

STUDENT HANDBOOK

Association of Children's Welfare Agencies RTO Number: 90494



Acknowledgements

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Disclaimer

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Welcome

Welcome and thank you for partnering with us on your learning journey.

The Centre for Community Welfare Training (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 to children and young people and in the wider Human Services sector. We are committed to providing relevant and high quality learning and assessment services to this critical sector.

ACWA is a Registered Training Organisation ([RTO 90494](#)), accredited by the Australian Skills and Quality Authority (ASQA) to deliver nationally recognised qualifications across several vocational education programs. This handbook is primarily for those undertaking nationally recognised training and/or assessment with CCWT. It provides an overview of what you need to know about learning with us, who to call, and what to do as well as providing you with other useful information about your rights and responsibilities and our services.

If you feel there is further information required, do not hesitate to contact us on:

Phone: 02 9281 8822

Email: training@ccwt.edu.au

We trust you will enjoy your course and wish you all the best in your studies.

About us

The Centre for Community Welfare Training (CCWT) has provided quality accredited training to the Human Services sector since its registration in 1995. Our trainers and assessors are highly skilled practitioners with many years of educational and industry experience, which will benefit you in your training and assessment experience.

At CCWT we act with integrity, honesty and fairness, complying with all relevant laws and regulations. We are dedicated to continuously improving our services and are trusted throughout the community services sector. You can expect from us a quality service, delivered by friendly, helpful and knowledgeable staff and 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 with you, keeping you informed about what you need to know
- Respect diversity
- Appreciate your skills, knowledge and experience
- Be understanding, and work to see it from your point of view, valuing all feedback

Our Obligation as Your RTO

As an RTO, we must comply with the Standards for RTOs 2015 as part of the national Vocational Education and Training (VET) Quality Framework. To ensure compliance with these standards we have developed comprehensive internal policies, procedures and systems that guide our work, and the work of any third parties who may be involved in your training and assessment. Our responsibilities are to:

- Provide you with accurate and comprehensive information about your qualification or VET short course,
- Securely store your personal details and comply with privacy legislation
- Complete assessment marking within 21 days
- Provide you with specific information about what you need to do to achieve competency, both when starting the assessment and when resubmissions are required
- Respond to any comments, suggestions or complaints in a professional manner
- Respond to your enquiries about your progress or any other questions as soon as possible
- Provide advice about the availability of recognition of prior learning (RPL) or credit transfer
- Issue your certification documentation for your qualification or VET short course/skill set within 30 days of completion.

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.

Your Privacy

When you complete an enrolment form, attendance sheet or membership form, you are consenting to the collection of personal information. In collecting your personal information, we will comply with the requirements set out in the *Privacy Act 1988*, *Data Provision Requirements 2012* and the National VET Data Policy, December 2018.

This means that we will:

- Ensure your personal information is securely handled and stored.
- Only collect and store information that is required for us to provide training and assessment services to you
- Not disclose your personal information to a third party unless we have sought your consent to do so, or if we are required or permitted to do so by law.
- Retain personal information for no longer than is necessary and then dispose of it lawfully and securely. All student VET assessment outcomes are required to be kept for a period of 30 years.

Proof of Your Identity

We are required to obtain proof of your identity before issuing you with a Statement of Attainment or qualification. This will be collected during the online enrolment process and stored securely.

Enrolling Anonymously

You may register with us anonymously for any training course. This means that we will not store any personal information about you in our records. You will need to contact us to register anonymously and pay for the training by credit card or visit our office to pay in cash.

There are several services involved with your registration that we will not be able to provide to you if you register anonymously. These are as follows:

- We will be unable to confirm with you whether a course is running if we do not have a record your email address in our database. It will be your responsibility to ring our office a week before the course is scheduled to check if it is running.
- We will be unable to issue you with a qualification or a Statement of Attainment. We will also not be able to provide you with a Certificate of Attendance.

