

Students Handbook

Edition 8



CTPM

Students Handbook

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CTPM Australasia Pty Ltd

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Introduction

Welcome to CTPM Australasia Pty Ltd, we are a membership-based organisation assisting companies since 1996 to strive for Operational Excellence by progressively developing and unleashing the full potential of all their people, equipment and processes using our Australasian approach to TPM & Lean / CI (Continuous Improvement). We provide on-site Navigation and Training support along with Public Training Workshops, Webinars and Networking Events.

Continuous Improvement is a holistic approach to improvement ultimately involving all personnel. As such CTPM provides a pathway to significantly improve business with potential government funding, as you and fellow personnel receive a formal qualification.

As a Registered Training Organisation (RTO) we currently deliver the following qualifications from the Sustainability Training Package:

| | |
|----------|--|
| MSS30316 | Certificate III in Competitive Systems and Practices |
| MSS40316 | Certificate IV in Competitive Systems and Practices |

These qualifications are intended to develop employee skills within the workplace as the business progresses along a strategically driven improvement journey.

Those who wish to undertake the courses provided by CTPM will develop the skills and knowledge needed to make valuable contributions and leadership support towards ongoing continuous improvement of competitive systems and practices in the workplace.

Our trainers and assessors are highly qualified and have extensive experience. We are here to support you throughout your training programs and we hope you have an enjoyable learning experience.

If you have any questions regarding the information within this student handbook, the VET Quality Framework, ASQA or the content of the standards please contact our RTO Compliance Officer, Nelson Rodrigues, via email on nelson.rodrigues@ctpm.org.au who will be able to assist.

I wish you all the best with your training.

Yours sincerely,

A handwritten signature in cursive script that reads 'Ross Kennedy'.

Ross Kennedy
President
CTPM Australasia

Code of Practice

The development of this Code of Practice is to ensure that **CTPM Australasia Pty Ltd (CTPM)** is committed to providing all their students with the highest quality training. The implementation of this Code of Practice will enable CTPM to help their students achieve their study outcomes in an equitable and enjoyable manner.

CTPM will uphold all guarantees outlined within this Code of Practice. We understand that if we do not meet the obligations outlined within this Code of Practice or any other supporting regulatory requirements, we may have our registration as a Registered Training Organisation either suspended or even withdrawn.

As a Registered Training Organisation accredited by **ASQA** (Australian Skills Quality Authority), CTPM agrees to operate under the **VET Quality Framework** and its **Standards for Registered Training Organisations (RTOs) 2015**, effective as of 1 April 2015.

ASQA is the National VET Regulator, which audits RTOs to ensure that they achieve compliance. The development of a national set of standards is intended to provide the basis for a nationally consistent, high quality vocational education and training system.

We agree to participate in all types of monitoring and auditing processes. These could include but are not limited to random compliance audits conducted by ASQA, audits following complaints against us, strategic industry audits, audits for extension of the scope of registration and an audit for the purposes of re-registration of this organisation as a Registered Training Organisation.

CTPM also agree to comply with the **MSS Sustainability Training Package** developed by **Innovation & Business Skills Australia (IBSA)**. The training package sets out the qualification guidelines for the Training and Assessment of the courses CTPM provides. IBSA is the relevant Industry Skills Council that creates and continuously improves the training package for RTOs like CTPM to abide by.

We have a strong commitment to providing a total quality service with focus on continuous improvement. We perform self assessments against the Standards for Registered Training Organisations to ensure that we are always compliant and that our policies and procedures are being correctly implemented. Our Self Assessments are conducted on a yearly basis in conjunction with our risk management process and staff training processes in order to assist CTPM to remain compliant.

We value all forms of feedback and it is an important component of our self assessments. We encourage all participants, staff and others to provide feedback at any time about any issue. This feedback assists us to constantly improve our quality management system and better serve our clients.

