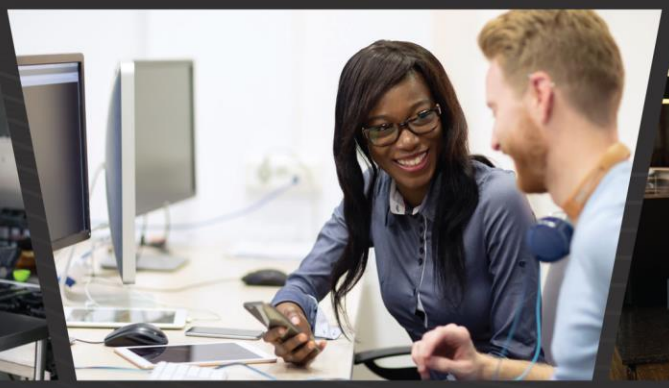
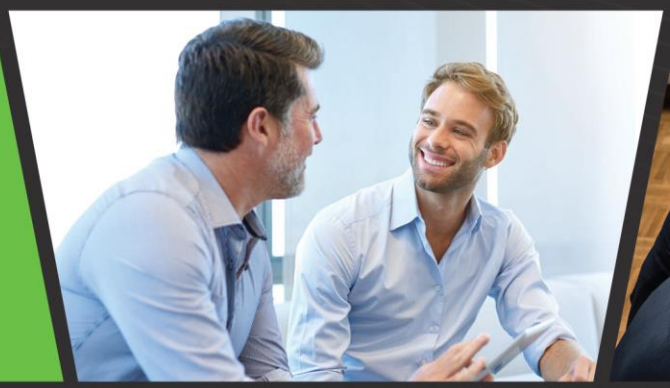
STUDENT HANDBOOK

CANTERBURY
TECHNICAL INSTITUTE





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Disclaimer: *While every effort has been made to ensure that the information in this publication is correct at the time of printing, Canterbury Technical Institute reserves the right to make changes at any time in order to meet educational requirements and standards. Any changes will be notified to students as they occur. This Student Handbook should be read in conjunction with the current CTI Brochure, the Course Guidelines relating to the course you are enrolled in, and any other publicity material applicable to your programme at time of enrolment.*

INTRODUCTION

Welcome to Canterbury Technical Institute (CTI)

The purpose of this Handbook is to assist you as a student, to become a valued member of the Institute. We want to ensure that you are provided with vital information that will guide you through your time at the Institute. It is of prime importance that you read and understand all contents of this Handbook from cover to cover prior to payment of fees & confirmation of enrolment.

This handbook outlines policies and procedures that govern the professional operation of CTI. The student undertakes to comply with the published rules and policies of the Institute with regard to attendance, academic progress, student visa conditions, standard of dress, health and safety, and behaviour

Due to the importance of this document, each new student will be asked to sign an acknowledgment form (written agreement Acceptance of Offer) upon receipt of this Handbook.

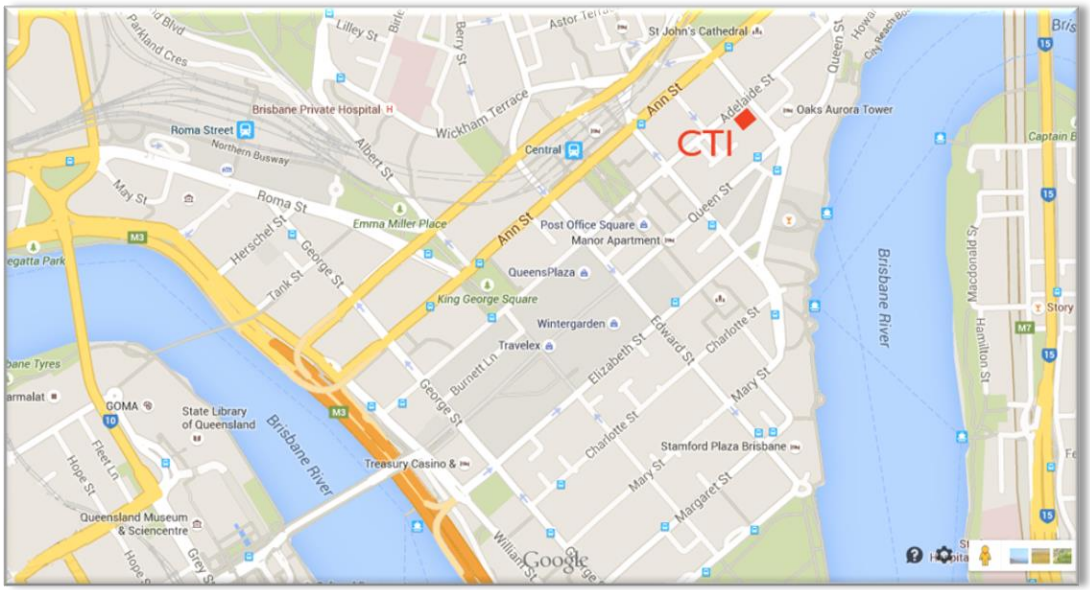
The Handbook should be read in conjunction with the latest version of the Institute's brochure, which you received when you first applied for enrolment at the CTI. A copy of the institute's brochure is available on its website for reference visit http://www.cti.qld.edu.au/downloads.html

Being a student of a Registered Training Provider (RTO) in Australia, you will have to operate in compliance with the National Code of Practice 2018 and the Education Services to Overseas Students (ESOS) Act 2000 & Vocational Education and Training Act 2005. If you are unclear about these Acts, you are welcome to discuss this anytime with the Principal Executive Officer.

For further information on the ESOS Act & The National Vocational Education and Training Regulator Act 2011, please visit: http:// www.asqa.gov.au or https://aei.gov.au/Regulatory-Information/Pages/Information-for-Students.aspx

Or information can be obtained from the Department of Education Homepage (www.education.gov.au). If you need a personal copy, please request from reception and an electronic copy will be emailed to you.

If you need any assistance or further clarification, kindly contact administration or any other relevant staff. We will assist you.



CTI Head Office & Campus: Level 1, 333 Adelaide Street Brisbane Qld 4000

Brisbane: Level 8, 333 Adelaide Street Brisbane Qld 4000

A WORD FROM THE PRINCIPAL EXECUTIVE OFFICER

A warm to welcome to Canterbury Technical Institute.

Congratulations on your decision to study with us at CTI, we are committed to helping you on your journey to your chosen career and achieving your personal study goals. Our academic team and helpful support staff will endeavour to meet your educational needs as you progress through your chosen study programs.

Our team will provide guidance and assistance to ensure you gain the maximum benefit from your studies, we will work to ensure your time with us proves to be enjoyable, safe and productive.

Canterbury Technical Institute programs are designed to meet the increasing demands for skills in the Business, IT and Hospitality industries in Australia, and are complemented by our friendly and enjoyable learning lifestyle.

Enjoy your time with us, Brisbane is noted as one of the world's most liveable cities, offering a sub-tropical climate with a vibrant city centre, the CBD has a great variety of restaurants, cafes, shopping places and theatres. Close by you can also experience an excellent range of outdoor activities, and the attractions of the beautiful Pacific coast are not far away.

If you have any queries or concerns whilst you are a student of Canterbury Technical Institute, please do not hesitate to discuss them with any of the CTI staff,

I wish you every success with your studies at Canterbury Technical Institute and hope your studies with us are both happy and memorable.

Rahul Fernandes

Principal Executive Officer

1. MISSION STATEMENT

Canterbury Technical Institute (CTI) will be recognised as one of the premier vocational providers of International education and training in Queensland (QLD) Australia.

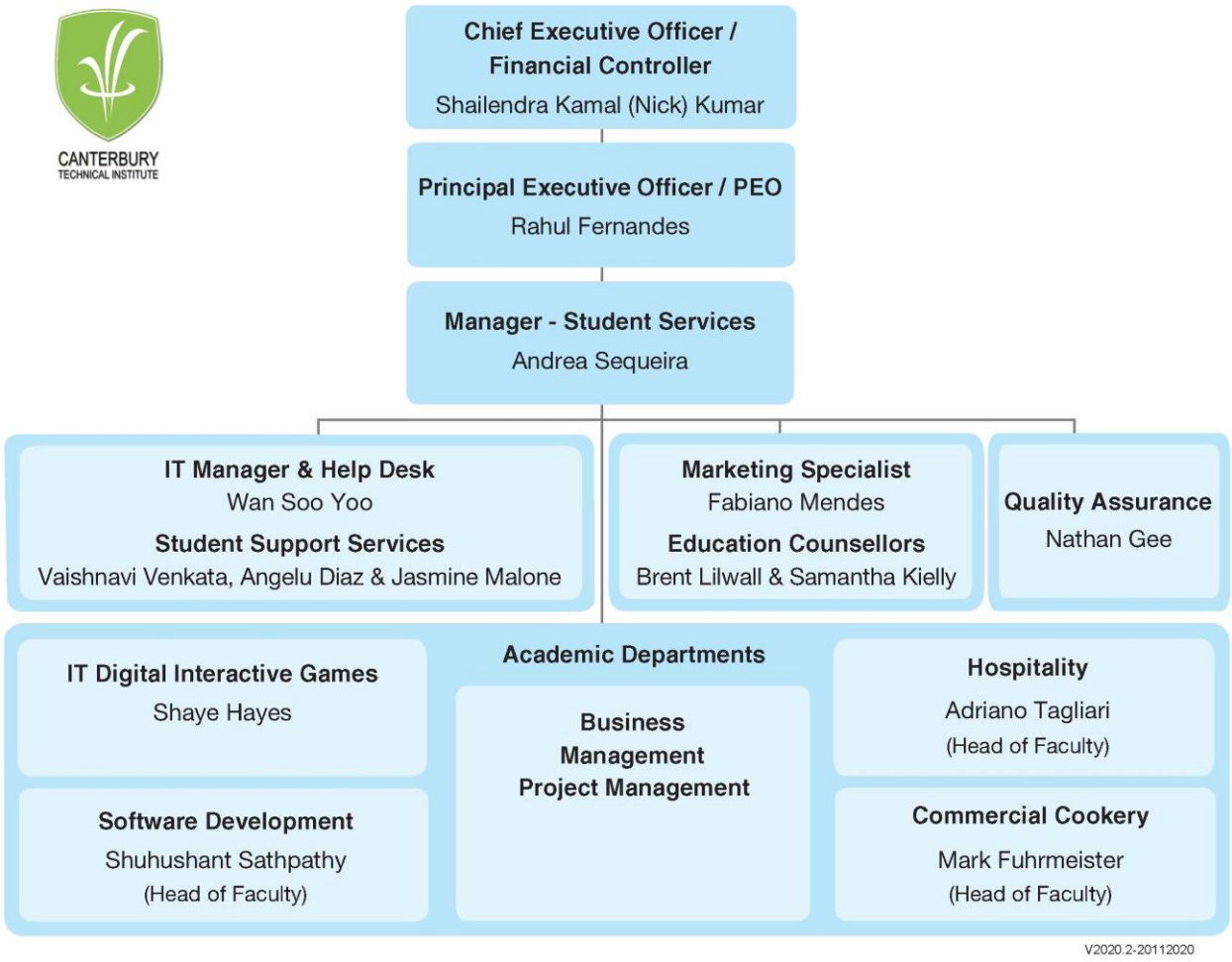
Goals & Objectives

CTI is a private organisation committed to providing quality education and training for the students in the most effective and professional manner. CTI has highly trained professionals with the right attitude and personal qualities necessary to deliver the highest standard of training services.

The Institute values:

- A commitment to excellence in learning, teaching and promoting learning as an enjoyable, lifelong activity.
- The importance of academic, physical, social, emotional, moral and spiritual development of each student.
- Commitment to the respect and recognition of people as our most valuable asset
- Supportive Institute environment where all persons on campus are treated fairly and respectfully
- Attractive physical environment, which enhances effective teaching and learning.

2. ORGANISATIONAL CHART



3. JOB DESCRIPTIONS

Staff	Functions
Chief Executive Officer (CEO) & Financial Controller	CEO will demonstrate leadership in educational & business excellence, and be a role model to other staff, and be committed to their success. Overall responsibility and end accountability of the entire organization. In the absence of the CEO, the Principal Executive Officer will take charge of the responsibilities As a financial controller, the key responsibilities include financial management, budgeting, company tax responsibilities, management of debtors & creditors and risk & facilities management
Principal Executive Officer (PEO)	The Principal Executive Officer (PEO) will be reporting to the CEO for matters relating to the management, academic activities, delivery of qualifications and the administration of the institute. Precise duties will be agreed with the CEO from time to time and will vary, as the institute's needs change. The role will also ensure that all information and quality systems are managed and executed to comply with ASQA & DHA requirements. Responsibilities include Trainer & Student management, training, assessment & marking plans, assessment validation, student evaluation & analysis, professional development, monitoring course outcomes. To provide leadership to the teaching team within the designated department; To promote teaching excellence; Oversee faculty operations and teach on faculty programmes in line with the programme specifications and timetables, and as approved with the CEO/PEO; These duties will involve the PEO in membership of various bodies within the institute, as well as close liaison with other senior managers / staff in the institute, and the promotion of the institute's activities elsewhere in the organisation and to external agencies
Trainers / Assessors	• Lecture/ teach, assist and evaluate students in the relevant unit/s taught. • Update training and delivery materials every semester. Ensure that all training material complies with relevant national competency standards, and with the standards set by the Institute. • Provide assistance in the development of the training and assessment program, training materials and resources by suggesting necessary changes and improvements in training delivery and assessment strategies. • Follow and enforce rules, policies and guidelines outlined in the Student and Staff Handbooks. • Prompt submission of training materials and other documents by due dates stipulated in the Institute calendar including unit outlines, attendance, student feedback and final results, etc. • Consistently follow the operational procedures and standards as set by Institute management. • Enforce the level of standards expected of the students.