Enrolling Anonymously or using a Pseudonym or Alias

You may register with us using a pseudonym for any training course. This means that your real name will not be contained in our records. The same restrictions apply as detailed above for registering anonymously. However, if we have your email address, we will be able to contact you to let you know about the status of a course.

We can accommodate you registering with both your real name and a pseudonym. This

means that within the training room or in online forums your pseudonym will be used.

If we have proof of your identity, we will be able to provide our usual services to you, including issuing you with a qualification or a Statement of Attainment. If you would like to use a pseudonym, please contact us to discuss and register.

Accessing your Records

You can manage your training profile with CCWT at skillsoncourse.com.au. Type in your first and last name and email address used to register for one of our courses. Click on the 'Forgot Password' button and you will be directed to set up a password. Once you are in your profile you can:

- Change your contact details
- Look up the details of any course that you have registered for and check the history of courses that you have attended
- Access your certificates of attendance
- Sign up for mailing lists

You may also request access to view your personal information by contacting the CCWT Student Support team at training@ccwt.edu.au. We will make any corrections to your personal information to ensure that it remains accurate, complete and up to date.

Our Legal Reporting Requirements

National Centre for Vocational Education Research

Under the *Data Provision Requirements 2012*, CCWT is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information may be used or disclosed by CCWT for statistical, administrative, regulatory and research purposes. CCWT may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- Populating authenticated VET transcripts;
- Facilitating statistics and research relating to education, including surveys and data linkage;
- Pre-populating RTO student enrolment forms;

- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Quality Indicator Data Reports

CCWT must also report annually to the Australian Quality Skills Authority on two quality indicators, which are:

- Feedback from learners through the Learner Questionnaire; and
- Feedback from employers through the Employer Questionnaire.

The Learner Questionnaire will be sent to you throughout your enrolment and at the completion of your assessment process.

Responses to the Learner and Employer Questionnaire are de-identified. We do not know who has completed them. We also use this information as part of our regular internal audit processes to reflect on and improve the quality of the services that we provide.

Audits

To maintain our status as a Registered Training Organisation we are required to participate in periodic audits. A component of this audit is to show a sample of students' records and copies of student work to external auditors.

Also, we have a quality management system that requires relevant staff to conduct internal audits which requires an examination of student records.

Concerns or Complaints About Your Privacy

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 CCWT Director on 9281 8822.

If you would like to make a complaint about a privacy issue, please follow our Complaints and Appeals policy as outlined in this handbook.

Selection and Enrolment

Registering for a Course or Qualification

Detailed course information will be provided to potential students containing the relevant training dates, course duration, location, delivery method and course fees.

You can apply for a qualification or register for a short course on the [CCWT website](#). You may be asked to complete a pre-enrolment evaluation to ensure that CCWT can provide suitable and appropriate support during your enrolment.

Qualification applications will be reviewed, and you will be advised of the outcome via email. If your application is successful, we will provide you with an online enrolment link. Alternatively, we will discuss other learning options with you. Note that enrolment is not confirmed until fees have been paid as agreed.

You can also email us to discuss your learning prior to enrolment at training@ccwt.edu.au.

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a unique number that creates a secure online record of the VET training completed by an individual. To undertake nationally recognised training and/or assessment you must have a USI, which:

- Provides a comprehensive record of your VET achievements since 2015
- Gives you online access to your training records and transcripts, anytime and anywhere
- Stays with you for life and is a free service

You are responsible for creating your own USI, you can do this through the [USI website](#).

Enrolment extension

It is expected that you will complete your studies within the allocated time 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. If extenuating circumstances prevent you from completing your studies within the given time frame and you have supporting documentary evidence, you can apply for an extension to your enrolment by submitting an Extension Request Form.

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.