We have very sound management practices to ensure effective customer service. Our customer service standards ensure the timely issuing of all training and assessment results and qualifications.

Our quality management focus includes a Recognition of Prior Learning (RPL) and Credit Transfer (CT) policy, a complaints and appeals policy, an access and equity policy and student support policy. When necessary, we can make arrangements for those participants who may require language, literacy and / or numeracy support.

We will take every possible opportunity to ensure that our policies are circulated, understood and valued by our staff, participants and potential clients. Our proposals will ensure that all fees and charges are known to the employer prior to the enrolment of their people and that course content and all vocational outcomes are outlined and our assessment procedures are clearly explained.

CTPM have policies and management strategies, which will ensure sound financial and administrative practices. Our management guarantees the organisation's sound financial position and will safeguard all participant fees until used for training / assessment.

We have a refund policy, which is fair and equitable. All participant records are managed securely and confidentially and are available for participant's own perusal upon request. All other third parties wishing to view individual participant files and associated information must first make the request in writing and have written permission of the participant in question.

We have current and up-to-date insurance policies covering building and contents, public liability, professional indemnity and workers compensation.

CTPM market our vocational education, training and assessment services with integrity, accuracy and professionalism and at all times avoid the use of vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or available training product or service. When using the image, quotation or logo of a third party we will first obtain written permission to do so.

Course Information

Our unique approach links the training and assessment for Certificate III and IV in Competitive Systems and Practices to our Continuous Improvement journey, thus allowing:

- Personnel, once enrolled to be assessed for the required units while they are either Team Members (Cert III), or Team Leaders (Cert IV) of Improvement Teams;
- Personnel to be formally recognised with a National Qualification as they contribute to the company's strategically driven improvement initiative, rather than just complete a series of often ad-hoc projects to satisfy their training requirements; and
- Practical assessments in the workplace rather than post training assessments in the classroom.

Enrolment

In order to become a student of CTPM you must complete a *Participant Enrolment Form*, a *Unique Student Identifier (USI) Application Form* (if USI is not provided), and a *Consent to use and Disclosure of Personal Information Form* (if undertaking Smart and Skilled funded training) which is provided by CTPM's Head Office. Once these forms has been completed and returned to CTPM's Head Office, the student's identification is confirmed, and a *Student Enrolment & Assessment Pack* is provided to those undertaking a full qualification or just a *Training Plan* is provided to those undertaking a part-qualification.

The *Enrolment & Assessment Pack* is setup to be used throughout the student's course. It will contain all the information necessary for the student (including a *Training Plan*) and can be used as storage for all the assessment logs that the student will receive throughout their training. The *Student Handbook* (this booklet) will be part of the Pack and will contain all the information the student will need throughout their training. Both the *Student Handbook* and the *Participant Enrolment Form* are available prior to course commencement on request, and you may also download the *Student Handbook* from our website (ctpm.org.au).

A student will not be considered enrolled until they have completed the *Participant Enrolment Form* and reviewed the *Student Handbook*.

There are no pre-requisites to enrolling in our training programs other than the willingness to learn. If you have any questions please do not hesitate to discuss the course with your CTPM Trainer or our RTO Compliance Officer.

Induction

Once all students have completed their enrolment they will take part in an induction program which will cover:

- Introduction to CTPM support staff;
- Location of amenities, contact details, and any safety marshalling points on site etc;
- Confirmation of the training to be delivered, Qualifications to be issued and skills to be obtained from the training; and
- The training and assessment procedures, including method, format and purpose.

Assessment

All assessments conducted by us will:

- Comply with the assessment guidelines defined in the relevant nationally endorsed training package. We will ensure that the competency assessment is determined by a vocationally competent trainer and assessor who holds the specified credentials of Item 1, or Item 2 or Item 3 below.

Item 1: TAE40110 Certificate IV in Training and Assessment.