Student Services & Academic Manager and Quality Assurance	• Pre-enrolment & post enrolment activities. • Manage all Student Registration / Enrolment Academic & graduation records • Produce Quality Reports • Customer Relationships – Attending to customer enquiries and client services • Provide support and relief for other team members • Responsible for the administration & preparation of course orientation • Student attendance monitoring and reporting • Telephone Operation Services • Assure Quality • Manage library system
Officer Administrator and Social Media Coordinator	• Reception & General Administration Support • Administer all student enrolment, academic & certification records • Process student payments and answer external calls • Accurate data entry • Develop and coordinate social media channels including Facebook, YouTube and Instagram. • Up-to-date student filing system to meet CTI, ASQA, PQS and Department of Home Affairs requirements. • Effective administration of student management system • Timely reports (internal and external) that comply with CTI, PQS, ASQA and Department of Home Affairs standard procedure • Customer satisfaction (internal and external) • Privacy, confidentiality and discretion • Professional development
IT Manager & Help Desk	The role includes helping students and Staff with IT issues and technical troubleshooting, Network Administration, IT infrastructure planning and development. Staff, Teaching Team, Administration team, PEO and Directors. • Maintaining and updating campus IT facilities • Resolving IT technical problems • Assisting with cross campus IT functions and partner RTO IT and Help Desk IT interactions • Management of classroom computer resources • Being available to management, staff, trainers and students • Abide by CTI Code of Conduct & Code of Practice • Attaining specific outcomes as set by the PEO • Assisting at reception as required
Marketing Manager Latin America	• Promote CTI as a desired learning institution; • Generate Enrolments, provide student Counselling, advise on Fees advice • Support the student progress and intervention processes

	• Maintain standards of excellence in customer service ensuring that CTI is a customer led organisation creating educational services in response to customer needs • Contribute to the CTI Management Team • Action student recruitment strategies and meet or exceed enrolment targets; • Develop, implement and monitor Marketing and Promotional Strategies to meet national financial targets across all CTI and partnership college campus locations • Maintaining professional standards of excellence in building a satisfied & loyal customer base.
Education Counsellor	• Promote CTI as a desired learning institution; • Generate Enrolments, provide student Counselling for RPL services and advise on Queensland Government funding and PQS and fees advice • Support student candidate RPL, gap training, evidence gathering processes, and progress follow ups • Maintain standards of excellence in customer service ensuring that CTI is a customer led organisation creating educational services in response to customer needs • Contribute to the CTI Management Team • Action greater Brisbane regional recruitment strategies and meet or exceed enrolment targets • Develop, implement and monitor Marketing and Promotional Strategies to meet national financial targets across all CTI marketing regional and Australia wide locations • Maintaining professional standards of excellence in building a satisfied & loyal customer base

4. INFORMATION FOR NEW STUDENTS

The ESOS framework – providing quality education and protecting your rights

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2018.

Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at http://cricos.education.gov.au/. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students.

Please check carefully that the details of your course − including its location − match the information on CRICOS.

Your rights

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent.
- If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- Your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

The ESOS framework sets out the standards Australian education providers offering education services to overseas students must obey. These standards cover a range of information you have a right to know and services that must be offered, including:

- Orientation and access to support services to help you study and adjust to life in Australia
- Who the contact officer or officers is for overseas students
- If you can apply for course credit
- When your enrolment can be deferred, suspended or cancelled
- What your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- If attendance will be monitored for your course, and
- A complaints and appeals process.

One of the standards does not allow another education provider to enrol a student who wants to transfer to another course but has not completed six months of the final course of study you plan to undertake in Australia. If you want to transfer beforehand you need your provider's permission.
If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.

Your responsibilities

As an overseas student on a student visa, you have responsibilities to:

- Satisfy your student visa conditions
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- Meet the terms of the written agreement with your education provider
- Inform your provider if you change your address
- Maintain satisfactory course progress
- If attendance is recorded for your course, follow your provider's attendance policy, and

- If you are under 18, maintain your approved accommodation, support and general welfare arrangement

Contact details

Who?	Why?	How?
Your provider	For policies and procedures that affect you	• Speak with your provider. • Go to your provider's website.
Department of Education (DOE)	For your ESOS rights and responsibilities	• https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx • ESOS 1300 615 262
Department of Immigration and Border Protection	For visa matters	• www.homeaffairs.gov.au • Phone 131 881 in Australia • Contact the DHA office in your country.

Enrolment / Application Process

Train / Bus / Ferry Tickets

A travel Go Card which is swiped before and after you travel, is a discount card for use on buses, trains and river ferries is available from Translink and can be purchased at all stations, paper tickets can still be purchased but are more expensive. Other ticket types can be found on the website.

The Translink Transit Authority ('Translink') coordinates all transport services, which include trains, buses and ferries. All information about timetables, services, ticketing and fares can be found at: www.translink.com.au

Taxis can be hired by hailing, on city ranks or by phone. A 50% concession on Translink and connect urban public transport services throughout Queensland is provided to full time tertiary students attending a Queensland registered training organisation.

For Personal Safety

Brisbane is a relatively safe place to live by world standards, however it is important to be aware that by taking some simple basic steps you can help to make your stay here even safer. Give some thought to protecting yourself and your personal belongings, such as avoid walking around in lonely places on your own, particularly at night. Avoid wearing moneybags, jewellery or cameras that may draw attention to you. For more information on personal safety in Brisbane and Queensland visit the Queensland Police Service or see the safety tips and videos at:

http://www.studyqueensland.qld.edu.au/live/safety/

Services to access for information on employment

- **Working in Australia**
  The minimum pay rate can come from an award, enterprise agreement or other registered agreement or the national minimum wage. Employees have to be paid the right pay rate for all hours they work. For full details go to: www.employment.gov.au

- **Tax file number**
  To receive an income in Australia, you will need a Tax File Number[TFN]. For more information go to: www.ato.gov.au

- **Fair Work Australia**

  The Fair Work Commission is Australia's national workplace tribunal. It is an independent body with power to carry out a range of functions under the Fair Work Act 2009(Cth), including:
- providing a safety net of minimum conditions, including minimum wages in awards
- facilitating good faith bargaining and enterprise agreement making
- administering the regulation of industrial action
- resolving a range of collective and individual workplace disputes through conciliation, mediation and in some cases public tribunal hearings
- functions in connection with workplace determination, equal remuneration, transfer of business, general protections, right of entry and stand down
- dealing with applications in relation to unfair dismissal -https://www.fwc.gov.au

- **The Office of the Fair Work Ombudsman**

The Office of the Fair Work Ombudsman:

- **is a central point of contract for free advice and information on the Australian National Workplace Relations System**
- **Investigates workplace complaints and enforces compliance with national work place laws.**

Please see: https://www.fairwork.gov.au

Living Expenses

Yearly expenses in Australia are approximately from AUD$20,290 plus 35% extra for each family dependant. (Note: School age dependants are required to pay tuition fees for their education in Australia)

Ensure you have enough money to cover the cost of your study without having to supplement your income by taking part-time or vacation employment, which is not always available.

Average weekly living expenses in Brisbane:

Accommodation (sharing)	$151 per week (will depend on suburb you live in)
Food/ Groceries	$ 60 per week per person
Travel	$ 45 per week (will depend on distance travelled)
Phone / other bills	$ 15 per week
Eating out	$ 45 per week (will depend on the restaurant/ cafe you eat)
Miscellaneous	$ 30.17 per week per person
Average expenditure	**$ 346.17 per week**

Accommodation/Home Stay

If student requires the Institute to arrange home stay or other types of accommodation the Student Services staff can be contacted for assistance. In Brisbane, most students stay in following three types of accommodation:

Accommodation type	Price
Hostel	Approximately AUD$300-375 per week
Home Stay	Approximately AUD$375-420 per week
Shared Unit Rent	Approximately AUD$225-300 per week

FINDING ACCOMMODATION

Finding appropriate accommodation is one of the biggest difficulties facing international students. The major sources of real estate information are:

- The classified section of The Courier Mail, especially Saturday's and Wednesday's editions.
- The noticeboard at your education provider.
- Real Estate Agent offices- Look under 'Real Estate Agents' in the Yellow Pages (page 1903).
- Local Community newspapers (weekly).

FOR HOMESTAY SEE:

- www.homestaynetwork.com
- www.myhome.com.au
- www.urbanest.com.au
- www.domain.com.au
- www.homehound.com.au

IMPORTANT CONTACT DETAILS FOR STUDENTS

Information required on	Source	Contact details
CTI Emergency Contact Person/s **(Working hours & After-hours contact)**	**Rahul Fernandes – Principal Executive Officer** **Andrea Sequeira- Student Services & Academic Manager**	**0413 222 969** **0452 631 250**
Emergency: Police / Fire/ Ambulance	**QLD State Emergency Services**	**Dial 000 In Case Of Emergency** **Police, Fire and Ambulance - Emergency Assistance.** http://www.emergency.qld.gov.au

		Lifeline - Phone 13 11 14 for crisis support when feeling suicidal or if you need to talk to someone immediately. Kids Help Line - Phone 1800 55 1800. SANE Helpline - Phone 1800 18 SANE for help during business hours. Crisis Counselling Service - Phone 1300 363 622.
Student Safety and Security	**Study Queensland**	http://www.studyqueensland.qld.edu.au/live/
NVR standards, National Code, ESOS Act	ASQA	http://www.asqa.gov.au/ http://www.legislation.qld.gov.au ASQA info line on 1300 701 801 **Postal address** Level 7 215 Adelaide St, QLD 4000, Australia Phone: 61-7-3237-0111
Tax File Number (TFN)	Australian Taxation Office (ATO)	http://www.ato.gov.au/
Overseas Health Cover (OSHC)		http://www.medibank.com.au 24 Hour Helpline: 1800 644 325 General Questions: 13 41 90
Dispute resolution Mediation Services	LEADR (LEADR has chapters / offices in Brisbane)	LEADR Level 1, 13-15 Bridge Street Sydney NSW 2000 Phone: (+61 2) 9251 3366 Fax: (+61 2) 9251 3733 Free call: 1800 651 650 Email: leadr@leadr.com.au Website: http://www.leadr.com.au
National Training Complaints Hotline	Ph: 1800 000 674	www.directory.gov.au
Permission To Work Student Visa Conditions Applying For Other Visas	Department Of Immigration And Boarder Protection (DHA)	https://www.homeaffairs.gov.au/
Employment Writing Applications & Resumes	Seek My Career	www.seek.com.au www.mycareer.com.au
Information On Renting Real Estate Agents	QLD Office Of Fair Trading Domain	http://www.fairtrading.qld.gov.au/ www.domain.com.au
Transport	City Rail Brisbane Buses Ferries	http://www.translink.com.au/
Information On Location/ Street Maps	Where Is	http://www.whereis.com/whereis/home.do
General Information	Yellow Pages	http://www.yellowpages.com.au/
Taxi Information	Yellow Cabs Black & White Cabs	http://www.ourbrisbane.com/transport/taxis/
Driving license / Vehicle Registration	Road Traffic Authority (RTA)	http://www.rta.qld.gov.au/
QLD Government Funding for Courses	Certificate III Guarantee Program	http://www.skillsgateway.training.qld.gov.au
Professional Counselling Services	All Psychology Australian Counselling Group	Shop 11, 250 Ipswich Rd, Burdanda Phone: (07) 3892 6136 Web http://www.allpsychology.com 9th Floor, Inergise House 135 Wickham Terrace, Brisbane Phone (07) 3832 5700 / Fax (07) 3832 6817 http://www.wtpc.com.au/ACG/IndexACG.htm Email acg@wtpc.com.au
Disability Services	Disability Services, Queensland	Level 1, 27 Peel Street, South Brisbane. (07) 3109 7007 http://www.disability.qld.gov.au/
Legal Services	Legal Aid	44 Herschel Street Brisbane 4000 http://www.legalaid.qld.gov.au/ 1300 65 11 88
Bullying	Human Rights and Equal Opportunity Commission	Human Rights and Equal Opportunity Commission (HREOC), Tel: 1300 656 419

	(HREOC),	E-Mail: complaintsinfo@humanrights.gov.au. Website: www.hreoc.gov.au
Occupational Health And Safety	Work Cover, QLD Occupational Health And Safety	Occupational Health and safety http://www.business.gov.au/BusinessTopics/Occupationalhealthandsafety/Pages/default.aspx WORK COVER, QLD 1300 362 12 www.workcoverqld.com.au
Family Assistance & Child Assistance	Relationship Australia	Relationship Australia http://www.relationships.com.au/ Ph: 1300 364 277 Kids Help Line - 1800 551 800
Personal Safety	Study Queensland	http://www.studyqueensland.qld.edu.au/live/safety/
Pregnancy Help	Centacare, Brisbane	Centacare Administration The Catholic Centre 143 Edward St., Brisbane, QLD 4000 Ph: 07 3336 9246 / Fax: 07 3221 3485 Email: centacare@bne.catholic.net.au
Domestic Violence	Domestic Violence Line	Domestic Violence Line Women: 1800 811 811 Men: 1800 600 636
Drug And Alcohol	Centre for Drug and Alcohol QLD Health	Drugs: Level 1, 24 Hamilton Place, Bowen Hills QLD 4006. (07) 3620 8800 Alcohol: 1800 177 833
Gambling Helpline	Gamblers Anonymous	1800 002 210
Mental Health Information	Mental Health Association	Queensland Health Building 47-163 Charlotte St, Brisbane Queensland 4000 http://www.health.qld.gov.au
Multicultural Community Information	Multicultural Australia Multicultural Affairs Queensland	**Multicultural Australia** http://www.multiculturalaustralia.edu.au/ **Multicultural Affairs Queensland** http://www.multicultural.qld.gov.au/
Postal / Courier	Post Office	300 Adelaide St, Brisbane City. QLD 4000

5. CODE OF PRACTICE

Administration

Canterbury Technical Institute (CTI) will ensure, through a continuous review process that quality policies and management practices are implemented, resulting in the maintenance of high professional standards in the delivery of VET services, which safeguard the interest and welfare of students.