Withdrawal notifications

It is important that you formally notify CCWT if you would like to withdraw from an accredited course of study. If you are considering withdrawing your enrolment, please contact the Student Support team at training@ccwt.edu.au. The team is available to assist with any difficulties you may be experiencing with your studies or process your withdrawal.

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.

Deferral requests

You may apply to defer your enrolment in a qualification for a maximum of 6 months by completing a Deferral Application form. This will be considered in accordance with your course progress, and you will be informed of the outcome and any resulting changes to your course fee or future study options.

Course fees and refunds

Course fees are advised upon enrolment and are detailed in the relevant course information and on the CCWT website. The course fees are reviewed annually and include:

- Course attendance or access to online services;
- Course materials;
- Assessment services for nationally recognised courses for three assessment submissions that are submitted by the due date;
- Issue of digital Certificate of Attendance; and
- Relevant digital certification, that is, Statement of Attainment or Certificate for successful completion of the requirements for nationally recognised courses.

Payment methods

CCWT offers flexible payment options for all qualifications. We accept payment by direct debit and credit card. You can pay the course fee on enrolment or we offer payment plans, across 3 payments.

CCWT can invoice you or your employer and will provide receipts on request. An invoice for a qualification will be issued when you have agreed upon a program with the Student Support team, including any elective options or Credit Transfers.

For short courses and skill sets, CCWT requires payment by credit card upon enrolment.

Refunds

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. How a refund is managed depends on your payment plan and course progress and is calculated individually for you.

CCWT reserves the right to retain 10% of the course fee to cover administration costs as well as course fees for services already provided. Please note that if your enrolment does not proceed to a confirmation of enrolment no fee is charged.

Course Cancellation

We do our utmost to ensure that courses as advertised however we reserve the right to cancel, postpone or re-schedule courses due to low enrolment numbers or unforeseen circumstances. We will notify you as soon as possible, usually this will be 14 days prior to the date of the course. A full refund will be available in these situations.

Non-Attendance

Fees will not be refunded or credited if you either fail to attend, or only partially attend a course.

Booking Travel and Travel Costs

If you are attending a workshop that requires you to travel, we recommend that before booking travel you phone us seven (7) days prior to the commencement of your course. Regrettably, occasionally courses are cancelled at late notice, and we are not responsible for travel costs that may be incurred as a result of course cancellations. We will always make a reasonable effort to contact you in the event of a cancellation.

Training and Assessment Requirements

The training and assessment services provided by CCWT focus on providing you with the knowledge and skills required to the standard of performance expected in the workplace. This is known as competency-based training and assessment. Each of the components of your course is a unit of competency. You may either be studying one, or a few units of competency that can contribute to a whole qualification.

Many of our courses are delivered in clusters. This means groups of similar units have been packaged together to avoid repetition. You will receive training and assessment for all units in a cluster at the same time. Our course information includes details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance.

Skills Recognition

Skills recognition is a process where we assess your knowledge and skills to determine if we can grant you recognition for units of competency.

You can have your skills, knowledge and experience recognised in two different ways:

- Credit transfer; and/or
- Recognition of Prior Learning (RPL)

By applying for recognition in one, or both of these ways means that you:

- Could reduce the amount of time you need to complete your course;
- May reduce your course fees if you are successful; and
- Will only be developing new knowledge and skills, rather than repeating learning that you already have.

Credit Transfer

A credit is formal recognition of the previous studies you have completed, which then reduces the number of units of competency that you need to complete in the course that you are enrolled in. We can grant credit towards your course for equivalent units of competency that you have already completed with CCWT or another training provider.

If you are successful in your credit transfer request, there will be to a reduction in the course fees. We will advise you in writing about the outcome of your credit transfer application, and whether there is a reduction in course fees.

To apply, provide CCWT with a copy of your USI transcript or certified copies of your transcript for previous qualifications/certificates upon enrolment.

Recognition of Prior Learning (RPL)

Most of our students work in the human services sector, which means that you may have the relevant skills and knowledge that could be directly relevant to your course.

