Australian states and territories.

For further information on the VET system or to understand VET terminology, visit the [VET Knowledge Bank](#) and explore the VET Glossary of Terms.

## 3.0 Making an Informed Decision

Choosing the right qualification is an important decision. This section ensures you have comprehensive and transparent information about your selected course, delivery methods, and mandatory requirements *before* you formally enrol with CCWT.

### 3.1 Course Information

VET students are provided with the specific training product information relevant to your studies through the relevant Course Information Brochure available on the RTO website or by contacting the Student Support Team. This information includes:

- **Course Code and Title:** Courses delivered by CCWT will always be the current version approved for delivery. If a Training Package is updated or superseded while you are enrolled, you will be advised of the transition arrangements and timelines to complete the updated version.
- **Expected Duration:** The total time needed to complete all structured learning, self-paced study, assessment activities, and mandatory work placement (where relevant).
- **Delivery Method:**
  - **Instructor-Led:** Scheduled workshops conducted at CCWT or employer venues or virtual classrooms.
  - **Online/Self-Directed:** Learning resources and assessment activities deployed via our secure Learning Management System.
  - **Workplace-Based:** Practical activities and observation assessments conducted on the job or simulated workplace environment (see 3.5).

Additionally, prior to enrolment, prospective Diploma students will have the opportunity to attend an online Information Session to learn more about the expectations and requirements.

### 3.2 Pre-requisites and Entry Requirements

To ensure the training is suitable for you, CCWT requires you to meet the following:

- **Language, Literacy, and Numeracy (LLN) Skills:** You must demonstrate sufficient LLN skills for the reading, writing, and numerical demands of the qualification. An initial assessment (refer to Section 4.2) will be conducted as part of the enrolment process.
- **Digital Literacy:** Given the reliance on our Learning Management System and virtual platforms, you must have the necessary digital skills to access and navigate online resources, submit digital assessments, and participate in online sessions.
- **Pre-enrolment interviews:** Brief interviews are held with prospective students to confirm eligibility for Diploma programs
- **Industry Suitability and Checks:** Due to the sensitive nature of the community and children's welfare sector, you may be asked for evidence of:
  - Being over 18 years of age.
  - A valid Working with Children Check (WWCC) or state/territory equivalent.
  - A National Police Check.

### 3.3 Requirements for Work Placement

Practical work placement is a mandatory requirement for many Community Services qualifications and is essential to demonstrating applied competency in a real-world setting. The minimum number of mandatory supervised placement hours are detailed in the relevant Course Information Brochure and will be confirmed upon enrolment and detailed in your Individual Training Plan.

You are required to actively participate in securing and completing the placement. This includes securing any necessary clearances such as WWCC and abiding by the policies and procedures of the host organisation. CCWT will provide the necessary documentation, insurance coverage, and support to facilitate your placement, including visits or communication with your workplace supervisor to ensure a safe and effective learning experience.

### 3.4 Use of Third-Party Providers

CCWT has a policy of direct delivery and assessment. We do **not** currently use any third-party providers to deliver, assess, or market our VET qualifications on our behalf.

### 3.5 Training and Assessment Strategies Overview

Our training strategy is designed to promote genuine skills transfer and high-quality outcomes:

- **Competency-Based:** Training focuses on developing the practical skills and theoretical knowledge required for job roles in the human services sector.
- **Assessment Mix:** Assessment methods are varied to ensure fairness and reliability. They typically include a combination of knowledge questions, case studies, simulated role-plays, and direct observation in the workplace or a workplace portfolio.
- **Training Plan:** You will receive an Individual Training Plan outlining the units of competency, delivery schedule, and assessment pathway.

## 4.0 Student Suitability Review

CCWT is committed to ensuring that you are enrolled in a qualification that is appropriate for your individual needs, existing skills, and goals. This review process is mandatory and occurs *prior* to finalising your enrolment.

### 4.1 The Importance of Pre-Enrolment Review

The pre-enrolment review process is designed to achieve three key outcomes:

1. **Determine Suitability:** To confirm that the training product (qualification) is the most suitable pathway for you based on your career goals, prior experience, and required time commitment.
2. **Identify Support Needs:** To proactively identify any language, literacy, numeracy, digital skills, or other personal support needs you may require to successfully complete the course.
3. **Support successful completion:** To ensure you have the best chance of success, reducing the risk of withdrawal due to inadequate foundational skills or lack of necessary support.