CTI will maintain a learning environment that is conducive to the success of students by providing modern and up to date training resources, providing high quality facilities and methods that are appropriate to the training needs of the students.

CTI ensures all training and assessment programs are registered with the appropriate state and national registers.

CTI academic staff will collaborate with student services staff to ensure that all students enrolled will be monitored and assessed in their performance, attendance and progress.

CTI will employ appropriately qualified staff, providing adequate professional development to maintain up to date qualifications and will ensure staff is sensitive to the culture of the students being taught.

CTI will maintain flexibility in its operations and functions ensuring appropriate responses to the changing education needs of the student community are met.

Marketing and Liaison

CTI will market the services it provides with integrity and accuracy, avoiding vague and ambiguous clauses, and with due regard to the reputation of Australian International Education. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

CTI will market its' services in consistence with the education, cultural and regulatory systems of countries and will not detract from the reputation and interest of other Australian institutions.

CTI will ensure that appointed agents act in the best interest of the applicant and the provider. CTI will be responsible for the actions of their agents in marketing their training and assessment programs.

CTI will not accept students from an agent if they know or reasonably suspect the agent to be:

- Engaged in dishonest practices
- Facilitating the enrolment of students who do not comply with their visa requirements
- Engaged in false or misleading recruitment practices
- Using PRISMS for other than bona fide students

Finance

CTI will ensure appropriate documentation is kept of the contractual and financial relationship between the students and the Institute and will safeguard funds paid by students. CTI will also meet all legislative requirements of State and Federal government. CTI has a commitment to providing quality service and a focus on continuous improvements.

CTI has a refund policy, which is fair and equitable. CTI will refund students if they are unable to deliver agreed services.

Dissemination of information

CTI will ensure its entire staff and student body have accurate and current information regarding policies and procedures affecting their stay with the Institute.

The Principal Executive Officer (PEO) will ensure that these policies and procedures are circulated, understood and implemented consistently throughout CTI.

CTI will ensure that staff are provided with information about current legislation and regulatory requirements that significantly affect their duties.

CTI will ensure that all its students are provided with information about current legislation and regulatory requirements that significantly affect their participation in VET.

CTI will ensure that each student is provided clear information, prior to enrolment, about:

- Selection, enrolment and induction/orientation procedures
- Program information, including content and vocational outcomes
- Fees and charges, including refund policy and exemptions (where applicable)
- Provision for language, literacy and numeracy assistance
- Client support, including any external support the RTO has arranged for clients
- Flexible learning and assessment procedures
- Welfare and guidance services
- Appeals and complaints procedures
- Disciplinary procedures
- Staff responsibilities for access and equity as provided for in the CTI's code of practice or similar document, and
- Recognition of Prior Learning (RPL) arrangements.

CTI's Policies and Procedures document, current legislation and regulatory requirements shall be readily accessible and visible at all times for immediate access by CTI staff and students. Our policies include a fair and equitable refund policy, complaints and appeal policy, an access and equity policy and student welfare and guidance services. Where necessary, arrangements will be made for those students requiring literacy and / or numeracy support programs. These documents will be available from reception in electronic copy and emailed to any interested individual.

Any changes and/or updates made to the existing CTI Policies and Procedures due to organizational and legislative purposes shall be disseminated and be made available to all CTI staff and students by any one, or any combination of the methods outlined below.

- CTI Policies and Procedures
- Current legislation and regulatory requirements shall be informed to any new recruit through induction and counselling programs
- Handbooks, circulating memos & emails
- Meetings and notice boards

Core Business

CTI will continuously review all information provided to students to ensure its accuracy and relevance.

CTI will recruit students in an ethical manner. For International students their proficiency in English will specifically be assessed.

CTI will ensure through training that all appointed agents are aware of the educational standards required for students enrolling at the Institute.

CTI will offer program placements that clearly include the proficiency of English required. If assistance is required, the Institute will provide bridging training and assessment program where these are deemed necessary through contracting qualified staff or other registered training organisations

CTI will notify the relevant Commonwealth authority when International students are no longer participating in a program for which they are enrolled.

CTI will ensure that the recruitment and placement of International students comply with the EEO legislation and are consistent with immigration requirements.

CTI will meet the needs of students, being sensitive to cross-cultural issues and paying special attention to the social and academic needs of International students.

6. NATIONAL CODE OF PRACTICE

The Department of Education (DOE) regulates the education and training sector's involvement with overseas students studying in Australia on student visas. It does this through the Education Services for Overseas Students legislative framework. This protects Australia's reputation for delivering quality education services and the interests of overseas students, by setting minimum standards and providing tuition and financial assurance.

The legislation mandates a nationally consistent approach to registering education providers so that the quality of the tuition, and care of students, remains high. The professionalism and integrity of the industry is further strengthened by the ESOS legislation's interface with immigration law. This imposes visa related reporting requirements on both students and providers. The National Code of Practice 2018 is established under the Education Services for Overseas Students (ESOS) Act 2000. On 1 July 2007 the original National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students was substantially revised to improve clarity and to give institutions more flexibility. For students the changes brought about greater protection. This National Code sets out guidelines for the ethical conduct of registered providers like Canterbury Technical Institute (CTI). CTI offers study programs in accordance with the requirements of the Education Services for Overseas Students (ESOS) Act 2000.

As an education provider CTI understands and implements the National Code for the following purposes:

- To ensure that recognition of prior learning of students is conducted and recorded in a formal process
- To provide refunds to the students as per the refund policy of CTI
- To recruit students in accordance with the National Code of Practice and CTI enrolment policy
- To ensure fairness by committing to Equal Employment Opportunity
- To ensure that all trainers and assessors are suitably qualified and experienced
- To commit to professional development of staff
- To comply with the guidelines issued by Department of Immigration and Boarder Protection (DHA)
- To provide adequate support services to students prior to arrival, on arrival and during their study at CTI
- To ensure student personal information is filed confidentially and maintained appropriately

For further information on the ESOS Act 2000 please refer to:

https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx

For further information on the National Code 2018 please refer to:

https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx

For further information on Department of Education International Education please refer to:

http://education.gov.au/

7. CODE OF CONDUCT AND ETHICS

- The Code of Conduct is constituted to ensure that the Institute operates effectively with a commitment to equity and fairness.
- The Code of Conduct will assist the Institute to meet its goals through you. It outlines what is expected of you as a member of the Institute's community.
- The Institute expects its student and staff members to remain informed, act within the spirit of and comply with the Institute's policies, directions & relevant legislations as well as meet any requirements demanded by their discipline or profession.
- All members of the Institute are entitled to be treated with respect & given an equal opportunity regardless of personal, social or cultural characteristics.
- The Institute enforces the idea of fair and open discussion recognising the rights of individuals and supporting the principles of freedom of speech. However, it is expected that you will restrict your personal viewpoint or comments that will compromise the Institute's reputation.
- The Institute is committed to the idea of freedom to undertake intellectual inquiry without undue interference.
- In the interest of privacy of individuals/organisation, the staff & students must ensure that those who have legitimate need and lawful authorisation to do so only access the information.
- The Institute's facilities and equipment are provided to achieve our mission and goals. However, no one is approved to use these for his or her private, commercial or party and political interests.
- The Institute does not allow the consumption of alcohol or any other illegal drugs on its premises at any time. You must not attend work / study if you are under the influence of alcohol or drugs.

Breach of Conduct

An employee / student who breaches the Code of Conduct may be subject to one or more sanctions depending upon the seriousness of the breach.

- Counselling
- Disciplinary action
- Civil action
- Reporting of the breach to appropriate authorities

8. The ESOS framework

- providing quality education and protecting your rights

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2018.

Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx.

CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students.

Please check carefully that the details of your course − including its location − match the information on CRICOS.

Your rights

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent.
- If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- Your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

The ESOS framework sets out the standards Australian education providers offering education services to overseas students must obey. These standards cover a range of information you have a right to know and services that must be offered, including:

- Orientation and access to support services to help you study and adjust to life in Australia
- Who the contact officer or officers is for overseas students
- If you can apply for course credit
- When your enrolment can be deferred, suspended or cancelled
- What your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- If attendance will be monitored for your course, and
- A complaints and appeals process.

One of the standards does not allow another education provider to enroll a student who wants to transfer to another course but has not completed six months of the final course of study you plan to undertake in Australia. If you want to transfer beforehand you need your provider's permission.

If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.

Your responsibilities

As an overseas student on a student visa, you have responsibilities to:

- Satisfy your student visa conditions
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay

- Meet the terms of the written agreement with your education provider
- Inform your provider if you change your address
- Maintain satisfactory course progress
- If attendance is recorded for your course, follow your provider's attendance policy, and
- If you are under 18, maintain your approved accommodation, support and general welfare arrangements

Contact details

Who?	Why?	How?
Your provider	For policies and procedures that affect you	• Speak with your provider. • Go to your provider's website.
Department of Education (DOE)	For your ESOS rights and responsibilities	• https://docs.education.gov.au/node/39586 • ESOS 1300 615 262
Department of Immigration and Boarder Protection (DHA)	For visa matters	• www.homeaffairs.gov.au/ • Contact the DHA office in your country.

9. The Tuition Protection Scheme (TPS)

Introduction

The Tuition Protection Scheme (TPS) is an Australian Government initiative to assist international students whose education providers are unable to fully deliver their course of study.
It ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees.

Pre-Paid Tuition Fees

CTI includes details of fees due per study period in Letters of Offer and Written Agreements.

Students may choose to pay 50% of the total fees or choose to pay more if they wish.
For partial payment of fees, the remaining fees will be collected from you once you have commenced but not until two weeks before your second study period.

CTI maintains a designated account in which it holds prepaid tuition fees of non-commenced students to enable refunds to be paid if required.

TPS Provider Obligations

As a TPS provider CTI has a statutory obligation to report to the TPS Director and the Secretary about provider and student defaults. The default notification requirements are to ensure students are looked after following a default in a timely way.

If CTI defaults it will notify you in writing.

Student Default

Any of the following situations can be defined as a student default:

- the course starts at the location on the agreed starting day, but **you do not start** the course on that day (and has not previously withdrawn); or
- **you withdraw** from the course at the location (either before or after the agreed starting day); or
- CTI as the registered **provider** of the course **refuses** to provide, or continue providing, the course to you at the location because of one or more of the following:
  - **you fail to pay** an amount payable to CTI for the course;
  - **you breach** a condition of your student visa;
  - **you misbehave**

If you default CTI is obliged to:

- **Notify the Secretary and TPS Director** in writing within 5 business days of default occurring.
- **Provide a refund** as per either section 47D or 47E of the ESOS Act, depending on which applies to circumstances of the default situation and **within 4 weeks.**

10. STUDENT RESPONSIBILITIES

Communication and Interaction

When communicating and interacting with the Institute staff and other students in person, by letter, fax, telephone or email, you have a responsibility to:

- Treat people with respect and fairness regardless of their background or culture
- Show respect for others by not swearing, using obscenities or making offensive remarks
- Not do anything that could offend, embarrass or threaten others
- Not harass or disrupt others in the performance of their duties or studies
- Avoid unacceptable behaviour i.e. aggressive, threatening or abusive behaviour (including bullying or harassment)
- Respect and not damage or steal property of the institute or of other persons
- Not make false statements regarding your student status or representation as a student or entitlements as a student.
- Ensure personal details such as your address is updated with CTI within 7 days.
- Must provide proof of address for verification: Proof of Age Card; Bank Statement; OSHC Policy; Rental Agreement; Share House Agreement; Rental Payment Receipt; Utility Bill.
- Pay all fees by the scheduled due date.