Recognition of prior learning (RPL) means that if you can clearly demonstrate that you already have the relevant knowledge and skills you can complete a whole or partial qualification without needing to undertake learning.

You may apply for RPL for a single unit, groups of units or a full qualification. RPL is also useful if you have a similar unit of competency from a superseded training package. Your assessor will let you know what is required to show competency against the new unit.

Assessment Arrangements

Assessment is a 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. You will:

- Be provided with detailed assessment instructions for each task which includes the criteria that you will be assessed against;
- Be advised about relevant due dates or timing of assessments to be conducted; and
- Be told about how to contact your assessor if you need support or have any questions about the assessment process.

Assessment Methods

Assessment methods vary from course to course and are chosen based on their suitability for assessing the unit(s) of competency as well as your needs. The types of assessment methods used include:

- Role plays and demonstrations
- Workbased projects
- Questions and answers
- Reports
- Presentations

Assessment is also conducted during some workshops. This is generally in the form of a role play or other group activity. If your workshop contains in-course assessment you will be notified of this at the start of the workshop and the assessment tasks will be clearly explained. You can ask for the assessment to be carried out on a different occasion if necessary.

Reasonable Adjustment

Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment. Reasonable adjustment can involve:

- Adapting physical facilities, environment and/or equipment, for example, setting up hearing loops.

- Making changes to the assessment arrangements, for example, more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered, for example, written questions asked orally.
- Providing training and assessment resources in larger font or accessible versions.

Please speak to your assessor at the commencement of your course, if you think that you may need an adjustment to be provided. These adjustments are made at the discretion of your assessor, based on the requirements of the units of competency, your identified needs and what we can accommodate.

Your Responsibilities

You have the following responsibilities when undertaking assessment:

- Know the units of competency that you are to be assessed against;
- Gather the evidence required and/or complete the assessment activities provided by the due date;
- Submit your assessment work electronically.
- Speak with your assessor if you are experiencing any difficulties in completing the assessment requirements;
- Let the assessor know if you have any special needs (for example, language, disabilities, literacy, numeracy);
- Submit original work without plagiarising or cheating and make sure that it is appropriately referenced (see our Student Conduct Policy contained in this handbook for additional information); and
- Provide feedback about the assessment process and offer suggestions for improvement of the process.

Assessment Results

There are two possible outcomes for your submitted 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.

If your assessment is considered NYC, you will be advised of the reasons and given the opportunity to resubmit. If after the second submission of the same task, it is still NYC, your assessor will contact you to discuss. If a third submission of the same task is deemed NYC, a fee may apply for any further marking of the assessment task.

Additional Assessment Fees (where applicable)

Your course fee includes three assessment submissions, that are submitted by the due date. If a further submission is required, a Re-assessment fee may apply and will be charged on submission of the assessment. A minimum fee of \$50 per unit of competency may apply.

Issuing of Certification Documents

You will receive a digital Certificates of Attendance for any course that you attend which will be emailed to the address that you have provided.

You will receive a digital qualification (testamur/certificate) and record of results within thirty (30) calendar days of successfully completing the assessment requirements.

If you attend a short VET course, or withdraw and partially complete a qualification, we will issue a digital Statement of Attainment for any units of competency that you have achieved.

For a qualification or Statement of Attainment to be issued:

- All fees related to the course or qualification must have been paid; and
- We must have proof of your identity and your USI on file (see the Privacy Policy contained in this handbook)

Please contact CCWT to request a printed copy of your certificate and transcript. This service attracts an administration fee of \$50 + GST.

Re-Issuing Statements and Qualifications

Requests for replacement Certificates/Diplomas, or Statements of Attainment must be emailed to the Student Support team and must contain:

- Your full details; and
- The course or qualification name, course dates or RPL date.

The provision of a replacement digital certification is without cost, however additional hard copies will attract an administration fee of \$50 +GST.