### 4.2 Language, Literacy, Numeracy, and Digital Skills (LLND) Review

All prospective students enrolling into full qualifications must participate in an LLND review to evaluate their existing skills against the demands of the training product requirements. This includes reading comprehension, written communication skills, numeracy if relevant, and your ability to navigate digital learning environments. This review is to ensure that the complexity of the course material matches your current skill set.

If your skills match the requirements, you will proceed with standard enrolment. If gaps are identified, CCWT will advise you of the available support, such as:

- Referral to external specialised LLN programs.
- Additional instruction on using the digital learning platforms.
- Provision of additional, targeted support sessions (refer to Section 9.2).
- Adjustments to the assessment methods (Reasonable Adjustment).

### 4.3 Process for Reviewing Existing Skills and Competencies

Many of the CCWT VET students are existing workers in the sector and are therefore encouraged to consider any relevant prior learning or experience that may impact your course duration and structure. Contact the Student Support team to explore the options for Recognition of Prior Learning (RPL) or Credit Transfer (CT) (refer to Section 7.0).

### 4.4 Advice on Suitability of Training Product

Following the assessment of your LLND and prior experience, CCWT staff are responsible for providing clear advice regarding the suitability of the course.

- **Suitability Confirmation:** We will confirm that you meet the entry requirements (Section 3.2) through the provision of a formal enrolment offer.
- **Alternative Pathways:** If the course is deemed unsuitable, we will discuss alternative pathways with you, which may include:
  - Enrolling in a lower-level qualification or skill set.
  - Taking remedial training before starting the VET course.
  - Referral to another training provider if we cannot meet your needs.

## 4.5 Mandatory Unique Student Identifier (USI) Requirement

The Unique Student Identifier (USI) is mandatory for all students undertaking nationally recognised training. You must provide your verified USI upon enrolment. If you do not provide a verified USI, CCWT is prohibited by law from issuing your Qualification or Statement of Attainment (refer to Section 8.1). CCWT will handle your USI information in accordance with the USI legislation and the Australian Privacy Principles (Section 13.1).

## 5.0 Fees, Refunds, and Financial Obligations

This section details the fees associated with your training, payment requirements, and the Refund Policy. It ensures transparency regarding your financial commitments.

### 5.1 Summary of Fees and Charges

Course fees are detailed in the relevant Course Information Brochure and on the CCWT website. You will be advised upon enrolment of your fees and any payment plan options or fee reductions due to Credit Transfers. The course fees are reviewed annually and include:

- Course attendance or access to online services.
- Course materials available via the Learning Management System.
- Assessment services for three assessment submissions submitted by the due date.
- Relevant digital certification, that is, Statement of Attainment or Certificate for successful completion of the requirements for nationally recognised courses.

**Incidental Fees:** These may include charges for services such as Re-assessment fees (if repeated attempts are required beyond the initial 3 attempts included) and Replacement of Certification Documents (refer to Section 8.3).

### 5.2 Payment Methods and Schedules

To commence training, you must either pay the full fee or enter an approved payment plan which is available for enrolments into full qualifications. We accept payment via direct bank transfer or credit card. If you choose a payment plan, the schedule, instalment amounts, and due dates will be formally documented, and you are responsible for ensuring payments are made on time.

Failure to adhere to the agreed payment schedule may result in:

- Suspension of access to training materials and assessment submission.
- Withholding of your Qualification or Statement of Attainment (refer to Section 8.1).

### 5.3 Fee Protection Measures

CCWT is committed to protecting the fees paid by students. We ensure that no more than a reasonable amount of the course fee is collected upfront. We will not collect more than \$1,500 in prepaid fees from any individual student prior to the commencement of the course for which the payment relates.

### 5.4 Refund Policy and Procedure

We understand that it is not always possible to complete a qualification. If you choose to withdraw from a course of study, you will need to contact CCWT to request a refund in writing. This policy outlines the conditions under which you may be eligible for a full or partial refund of fees paid.