Study

You should:

- Attend class on time
- Achieve satisfactory progress in your studies through participation or attendance as required
- Do all assessment tasks by the due date (where a date is specified) or ask for an extension of time if there are exceptional circumstances
- Do all assessment tasks and examinations honestly, without any form of cheating
- Not submit and claim as your own, work derived from another source or work done by another person
- Return or renew library resources or other borrowed materials and equipment on time as stated in the library policy

Full-time courses

Please note that all programs are in full-time mode and cannot be undertaken part-time or via distance education. The minimum entry requirements to any of CTI's programs are:

- Completion of Year 12 or equivalent
- Minimum age of 18 years
- Have met our English Entry Requirement:

CTI also has individual qualification entry requirements as per the training package. Please refer to the CTI Course Brochure for details: www.cti.qld.edu.au or email: info@cti.qld.edu.au

Dress Code

Canterbury Technical Institute is an adult learning environment that prepares you for industry, as well as for further career-related training. Because of this, you are expected to dress in a manner that is neat, clean and safe at all times, as would be expected in the workplace. While in the Institute, you should:

- Be adequately clothed in accordance with occupational health and safety requirements
- Not wear clothing that is likely to offend others in terms of its lack of decency, modesty or cleanliness
- Not wear clothing that is likely to offend others because of slogans, cartoons, or any symbol or graphic worn to provoke, intimidate, condemn or ridicule others
- Not wear dark glasses in the classroom unless they are required for medical/safety reasons

Institute Environment

You are required to assist in maintaining serviceable facilities and equipment by:

- Reporting breakage and/or faults with equipment to the trainer, or the institute administration
- Leaving classrooms and workshops neat and tidy after classes and tutorials
- Not using or installing unlicensed software on institute computers and checking all removable data storage devices for viruses before use on institute computers

Gambling

Gambling is not permitted on campus. Any breach of this rule will result in immediate expulsion.

Food and drink

Food or drinks are not allowed in any area of the Institute other than the Student Common Room. Students found consuming food or drink in the PC labs, lecture/workshops or tutorial rooms may have their access suspended.

Alcohol, Drugs and Weapons on Institute Premises

You are not allowed on institute premises or to use institute facilities when under the influence of alcohol. Consumption of alcohol on campus is prohibited.

The possession, use and sale of illegal drugs or controlled substances (including stimulants, depressants, narcotics, hallucinogens or marijuana) on institute premises is against the law and will be reported to the police. If you are taking prescription medication, it is your responsibility to ensure that they do not affect your safety or the safety of others.

You are not to bring knives, guns or other weapons on institute premises. It is an offence under the Weapons Act 1990 to be in possession of a knife or other weapon in a public place or an educational facility.

Safety

The QLD Workplace Health & Safety Act 2000 applies to all staff and students of CTI. All staff and students have a responsibility to ensure that they work safely, without risk of injury to themselves or people around them.

Smoking

Smoking is prohibited throughout the building including foyers, toilets and lifts.

11. INSTITUTE POLICIES

Privacy - Student Personal Information

The institute will collect information from you at enrolment for general student administration. This information may also be used for planning, communication, research, evaluation and marketing activities. Your personal information is stored securely, and only authorised institute staff has access to your information.

The institute will manage your personal information according to the Commonwealth Privacy Act and its Information Privacy Principles, and the QLD Privacy and Personal Information Protection Act. You may request access at any time to information we hold about you and ask us to correct it if you believe it is inaccurate, incomplete or out of date.

Your personal information may be disclosed to third parties such as Commonwealth and State Government Agencies. In these circumstances, the minimum amount of information required or requested will be disclosed, these include:

- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;
- 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 an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. 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 VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

In the interest of privacy of individuals/organisation, the staff will ensure that those who have legitimate access and lawful authorisation to do so only access the information.

In accordance with the Information Privacy Principles, no further access to your enrolment information will be provided to any other organisation or persons without your written consent unless authorised or required by law.

Your right to privacy is important to CTI and all personal information collected about you is treated as confidential. This statement applies to the collection any personal information we collect on you. We will only disclose your personal information if you request us to do so in writing, or where the law permits us to do so (Commonwealth and State Agencies Including ASQA and the Fund Manager of the ESOS Assurance Fund). In these circumstances, the minimum amount of information required or requested will be disclosed.

Harassment

Harassment is any form of verbal or physical behaviour that is unwanted, unwelcome and unreciprocated that makes the learning environment unpleasant, humiliating or intimidating for the person who is the target of that behaviour. If you consider that you have been harassed, you should let the person know that you object to their behaviour and do not want it repeated. If you do not feel comfortable talking to the person or they continue with the behaviour, you should speak to your

teacher or any other CTI staff member, for example the Principal. You can discuss the matter without having to make a formal complaint. All discussions are confidential. You also have the right to lodge a formal complaint of misconduct against the person harassing you.

Sex-based harassment / Victimisation / Bullying

The Institute understands that staff and students have the right to study and work in an environment free of sex-based harassment. It is the responsibility of all students and staff to contribute to the achievement of a productive, safe and equitable study and work environment by avoiding practices, which lead to, support or condone sex-based harassment.

The Institute does not allow or condone sex-based harassment of staff by other staff, students or other workplace participants nor does it allow or condone sex-based harassment of students by staff or other students. This stance is supported by the Commonwealth Sex Discrimination Act 1984, under which such actions are unlawful.

The Institute will ensure that this policy is implemented, and they will treat any complaint of sex-based harassment / victimisation / bullying seriously and sympathetically. All complaints will be investigated thoroughly, fairly and confidentially. Where appropriate, attempts will be made to conciliate complaints.

Examples of sexual harassment include but are not restricted to:

- Distribution or display of offensive pictures or written material
- Repeated unwelcome requests for social outings or dates
- Offensive comments about a person's appearance, dress or private life
- Unsolicited comments, messages or telephone calls of a sexual nature
- Leering, patting, pinching, touching, indecent exposure and unnecessary familiarity

Disciplinary action will be taken against anyone found to have committed sex-based harassment. Inquiries and complaints about sex-based harassment can be raised with any of the institute staff.

Victimisation

Victimisation is threatening or harassing a person because they;

- Have made a complaint or intend to make a complaint
- Are acting as a witness or intend to act as a witness
- Are supporting a victim or intend to support a victim

Bullying

Bullying is inappropriate treatment of a person that intimidates, offends, degrades or humiliates them. Bullying will not be tolerated at CTI.

Examples of bullying include;

- Verbal / Physical abuse, insults, threats, continuous teasing or criticism
- Physically hurting another person
- Touching another person without permission
- Overwork, unnecessary pressure, impossible deadlines
- Undermining work performance, unfair assessment
- Discrimination, racism, sexism
- Keeping someone out of a group
- Acting in an unpleasant way near someone
- 'Mucking about' that goes too far

Harassment or any form of discrimination based on disability, gender, race or religion.

12. REPORTING DISCRIMINATION, SEXUAL HARASSMENT, VICTIMISATION AND BULLYING

- All students & staff should report an incident of concern to the Student Services Manager. A written complaint is not required. All reports of discrimination, sexual harassment, victimisation, or bullying will be dealt with in complete confidence and the institution will ensure any person making a report is protected from victimisation.
- If you wish to make a complaint about any of these behaviours at CTI, please contact the Student Services Manager in the first instance. Any complaint of discrimination, sexual harassment or victimisation will be treated seriously and investigated promptly, confidentially and impartially. A written complaint is not required. You do not have to put up with discrimination, sexual harassment or victimisation.
- The institution will follow up any report discreetly and will undertake an appropriate investigation.
- If the report is verified, the school will view the matter seriously and will take appropriate action, which may include penalty and counselling (CTI will assist the student / staff to appropriate and professional counselling services)
- If the complainant is dissatisfied with the action taken, then recourse may be through first following CTI's internal student complaint & appeals procedure, and if still dissatisfied by contacting the following organisations:

Work Cover Queensland
280 Adelaide Street, Brisbane
GPO Box 2459, Brisbane Qld 4001
(Phone) 1300 362 128
(Fax) 1300 651 387
www.workcoverqld.com.au

Anti-Discrimination

The Institute takes great care to ensure that all students and staff members are treated fairly and equitably and that everyone on Institute premises complies with the QLD Government's Anti-Discrimination Act. Discrimination means treating someone unfairly because they belong to a particular group of people. It is against law and action will be taken against those in breach of the law. Any matters in relation to discrimination must be reported to the Principal Executive Officer. Further information can be obtained by phoning the Anti-Discrimination Board on 1300 130 670.

Immigration laws

It is the responsibility of all individuals who hold visas to understand and comply with the conditions of their visas. In particular, students should understand their work rights and study obligations. If students have any doubts about the conditions of their student visas, please consult Student Services department immediately. Please remember non-compliance with the conditions of your visa may result in its cancellation.

Equal opportunity

The Institute integrates equal opportunity and affirmative action principles into all decisions and operations. The Institute is committed to the examination of all CTI practices, as they affect both staff and students, so as to avoid discrimination on the basis of sex, race, marital status, physical ability, age, political conviction or religious belief.

The Institute is involved in an ongoing program of policy development, implementation, monitoring, review and evaluation.

Any member of the Institute community who feels that they have been discriminated against should feel free to discuss the matter with the Student Services Manager.

This Access and Equity Policy of CTI is based on the following principles:

- Providing and maintaining training services that reflect fair and reasonable opportunity, and consideration for all students and staff, regardless of race, colour, religion, gender or physical disability, regardless of the prevailing community values.
- Equity for all people through the fair and appropriate allocation of resources and involvement in vocational education and training (VET)
- Equality of outcome within vocational education and training for all people, without discrimination
- Access for all people to appropriate quality VET programs and services
- Increased opportunity for people to participate in VET and in relevant decision-making processes within the VET system

CTI will apply the following rules in support of access and equity. All students will be:

- Given fair and reasonable opportunity to participate in relevant decision-making processes,
- Provided with timely and appropriate information, advice and support services which assist them to identify and achieve their desired outcomes, and
- Allocated with resources and services

13. STUDENT SUPPORT SERVICES

CTI has resources and staff available to help students if necessary. If you are facing problems of any kind, please do not hesitate to contact any of the staff. Our staff is always happy to help you whenever possible. Please take advantage of the support facilities available before any problems becomes an issue, so that you may have a happy and rewarding experience while you are studying in Brisbane.

The Student Support Services are designed in keeping with the Education Services for Overseas Students (ESOS) Act 2002 guidelines and the National Code. The following support services are available to students:

Orientation program

The orientation program is conducted for all new students arriving on campus at the beginning of the semester. A briefing is conducted on the Australian culture and the study style in Australia. Information is given to students regarding student visa conditions, accommodation, work permit, overseas heath cover, and use of information technology facilities within CTI. Students are also given a campus tour and are introduced to academic and administrative staff.

Orientation Schedule

- Introduction & welcome
- Student registration form
- USI Number (Unique Student Identifier)
- World care – Overseas health cover (OSHC)
- Course information, time table, learning & assessment strategies
- Student rights and obligations
- Resource / Library information
- Student Welfare support services
- Complaints and appeals processes
- Legal services
- Learner needs survey
- Emergency evacuation directions & protocol
- Department of Home Affairs regulations & legislations
- Getting around Brisbane
- Student concessionary travel card application
- Accommodation assistance and information
- ID Cards

CTI provides support services to its students. The Student Services & Academic Manager, and Principal Executive Officer, Marketing Manager Latin America and Marketing Field Officers (Domestic) are appointed for the provision of support services to:

- Assist successful adjustment by the students to life and study in Australia
- Assist the resolution of student problems, which could impede completion of their studies such as student complaint & appeal.
- Help with USI creation if required
- Help with RPL services

Personal Counselling services

CTI does not offer professional counselling service to students / staff. The Principal Executive Officer (PEO) acts as a point of contact and offers support to students and staff on matters and issues that fall within his capacity. However, if the student / staff need professional counselling or support services, then PEO will seek or recommend a professional counselling agency.

The student counselling service is designed to assist international students in dealing with a wide range of problems including homesickness, managing stress, handling conflicts, emotional issues, improving motivation, enhancing study skills, organizing study time and any other issue that may be upsetting the student. The counsellor (PEO) at CTI is not a professional counsellor, however can assist students as a first point of contact. The counselling service assists students in coping with their

difficulties leading to reduction of stress. Learning to cope with stress will enable students to improve their academic grades and successfully complete the program.

If the PEO finds the need for you to be referred to a professional counsellor, he will make recommendations and suggest a reliable and qualified psychologist.

USI Number help

The USI system generates is a unique student number which student can use throughout their study in Australia. The USI makes access to a full range of study information fast and easy. CTI Administration staff will guide students through the USI generation process or will record the students own USI into CTI records systems.