Access, Equity and Support Services Policy

CCWT is committed to the principles of access and equity, recognising and valuing the diversity of both our students and staff. All students and potential students are encouraged to pursue their learning goals through participation in the range of services offered by CCWT and to avail themselves of support.

Our Commitment

- To work within the principles set out in the Attorney General's Department's Disability Standards for Education 2005.
- To ensure access to our courses is open to all applicants who work or volunteer in the community services sector, providing there is a place available;
- There is access to a workplace where an applicant can develop their skills and undertake assessment activities
 - The applicant meets any pre-requisites for the course; and
 - The applicant has the ability to complete the course and assessment activities.
- To be responsive to the diverse needs of our students and to provide appropriate support to students undertaking training and assessment.
- To ensure that our decision making processes are fair, and reflect our commitment to access and equity.
- To ensure that all training premises are accessible for people with disabilities.
- To respond to regional training needs by providing accessible training.

Types of Support Provided

We are committed to ensuring that you receive the support that you need to be successful in your studies. You may not have studied for a while and you might need help with study skills. You may also need assistance with skills such as reading, writing and numeracy.

Services that we can offer to you include:

- Giving accurate advice so you can make an informed learning decision
- Enrolment support
- Assistance to identify the most appropriate support services for you
- Individually negotiating your learning and assessment needs while ensuring the integrity of the unit of competency outcomes are met
- Negotiating the due dates of assessment submission, where possible, to meet your circumstances

- Regular wellbeing and support emails from the support team
- One to one support from our trainers and assessors including providing you with their phone and email contact details
- Providing learning and assessment resources in larger font, or accessible versions
- Referral to relevant external services

CCWT is not liable for any fees that you may incur if you access support services that we have referred you to. We also do not guarantee the quality of any product or service.

Training room accessibility

Our training rooms in Sydney are wheelchair friendly. We endeavour to ensure that our external training venues have wheelchair access; sadly in some areas they are not available. If you are interested in attending a course that is scheduled at an external venue and require wheelchair access, please contact us to discuss.

External Support Services Contact List

The following list is provided as options.

Adult English Language, Literacy and Numeracy

Reading Writing Hotline	AMES Australia
National adult literacy referral service	Offers English language courses
Phone: 1300 6 555 06	Phone: 8935 0780 (Auburn office)
Website:	8935 0720 (Bankstown office)
www.readingwritinghotline.edu.au	8935 0700 (Cabramatta office)
	8935 0750 (Liverpool office)
	Website: 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: ndis.gov.au

Learning Difficulties

Specific Learning Difficulties – SPELD
Phone: 9739 6277 (NSW)
Website: www.speldnsw.org.au

Deaf and Hearing Impaired

Deaf Society of NSW
Phone: 1800 893 855
TTY: 8833 3691
Website: deafsociety.org.au

If you are deaf, or have a hearing impairment or speech impairment, use the [National Relay Service](#):

- TTY users phone 133 677, then ask for 1300 84 74 66
- Speak and Listen users phone 1300 555 727, then ask for 1300 84 74 66
- Internet relay users connect to the [NRS](#), then ask for 1300 84 74 66

Vision Impairment

Vision Australia
Phone: 1300 84 74 66

Your Health and Safety

CCWT is committed to providing a safe and healthy environment for students, staff and visitors. We adopt a socially responsible approach towards protecting and sustaining the environment.

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. Always ensure that you:

- Immediately report hazards to your trainer/assessor. Hazard Identification Forms are also available at the Sydney office and should be used to provide feedback on safety issues.
- Seek assistance from a member of staff if you become ill or injured whilst on our premises. CCWT's Sydney training venue has access to a trained First Aid Officer.
- Only assist another person who is ill or injured if it is safe to do so. If you are unsure, call on a member of staff for assistance.
- Complete an Accident/Incident Report if required.
- Familiarise yourself with CCWT's emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on our premises, or any venue used by CCWT to deliver training and assessment.
- Observe basic hygiene practices such as hand washing before handling and eating food, and leaving toilets and wash basins clean and tidy, etc.