### **Refunds Due to CCWT Default**

If CCWT cancels a course or fails to provide the agreed training services for which you have paid, a full refund of all prepaid fees, including the administrative fee, will be provided.

### **Withdrawal Prior to Course Commencement**

If you formally withdraw your enrolment in writing prior to the agreed course commencement date. You are eligible for a full refund of all tuition fees paid, however CCWT may retain an administrative fee (typically 10% of the course fee) to cover initial enrolment and processing costs.

### **Withdrawal After Course Commencement**

Once training has commenced a pro-rata refund may be considered, at the discretion of the RTO Manager, in cases of extreme personal hardship (e.g., serious illness requiring long-term withdrawal, bereavement). This requires provision of formal supporting documentation (e.g., medical certificates). How a refund is managed depends on your payment plan and course progress and is calculated individually for you. CCWT will retain the 10% non-refundable deposit and any course fees for services already provided.

### **Refund Procedure**

1. Submit a written **Notification of Withdrawal** to the CCWT Student Support Team.
2. The RTO Manager will confirm the refund amount (if any) in writing.
3. Approved refunds will be processed within **28 days** of the written notification and approval date.

## 6.0 Training, Assessment and Progression

This section details our commitment to quality training and the methods used to determine if you have achieved the required level of competency as well as monitoring your progress.

### 6.1 Competency-Based Training (CBT) Philosophy

CCWT operates under a Competency-Based Training (CBT) model. This means that your ability to demonstrate the required skills and knowledge (competencies) to the standard expected in the workplace is measured. In CBT there are two possible outcomes for your assessment:

- **Competent (C)** - all aspects of skills, knowledge and performance for the unit are met or
- **Not Yet Competent (NYC)** - some aspects did not meet the required standard and require further coaching or practice opportunities to assist you to meet the required standard.

### 6.2 The Assessment Process

Assessment is an ongoing process that provides you with the opportunity to demonstrate your skills and knowledge as defined by one or more units of competency. Assessment is conducted in a mutually co-operative manner. All assessment activities need to be submitted to the Learning Management System (LMS). You will be:

- Provided with detailed assessment instructions for each task,
- Advised about due dates or timing of assessments, and
- Provided direct access to your assessor if you need support or have any questions about the assessment process.

Assessment methods vary across courses and typically include written assignments, case studies, workplace-based observation or projects, simulated role-plays, and reflective journals. CCWT commits to marking and providing feedback for assessment submissions within 21 calendar days of the submission date.

### 6.3 Fair, Flexible, and Reliable Assessment Principles

CCWT is committed to ensuring a fair assessment experience for all students.

- **Fair:** Assessment will not disadvantage any student. We ensure equity by offering reasonable adjustments where appropriate (refer to 6.6).
- **Valid:** Assessments only measure the skills and knowledge essential to the unit of competency and are linked to real-world job tasks.
- **Reliable:** The assessment results are consistent, regardless of which assessor conducts the marking.
- **Sufficient:** Evidence is collected over a period of time and across various contexts to ensure all parts of the unit of competency are met.

### 6.4 Re-assessment and Re-submission Policy

If you are deemed Not Yet Competent (NYC) in any unit of competency, you will be provided with opportunities for re-assessment. The assessor will provide detailed, constructive feedback

identifying the specific gaps in your evidence and you will be granted **two further opportunities** to re-submit your assessment within an agreed timeframe. If you are still marked NYC after the third submission, subsequent re-assessment attempts may incur a fee of at least \$50 per unit. Your trainer will discuss remediation strategies with you before any additional attempts.

## 6.5 Reasonable Adjustment for Assessment

CCWT provides reasonable adjustment to the assessment process to ensure equity for all students. A reasonable adjustment is a modification to the assessment process (e.g., providing an oral instead of written assessment, allowing extra time) that ensures a student with a disability, LLN challenges, or other specific needs can demonstrate their competence without changing the required standard of performance.

If you require a reasonable adjustment, you must discuss this with the Student Support Team or your assessor as early as possible. Formal documentation (e.g., medical certificate) may be required.