Career / Academic Counselling

CTI ensures that all its students are offered appropriate career counseling prior to their arrival in Australia or prior to them commencing their course. CTI student does offer counseling services to discuss student's academic interests and objectives to make sure that they are enrolled in the right qualification. If required CTI would recommend and facilitate options for students to seek professional career counseling if the students have specific academic needs.

All information is confidential and is not disclosed to other departments of CTI except in the following circumstances:

- You have given permission to disclose information to another party;
- In exceptional situations where failure to disclose information would place you or another person at serious and imminent risk; or
- When we are required by law to disclose information

Academic support

CTI offers an academic support to students in addition to their regular scheduled lectures. To assist students in their assignments there are Assignment Referencing workshops to help prevent plagiarism.

Additional tutorial support is organised for students requiring academic assistance. Workshops are conducted for students with academic difficulties such as study skills, counselling, support and guidance is offered to students who have academic difficulties. Students are advised to contact their respective course tutors or course coordinators for any additional academic support. The course coordinators will then refer you to the respective staff that will then provide you with relevant assistance.

Language, literacy & numeracy skills

During the orientation process, students will be offered to fill in a "**Learners Need Survey**" form, which will collect information of individual learning styles and needs. This form will be an exercise to determine if CTI needs to deploy additional resources to accommodate student's learning needs to achieve the desired outcome and offer equal learning opportunities.

Procedure

1. During orientation CTI representative (PEO) will explain the need for the "Learner Need" survey to the student
2. Students will complete it during the orientation session and hand it back to the person in charge
3. PEO & Student Services Manager will analyse each individual for special needs or requirement of any students
4. If any needs are addressed, the PEO will further discuss (verbal) the needs with the concerned student and assess the need further to ascertain what training and learning strategies would be required
5. PEO will then discuss the strategies with the trainer / tutor and make arrangement for regular monitoring of student's performance via student's evaluation sheet or academic progress and performance.

In the event that a student needs access to literacy and numeracy skills training, CTI will make available a staff member with appropriate qualifications (Adult Teaching qualifications). CTI will dedicate at least 2 hours a week to teach students literacy and numeracy skills to assist students in meeting the LLN requirements of the training package.

Overseas Student Health Cover (OSHC)

It is a visa requirement that international students and their dependents have overseas student health cover. OSHC covers the cost for out-of-hospital and some hospital medical treatment, pharmaceuticals and emergency ambulance services.

CTI arranges OSHC with OSHC Medibank, CTI's preferred health insurance provider. You can pay the health cover premium when accepting your offer of place. CTI will inform DHA that OSHC is in place for you and your family members and will indicate this on your Confirmation of Enrolment (COE). Students can buy OSHC insurance from an approved Australian health insurance provider. When you accept your unconditional offer of place, you must indicate that you have purchased OSHC for the duration of your course. *OSHC Medibank* offers 24-hour assistance via its helpline. For information about prices, claims, family cover and more refer to the OSHC Medibank website.

If you have OSHC arranged through CTI, you will be covered from the date of your arrival in Australia. You can collect your membership card at the reception within 1 week of your course start date. If you need to access medical services but do not have your OSHC membership card, please contact CTI reception for a temporary card.

14. COMPLAINTS AND APPEALS PROCEDURES

Complaint & Appeals Handling Policy and Procedures

Policy

Canterbury Technical Institute (CTI) endeavours to maintain a harmonious working environment which is free from intimidation and harassment and which affords equality of opportunity. CTI and its staff members will act on any complaint that can be substantiated.

It is the policy of the Institute to act upon the subject of any complaint found to be substantiated immediately.

A complaint or appeal may be a result of issues such as but not limited to:

- Course information, publicity or advertising material
- Course fees information or relating to refunds or financial matters
- Programme content or structure
- Equipment, teaching resources or programme delivery
- Entry / selection procedures / Recognition of prior learning
- Staff qualification & skills
- Assessment information or process
- Student support & guidance
- Attendance
- Assessment review / appeal (also see Academic Appeals)
- Student transfer
- Student leave, course cancellation, suspension or deferment

Procedures of general complaint, dispute, appeals & resolution

A complaint, dispute or appeal can be a about a situation, a process, a person or people, a facility or a service provided by CTI. **A complaint / appeal / dispute is not about an academic result**.

(Students appealing academic results or matters – please see "**Academic Appeal Policy"**).

1. A complaint / appeal / dispute can be lodged in writing by letter, email or in person. A student can lodge their complaint / appeal with Principal Executive Officer (PEO) OR the Student Services and Academic Manager. Students are encouraged to lodge their initial complaint / appeal / dispute with the student services manager. A written record of the complaint / appeal / dispute will be kept on file.
2. If the student chooses to access CTI's complaints and appeal process, their enrolment will be maintained while the process is ongoing.
3. A student will have the opportunity to formally present their case at no cost. A student and the other party may be accompanied and assisted by a support person at any relevant meeting.
4. CTI's Principal Executive Officer (PEO) OR the Student Services and Academic Manager can respond to a complaint / appeal / dispute. A student must lodge their complaint & / or appeal & / or dispute with only one member of the above staff at CTI. If the complaint or appeal needs to be escalated, the staff member must follow the complaint & appeal policy.
5. CTI will investigate and respond to all complaint or appeals or dispute lodged by a student. The process will commence within 10 working days of the formal lodgement of the complaint / appeal / dispute and supporting information and all reasonable measures will be taken to finalise the process in the shortest possible time.
6. CTI treats all complaints and /or appeals and/or disputes in confidence and will seek the permission of the student before discussing the complaint and /or appeal and/or dispute with relevant staff. The student will be given a written statement of the outcome, including details of the reasons for the outcome.
7. If the process results in a decision that supports the student, CTI will immediately implement the decision or preventive action required and advises the student of the outcome.

8. Any student who feels that his/her case has not been adequately heard, may appeal in writing to CTI. If still not satisfied with the appeal outcome they may contact an independent mediator such as:

   LEADR
   Level 1, 13-15 Bridge Street Sydney NSW 2000
   +61 2 9251 3366
   Freecall: 1800 651 650
   infoaus@leadriama.org

9. Following the independent mediator out come if the student remains unhappy with the findings they may contact other independent mediation/arbitration services such as the examples listed below:

   Overseas Students Ombudsman
   GPO Box 442 Canberra ACT 2601
   www.oso.gov.au or phone 1300 362 072

   The Overseas Students Ombudsman is free and independent.
   Dispute Resolution Branch Department of Justice and Attorney-General
   Level 1 Brisbane Magistrates Court, 363 George Street, Brisbane, QLD 4000
   GPO Box 149 Brisbane Qld 4001
   Phone: (07) 3239 6269 Fax: (07) 3239 6284
   Email: trainingdrb@justice.qld.gov.au

   Queensland Department of Fair Trading
   Level 21, State Law Building, 50 Ann Street, Brisbane, QLD 4001
   GPO Box 3111, Brisbane, QLD, 4001
   Facsimile: (07) 3246 1589
   BrisbaneOFT@dtftwid.qld.gov.au

If a student is concerned about the actions of the provider, they may approach the State Registration Authority for CRICOS. ASQA has the power to suspend or cancel the provider's registration or a course if a breach of the requirements of registration provision is proved. Concerns about the conduct of the provider should be addressed to ASQA GPO Box 9928, Melbourne, VIC, 3001.

National Training Complaints Hotline

If you have a training problem or concern and are not satisfied with the outcome of CTI's internal Complaints & Appeals procedures, students can call Department of Education Employment & Workplace Relation's (DOE) toll-free complaints hotline on 1800 000 674 or www.directory.gov.au

15. ACADEMIC APPEALS

If a student at Canterbury Technical Institute is not happy with his/ her results, the student may appeal against their result via a written letter, or email clearly stating the grounds of appeal to the Principal Executive Officer or Student Services & Academic Manager. This should be submitted after completion of the subject and within fourteen days of commencement of the new study period.

- If the student is dissatisfied with the outcome of the assessment marking process, he/she has a right to appeal the assessment results
- The notice of appeal should be in writing addressed to the Principal Executive Officer or Student Services & Academic Manager and submitted within seven days of notification of the assessment results
- If the appeal is not lodged in the specified time, the result will stand as marked
- In emergency circumstances, such as in cases of serious illness or injury, the student must forward a medical certificate in support of a deferred appeal. The notice of appeal must be made within three working days of the concluding date shown on the medical certificate
- The decision of Principal Executive Officer or Student Services & Academic Manager will be discussed with the CEO and will be final.

Assessments Re-sit Policy

All students will be offered an opportunity to re-sit their failed assessment / assignment only once. If the student still does not succeed after the re-submissions the student has to then pay a $50 reassessment fee for each of 2 further attempts if required.

Students do not qualify for an automatic re-sit:

- If they are absent on the assessment due date without prior approval from the trainer / Principal Executive Officer or Student Services & Academic Manager
- Do not meet the minimum 70% attendance requirement

CTI will decide the dates of re-submissions / resit and inform the student.

CTI will consider student request for late-submission / extension / reassessment to assessment due dates on a case-by-case basis based on genuine reasons and evidence provided by the student.

Please refer to ***page 32*** of this handbook for further information on complaints and appeals procedures and ***page 58*** for re-assessment process details.

Procedures of academic issues & complaints

CTI encourages students to express concern about assessment/study-related issues and to raise concerns where necessary. Students need to follow CTI's defined protocol, while addressing their assessment/study-related concern or wishing to make a complaint.

1. The student is expected to first contact their subject tutor to address their work/study-related concern.
2. If the student is not satisfied with the tutor's response or has difficulty discussing matters with the tutor, he has the right to escalate the matter and discuss with the Principal Executive Officer or Student Services & Academic Manager to seek resolution.
3. Every student has an opportunity to formally present his or her case with the Principal Executive Officer or Student Services & Academic Manager. The student is welcome to bring a support person if he/she wishes to.
4. If the resolution reached is not to the satisfaction of the student, he has a further right of appeal, which has to be done in writing, "complaint form" to the Principal Executive Officer or Student Services & Academic Manager.
5. The written statement will detail the issue and the outcomes reached by other staff members, including reasons for the decision and a rationale for the appeal.

6. The student needs to include all relevant information within their documented complaint.
7. The student may submit the documented complaint in writing by letter, email or in person to the Principal Executive Officer or Student Services & Academic Manager.
8. The Principal Executive Officer or Student Services & Academic Manager may direct another relevantly qualified trainer to reassess the submission and the outcome of this assessment will be deemed final and close the complaint.
9. The Principal Executive Officer or Student Services & Academic Manager will respond to it in writing about the appeal outcome including the reasons for the decision within 10 working days from the date of submission. The decision will be reviewed by the CEO prior to informing the student.

This completes the CTI obligations regarding academic appeals.

16. COPYRIGHT

You may only copy materials in accordance with the Copyright Act 1968. The Act also applies to information published on the Internet. The Act requires copyright royalty payments for the reproduction of a considerable amount of published material, notably books. For study and research purposes students are allowed to copy 10% or one chapter of a book or one article per issue of a journal.

You must comply with licenses for the use of intellectual property, including software. All software loaded onto institute computers or provided by the institute is licensed and there is no permission to copy software unless permitted by the licensee.

If you need further information about your copyright obligations, please see the Australian Copyright Council website. (http://www.copyright.org.au/)

17. STUDENT DOCUMENTATION REQUEST CHARGES

Students will be charged $15.00 as document-processing fee on request of the following:

- A request for holiday / leave approval letter
- CTI Enrolment Confirmation letter
- Additional copies of Electronic Confirmation of Enrolment (ECoE)
- Additional copies of Statement of Attainment (SOA), Transcript OR Certificate of course completion
- Any other formal document requested from CTI for personal and / or work-related reasons

Please also see other fees on page 43.

18. USE OF COMPUTING AND ELECTRONIC RESOURCES

Student Responsibilities

Canterbury Technical Institute recognises that computing and electronic resources are a valuable source of learning and information relevant to educational programs. You are encouraged to make use of these resources for purposes relating to study being undertaken through the Institute. CTI computing and electronic resources are not to be used for purposes other than for program requirements unless otherwise stated.

These guidelines provide information about the acceptable use of computing and electronic resources provided by the Institute. These resources include Internet, email, web browsing, website publication, chat and newsgroups (forums). It is your responsibility to adhere to the guidelines for appropriate use of computing and electronic resources.

Canterbury Technical Institute Responsibilities

The Institute reserves the right to;

- Moderate access to Internet services, including the filtering of websites
- Monitor and record all usage of its computer networks
- Access a student e-mail account where it has been considered there has been misuse of the email system
- Take disciplinary action when breaches of expected behaviour occur.

Consequences of inappropriate use

Where it is alleged that a student is inappropriately using facilities the institute will provide the student with written notice of the alleged inappropriate use. The student has the right to provide an explanation to the delegated institute officer prior to any disciplinary action being taken.

Disciplinary action against students, who inappropriately use computing and electronic resources or breach any of the terms and conditions contained in the Institute, may include but not be limited to:

- Suspended access to the computing and network facilities of the Institute either indefinitely or for a specified period of time determined by the Institute or
- Legal action - illegal acts will be referred to the appropriate legal authority.

The following are examples of inappropriate use of communication and information devices.