Drugs and/or Alcohol

If you arrive at a workshop under the influence of drugs and/or alcohol you may be asked to leave by the trainer or assessor. You will not be eligible for a refund.

Speak with your trainer or assessor if you:

- Have concerns for your safety; and/or
- Believe another student is under the influence of drugs and/or alcohol.

If you believe your trainer/assessor is under the influence of drugs and/or alcohol, please phone CCWT on (02) 9281 8822 and ask to speak to the CCWT Director.

Student Conduct Policy

CCWT is committed to providing an environment that is conducive to the learning of all students and that responds to their individual learning needs.

General Expectations of Behaviour

All trainers 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; and
- Respects the property and premises of CCWT.

You are expected to:

- Be respectful and courteous;
- Give all students the opportunity to both listen and participate in a non-disruptive environment;
- Be punctual;
- Be attentive, active and engaged in the learning experience;
- Turn mobile phones on to silent mode.

Misconduct

There are three types of misconduct that will require intervention by CCWT and may involve sanctions for the student:

- General misconduct;
- Bullying, discrimination and harassment; and
- Academic misconduct.

General Misconduct

General misconduct includes:

- Willful destruction or damage to property
- Theft

- Persistent disruption of a training course
- Failure to meet specified course attendance requirements
- Breaches of confidentiality
- Putting the health and safety of others at risk
- Being under the influence of illicit drugs or alcohol

Bullying, Discrimination and Harassment

CCWT is committed to providing everyone with an environment free from all forms of bullying, discrimination and harassment. We will not tolerate any behaviour, from either staff or students, that harms, intimidates, threatens, degrades or humiliates another person. You have the right to feel safe and to have the same opportunity as everyone else to achieve your potential in your study.

What You Should do

If you should experience bullying, discrimination or harassment, in the first instance, if you feel safe, tell the person who is making you uncomfortable to stop. If they do not stop their behaviour, or you feel too unsafe to speak with them, seek help from your trainer or assessor, or the CCWT Director.

The Anti-Discrimination Board can investigate complaints about discrimination as covered by the NSW *Anti-Discrimination Act 1977*. To find out how to make a complaint, go to their [website](#).

You can also make complaints about discrimination or human rights to the Australian Human Rights Commission. Phone: 1300 656 419 or go to their [website](#).

Witnessing Bullying, Discrimination or Harassment

If you witness bullying, discrimination or harassment occurring to another student, you should:

- Do something to stop it, if possible and you feel safe to do so; and
- Report it to your trainer or assessor, or the CCWT Director immediately.

Academic Misconduct

Academic misconduct relates exclusively to the assessment process and includes plagiarism, cheating or falsification of documentation.

Plagiarism

Plagiarism occurs when:

- The work submitted or presented by the student was done, in whole or in

part, by another individual;

- Parts of the work are taken from another source without reference to the original author; or
- The whole work is copied from another source such as a website or another student's work.

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.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work, or colluded with any other student/s.

If you are unsure about how to reference, please refer to the Referencing Procedures on our webpage.

Cheating

Dishonest or attempted dishonest conduct occurs during an assessment, such as:

- Copying another person's work.
- Presenting a portfolio of work that is taken from another person.
- Unauthorised collaboration with another person in the development of an assessable component of work.

Falsification of Documentation

This occurs where documentation relating to the entry to a course is falsified. For example, misrepresentation of identity or falsifying the individual's academic or work history or presenting false or misleading information in a portfolio of work.

Consequences of Misconduct

General Misconduct

If the student's misconduct requires an immediate response (for example, disruptive behaviour in a training course) the trainer will request that the student cease the misconduct. If the misconduct does not stop, the student will be asked to leave the room.