Item 2: One of the following:

- TAE40116 Certificate IV in Training and Assessment or its successor; or
- TAE40110 Certificate IV in Training and Assessment and one of the following:
 - i. TAELN411 Address adult language, literacy and numeracy skills or its successor or
 - ii. TASLLN401A Address adult language, literacy and numeracy skills

And one of the following:

- iii. TAEASS502 Design and develop assessment tools or its successor; or
- iv. TAEASS502A Design and develop assessment tools or
- v. TAEASS502B Design and develop assessment tools.

Item 3: A Diploma or higher level qualification in adult education.

- All assessments within our RTO will lead to the issuing of a Statement of Attainment or to the issuing of a Qualification certificate under the AQF where a person is assessed as competent against the National Endorsed units of competency from the applicable Training Package.

All assessments that CTPM develop are aligned with the four Principles of Assessment. Therefore, we guarantee that our assessments will be:

- **Valid** – Assessments will assess what they claim to assess.
- **Reliable** – Assessments must result in consistent interpretation of evidence from learner to learner and from context to context.
- **Flexible** – Assessments should reflect the learner’s needs and involve a range of methods that depend on the context, competency and the candidate.
- **Fair** – Assessments will take into consideration the learner’s needs and characteristics, and any reasonable adjustments that need to be applied. Fairness includes clear communication between assessor and learner to ensure candidate is fully informed about, understands, and is able to participate in the assessment process, as well as agrees that the process is appropriate. The learner will also be given the opportunity to challenge their results to be reassessed if necessary.

We will achieve this through:

- Careful design of the assessments;
- Validation and moderation of the assessment materials conducted on a quarterly schedule and also during our review of current assessments;
- An understanding of the definition and practical application of the above Principles of Assessment; and
- An understanding of the four Rules of Evidence (Validity, Authenticity, Sufficiency, and Currency) to ensure assessments collect the required evidence to ensure competence.

All our assessments will inform learners of the context, purpose, resources and process of the assessment. This will include information regarding assessment methods and alternate assessment methods if required to accommodate special needs or circumstances.

Our assessments and assessment methods will ensure that we:

- Focus on the application of the skill and knowledge as required in the workplace, including:
 - a) Task skills (actually doing the job);
 - b) Task management skills (managing the job);
 - c) Contingency management skills (what happens when things go wrong); and
 - d) Job Role environments skills (managing your job and its interaction with others around you).
- Help the learner to generate a number of Employability Skills detailed in the requirements of each Unit of Competency, including:
 - a) Communication (ability to interpret procedures and instructions as well as implement and provide these in the workplace);
 - b) Teamwork (ability to work in a team environment, share responsibilities, and lead team members to achieve production targets);
 - c) Problem Solving (ability to see, investigate, monitor, recommend and implement solutions to problems in the workplace);
 - d) Initiative & Enterprise (ability to provide and analyse feedback, recommend and implement corrective actions for a better work environment);
 - e) Planning & Organising (ability to implement a improvement plan, plan own work and that of a team, and determine and prioritise required actions);
 - f) Self Management (ability to conduct work safely, assess and manage own work, and understand work requirements);
 - g) Learning (ability to seek skills development, participate in development, and identify skill gaps); and
 - h) Technology (ability to use equipment correctly, identify the right equipment for the job, and maintain the equipment to an acceptable standard).

CTPM staff are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options. All assessment tasks take into consideration any language and literacy issues, cultural issues or any other individual needs related to the assessment. Re-assessment is available on appeal; please see further details in the *Appeals Process* section of this handbook.

CTPM recognises that not all students learn in the same manner, and that with an amount of “reasonable adjustment” students who may not learn best with traditional learning and assessment methods will achieve good results.

CTPM will make any necessary adjustment to meet the needs of a variety of students, the ability to complete a written assessment is not to be interpreted as a barrier to competency, provided that the student can verbally demonstrate competency. These adjustments may include having someone read assessment materials to students or having someone record the student’s spoken responses to assessment questions.