Criminal Offences

Commonwealth and State laws relating to written communications apply equally to email messages and the Internet. These include laws relating to:

- Downloading, uploading, copying, storing or distributing child pornography
- Downloading, uploading, copying, storing or distributing software applications or other material with content that is illegal
- Breach of copyright such as unlicensed copying of a computer program
- Intercepting, attempting to steal or alter data (hacking), unlawfully accessing, altering, or falsifying electronic documents or programs and
- Use of communication and information devices for defamation, illegal gambling, fraudulent misrepresentation and unauthorised recording.

Unlawful Use - Violations of State or Federal law

- Unauthorised use, or reproduction of documentation that would normally require payment of a fee for use
- Accessing or downloading website materials or files or transmitting material that is defamatory

- Accessing, displaying, disseminating and storing obscene or offensive material including abusive, pornographic, profane or sexually oriented material
- Internet technologies must not be used to access or disseminate: use of illegal drugs, dangerous materials or other illegal activity; or material that promotes hatred or
- Discrimination based on age, race, religion, gender or sexual preference. Threatening letters or unsolicited advertising, false or defamatory statements must not be posted or published on the Internet.

Inappropriate Use

You should not use the computing and electronic resources provided by the Institute for purposes not directly related to the study being undertaken. The following are examples of inappropriate use of Canterbury Technical Institute computing and electronic resources:

- Conducting private business for personal gain or profit, including fee-based or subscription services
- Unauthorised downloading or storage of files and records, which are not for study purposes. Downloading of Software (licensed, shareware, freeware, evaluation or otherwise) including system, application or data files may only occur when approved by the institute and using procedures approved by the institute.
- Accessing of communication and information devices and services such as Internet relay chat, for non-study purposes. All transactions should be conducted in a manner that does not create congestion on the network. For this reason the accessing of Internet chat sites is prohibited. Audio files, movie files and games are not to be played, installed onto computers or downloaded from the Internet.
- Using the Internet to gain unauthorised access to other computers
- Unauthorised use of any password/mailbox is prohibited
- Failing to undertake security precautions when downloading files e.g. checking for viruses. Any use of the Internet should ensure that there is no possibility of transmission of viruses or programs that may harm data or computer hardware and software. No e-mail attachment should be opened if received from an unknown source or topic. Any suspect e-mail or virus warning from an unsubstantiated source should be forwarded unopened to the institute information technology support officer
- Gaining or attempting to gain access to another user's account or masquerade as another user
- Attempting to intercept, download or electronically read another user's files, transmissions or electronic mail
- Giving an unauthorised person, either intentionally or negligently passwords associated with access to the computing and networking facilities
- Attempting to access any computer system or network without appropriate authority
- Attempting to bypass system restrictions or security mechanisms
- Attempting to change configuration files or settings
- Intentionally damaging or destroying any computer systems or data, or developing or using programs for this purpose
- Exceeding allocated host computer disk space
- Using the computing and electronic resources to intimidate, harass, annoy or stalk another person.

In using the Internet, the privacy of others must be respected. You should not:

- Use the computing and networking facilities to infringe on another person's right to privacy
- Publish personal contact information about other people or include reference to others including names and pictures without their permission
- Forward a message identified by the sender as private without the permission of the sender

19. STUDENT RPL & COURSE CREDIT INFORMATION AND REQUIREMENTS

Recognising Prior Experience and Skills

National Recognition (Recognition Of Qualifications Issued By Other RTO's)

National recognition is the process that recognises qualifications or Statements of Attainment issued by another Registered Training Organisation that are the same as the competencies in the program you are enrolled in.

To receive recognition for previous study, you do NOT need to be enrolled in the program. However, you will need to provide certified copies of your qualifications, Statement of Attainment along with your RPL form to the institute to assess your eligibility for RPL. For further information on RPL & Qualification recognition please contact the reception or alternatively email rahul@cti.qld.edu.au

Recognition of Prior Learning (RPL)

CTI recognises the prior learning of students based on:

- previous training, (includes overseas qualifications)
- formal study and acquisition of a qualification and statements of attainment from another RTO
- practical experience in a work environment
- projects undertaken, and
- life experiences

All students are advised of the availability of RPL during the enrolment process. Education consultants advise international students regarding RPL standards during the application process. International students can request RPL forms by emailing to rahul@cti.qld.edu.au. For onshore / local students, RPL form can be also requested from the Student Services & Academic Manager-andrea@cti.qld.edu.au.

All staff (especially trainers and assessors) are informed about CTI's obligation to recognise AQF qualifications and statements of attainment issued by other RTO's.

Assessments of RPL evidence provided by the applicant will be made against the evidence requirements outlined in the unit of competency.

Procedures

1. Students will be advised that RPL is available through the Student Handbook, Web site, Marketing brochures and the Induction Program and Marketing Field Officers (Domestic).
2. The Student Services & Academic Manager will facilitate the RPL process for requests received. A qualified trainer (delivery & assessment) will conduct the RPL process.
3. The results of the RPL requested will be reported back to the student within 2 weeks of the applications received.
4. Students who request an RPL assessment will be advised of the evidence required and suggestions of how to obtain it (e.g., supervisor evidence, previous projects, transcripts of qualifications completed, work experience, in-service training, distance education or open learning, community-based learning, or overseas education, training or experience etc.).
5. Students must complete the RPL form, attach the required evidence, and submit at a date specified by the designated RPL Assessor for assessment.
6. If RPL is approved, the applicant will be marked as "Exempted" rather than "Competent" in the transcript of records.
7. The applicant will be notified in writing of the outcome of the RPL. On the basis of the assessment the student will be advised that:
    - the application has been granted or
    - the application has been denied or
    - further evidence is required

8. If the outcome of the evidential documentation is not sufficient, then the student will be advised to provide further documentation to validate his or her skills / experience. The Trainer will set a date for the additional documents to be submitted.
9. If the student fails to furnish the required documents, he / she will have to enrol for the unit in question alternatively if he/ she succeeds, RPL will be awarded.
10. If the student is not satisfied with the outcome, the matter will be referred to the Principal Executive Officer for an independent evaluation and review of the evidence and the assessment process.
11. The student must sign a record of the RPL report. A copy will be placed in the student's file.

Where expert assessors are required, the Student Services & Academic Manager will contact the relevant industry-training organisation (ITO) and identify a recognised assessor. Only qualified assessors will be contracted in this case, as recommended by their ITO. RPL assessors should have:

- An understanding and ability to carry out a wide range of assessment techniques;
- The ability to judge diverse evidence fairly and accurately;
- The ability to draw inferences based on the evidence presented;

If CTI grants the student RPL prior to the student being granted student visa, CTI will indicate the actual net course duration (as reduced by course credit) in the confirmation of enrolment (COE) issued for that student for that course, OR

If the RPL is granted after the student visa is granted, CTI will report the change of the course duration via PRISMS under section 19 of the ESOS Act.

Where RPL is granted, the student's training and assessment program will be reviewed so that student has a full-time load to ensure that full-time study requirements are being met.

RPL Policy for overseas qualification

Verification of vocational / academic competence

CTI will endeavour to verify all academic qualifications & vocational competence by assessing overseas qualification and via the interview process, if required.

All overseas qualification achieved will be reviewed and assessed through the Australian Education International (AEI), through the National Office of Overseas Skills Recognition (AEI-NOOSR) guidelines to check its relevance and its standards within the Australian Education framework. https://internationaleducation.gov.au/services-and-resources/pages/qualifications-recognition.aspx

Students applying for RPL into CTI's training package units will have to provide a verified overseas qualification, a transcript and a detailed breakdown of the curriculum covered under the units that the student is claiming RPL for. CTI will employ a suitably qualified assessor to conduct the assessment of the RPL request. CTI will advise the student the result of the RPL application within 2 weeks from the date the application is received.

Students applying through CTI approved agents will have to meet the minimum entry requirement as detailed in the "entry requirements" section in the CTI marketing brochure. All qualification documents submitted by the students will be initially reviewed and verified by the recruiting agent as per the student selection procedure. CTI will review the agent's decision and confirm if the student meets the pre-requisite knowledge & skills requirement, prior to issuing the "Letter of offer" in the Written Agreement.

LLN

All students have the option to be assessed in order to ascertain whether their Language Literacy and Numeracy skills are sufficient to successfully complete the training program. Those who require further support will be advised to seek this with a qualified expert; there are a number of training organisations able to provide this service. Suitable courses will be discussed at intake interview. Any costs incurred will be the responsibility of the student.

Queensland Government Funded Courses and RPL

- CTI is a registered PQS provider delivering course under the Certificate III Guarantee & Higher Level Skills program
- CTI conducts RPL information sessions by prior appointment for skills assessment

- CTI will provide clear information on funding and required co-contribution fees
- CTI will assess the candidate's eligibility and conducts eligibility checks
- Eligible candidates will be lead through the RPL process and skills evidence gathering requirements
- Gap training can be provided where the trainer assessor identifies this need
- Candidates may be required to attend CTI for delivery of gap training to an agreed schedule

Course Credits / Transfers / Pathway options

CTI's qualifications offer advanced standing for completed formal studies into 2nd year of University Bachelor degrees.

Students may apply for advanced standing in undergraduate courses where they have completed formal studies at CTI. Students must apply by submitting the appropriate form to the University they wish to study with and attaching documentary evidence of satisfactory completion of that course/s. A decision is made by the relevant University Faculty about the level at which the student will enter the course (e.g., 1 year of advanced standing means the student will enter the course at the level of Year 2). (Where vocational education and training is in an area related to the subject matter of the undergraduate degree course, credit may be granted for up to one year of the undergraduate course for studies completed at the Diploma or Advanced Diploma.)

Articulation

CTI currently has articulation arrangements with University of Southern Queensland, Australian Catholic University, Torrens University & Griffith University. Please note every university has individual conditions and pathway arrangements.

USQ, Sydney Education Centre accepts successful students who have completed Diploma and/or Advanced Diploma of Business, Diploma of Leadership and Management and Diploma of Software Development qualifications direct entry into the 2nd year of USQ's Bachelor Programs. (refer to CTI current brochure for details)

ACU, under review for renewal and accepts successful students on a case-by-case basis

Torrens University accepts successful students on a case-by-case basis

Griffith University accepts successful students on a case-by-case basis, who have completed Diploma of Business and / or Advanced Diploma of Business qualifications into its Bachelor of Business programs.

Fees & Charges

The following guidelines apply in relation to tuition fees:

- Students are required to pay in advance one semester's tuition fees and a minimum of 1-year overseas student's health cover
- If you repeat a subject and this falls into another semester after the course completion date, you will be charged part of the tuition fees for that semester
- If you have outstanding fees at the end of the semester or at the end of your course your results and qualification will be withheld till all fees have been paid in full
- If CTI grants the student RPL, CTI will issue a Written Agreement and offer letter with the pro-rata fees only for the units the student will be studying at CTI
- The Institute reserves the right to vary fees without notice

Student fees are to be paid as a condition of enrolment at CTI.

Procedures

1. CTI will invoice students per their agreed payment schedule.
2. Student fees are due before the commencement of each study period or agreed payment schedule
3. If students are unable to meet this dead line they are to see the Principal Executive Officer or Student Services & Academic Manager to determine a fee schedule.

4. If students are more than one week late with their fee schedule payment, a letter of notice will be sent.
5. If fees are more than two weeks late the student may be sent an Intent to Cancel Enrolment notice.
6. If a student having difficulties paying fees on time, the student has to make an appointment with the Principal Executive Officer (PEO) or Student Services & Academic Manager (SSM) and discuss his / her position. SSM will assist in resolving the student's fee problem and propose a plan to the student. If the student is not satisfied with the proposed plan he/ she will be required to apply to the PEO stating his issues and concerns with regards to payment of outstanding fees. The PEO will discuss the matter with the student and will make arrangements for payment of fees.
7. If fees are not paid for more than two weeks and the student has not made any genuine efforts to discuss the circumstances with CTI administration or respond to the Intent to Cancel Enrolment notice, the students' enrolment with CTI will be cancelled and this may also result in the cancellation of the student's visa. In this case students are strongly advised to contact DHA for more information on how this may impact their visa.
8. If CTI grants the student RPL, CTI will issue an offer letter with the pro-rata fees only for the units the student will be studying at CTI.

MONTHLY PAYMENT PLAN

Please note that a Monthly Payment Plan is a privilege, students are supposed to pay in full on commencement. In the event of cancellation or course withdrawal, CTI reserves the right to collect all unpaid fees for that particular study period. i.e. all fees are to be paid up for the term that the student has commenced enrolment.

Methods of Payment

Fees will be directly deposited into the CTI's trust account by following payment methods

- Direct Deposit
- Credit or Debit card
- Bank draft
- Telegraphic transfer

Overseas Student Health Cover (OSHC)

It is an Australian Government requirement for overseas students and their dependants to maintain self-funded medical and hospital cover for the duration of their study in Australia. There are several companies that provide health cover.