## 6.6 Student Access to Assessment Records and Results

You can access your individual assessment records, including evidence submitted and assessor feedback via the LMS throughout your enrolment. Alternatively, you can contact the Student Support team for access to your records and results.

## 6.7 Credentials of Trainers and Assessors

The quality of our trainers and assessors is central to our commitment to high standards. All CCWT trainers are experts in their field and hold the required Vocational Education and Training (VET) qualification. Our staff maintain their credentials through ongoing professional development, particularly in areas like trauma-informed practice and child protection legislation, ensuring the training you receive is current and industry-leading.

## 6.8 Monitoring Course progress

The Student Support team will actively monitor your progress and be in regular contact with you to encourage and support you throughout your enrolment. It is expected that you will complete your studies within the allocated duration which aligns to the Australian Qualification Framework (AQF) Volume of Learning. However, CCWT acknowledges the potential challenges in meeting study demands alongside work and family obligations.

### Enrolment extension

If extenuating circumstances prevent you from completing your studies within the given duration and you have supporting documentary evidence, you can apply for an extension to your enrolment by submitting an Extension Request Form to the Student Support team. The extension request will be considered in accordance with your progress in your course of study. A **maximum 6 month** extension is available for a 24 month qualification.

## Deferral requests

If you are enrolled in a full qualification, you may apply to defer your training for a **maximum of 6 months**. You can apply by completing a Deferral Request form which will be considered in accordance with your course progress. If a deferral is granted, it is your responsibility to resume training within the allowable time frame.

## Withdrawal notifications

It is important that you formally notify CCWT if you would like to withdraw from an accredited course. If you are considering withdrawing your enrolment, please contact the Student Support team who may be able to assist with any difficulties you may be experiencing with your studies.

If you have been absent from class or have not engaged with the online learning for over 30 days, you will be considered at risk of withdrawal. If CCWT has been unable to contact you for more than 60 days, your enrolment may be withdrawn from the course.

Upon withdrawal, you will be liable for costs associated with training and assessment that you have already completed. (Section 5.4)

## 7.0 Recognition of Prior Learning (RPL) and Credit Transfer (CT)

CCWT recognises that you may have valuable skills and knowledge gained through previous work, study, or life experiences. Credit transfer and recognition of prior learning (RPL) are two ways you can gain credit for this experience when enrolling in a VET course. By applying for recognition in one, or both ways you could:

- Reduce the amount of time needed to complete the course.
- Reduce the course fees and
- Only be developing new knowledge and skills, rather than repeating learning.

### 7.1 Recognition of Prior Learning (RPL)

Recognition of prior learning (RPL) is an assessment of skills and knowledge you have acquired through previous training, work or life experience which are relevant to your course. You must apply for RPL at the time of enrolment or within the first six weeks of commencing your course.

RPL fees apply per unit, reflecting the administrative and assessor time required for the evidence assessment process. The RPL process requires you to provide substantial evidence that demonstrates your current ability to perform the tasks described in the unit of competency. This evidence may include:

- Job descriptions, performance appraisals, third party reports.
- Case studies, reflective journals, training records
- Portfolios of evidence (work samples, case notes, behavioural support plans).
- Interviews and/or practical demonstrations with an assessor.

### 7.2 Credit Transfer (CT) for Prior Formal Study

A credit transfer provides automatic credit for equivalent units which then reduces the number of units of competency you need to complete in the course you are enrolled in. Credit Transfer is available if you have successfully completed equivalent units of competency with CCWT or another RTO.

To apply for Credit Transfer, you are required to provide a completed RTO Credit Transfer Application Form and your USI Transcript. Instructions are available [here](#) on how to access your USI Transcript. We will advise you in writing of the outcome of your credit transfer application, and any resulting fee reduction as CCWT does not charge a fee for Credit Transfers.

## 8.0 Certification and Issuance

This section outlines the requirements you must meet to receive your nationally recognised certification and explains the process for document issuance and replacement.

### 8.1 Requirements for Issuance of Qualifications and Statements of Attainment

To be eligible for any certification document, you must have:

1. Achieved Competency as required for the qualification or skill set and completed any required work placement hours.
2. Provided a Valid USI.
3. Paid all applicable fees.

