

## TERMS AND CONDITIONS OF ENROLMENT

Current as of March 2020

Please read and review this prior to completing your enrolment. For full information around policies and processes please refer to our Student Handbook available at [www.coreindustrytraining.edu.au](http://www.coreindustrytraining.edu.au)

### PRE-ENROLMENT/ENROLMENT

Before enrolling with us, students are informed about the training, assessment and support services to be provided, and about their rights and obligations. Prospective students seeking to enrol with Core Industry Training are admitted using fair, equitable and transparent procedures based on clearly defined, consistent, and equitable criteria.

You will be fully informed about the course you are enrolling in, what the course covers, what qualification you will be provided with and whether it will provide you with pathways to specific employment opportunities and/or other qualifications.

Students will be provided with clear, accurate and up-to-date information, enabling them to make an informed choice about our services via our Student Handbook and other methods of communication such as phone and email.

Before any enrolment being confirmed for any short course or full qualification, all applicants will be expected to undertake a Literacy Language and Numeracy Indicator (either online or hard copy).

We also require the following documentation to be completed and provided:

- Fully completed signed enrolment form
- Valid Unique Student Identifier

### Funded training enrolment procedure

Students who are funded under a funding contract may have special enrolment eligibility that apply, and these will be managed in line with the respective funding body requirements.

### Informing all students of changes

If at any time there is a change to the agreed services to be provided or policies relating to the student's rights and the payment of fees and other charges, Core Industry Training must advise current students prior to any of these changes coming into effect. This includes changes in relation to new third-party arrangements or changes to ownership of Core Industry Training.

### Managing individual needs

During the enrolment process Core Industry Training personnel will engage with a prospective learner in several ways in order to understand their individual needs and how to best provide services to each learner in order to maximise their chances of successfully completing the selected training program.

## Literacy Language and Numeracy

All students, prior to starting their training will be required to undertake a Literacy Language and Numeracy Indicator which will provide all parties with the information to adopt strategies which enable the student to progress in their desired training program. Appropriate training and assessment strategies will be considered and will be informed by the level of language, literacy or numeracy indicators undertaken by the student. These may include:

- Negotiating a training program with the student that recognises that additional time will be required to appropriately support the student to complete the training.
- Obtain a strong commitment from the student that they will provide personal effort that is in addition to that normally required to undertake the training program.
- Provide the student with a list of the words and terms which are highly relevant to the workplace skills and knowledge being delivered within the training program. This list should be practised with the student to get them comfortable with identifying the words and their meaning. This list should be expanded over time and acts as a “vocational vocabulary” and will focus the student on small steps of achievement.
- Program sessions where learning information that would usually be delivered to the student via their own reading is presented to the student verbally and is supported by questions and answers.
- Make arrangement to regularly engage via teleconference with the student to monitor their progress and adjust the support strategies.

## Referring the student for language, literacy and numeracy assistance

Where it is determined that a student needs which are beyond the support available within Core Industry Training, the student will be referred for dedicated language, literacy and numeracy training through outside services.

## FEES AND REFUNDS

Core Industry Training is entitled to charge fees for services provided to students undertaking training and assessment that leads to a nationally recognised outcome. These charges are generally for items training and assessment services.

### Fees payable

Fees are payable when a student has received a confirmation of enrolment. The initial fee payment must be made prior to commencing training or within 10 days of receiving an invoice from Core Industry Training. Core Industry Training may discontinue training if fees are not paid in accordance with the agreed fee schedule. The current fees and charges for Core Industry Training are published within the current schedule of fees and charges on our website.

### Replacement of text and training workbooks

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. Where a student has purchased a text or training workbooks and subsequently cancels his or her enrolment, Core Industry Training will not refund monies for the text unless a written request for a refund is received and we are satisfied that the text is in as-new condition.

## REFUND POLICY

The purpose of this policy is to inform all staff of Core Industry Training and students of the process by which a tuition refund may be granted, under what circumstances and to what extent.

The policy applies to all students who pay a fee for training to Core Industry Training.

### Policy Statement

In accordance with the Standards for Registered Training Organisations 2015, and in line with any funding contracts held by the RTO's, due consideration will be provided to all students in relation to the issuing of a refund.

### Policy Principles

Course refunds will be considered under the following circumstances:

#### RTO Initiated Change

Where we have changed a program date, time, location or other changes not listed here and the student is unable to complete their program under the new format, a full or partial refund will be offered.

The amount of refund will be subject to the amount of training already completed by the student.

The refund will be paid directly to the nominated bank account of the person/organisation who paid the initial invoice.

Course refunds will not be considered under the following circumstances:

#### Student Initiated Withdrawal

No refund will be provided once a student has enrolled and commenced their training. For the purposes of this policy, the term "commenced their training" is the date the student was sent an email or letter confirming their enrolment into a program.

Specifically, refunds will not be issued under the following circumstances:

- Student changes their mind or does not need to do the course any longer
- Students employment, personal or financial status changes
- Student has commenced training
- Student decides course is "too difficult"
- Student is terminated from course. This may include non-submission of work, behavioural issues or academic misconduct.