The trainer will discuss the matter with the student at the next break in the course and determine whether the student can return. The trainer will discuss the matter with the CCWT Director to determine whether further investigation needs to be conducted and/or whether penalties should be applied.

If the misconduct threatens the safety of any person the police will be immediately

called. A student who is asked to leave the training room will not be eligible for a refund.

Academic Misconduct

Where *academic misconduct* is suspected:

- The assessor will discuss the matter with the CCWT Director and a plan for investigating the matter will be determined.
- A meeting will usually be conducted involving the assessor, CCWT Director and the student, at which time the student will be asked to explain how the apparent academic misconduct has occurred.
- If it is found that the academic misconduct was unintended; information and resources will be provided to the student to prevent a re-occurrence of the problem.
- If it is found that the academic misconduct constitutes a 'minor breach', (for example, a single instance of plagiarism) a minor penalty such as a warning will apply, and the assessment will need to be resubmitted.
- If it is found that the academic misconduct constitutes a 'major breach' (for example, falsifying documentation) or is a 'persistent breach' (for example, multiple instances of plagiarism despite warnings) then a substantial penalty such as suspension or expulsion from the course will apply and a record of the misconduct and CCWT's response will be made on the student's record.

A student who is suspended or expelled from a course is not eligible for a refund.

Penalties

The nature and severity of any penalty will depend on the severity of the misconduct and may include one or more of the following:

- Reprimand and caution (warning)
- Suspension or expulsion from the course
- Additional work to be completed and submitted
- Failure in a course component, or failure of the whole qualification, or withholding of the formal qualification
- Prevention of re-enrolment in future CCWT courses
- Where the misconduct is unlawful or may constitute a criminal act, the matter may be referred by the CCWT Director to the Anti-Discrimination Board, police or other external authority

Complaints About a Penalty

If a student believes that a penalty imposed by CCWT is unfair or unreasonable they can lodge a complaint using the Complaints and Appeals process as outlined in this handbook.

Your Feedback

We value both your and your employer's feedback. Feedback can be provided through:

- Completion of the short evaluation form provided at the conclusion of each workshop.
- Completion of the online evaluation sent to the email address you provided.
- Completion of a Learner Questionnaire or Employer Questionnaire which ask detailed questions relating to the training, the assessment and general processes.
- Contacting CCWT on (02) 9281 8822 or at training@ccwt.edu.au

Complaints and Appeals

Our Commitment

CCWT ensures that complaints and appeals are:

- Responded to in a consistent and transparent manner; free from bias and following the principles of natural justice; and
- Used as an opportunity to identify potential causes of the complaint or appeal, and we will action any areas for improvement.

Complaints and appeals will be acknowledged in writing. We aim to have complaints resolved within 30 calendar days. If a complaint cannot be resolved within this time you will be advised in writing of the reason for the delay, and we will provide regular updates on the progress of the matter until it is resolved.

All staff involved in complaints handling treat information as confidential. This means that the name or identity of the person complaining, and any other private information will only be given to people who need to be involved to help resolve the issue.

We will endeavour to protect students who provide information from any reprisals or victimisation. If a student feels staff are treating them unfavourably, they should immediately contact the CCWT Director.

The Difference Between a Complaint and an Appeal

A complaint can be lodged about any aspect of CCWT's services **except** an academic decision. To seek a review of an academic decision, **an appeal** must be lodged. An appeal can only be lodged against:

- The outcome of an assessment activity/event; or
- The outcome of a recognition of prior learning application.

How to Lodge a Complaint

Students can lodge complaints:

- On the course evaluation form;
- By talking to a staff member; or
- By writing to the CCWT Director.

When making a complaint please provide as much information as possible to enable us to investigate and determine an appropriate solution. Helpful information includes:

- The issue that you are lodging the complaint about; describe what happened and how it affected you.
- Any evidence that you have to support your complaint.
- Details about any steps that you have already taken to resolve the issue.
- Suggestions about how the matter might be resolved.