Upon successful completion of all units and satisfaction of the above requirements, CCWT will issue the appropriate AQF certification.

### 8.2 Issuing AQF Certification

On completion of a full qualification, a certificate and transcript will be issued. If you complete a short VET course, or withdraw and partially complete a qualification, we will issue a Statement of Attainment for any units of competency that you have achieved.

Certification documents will be issued electronically to the email address you provide at enrolment within thirty (30) calendar days of completion of all course requirements and the requirements outlined in Section 8.1.

### 8.3 Replacement of Certification Documents

Should you require a replacement for your certification documents, or want to request a printed copy, the following procedure applies:

1. Submit a written request to the CCWT Student Support Team with enrolment details.
2. Provide proof of identity to verify your ownership of the records.
3. If the replacement is due to a change of name, provide certified proof of the name change (e.g., marriage certificate, change of name deed poll).

The provision of a replacement digital certification is without cost; however printed copies attract an administration fee of \$50 +GST to cover printing and postage.

## 9.0 Student Support and Wellbeing Services

CCWT is committed to providing a supportive and encouraging learning environment. We offer a range of targeted support services to assist you throughout your learning journey.

### 9.1 Overview of Available Academic Support Services

We understand that academic success often requires targeted assistance. We offer:

- **Trainer Access:** Direct access to your trainer via messaging, or email during business hours for clarification on course content and assessment tasks.
- **Study Skills Advice:** Guidance on effective time management, planning your assessment submissions, and study techniques specific to the VET sector.
- **Peer Support:** Opportunities to engage with fellow students and qualified assessors through online support sessions.

### 9.2 Provision for Language, Literacy, and Numeracy (LLN) Assistance

Following the mandatory LLN assessment (Section 4.2), we provide support where required:

- **Simplified Instructions:** Where appropriate, we will clarify assessment instructions to ensure understanding without lowering the required standard of the unit of competency.
- **Referral:** For complex or significant LLN needs, we will refer you to external specialist LLN providers to ensure you receive dedicated support that falls outside the scope of our RTO services.

### 9.3 Digital Literacy and Technical Support

Given the use of our Learning Management System (LMS) and virtual classrooms, technical support is available via our Student Support team to assist with:

- **LMS Navigation:** Assistance with navigating the online platform, uploading documents, and accessing digital resources.
- **Troubleshooting:** Technical support for issues related to accessing training materials or completing online assessments.

### 9.4 Welfare, Counselling, and Mental Health Support Services

We recognise the importance of student wellbeing, especially when studying subjects related to complex human services issues and strive to support our students throughout their studies. Students can contact their trainer/assessor or our Student Support Team if they are experiencing personal difficulties that may impact their studies. To support your wellbeing, we maintain a list of external professional services (including free counselling and mental health lines) if you require additional support (Appendix A).

## 9.5 Disability Support and Reasonable Adjustments Policy

CCWT complies with the Commonwealth Disability Discrimination Act 1992 (Cth) and is committed to reasonable adjustments. We encourage you to disclose any disability or ongoing health condition (ideally during enrolment) that may affect your learning or assessment. All disclosures are handled with strict confidentiality. Based on your disclosure and supporting documentation, an Individual Training Plan will be developed detailing necessary adjustments to the learning or assessment environment (refer to 6.6). This plan ensures you have equitable access to training without compromising the integrity of the qualification.

## 9.6 How to Access and Contact Support Services

Your first point of contact is your trainer/assessor or the Student Support Team. We also provide a suggested referral list in Appendix A of this VET Student Handbook and in our online Student Induction short course.

The CCWT Student Support Team can be contacted on business days, Monday to Friday between 8.30am to 4.30pm via the following:

- **Email:** [training@ccwt.edu.au](mailto:training@ccwt.edu.au)
- **Phone:** (02) 9281 8822
- **In Person:** By appointment at the main CCWT office location

## 10.0 Student Rights and Responsibilities

This section outlines the rights and privileges you are entitled to as a VET student, as well as the responsibilities you must uphold to maintain your enrolment.