CTPM assist students to achieve the required competency standards where it is within our ability. Where we cannot assist a student, we will refer them, where possible, to an agency

that can assist. Any further questions can be referred to your trainer or CTPM's RTO Compliance Officer.

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

CTPM recognises that students will have acquired vocational skills from a variety of different sources. These skills are valid irrespective if they are acquired through workplace experience which can be captured through the *Recognition of Prior Learning (RPL)* process, or through formal nationally recognised training which is captured through the *Credit Transfers (CT)* process.

CTPM encourage students to notify their interest to have their skills and knowledge assessed for *Recognition of Prior Learning* or *Credit Transfer*, at the time of enrolment using the *Participant Enrolment Form*. Once assessed, the student may have their training program reduced.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is an assessment process that assesses the competency of the student that may have acquired previous learning, and determines if the student meets the requirements specified in the relevant training program. For those students who identify an interest in RPL on enrolment, an RPL Information Kit will be made available to the student. From there a completed RPL Application Form will be required to formally start the evaluation process. The evaluation of RPL applications may attract a fee, however this fee will be negotiated with the student's employer at the time of application.

Credit Transfer (CT)

A *Credit Transfer* is a credit towards a qualification granted to a student on the basis of outcomes gained through participation in courses or national training package qualifications with another RTO. It is available to all students enrolling with CTPM in any of our training programs. All AQF Qualifications and Statements of Attainment issued by other RTOs will be fully recognised by CTPM. These qualifications will be recognised and where appropriate used to reduce any training program being offered by CTPM.

Student Appeals & Complaints

CTPM will respond and deal with any student appeals or complaints against our decisions, including assessment decisions, in an effective and timely manner.

- Each appeal and complaint and its outcomes will be recorded in writing;
- Each appeal is heard by an independent person or panel (i.e. someone or panel that is mutually agreed upon as independent); and
- Each complaint will be acted upon by CTPM if it can be verified, proven and confirmed.

In order to make a complaint or appeal, the student will need to contact CTPM's RTO Compliance Officer on Ph: 02 4226 6184 or via email ctpm@ctpm.org.au to obtain a Complaint or Appeal Form. Once the form is completed, CTPM will review the form at our Weekly Review Meetings to ensure that it is resolved efficiently and fairly, as well as contribute to the continuous improvement of our process.

If the student is still not satisfied with the resolution from our internal appeal and complaint process then they may contact the Australian Skills Quality Authority (ASQA) and make an official complaint. The student will need to visit ASQA's website www.asqa.gov.au and follow the prompts to lodge an online complaint form.

Please note: *In regards to the Appeals process, each appellant has the opportunity to formally present his or her case to the independent person or panel, and is given a written statement of the appeal outcome, including reasons for the decision.*

Consumer Protection Policy

This policy advises all our prospective and current students (consumer) of their rights and obligations as consumers of CTPM's practices and services. We have an obligation to:

- Provide the training and support necessary to allow learners to achieve competency;
- Provide a quality training and assessment experience for all students;
- Provide a clear and accessible feedback and consumer protection process; and
- Maintain procedures for protecting students personal information.

We have an obligation to meet the Standards for Registered Training Organisations. Students therefore can expect that the service they receive before, during and after training and assessment will be of a quality consistent with these requirements.

The following policies and procedures relate to the implementation of this policy:

- Student Appeals & Complaints;
- Fees and Refunds Policy;
- Assessment; and
- Privacy.

We are responsible for providing:

- Accurate information to students about their services and fees;
- Information to students about their rights and responsibilities;
- A complaints and appeals procedure, and information to students about how to access this;
- A dedicated Consumer Protection Officer, and making their contact details readily available;
- Information to students about the collection and use of their personal information; and
- Information to students about how to update their personal information.