The CCWT Director is responsible for dealing with all formal complaints and all staff are available to deal with difficulties and queries.

Feedback will be provided to any student who makes a complaint. If a student is not satisfied with the outcome of a complaint they can write to the Chair of the ACWA Board.

Lodging a Complaint with an External Agency

If a student believes that their complaint has not been treated reasonably and fairly after writing to the Chair of the ACWA Board, they can lodge a complaint with:

- **National Training Complaints Hotline**

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers students to the appropriate agency/authority/jurisdiction to assist with their complaint. You can register a complaint with the National Training Complaints Hotline by:

- Phone: 13 38 73 – please select option 4; or
- Or by email using a complaint template provided on the [National Complaints Hotline webpage](#)

- **Australian Skills Quality Authority (ASQA)**

You may also complain to CCWT's registering body, which is ASQA. While ASQA is not a consumer protection agency and cannot act as an advocate for individual students, ASQA highly values complaints about training providers which are used as intelligence to inform regulatory activities. To find out more go to ASQA's [webpage](#).

- **Anti-Discrimination Board**

The Anti-Discrimination Board can investigate complaints about discrimination as covered by the NSW *Anti-Discrimination Act 1977*. To find out how to make a complaint, go to their [website](#).

- **Australian Human Rights Commission**

You can also make complaints about discrimination or human rights to the Australian Human Rights Commission. Phone: 1300 656 419, or go to their website: <humanrights.gov.au>

- **NSW Fair Trading**

If you want a refund of the course or enrolment fees, or need help with your consumer rights under the Australian Consumer Law, including misleading and deceptive conduct, contact Fair Trading on 13 32 20, or lodge a complaint online on their website <www.fairtrading.nsw.gov.au>

Appeal of an Assessment Decision

To lodge an appeal against an assessment decision, you must first have been assessed as 'not yet competent' in at least one part of an assessment activity.

Lodge a complaint, if you are raising concerns about the process of the assessment not being provided in a supportive learning environment.

In the first instance, informally approach your assessor for clarification on why the decision was made. Following this discussion, you may re-submit the assessment with any required additional information to achieve competency.

If you remain dissatisfied with the decision, request an Appeals Form and complete and lodge Part 1 of the form with the CCWT Director within 28 days of the assessment decision.

A discussion is then held between the CCWT Director, the student and the assessor. The CCWT Director, records the decision on Part 2 of the Appeals Form and confirms the decision with the student in writing stating the reasons for the decision.

If you are dissatisfied with the decision made during the discussion, you can request an independent review by an external appeal's consultant, who must be an industry

expert.

Written requests for an External Appeals Panel will be accepted up to fourteen (14) days from the date of the discussion with the CCWT Director.

The CCWT Director will convene an External Appeals Panel within fourteen (14) days. The selection of the external consultant for the external appeal process is based upon mutual agreement between CCWT and the student. The student may choose to bring a support person to the External Appeals Panel. The decision about the selection of the external appeal's consultant cannot be appealed.

Appeal of a Skills Recognition Decision

The process for appealing a decision made as part of a skills recognition process is the same as for appealing an assessment decision.

If an appeal is lodged after informally approaching the assessor, the appeal will *only be held based on the evidence supplied in the original application*. If a student wishes to lodge additional evidence, they must submit a separate recognition of prior learning application rather than lodging an appeal.

Lodging an Appeal with an External Agency

If you believe that an appeal has not been treated reasonably and fairly, you can lodge a complaint with:

- **National Complaints Hotline**

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers students to the appropriate agency/authority/jurisdiction to assist with their complaint. You can register a complaint with the National Training Complaints Hotline by:

- Phone: 13 38 73 – please select option 4; or
- Or by email using a complaint template provided on the National Complaints Hotline [webpage](#)

Assessment Appeals Process Flowchart