### 10.1 Your Rights as a VET Student

You have the right to:

- **Fair Treatment:** Be treated fairly and respectfully by all CCWT staff and other students, free from discrimination or harassment.
- **Clear Information:** Receive clear and accurate information about your course, fees, assessment requirements, and our policies prior to and throughout your enrolment.
- **Access to Records:** Access your personal and academic records upon written request (refer to 6.7 and 13.1).
- **Appeal Decisions:** Lodge a complaint or appeal any decision regarding your assessment outcome or enrolment status (refer to Section 12.0).

### 10.2 Your Responsibilities

You are responsible for:

- **Engagement:** Actively participate in all scheduled training activities (whether virtual or face-to-face) and commit to the necessary self-study hours.
- **Timely Submission:** Submit assessment tasks by the agreed-upon due dates.
- **Professional Conduct:** Always conduct yourself in a professional and ethical manner, particularly when engaging in work placement or group activities.
- **Compliance:** Abide by all CCWT policies and procedures contained within this handbook.

### 10.3 Academic Integrity Policy

Academic integrity is non-negotiable and fundamental to the credibility of your qualification. Students are expected to always act with integrity and only submit work that is their own or that has been appropriately referenced and includes acknowledgement of all resource materials used in their assessment submission.

Academic misconduct includes, but is not limited to, plagiarism (using someone else's work without attribution), collusion (unauthorised collaboration), contract cheating (submitting work written by another person for a fee), and cheating in formal assessments.

The inappropriate or undisclosed use of Artificial Intelligence (AI) tools to generate assessment content or RPL evidence that is presented as your own work is considered academic misconduct. Your trainer/assessor will provide clear guidelines on the acceptable use of AI tools (if any) for your course.

Any confirmed act of academic misconduct will result in an immediate Not Yet Competent (NYC) result for the assessment task and may lead to disciplinary action, including suspension or cancellation of enrolment (refer to 11.3).

## 10.4 Use of RTO Facilities, Resources, and Equipment

CCWT is committed to providing a safe and healthy environment for students, staff and visitors. As a student you also have a responsibility to follow instructions and to behave in ways that are safe and do not endanger the health and safety of others.

When using CCWT facilities or resources you are required to:

- Adhere to all Work Health and Safety (WHS) instructions (refer to 13.3).
- Treat all equipment, facilities, and digital resources with care and respect.
- Ensure appropriate and respectful use of technology in all learning environments.
- Maintain the confidentiality of your digital learning platform log in details.
- Abide by the rules of online etiquette when participating in virtual classes or online forums.

## 11.0 Conduct and Equity

CCWT is committed to providing an environment that is conducive to the learning of all students and that responds to their individual learning needs. CCWT staff and students are expected to act in a manner that:

- Upholds and reinforces a learning and development culture.
- Demonstrates sensitivity and appropriateness in all interactions.
- Contributes to the general safety and well-being of those in the course.
- Contributes to the orderly conduct of learning and assessment programs.

You are expected to:

- Be punctual, respectful and courteous.
- Give all students the opportunity to both listen and participate in a non-disruptive environment.
- Be attentive, active and engaged in the learning experience.

### 11.1 Access and Equity Policy

CCWT is committed to providing a learning environment free from unlawful discrimination and harassment, ensuring equitable opportunities for all students.

We value diversity and strive to create an inclusive environment where all staff and students, regardless of background, culture, age, gender, sexual orientation, or ability, feel respected and supported. Our policies and practices are reviewed regularly to ensure no student is disadvantaged in accessing, participating in, or achieving outcomes from training.

### 11.2 Anti-Discrimination and Anti-Harassment Policy

We have a zero-tolerance policy towards discrimination, bullying, or harassment in any form (verbal, physical, or online). If you experience or witness discrimination or harassment, you must report it immediately to your trainer/assessor or the RTO Manager. All reports will be handled confidentially and investigated promptly.

### 11.3 Student Disciplinary Procedure

In cases where a student breaches the policies outlined in this handbook (including academic misconduct, failure to pay fees, or inappropriate conduct), disciplinary action will follow a structured, three-step procedure based on the principles of procedural fairness:

1. A formal written warning will be issued, identifying the breach and required remedial action.
2. If the breach continues or is severe, the student may be suspended from training for a defined period.
3. In cases of gross misconduct or repeated breaches enrolment may be cancelled.
4. At all stages of the disciplinary procedure, the student will be informed of the allegation and given a fair opportunity to respond and provide their side of the matter.