Our prospective and current student obligations are to:

- Provide accurate and complete information;
- Update their details as appropriate;
- Pay any fees required;
- Behave in a responsible and ethical manner;
- Be aware of their rights and responsibilities; and
- Access and use the complaints and appeals process.

This policy will be reviewed on an ongoing basis. CTPM students, in the first instance, should refer to our complaints and appeals process. They can contact and seek assistance from the Consumer Protection Officer (Nelson Rodrigues) on Ph: 02 4226 6184 or via email ctpm@ctpm.org.au.

If the student feels matters are unresolved to their satisfaction and wish to inform a third party, they should contact the NSW Government Smart and Skilled Consumer Protection Unit for Students. They can do so at: <https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students>.

Student Support

CTPM will assist all students in their efforts to complete our training programmes. In the event that a student is experiencing any difficulties with their studies we would recommend that the student should see their trainer, or CTPM's RTO Compliance Office on Ph: 02 4226 6184 or via email ctpm@ctpm.org.au immediately.

The staff member will ensure that the full resources of CTPM are made available to ensure that the student achieves the required level of competency in all accredited courses.

Should the student be experiencing a personal difficulty, we will make every attempt to accommodate their needs within our limited capacity.

If the students needs exceed our capacity we will refer them onto an appropriate external agency.

Language, Literacy and Numeracy (LLN) Assistance

Our course standard material contains written documentation and very limited numerical calculations. We recognise that not all people are able to read, write and perform calculations to the same standards.

We will endeavour to help you where we can to accommodate difficulties with Language, Literacy or Numeracy. In the event that a student's needs exceed our skill we will refer the student to an external support provider such as their local TAFE.

Student Training Records Policy

We are committed to maintaining and safeguarding the accuracy, integrity and currency of our records without jeopardising the confidentiality of the records of our students and clients or their privacy.

Individual student and client records will be stored in a locked filing cabinet within CTPM's secure Head Office. Our electronic records are kept on CTPM's Business Dropbox account that is protected by maintaining up-to-date anti-virus, firewall and spyware protection software, and can only be accessed by CTPM Head Office staff. Our contract with Dropbox ensures that a backup of our Business Dropbox account is maintained in real time.

Our software and hardcopy systems will retain student results for a period of no less than 30 years. In the event that we cease to operate as a RTO we will transfer all records to ASQA in an appropriate format as specified by ASQA at the time of ceasing RTO operations. Student's training and assessment material will be retained for a period of three (3) years, and all other records including taxation records, business and commercial records will be retained for a period of seven (7) years.

Our Student Management System (VETtrak) keeps records of all the student training programs and is under constant care of the RTO's Compliance Officer. VETtrak allows CTPM to submit statistical data (AVETMISS) of our student records to State and National Government bodies such as NSW State Training Services and the National Centre for Vocational Education Research (NCVER) for compliance and funding purposes. The system is maintained only by CTPM Staff.

We will ensure that any confidential information acquired by us, individuals, committees or organisations acting on our behalf is safeguarded. Access to individual student training records will be limited to those required by the National VET Regulator such as:

- Trainers and assessors to access and update the records of the students whom they are working with;
- Management staff as required to ensure the smooth and efficient operation of the business;
- Officers from the Department of Education and Training, the Australian Skills Quality Authority or their representatives for activities required under Standards for Registered Training Organisations or those required by law; and
- The students themselves.

The signature of the student on CTPM's *Participant Enrolment Form* also allows for CTPM to discuss a student's progress with their employer.

Upon completion of your full course, your official results will be posted to the postal address indicated on your enrolment form or to your employer's site for distribution by an employer representative or trainer. The package will contain the course qualification Certificate, transcript of Units of Competency completed, and any Statements of Attainment not already issued. Should you require a replacement Certificate or Statement of Attainment please contact our Head Office.

The student is able to gain access to their records by contacting CTPM's RTO Compliance Officer at the Head Office on 02 4226 6184. Records will only be provided via email or post

directly to the student, based on previous contact details provided. Alternatively students can access their USI account and view any training records obtained after 1st January 2015.