#### Instalment Payments

If a student is paying their course fee via instalments, no refunds will be issued on payments already received. The balance of the course fee will be voided.

Refunds will only be considered where it is required by state or federal law.

## Funded Training

If a student has been funded under a State Contract whereby, they have contributed to payment towards their training, we will abide by the prescribed refund policies set out in any signed contract and as detailed below. If there is no guidance regarding refunds in the contract, the pre-existing Refund Policy will be applied.

Core Industry Training offers funding through its contracts with the Department of Education, Small Business and Training and Construction Skills Queensland.

## Procedure

Any student enquiring about a refund request (by phone and/or email) will be emailed the Refund Request Form by Administration.

Students must forward the completed and signed form to the Administration Head Office by email to [info@coreindustrytraining](mailto:info@coreindustrytraining) or by post to 18 Rawlins Street, Southport Qld 4215. Once the Refund Request Form is received by the Student Services Department, the following steps will be carried out internally:

Administration will acknowledge receipt of the Refund Request Form by emailing the student. The Refund Request Form will be forwarded to the General Manager or delegate for review. The General Manager will advise Administration the refund decision with 20 business days and the student will be advised by Administration of the decision.

If a full or partial refund is approved – the refund request will be forwarded to accounts for remittance in the student account.

The student should expect to receive the refund amount within 14 business days from the approval date. Details of the processed refund amount will be recorded in the Refund Register by Administration.

## Our Guarantee to Clients

If for any reason Core Industry Training is unable to fulfil its service agreement with a student, Core Industry Training must issue a full refund for any services not provided. The basis for determining “services not provided” is to be based on the units of competency completed by the student and which can be issued in a statement of attainment at the time the service is terminated.

## Limiting fees being paid in advance

Core Industry Training acknowledges that it has a responsibility under the Standards for Registered Training Organisations to limit the fees paid by students in advance of their training and assessment services being delivered. To meet our responsibilities Core Industry Training may accept payment of no more than \$1,500 from each student prior to the commencement of the course.

Following the course commencement, Core Industry Training may require payment of additional fees in scheduled payments in advance from the student but only such that at any given time, the total amount required to be paid in advance does not exceed \$1,500.

## Miscellaneous Charges

Core Industry Training will levy some miscellaneous charges for services. These may include:

- Re-issuing a certificate after it has been initially issued to a student.
- Replacing issued learning materials which the student has lost or damaged
- Re-assessment services
- Photocopy fee

These miscellaneous charges are to be clearly specified in Core Industry Training Schedule of Fees and Charges. It is to be made clear if these services will include GST. All miscellaneous charges are to be based on a cost recovery basis and are not intended to be a source of profit.

## Student complaints about fees or refunds

Students who are unhappy with Core Industry Training arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with Core Industry Training complaints policy and business processes.

## Funded Training Contracts

If a student has been funded under a State Contract whereby, they have contributed to payment towards their training, Core Industry Training will abide by the prescribed refund policies set out in any signed contract between Core Industry Training and the State Department and as detailed below. If there is no guidance regarding refunds in the contract, the Core Industry Training Refund Policy will be applied.

### **Construction Skills Queensland (CSQ) Funding Contract**

As per the Core Industry Training Refund Policy

### **Queensland Department of Education, Small Business and Training (Certificate 3 Guarantee Program)**

As per the Core Industry Training Refund Policy

### **Queensland Department of Education, Small Business and Training (User Choice Program)**

Any student enrolled with Core Industry Training who withdraws from training will per unit receive a full refund for any contribution fees paid but not commenced. Students will be provided with a proportionate refund for any unit of competency commenced but withdrawn from prior to successful completion. This will be based on the unit hours completed. Any monies paid by an employer (beyond the contribution fee) will be refunded should the student withdraw from training.

## CREDIT TRANSFER (C/T) / NATIONAL RECOGNITION

Core Industry Training acknowledges the requirement as a Registered Training Organisation to recognise the awards issued by other RTOs. This is limited to outcomes that are drawn from the national skills framework being units of competency awarded and accurately identified in statements of attainment and qualifications.

## What is national recognition?

National recognition (also referred to as Credit transfer) is the recognition of learning achieved through formal education and training. National recognition allows the unit of competency previously achieved by a student to be recognised when they are enrolling in a related course where those units can assist them in meeting the requirements for a qualification.

## RECOGNITION (RPL)

In accordance with the requirements of the Standards for Registered Training Organisations, Core Industry Training provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competency for which they are enrolled.

## What is recognition?

Recognition involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competency, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes.

## Unique Student Identifier

All students studying nationally recognised training in Australia from 1st January 2015, will be required to have a Unique Student Identifier (USI). A USI is a reference number made up of numbers and letters. The USI will allow students online access to their training records and results (transcript) through their online USI account.