## 12.0 Complaints and Appeals Process

CCWT is committed to resolving student concerns and formal disputes fairly, efficiently, and confidentially. This section details the process for lodging a complaint against CCWT and for appealing an assessment decision.

### 12.1 Internal Complaints Procedure

A complaint is an expression of dissatisfaction with any aspect of the RTO's services, staff, resources, or operations (e.g., student services, quality of training, staff conduct, fees).

#### Step 1: Informal Resolution

If you have a complaint, you should first attempt to resolve the issue informally with the staff member directly involved (e.g., your Trainer or the Student Support Team). Many issues can be resolved quickly at this stage.

#### Step 2: Formal Complaint Submission

If the issue remains unresolved after informal discussion, you may lodge a formal complaint:

1. The formal complaint must be submitted in writing using the official Complaint Form, addressed to the RTO Manager. The form must clearly detail the nature of the complaint, the dates/times of the incident(s), and the desired resolution.
2. The RTO Manager will formally acknowledge receipt of the complaint within five (5) business days.
3. The RTO Manager (or a designated, impartial officer) will investigate the complaint, interview all relevant parties and review documentation.
4. A written outcome of the investigation, including reasons for the decision and any corrective action taken, will be provided to you within twenty (20) business days of the acknowledgement date.

### 12.2 Internal Appeals Procedure (Assessment Decisions)

An appeal is a request for a review of a formal decision made by CCWT that negatively affects your progress or status, typically an assessment outcome of Not Yet Competent (NYC).

#### Step 1: Re-assessment Discussion

If you receive an NYC result, the first step is to discuss the outcome with your Assessor. They will clarify the reasons for the decision and identify the specific gaps in evidence, guiding you toward re-submission (refer to Section 6.5). This is *not* an appeal.

#### Step 2: Formal Appeal Submission

If you believe the assessment process was unfair, biased, or did not comply with the principles of assessment, you may lodge a formal appeal:

1. The appeal must be submitted in writing using the official Appeal Form, addressed to the RTO Manager, within ten (10) business days of receiving the assessment result.
2. The RTO Manager will convene an internal Appeals Panel, consisting of a senior staff member who was *not* involved in the original assessment or decision.

3. The panel will review the assessment instrument, the evidence you submitted, and the assessor's judgment against the unit standard.
4. A written outcome will be provided within fifteen (15) business days, confirming whether the original decision is upheld or overturned, along with the reasons.

**Note:** An appeal will only consider the assessment evidence supplied *before* the appeal process commenced. If you wish to lodge additional evidence, you must submit a separate re-assessment attempt rather than lodging an appeal.

### 12.3 External Review (Appeals)

If you are dissatisfied with the outcome of the formal internal appeal regarding an assessment decision, you have the right to seek an external review. You must notify the RTO Manager in writing that you wish to proceed to an external appeal. The RTO Manager will convene an External Appeals Panel within fourteen (14) days. The external consultant selected for this process is typically agreed upon mutually between CCWT and the student. You may choose to bring a support person to the External Appeals Panel.

### 12.4 External Escalation Points

If you believe that your complaint or appeal has not been treated reasonably and fairly after working through the CCWT internal processes, you can lodge a complaint with an external agency.

External Escalation Point	Types of Complaint Handled	Contact Details
<b>National Training Complaints Hotline</b>	National service to register complaints concerning VET.	Phone: 13 38 73 or via website.
<b>Australian Human Rights Commission</b>	Discrimination or human rights issues.	Phone: 1300 656 419, or via website.
<b>NSW Fair Trading</b>	Refund of course or enrolment fees or help with consumer rights under the Australian Consumer Law, including misleading and deceptive conduct.	Phone: 13 32 20 or via website.

## 13.0 Compliance with Legislation

As a Registered Training Organisation, CCWT operates within a strict national legislative framework. This section outlines our obligations and your rights regarding privacy, information reporting, safety, and consumer protection.

### 13.1 Privacy and Confidentiality

CCWT is committed to protecting your privacy in accordance with the Australian Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). When you complete an enrolment form you are consenting to the collection of personal information.