Discipline

CTPM attempts to provide training and assessment services in a spirit of co-operation and mutual respect.

If a trainer or staff member is unhappy or dissatisfied with the behaviour or performance of a student the trainer has the authority to:

- Warn the student that their behaviour is unsuitable; or
- Ask a student to leave the training session, without acceptance into another course; or
- Immediately cancel the training session.

If a student wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow our complaints procedure.

We expect that our staff will maintain a professional and ethical working relationship with all other staff, management and students. Any breach of our disciplinary standards will be discussed with the employer, assessor / trainer, and CTPM's CEO and the appropriate action will be decided upon and taken.

Legislative Requirements

Current legislation is available online at www.comlaw.gov.au and www.legislation.nsw.gov.au. We are subject to a variety of legislation related to training and assessment as well as general business practice. CTPM recognises and abides by all relevant legislation, including but not limited to:

Commonwealth Legislation:

- Human Rights and Equal Opportunity Commission Act 1986
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act And National Privacy Principles (2001)

State Based Legislation:

- Vocational Education and Training Act 2005
- NSW Anti-discrimination Act (1977)
- Workers Compensation Regulation 2003
- Workplace Injury Management and Workers Compensation Regulation 2002
- WorkCover Legislation Amendment Act (1996 No. 120)
- Dangerous Goods (General) Regulation 1999
- Occupational Health and Safety Act 2000 & Regulation 2001
- Copyright Act, 1879. 42 Vic No 20 (modified 2002)

Traineeships

A trainee is someone who is being trained in a vocational area which includes competitive systems and practices. CTPM's delivery of Certificate III & IV in Competitive Systems and Practices allows for Traineeships to be undertaken by personnel, however state regulations do apply. Not all states offer Traineeships for these qualifications and a nominal duration period is applied in which the qualification must be completed.

For further information on Traineeships, employers and learners need to contact an Australian Apprenticeship Centre (AAC). CTPM are able to provide details upon request about the AAC's that we have worked with in the past.

As CTPM qualifications do allow for Traineeships, we ensure that we will comply with the Skilling Australia's Workforce Bill 2005 and Skilling Australia's Workforce (Repeal and Transitional Provisions) Bill 2005. These Acts define our obligations to comply with Department of Education and Training (DET) requirements for funding, if available, of the Australian Apprenticeship Incentives Programme and NSW Smart and Skilled program, including our reporting and other obligations.

Occupational Health and Safety Policy

CTPM has a duty of care to provide a safe and healthy working environment for all personnel, and the person's duty of care to take reasonable care for the health and safety of others and themselves within the work place.

This includes the provision of:

- A workplace that is safe to work in, with working procedures that are safe to use;
- Adequate staff training including topics such as safe work procedures, infection control procedures and appropriate hygiene;
- Properly maintained facilities and equipment; and
- A clean and suitably designed work place with the safe storage of goods such as chemicals.

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment;
- Implement procedures and practices, in a variety of situation, in accordance with State and Local Government Health regulations;
- Store and dispose of waste according to health regulations;
- Check all equipment for maintenance requirements;
- Store equipment safely;
- Identify fire hazards and take precautions to prevent fire;
- Safe lifting and carrying techniques maintained;
- Ensure procedures for operator safety are followed at all times;
- Display first aid and safety procedures for all staff and students to see; and
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required.

Harassment and Discrimination Policy

We are required under Australian law to ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that all staff and students feel valued, respected and are treated fairly.

We will ensure that all of our staff understand their roles and responsibilities in creating such a workplace, by a process of training, communication, mentoring and by example. We will ensure all of our staff members are aware of the processes and procedures for addressing any form of harassment or discrimination.

All reports of harassment and discrimination will be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated.

When management is informed of any harassment or discrimination, it has the responsibility to take immediate and appropriate action to address it. In dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained.

Whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to achieve an acceptable outcome while minimising any potential damage to our organisation

Staff and students should be aware of the following definitions:

- **Bullying** – is unwelcome and offensive behaviour that intimidates, humiliates and / or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time.
- **Confidentiality** – refers to information kept in trust and divulged only to those who need to know.
- **Discrimination** – is treating someone unfairly or unequally simply because they belong to a group or category of people.
- **Harassment** – is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed.
- **Racial Harassment** – occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic.
- **Sexual Harassment** – is any verbal or physical sexual conduct that is unwelcome and uninvited.
- **Victimisation** – includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint.

Privacy

CTPM takes the privacy of our students very seriously and we will comply with all legislative requirements.

In some cases as required by law and as required by the National VET Regulator, CTPM will need to make the student's information available to others. In all other cases we ensure that the student's written permission will be requested.

We have also sought the student's permission to discuss their training progress with their company as required.

CTPM's Privacy Principles are defined below:

- 1. Collection** – We will collect only the information necessary for one or more of our functions. The individual will be told the purposes for which the information is collected.
- 2. Use and disclosure** – Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.
- 3. Data quality** – We will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date.
- 4. Data Security** – We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.
- 5. Openness** – We will document how we manage personal information and when asked by an individual, will explain the information we hold, for what purpose and how we collect, hold, use and disclose the information.
- 6. Access and correction** – The individual will be given access to the information held except to the extent that prescribed exceptions apply. We will correct and update information errors described by the individual.
- 7. Unique Identifiers** – Commonwealth Government identifiers (Medicare number or tax file number) will only be used for the purposes for which they were issued. We will not assign unique identifiers except where it is necessary to carry out functions efficiently.
- 8. Anonymity** – Wherever possible, the organisation will provide the opportunity for the individual to interact with it without identifying themselves.
- 9. Trans-border Data Flows** – The individual's privacy protections apply to the transfer of personal information out of Australia.
- 10. Sensitive Information** – We will seek the consent of the individual when collecting sensitive information about the individual such as health information, information about the individual's racial or ethnic background, or criminal record.

Fees and Refund Policy

All students of CTPM have their fees negotiated directly by us with their employer. These fees are charged to the student's employer and therefore at no cost to the student.

The Smart and Skilled funded program is set-up so that all eligible students (subject to criteria found on the Smart and Skilled website) enrolling in a full qualification must incur a student fee for undertaking a course. Under the Smart and Skilled Targeted Priorities Prevocational and Part Qualification Program (enrolment in a single unit of competency), no fee will be charged for the student training. However, additional fees may be charged to the employer for training outside of the nationally recognised qualification training scope.

Any additional fees will be charged to the student's employer as per the structure agreed to in the direct negotiations between CTPM and the student's employer.

Generally our fees are charged to the employer in arrears, and therefore we do not expect to provide for refunds. However if employer negotiations end with fees being charged in advance, and if a refund claim is made, then this will be heard and evaluated on its merit by the Financial Controller and CEO.

Student Withdrawals from the course will not incur any penalty, but all training delivered to the student up until that point, must be paid in full by the employer.

Access and Equity

We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis. Including women where under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

All students have equal access to our training programs irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All students who meet our entry requirements will be accepted into any of our training programs. Any issues or questions raised regarding access and equity can be directed to CTPM's RTO Compliance Officer.

Drug and Alcohol Awareness Policy

CTPM is committed to providing a safe training environment and fostering the wellbeing and health of all students and staff.

The possession, use, distribution or sale of alcohol or illegal drugs in the training environment is prohibited as it seriously jeopardises the safety of all. Students violating this policy risk expulsion from their training program and being reported to the relevant authorities. Students should discuss their concerns in confidence with the program trainer / assessor.

As training is conducted at the employer's site, they will be notified by the trainer / assessor immediately and the student will be reprimanded according to the employer's policies.