In respect of certificates relating to nationally recognised training being issued by Core Industry Training, the following rules apply:

- Core Industry Training must not include the Student's USI on either the qualification or statement of attainment.
- All Students who are not in receipt of a verified USI must not be issued a certificate relating to nationally recognised training, unless an exemption applies under the Student Identifiers Act 2014.
- Where an exemption apply to the above requirement, Core Industry Training must inform the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

## PLAGIARISM

Plagiarism is a form of cheating. It is taking and using someone else's thoughts or writings and representing them as your own. Plagiarism is a serious act and may result in a participant's exclusion from a Unit of Competency or a course. This in turn may require for students to pay to re-complete the unit or course later.

The following list outlines some of the activities for which a participant can be accused of plagiarism:

- Presenting any work by another individual as one's own unintentionally
- Handing in assessments markedly like or copied from another student
- Presenting the work of another individual or group as their own work.
- Submitting assessments without the adequate acknowledgement of sources used, including assessments taken totally or in part from the internet. Students cannot take full excerpts from the internet or other source without paraphrasing, referencing and showing their own underpinning knowledge of the question criteria.
- Copying words direct from the learner guide

Many of the workbook activities are 'open book' yet should still be conducted under test conditions without consultation with other students. If you are unsure of any assessment requirements you should check with your Trainer / Assessor. More information about Plagiarism can be found in the Student Handbook.

## COMPLAINTS HANDLING

### Policy Statement

Core Industry Training are committed to providing students, staff and stakeholders the best possible environment in which to study or work. We understand that on occasion, there may be instances of dissatisfaction and acknowledges that the cause(s) must be addressed and rectified promptly.

In such instances, Core Industry Training invites feedback from the dissatisfied party so that a resolution can be found and as an opportunity to consolidate the feedback into a review and improvement of business processes.

Core Industry Training will address any and all complaints in a fair, constructive and timely manner. The complainant has the right for their complaint to be heard and for an impartial decision to be made at no cost to themselves, except where the complainant chooses to have the matter resolved by a third party where a cost is imposed.

**The full Complaint Handling process is always available in our Student Handbook on our website.**

## APPEALS HANDLING

Core Industry Training is committed to providing a fair and transparent appeals handling process.

### Policy Statement

Core Industry Training are committed to providing Students, staff and stakeholders the best possible environment in which to study or work. The organisations understand that on occasion, there may be instances of dissatisfaction and acknowledges that the cause(s) must be addressed and rectified promptly.

In such instances, Core Industry Training invites feedback from the dissatisfied party so that a resolution can be found and as an opportunity to consolidate the feedback into a review and improvement of business processes.

Core Industry Training will address any and all appeals in a fair, constructive and timely manner. The complainant has the right for their appeal to be heard and for an impartial decision to be made at no cost to themselves, except where the appellant chooses to have the matter resolved by a third party where a cost is imposed.

**The full Appeals Handling process is always available in our Student Handbook on our website.**

## PRIVACY POLICY

Core Industry Training collects and stores personal information on our students and industry clients. We comply with the Privacy Act 1988 (Commonwealth). This business process describes how we collect, manage, use, disclose, protect, and disposes of personal information in accordance with the thirteen Australian Privacy Principles (APPs) outlined in Schedule 1 of the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

Full information about our Privacy Policy is available in our Student Handbook.

### Authority to collect and store information

Core Industry Training is an approved Registered Training Organisation by the Australian Skills Quality Authority. This registration is issued under the authority of the National Vocational Education and Training Regulator Act 2011. This legislation requires Core Industry Training to collect personal and sensitive information from its students. This requirement is specified in the Data Provision Requirements 2011 which is one of five legislative instruments that Core Industry Training must comply with as a condition of its registration.

The data provision requirements require Core Industry Training to collect data from students in accordance with the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS). This is a complex information standard that defines information about who the student is, where the training is delivered and what they are studying. The Standards for Registered Training Organisations (RTOs) 2015 require Core Industry Training to retain and store this information for up to 30 years and to report training activity to government agencies in accordance with mandatory reporting requirements.

Together these requirements form a statutory obligation to collect, store and report information of any student participating in nationally accredited training. The publications referred to in this section can be accessed from the Australian Skills Quality Authority website.

### Complaints and concerns

Complaints or concerns about Core Industry Training management of personal information should be directed in writing to Core Industry Training General Manager who will respond in writing within 14 business days.

## ISSUE OF CERTIFICATES AND OUTCOMES

Core Industry Training shall ensure qualifications issued are those that are currently on its scope of registration and certify the achievement of the relevant AQF qualifications and or units of competency/accredited courses.

A qualification must be issued if a student can demonstrate suitable competence against the relevant units of competency specified within the endorsed industry training package.

A Statement of Attainment must also be issued when an individual has completed one or more accredited units of competency, without completing an entire qualification.

Core Industry Training is required to issue qualifications or statements of attainment to those students who have achieved the required outcomes within 30 days of the learner being assessed as having met all the requirements for the training product in which they are enrolled. In addition to achieving the required outcomes, students must have paid all fees owed to Core Industry Training to be eligible to receive their certificate.

We recognise our responsibility to comply with this requirement in accordance with the Standards for Registered Training Organisations.

If you have any questions about what is contained in these terms and conditions of enrolment, please contact our office on (07) 55 374 074 or your Skills Advisor for more information or clarification.