

The logo for CITC (Construction Industry Training Centre) features the letters 'CITC' in a bold, orange, sans-serif font.

CONSTRUCTION INDUSTRY TRAINING CENTRE

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CITC 3.21 Informing and Protecting Students Policy

Policy & Procedure for informing and protecting students

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General Statement of Policy

The Construction Industry Training Centre (CITC) at all times abides by the *Standards for Registered Training Organisations 2015* and this Policy relates to Clauses 5.1 to 5.3 – Informing and protecting students.

Clause 5.1

Prior to enrolment or the commencement of training and assessment, whichever comes first, the CITC will provide advice to the prospective student about the training product appropriate to meeting the student's needs, taking into account the individual's existing skills and competencies.

Clause 5.2

Prior to enrolment or the commencement of training and assessment, whichever comes first, the CITC will provide, in print or through referral to an electronic copy, current and accurate information that enables the student to make informed decisions about undertaking training with the CITC and at a minimum includes the following content:

- a) the code, title and currency of the training product to which the student is to be enrolled, as published on the national register
- b) the training and assessment, and related educational and support services the CITC will provide to the student including the:
 1. estimated duration
 2. expected locations at which it will be provided
 3. expected modes of delivery
 4. where applicable the name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the student on the CITC's behalf
 5. where applicable any work placement arrangements.
- c) the CITC's obligations to the student, including that the CITC is responsible for the quality of the training and assessment in compliance with the *Standards for Registered Training Organisations 2015*, and for the issuance of the AQF [Australian Qualifications Framework] certification documentation.
- d) the student's rights, including:
 1. details of the CITC's complaints and appeals process required by Standard 6
 2. where applicable if the CITC, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the student is enrolled in.
- e) the student's obligations:
 1. where applicable in relation to the repayment of any debt to be incurred under the VET [Vocational Education and Training] FEE-HELP scheme arising from the provision of services
 2. any specific requirements the CITC requires the student to meet to enter and successfully complete their chosen training product
 3. any materials and equipment that the student must provide.
- f) where applicable, information on the implications for the student of government training entitlements and subsidy arrangements in relation to the delivery of the services.

Clause 5.3

Where the CITC collects fees from the individual student, either directly or through a third party, the CITC will provide or direct the student to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:

a) all relevant fee information including:

1. fees that must be paid to the CITC
2. payment terms and conditions including deposits and refunds.

b) the student's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies

c) the student's right to obtain a refund for services not provided by the CITC in the event the:

1. arrangement is terminated early
2. the CITC fails to provide the agreed services.

Procedure

All Online Public Course Enrolments (At CITC)

All online public course enrolments either by an individual or a corporate/third party will need to check a tick box that they have read and understood, CITC 9.8 Student Information Brochure and the relevant Course Outline/Information. A declaration note will be generated on their file in aXcelerate. To ensure all students have received this information on enrolment confirmation, CITC 9.8 Student Information Brochure and the relevant Course Outline will be resent via the CITC's Enrolment Officer. CITC 5.3 Enrolment Form completed on the first day of training will have under Student Declaration the line I declare that I have read and understood the course information and the Student Information Brochure provided before the commencement of the course.

To ensure all students have received this information, all CITC classrooms will have displayed CITC 9.8 Student Information Brochure and the relevant course outline will be supplied with the course paperwork. The Trainer/Assessor before the course commencement and as part of the course induction on the first day will refer the student(s) to these resources and for further information to the CITC administration office. The Trainer/Assessor will then ensure the current CITC Enrolment Form under the Privacy Statement and Student Declaration is signed and dated by each student. Finally, the Trainer/Assessor will sign the attendance list I certify that this is a true and accurate record of Training conducted to acknowledge they have enabled learners to make informed decisions about undertaking training with the CITC.

Public Individual Course Enrolments (At CITC)

All public individual course enrolments in person, via email or over the telephone will receive via the relevant CITC Enrolment Officer, CITC 9.8 Student Information Brochure and the relevant Course Outline. CITC 5.3 Enrolment Form completed on the first day of training will have under Student Declaration the line I declare that I have read and understood the course information and the Student Information Brochure provided before the commencement of the course.

To ensure all students have received this information all CITC classrooms will have displayed CITC 9.8 Student Information Brochure and the relevant course outline will be supplied with the course paperwork. The Trainer/Assessor before the course commencement and as part of the course induction on the first day will refer the student(s) to these resources and for further information to the CITC administration office. The Trainer/Assessor will then ensure the current CITC Enrolment Form under the Privacy Statement and Student Declaration is signed and dated by each student. Finally, the Trainer/Assessor will sign the attendance list I certify that this is a true and accurate record of Training conducted to acknowledge they have enabled learners to make informed decisions about undertaking training with the CITC.

Public Company/Employer/Third Party Course Enrolments (At CITC)Public Company/Employer/Third Party Course Enrolments (At CITC)

All public company/employer/third party course enrolments in person, over the telephone or via email will receive via the relevant CITC Enrolment Officer, CITC 9.8 Student Information Brochure and the relevant Course Outline and be asked to pass this information onto the individual(s) undertaking the training. CITC 5.3 Enrolment Form completed on the first day of training will have under Student Declaration the line I declare that I have read and understood the course information and the Student Information Brochure provided before the commencement of the course.

To ensure all students have received this information all CITC classrooms will have displayed CITC 9.8 Student Information Brochure and the relevant course outline will be supplied with the course paperwork. The Trainer/Assessor before the course commencement and as part of the course induction on the first day will refer the student(s) to these resources and for further information to the CITC administration office. The Trainer/Assessor will then ensure the current CITC Enrolment Form under the Privacy Statement and Student Declaration is signed and dated by each student. Finally, the Trainer/Assessor will sign the attendance list I certify that this is a true and accurate record of Training conducted to acknowledge they have enabled learners to make informed decisions about undertaking training with the CITC.

Corporate Course Enrolments (At CITC and Offsite)

All corporate enrolments in person, over the telephone or via email will receive via the CITC Scheduling/Office Manager, CITC 9.8 Student Information Brochure and the relevant Course Outline and the contact will be asked to pass this information onto the individual student(s) undertaking the training. CITC 5.3 Enrolment Form completed on the first day of training will have under Student Declaration the line I declare that I have read and understood the course information and the Student Information Brochure provided before the commencement of the course.

To ensure all students have received this information the CITC'S Scheduling/Office Manager will print off CITC 9.8 Student Information Brochure and the relevant course outline to be included in the course paperwork. The Trainer/Assessor before the course commencement and as part of the course induction on the first day will refer the student to these resources and for further information to the CITC'S Scheduling/Office Manager. The Trainer/Assessor will then ensure the current CITC Enrolment Form under the Privacy Statement and Student Declaration is signed and dated by each student. Finally, the Trainer/Assessor will sign the attendance list I certify that this is a true and accurate record of Training conducted to acknowledge they have enabled learners to make informed decisions about undertaking training with the CITC.