CTI's preferred Overseas Health Cover provider is Medibank. The cost of health cover through Medibank is approximately AUD545.00 for 1 year and AUD1114.00 for 2 years for single applicants. These prices are to be used as a guide only. You must pay the appropriate premium to CTI before leaving your home country. If a spouse and/or dependent children accompany you, you will need to pay a family premium, approximately AUD4565 for 1 year and AUD12345 for two years. For further information please refer to the following website:
http://www.medibank.com.au/client/staticpages/oshchome.aspx

Overdue Fees

If you have overdue course fees with the Institute, you may not be eligible to:

- Undertake/submit assessment
- Continue study
- Enrol into further study with the institute
- Borrow items from the library

Other Fees

- Library deposit fee $70
- Black and white printing (50 free pages every 2 study periods) - 5c per page (min charge $1)
- Colour printing - 50c per page (Minimum charge $1.00 for 2 pages)

- Additional assessment re-sit fee $50.00 (at trainer's discretion) following the first 2 free attempts
- Additional Cookery exam resit fee- $500 + cost of consumables for the exam.
- Surcharge fee for monthly instalments payment plan $80
- Commencement of Certificate IV Hospitality or Commercial Cookery materials Fee $1000.00
- Additional copies of "Statement of Attainment / Transcript / Qualification" $30
- Administration fee on approved refunds $150
- Confirmation of Enrolment (COE) $300
- Certificate IV in Hospitality and Commercial Cookery Package $500 for each COE

Document Processing Fee of $15 applies to the following requests:

- "Holiday approval" confirmation letter
- "Confirmation of Enrolment" letter
- Additional copies of ECoE's
- Replacement of Student ID card

20. REFUND POLICY

It is the policy of CTI to have a refund policy that is both fair and reasonable to the students and CTI.

1. As per ESOS Act 2000 and the ESOS Regulations 2001, a student will be given a full refund if CTI is unable to offer the course within 14 days of provider default
2. In event of visa refusal, a student will be given a refund within 28 days, administration fees of $150 are not refundable.
3. Refund on the basis of visa rejection will require a copy of the visa rejection notification from the Australian Embassy/High Commission/DHA and your official CTI receipt.
4. Accommodation Deposit and Airport Pick up fees are refundable if Visa is not granted.
5. Material fees & Monthly payment plan surcharge will not be refunded after course commencement
6. **Tuition Fees, Overseas Students Health Cover are Refundable in full where**:
   - Student has provided evidence of medical OR compassionate reasons due to which the student cannot commence the course
   - Australian Embassy rejects a Visa application.
   - Requests for refunds must be made in writing.
   - CTI is advised of the cancellation 28 days or more before course starts and prior to entering into Australia -
   - Student enrolled in packaged courses do NOT qualify for a refund once they commence their ELICOS studies in Australia.
     All tuition fee refunds will attract $150 Administration fee.
7. CTI will send the refund to the accepted student unless otherwise instructed and authorized in writing.
8. Tuition fees are not transferable to any other institution or student but may be transferred to another course within CTI.
9. If you withdraw from a course once it has commenced no refund of fees is given.
10. In the unlikely event that CTI is unable to deliver your course in full, you will be offered a full refund of the tuition fees you have paid.
11. If you have given misleading information to CTI approved agent, CTI and / or any commonwealth agencies of Australia, no refund will be given.
12. All refunds will be payable in the same currency in which the fees were paid. CTI will forward the refund to the applicant in his / her country of origin unless otherwise authorized in writing.
13. The normal processing of a refund will be done within 4 weeks.
14. All approved refunds in those cases where fees are paid from overseas are made payable to and sent to the student in his/her country of origin.
15. A student dissatisfied with the refund decision handed by CTI has the right to pursue other legal remedies, which includes independent complaints & appeals handling services provided by the Overseas Student Ombudsman (OSO) or a mediation company appointed by CTI.
16. Under compassionate circumstances such as bereavement (e.g. family death) CTI will make the decision of a refund or partial refund on a student's application within 28 days.
17. This agreement does not remove the right to take further action under Australia's consumer protection laws.
18. CTI will give the student a refund statement that explains how the amount has been worked out.

Certificate III Guarantee Subsidised Programs Refund Policy

As a Pre-Qualified Supplier (PQS) registered with QLD DET, CTI implements the following refund policy related to courses delivered to students under the PQS Program policy 2017-18.

1. A full refund of Student Co-Contribution Fees is applicable for training delivery that had not commenced at the time of cancellation of enrolment
2. A proportionate refund of fees will be provided where a student withdraws from a unit of competency or module
3. CTI will refund employers/industry for additional charges paid beyond the student and government contributions where circumstances are agreed as appropriate

Students will be advised of this policy before any payment is given to CTI. CTI will not accept any payments from an overseas student or intending overseas student or Australia domestic students unless the student has access to a copy of this refund policy.

21. STUDENT SELECTION, ENROLMENT AND INDUCTION / ORIENTATION, ACCESS & EQUITY POLICIES AND PROCEDURES

CTI will maintain computer records of enrolments on a database, which will enable the collection of data to record training and assessment program, students, and assessment outcomes.

Students are not required to be enrolled full time in their final semester where the students have been required to repeat units. The Principal Executive Office and Student Services & Academic Manager are responsible for all recruitment activities.

Preferred Entry Pathway Requirements

CTI has in place the following generic entry requirements to ensure that successful applicants have every opportunity to complete successfully their chosen program of study. These are common pre-requisite entry criteria's; however individual qualifications may have specific criteria's depending on the training package requirements.

Preferred Entry Pathway requirements for overseas students

- Must be 18 years of age or over
- Completed Year 12 (HSC or equivalent)
- Minimum 5.5 IELTS score or equivalent (international students)
- Mature age students with work experience (specific to the field of study) may also apply

Preferred Entry Pathway requirements for local domestic students:

- Must be 18 years of age or over
- Completed Year 12 for Certificate III &Diploma level qualification
- Mature age students with work experience (specific to the field of study) may also apply

General Entry requirements for local students accessing Queensland Government funded courses such as the Certificate III Guarantee Program:

- CTI is an RTO registered as QLD PQS
- Candidates must be a Queensland resident
- have Australian/New Zealand Citizenship, Australian permanent residency or temporary resident with visa work and permits on the pathway to permanent residency
- No longer at School
- Full time, Part-Time or Casual Staff
- Not hold or is currently enrolled in a certificate III or higher

For Further information go to: http://www.skillsgateway.training.qld.gov.au

Preferred Entry Pathway requirements for IT based courses (includes overseas & local students)

- An overall IELTS band 5.5 or equivalent and above (International students)
- Minimum 18 years and above (International students)
- Minimum High School Certificate or equivalent (Year 12)
- Must have successfully completed a computer literacy program either as a part of university/ college qualification or completed with a private training institution
- A verified copy of the qualification & transcript is required along with the application. Qualification & transcript needs to be verified by CTI's approved student recruitment agent to confirm its genuine status
- Computer literacy program must include training in the following areas:

- Basic computer operations (including hardware systems and commercial software applications)
- Skills in using Microsoft Windows XP and Microsoft office applications (MS Word, Excel, Power point & Access)
- Knowledge of using IT in a workplace environment (real time / simulated)

- Students have to meet all of the above requirements to gain entry into CTI's IT qualifications.

Student's applications, which do not meet the above requirements, will be rejected.

Policy

Student engagement prior to enrolment

Prior to accepting a student, or an intending student, for enrolment in a course, CTI will provide, in print or through an electronic copy or through its approved & authorised agent, current and accurate information regarding the following:

1. CTI will enter into a written agreement with the student, signed or otherwise accepted by that student via "Acceptance of Offer" (or the student's parent or legal guardian if the student is not 18 years of age until the start date of the course), concurrently with or prior to accepting course money from the student. The agreement will:
    a) Identify the course or courses in which the student is to be enrolled and any conditions on his or her enrolment;
    b) Provide an itemised list of course money payable by the student;
    c) Provide information in relation to refunds of course money;
    d) Set out the circumstances in which personal information about the student may be shared between the registered provider and the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition; and
    e) Advise the student of his or her obligation to notify the registered provider of a change of address within 7 days while enrolled in the course
2. The requirements for acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required and whether course credit may be applicable
3. The course content and duration, qualification offered if applicable, modes of study and assessment methods
4. Campus locations and a general description of facilities, equipment, and learning and library resources available to students
5. Details of any arrangements with another registered provider, person or business to provide the course or part of the course
6. Indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies
7. Information about the grounds by which the student's enrolment may be deferred, suspended or cancelled
8. A description of the ESOS framework made available electronically by DOE https://www.education.gov.au
9. Relevant information on living in Australia, including:
    a) indicative costs of living
    b) accommodation options, and
    c) where relevant, schooling obligations and options for school-aged dependants of intending students, including that school fees may be incurred

Pre-assessment and English language requirements

- Recruitment of students is conducted in an ethical and responsible manner
- Minimum age for students to enrol into CTI's program is 18 yrs and above
- Student Services & Academic Manager assesses students' qualifications and competencies
- Offers of program placement are based on these assessments and ensure that the students have the appropriate qualifications and proficiencies to undertake the training and assessment program

- Program placement offers provides information on English language requirements and/or recommended bridging training and assessment programs
- CTI will obtain evidence that the assessments of intending students' English language proficiency have been carried out, unless this is clearly not relevant
- Student Services & Academic Manager will conduct an assessment. Assessment will meet the requirements of Department of Home Affairs.

Pre-enrolment procedures to assess student eligibility

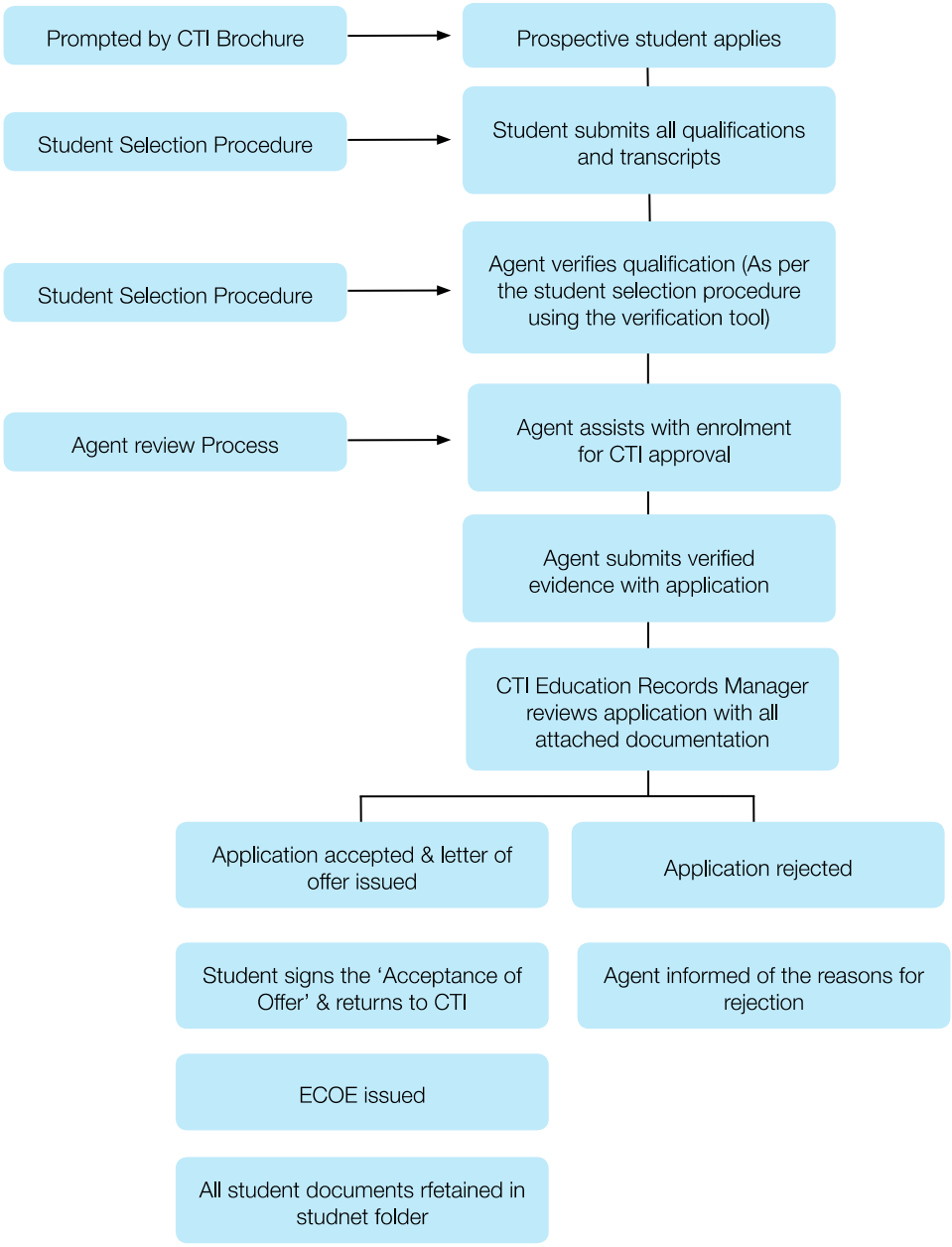
- The Marketing Manager and Student Services & Academic Manager are responsible to manage all direct student enrolment or via authorised international agents.
- The course brochure clearly identifies the basis of the student enrolment/admission to the program.
- It clearly explains the pre-requisites if any.
- Ensures cancellation and refund policy is clearly explained on the brochure.
- Ensures enrolment forms ask all necessary questions to allow for data to be collected, Additional information required for VET enrolments also is collected if appropriate.
- Ensure enrolment form has been filled in; check student's passport, previous attendance (if any) and overseas health cover.
- Student Services & Academic Manager checks all applications made to the institution and approves eligibility
- If a student meets selection criteria as prescribed by CTI in the student selection process, they are given a written agreement and "letter of offer".
- The student is then directed to pay his fees. After fees have been paid to the institution a "**Confirmation of Enrolment**" is given to the student. Student is also given a "Pre-arrival Pack" (also available online at http://www.cti.qld.edu.au)
- Student Services & Academic Manager checks the receipt all fees, gives the student an original receipt and ensures copies are kept for auditing.
- Maintain student records safely and in confidence for 7 years.
- Ensure no personal information about students is divulged to unauthorized individuals or organisations
- Student enrolment details are to be entered into RTO Manager.
- Program and unit information to be entered into the system including the VET National Identifier for accredited courses.
- All the records are to be kept as specified in the Record Management Policy.