We collect your personal and sensitive information only as necessary to provide training services and meet our governmental reporting requirements. Your information will only be used for the purposes for which it was collected, such as:

- Administering and delivering your training and assessment.
- Issuing your qualification or statement of attainment.
- Reporting data to government agencies (see 13.2).
- Providing support services.

You have the right to request access to and correction of the personal and educational records we hold about you by submitting a request to the Student Support team.

We are committed to taking any concerns or complaints about privacy issues seriously. If you have any concerns or questions about your privacy, please contact the RTO Manager or refer to our internal Complaints Procedure (Section 12.0).

### 13.2 Legal Reporting Requirements (Data Collection and Reporting)

We are legally obliged to provide data about your training and enrolment to government bodies as part of the National VET Data Policy. As an RTO, we must collect and report all student data to the National Centre for Vocational Education Research Ltd (NCVER). NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

NCVER may collect and hold the following types of personal VET student information:

- name, address and contact details (e.g. telephone number and email address)
- personal identifiers (e.g. USI)
- demographics (e.g. age, gender)
- personal characteristics and personal opinions (e.g. date of birth, country of birth, language spoken at home, Indigenous status, disability status (including types of disability), employment information, and income)
- education information (e.g. training enrolment and result details)

More information on how NCVER holds, uses and disclose your personal information is available here [NCVER Privacy Policy](#).

### 13.3 Work Health and Safety (WHS)

Your safety during training, whether on CCWT premises, virtually, or during work placement, is paramount. We are committed to maintaining a safe learning environment and comply with all relevant Work Health and Safety (WHS) legislation. To support your safety during your enrolment you have a responsibility to:

- Take reasonable care for your own health and safety.
- Take reasonable care that your actions or omissions do not adversely affect the health and safety of other persons.
- Comply with any reasonable instruction given by CCWT staff regarding WHS.
- Report any hazards, accidents, or near misses immediately to your trainer or the RTO Manager.

### 13.4 Consumer Protection

We adhere to the Australian Consumer Law (ACL) and relevant State/Territory Fair Trading Acts, which protect you from unfair contracts, misleading, or deceptive conduct.

This handbook and your confirmation of enrolment constitute your agreement with CCWT. We ensure all information regarding fees, course requirements, refund policy (Section 5.0), and outcomes is transparent and accurate before enrolment.

We guarantee that the services we provide will be fit for the purpose described in the course marketing material and provided with due care and skill. However, if you believe you have been subjected to misleading conduct or require assistance with consumer rights, you can contact NSW Fair Trading (Phone: 13 32 20) or refer to the external escalation points in Section 12.4.

## Appendix A - External Support Services Contact List

The following list is provided as options.

### **Adult English Language, Literacy and Numeracy**

Reading Writing Hotline

National adult literacy referral service

Phone: 1300 6 555 06

Website: <https://readingwritinghotline.edu.au/>

AMES Australia

Offers English language courses

Phone: 8935 0780 (Auburn office)

8935 0720 (Bankstown office)

8935 0700 (Cabramatta office)

8935 0750 (Liverpool office)

Website: <https://www.ames.net.au/>

### **General Disability Services**

NDIS (National Disability Insurance Scheme)

Find out how you can get the supports that you might need

Phone: 1800 800 110

Website: <https://www.ndis.gov.au/>

### **Learning Difficulties**

Specific Learning Difficulties (SPELD)

Phone: (02) 9739 6277 (NSW)

Website: <https://www.speldnsw.org.au/>

### **Deaf and Hearing Impaired**

Deaf Society of NSW

Phone: 1800 893 855

Website: <https://deafconnect.org.au/>

### **Vision Impairment**

Vision Australia

Phone: 1300 84 74 66

### **Wellbeing**

Crisis Support

**Lifeline Crisis Support Line** 13 11 14

**13YARN** 13 92 76 for Indigenous Australians.

Mental health support and counselling

**Beyond Blue** 1300 22 4636 [beyondblue.org.au](https://beyondblue.org.au)

**ACAP Clinic** <https://www.acap.edu.au/applied-psychology/psychology/psychology-clinic/>