CTI's procedure for agents to verify entry requirements prior to student enrolment.

1. Agents receives a student application for enrolment
2. Agent advises the students of the entry requirements
3. Student submits all required documentation including all qualifications, transcripts, and work experience to meet the entry pathway requirements. All original documents need to be sighted by the agent. No photocopies are accepted
4. The agent verifies the qualification & transcript to check if it meets the skill requirements as prescribed by CTI in its "***Verification Tools for CTI's international student recruitment agents***". Agent will cross check with the local training provider the validity, if required.
5. If approved, the agent completes and attaches all required documents to the CTI application form.
6. Agent forwards all documents to CTI.

Student Services & Academic Manager and Marketing Manager check all documents including student enrolment form and GTE requirements and advises agent if the student is accepted. If accepted, a written agreement and offer letter is issued to the student. If not, the agent is advised of the missing documents or the in competencies of the applicant.

Student selection procedure for agents



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22. STUDENT ACCESS & EQUITY

During the enrolment & orientation process, all potential candidates will be offered an opportunity to discuss any special or additional needs that they may require to fulfil their study requirements. This would be with regards to any arrangements they would need while being a student at CTI. For example: Children, family commitments, disability or medical condition, other commitments, and religious obligations.

The Student Services & Academic Manager (SSM) / Marketing Manager/ Principal Executive Officer (PEO) will make a note of this on the student application form OR add notes to the students' enrolment file (on RTO Manager) and will evaluate it during the time of final selection. CTI will exercise the right to approve / disapprove any special needs or requirement that the candidate might have depending upon the feasibility and CTI's capacity to make it available.

This exercise will assist CTI to deploy additional resources to accommodate potential student's learning needs to achieve the desired outcome and offer equal learning opportunities.

Procedure

1. During the enrolment CTI representative (Authorised agent) will ask the prospective student if they have any special needs. OR the PEO will ask the student on the orientation day if they have special needs.
2. The Agent / PEO / Marketing Manager/ SSM will make note of it on the "Application Form" and discuss the possibilities of approval.
3. The SSM will analyse the special needs or requirement of the student in comparison to CTI's ability to make it available.
4. If the candidate is selected, the SSM will further discuss (verbal) the needs with the selected student and inform them on arrangements would be made to accommodate their needs.
5. The student then would have the final option of either accepting the position or rejecting it, depending on the accommodations suggested by CTI.
6. CTI will advise the student during the induction process, prior to the commencement of studies of the arrangement made for the student.

LLN

All students have the option to be assessed in order to ascertain whether their Language Literacy and

Numeracy skills are sufficient to successfully complete the training program. Those who require further support will be advised to seek this with a qualified expert; there are a number of training organisations able to provide this service. Suitable courses will be discussed at intake interview. Any costs incurred will be the responsibility of the student.

23. CRITICAL INCIDENT POLICY & PROCEDURES

Policy

Preamble

Under standard 6 of the National Code 2007, CTI will support students to adjust to study and "life in Australia", to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of the course.

The intention of standard 6 is to ensure that appropriate support services are available to international students to ease the transition into the life and study in Australia and allow access to appropriate assistance for the student as needed.

In addition, CTI will support students to adjust to the life and study in Australia, to achieve their learning goals and to achieve satisfactory academic progress.

Principles

CTI recognises the duty of care owed to its students and that planning for the management of a critical incident is essential.

Definition

A critical incident is defined by the National Code as "a *traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury*".

Critical incidents are not limited to, but could include:

- Missing students
- Severe verbal or psychological aggression;
- Death, serious injury or any threat of these;
- Natural disaster;
- Domestic violence, sexual assault, drug or alcohol abuse;
- Non-life-threatening events could still qualify as critical incidents.

Critical incident team (CIT)

When a critical incident occurs, the Principal Executive Officer (PEO)/ Student Services & Academic Manager (SSM) will call a meeting with the appropriate staff to form a CIT. The PEO & SSM will be core members of every CIT.

The CIT is responsible for:

- Assessing risks and response actions
- Liaison with emergency and other services
- Contact with student's relatives and other appropriate contacts
- Liaison with other external bodies, such as home stays, carers or foreign embassies, and
- Counselling and managing students and staff, who are not directly involved in the incident,

Action Plan

The CIT will set in motion a critical incident action plan to manage various aspects arising from the incident including communication strategies. This will include:

- Creating and disseminating a plan and its procedures
- A review of the plan, and
- Staff development and training

Media Management

A media management process will be included in the management plan to ensure the most positive and supportive response from the media.

Reporting and recording of incident and action taken

The ESOS Act requires the college to notify DOE and DHA as soon as practical after the incident and in the case of a student's death or other absence affecting the student's attendance, the incident will need to be reported via the PRISMS.

When an international student dies or sustains serious injury, CTI will assist the student's family.

This may include:

- Hiring interpreters
- Making arrangements for hospital/funeral/travel/memorial service/repatriation
- Obtaining a death certificate
- Assisting with personal items and affairs including insurance issues
- Assisting with visa issues
- Assisting with travel arrangements

On-campus Incidents

If the incident is on campus and involves death, serious injury or a threat to life or property, the Principal /Manager Student Services is contacted.

Principal Executive Officer– (Rahul Fernandes): 0413 222 969 (1st point of contact)

Student Services & Academic Manager (Andrea Sequeira): 0452 631 250 (2nd point of contact)

Off-campus Incidents

If the critical incident involves a student or staff member and is off-campus, the person receiving the information must immediately contact the Principal Executive Officer / Student Services & Academic Manager who will communicate other staff as appropriate.

Key Details to be reported

Key details to report include the time, location and nature of the incident (e.g. threat, accident, death or injury), names and roles of persons involved (e.g. staff, international or domestic student).

Checklist for Staff Managing Critical Incidents

The Principal Executive Officer / Student Services & Academic Manager will seek information about the incident and will request that the information is not immediately made public. Principal Executive Officer / Student Services & Academic Manager or appointee will then call a meeting with the following staff or their appointee as a Critical Incident Team (CIT):

- Principal Executive Officer
- Student Services & Academic Manager
- Administration Officer

The CIT will manage the College's response.

Response Checklist

As soon as possible, the Principal Executive Officer / Student Services & Academic Manager will liaise with relevant staff to prepare a communication plan and appoint a spokesperson.

Communication

- Response and ongoing strategies including individual roles and responsibilities
- Liaison with police, doctors, hospital staff and other relevant professionals
- Legal assistance if required
- Follow-up letters to family
- Incident report for the College records

Support for family, friends and staff

- Next of kin (parents/guardian) to be contacted and support provided to family and friends
- Arrangements made for visits from family and friends, e.g. accommodation, travel, crisis support and referral to appropriate services

Training regarding the Critical Incident Policy

- It is important for staff to be aware of the existence of such a policy.
- Resource workshop will be conducted to locate all relevant community resources in immediate local area: Funeral Directors, Police and Medical Authorities, Religious Leaders, Ethnic Group Leaders, Media Representatives, Insurance Representatives, local Embassy or Consular representatives.

Follow-up and evaluation

CTI staff will be made aware of the critical incident policy and procedures and be given appropriate training to ensure the duty of care for international students is uppermost in their minds.

A review and evaluation of the response to the critical incident will be conducted and the procedures reviewed by the CIT and / or other stakeholders.

Resources

Changes to the policy and procedures, including updating resources, will be made as soon as practicable following the review and evaluation.

Procedures for Critical Incidents

The staff member receiving the news contacts the Principal Executive Officer / Student Services & Academic Manager.
The Principal Executive Officer / Student Services & Academic Manager will call a meeting with the staff involved to make decisions as to how to proceed. The staff to represent the CIT will be:

- Principal Executive Officer
- Student Services & Academic Manager
- Administration Officer

Critical Incident Team

At the initial meeting, the task of the group will be to:

- Create for themselves a clear understanding of the known facts.
- Plan an immediate response.
- Plan ongoing strategies.
- Allocate individual roles/responsibilities for ongoing tasks.

Immediate response

Principal Executive Officer / Student Services & Academic Manager will

1. Contact the next of kin of the student/s
2. Make arrangements for informing staff and students.
3. Provide guidelines to staff about what information to give students.
4. A written memo to staff if the matter is complex.
5. Brief staff and delegate a staff member to deal with telephone/counter inquiries.
6. Manage media/publicity
7. Identify students and staff members most closely involved and therefore most at risk.
    - Those directly involved
    - Personal friends/family of those involved
    - Others who have experienced a similar past trauma
    - Other students, staff, supervisors etc.
8. Arrange a time and place for an initial group/individual debriefing session with Counsellor/s.
    - In this session, an opportunity is given to share the impact of the event, discuss various interpretations of the event in cultural/ethnic terms, the resulting sense of vulnerability, the experience of painful emotions and the normalisation of reactions.
9. Organise a tasks timetable for the next hour/s, day/s etc.

10. Plan ongoing feedback and regular meetings so that the CIT is continually in touch and working together.
11. Confirm access to emergency funds if necessary.

***NOTE**:* Principal Executive Officer / Student Services & Academic Manager *will scribe for all meetings to keep records of content and decisions.*

Ongoing and follow up response

These issues will be discussed at subsequent meetings.

- WHO is the DECISION MAKER?
- WHO will FOLLOW UP?
- Availability of mobile phones
- Notification of and liaison with Sponsor/Agent if applicable
- Arrangements for visits to/from Family
- Liaison with Police, Doctors, Hospital Staff
- Hiring Independent Interpreters
- Death Notices
- Funeral/Memorial Service Arrangements
- Refund of student's fees to pay repatriation or associated expenses
- Copy of Death Certificate
- Consideration of personal items and affairs (household and academic)
- Insurance Matters, OHSC Coverage, Ambulance Cover
- Formal Stress Management interventions required for students and/or staff (release from classes, leave, rescheduled assessment or exams)
- Liaison with Academic Staff
- Arrangements for further debriefing sessions for groups/individuals as required
- Liaison with Department of Immigration and Citizenship if studies will be interrupted
- Fees issue to be resolved if student cannot continue with their studies
- Legal Issues: helping students get access to legal assistance if required.
- Arrangements for further debriefing sessions for groups/individuals as required
- Follow up condolence or other letters to Family
- Financial Assistance for families of affected person(s) if residing in Australia
- Organising students/staff for hospital visits

Stress management

1. Debriefing as soon as possible after the event on an individual or group basis
2. Further debriefing - one or more days after the incident (group basis)
3. Follow up 2 - 6 weeks later - (individual or group basis)
4. Ongoing counselling as required
5. Recovery time for staff involved and the Coordinating Team members.

Managing the media

Each critical incident is unique, and the dynamics of each situation will have to be assessed when it occurs. CTI's CIT will structure an approach to manage media (if required). CIT will plan to ensure the most positive and supportive response from the media.

The PEO/ SSM is the appointed person who would handle the initial media calls and return media calls as soon as possible. PEO/ SSM will act as the Media liaison officer / Spokesperson for CTI and will handle all media inquiries. The media liaison officer will liaise with the Director / Principal regarding the situation.

The PEO/ SSM will respond to questions accurately. In the case that PEO/ SSM is unable to answer the media questions due to:

i) Of the sensitive nature of the issue or
ii) CTI does not have the information available.

He will, if necessary to check with the police, ambulance or fire brigade etc, before making a statement.

CRITICAL INCIDENT FLOWCHART

Critical Incident Team:

- **Student Contact person (**Principal Executive Officer / Student Services & Academic Manager**)**

9.3 Immediate Action

1. Staff member(s) (witness to incident or first contacted) …**Gather factual information** and **Contact Emergency Services - Dial 000**

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Assess situation: focus on immediate safety of other students and staff	Staff member(s) (witness to incident or first contacted) 2. Ensure safety & welfare of staff and students 3. Contact first aid officer: eg. Student Services & Academic Manager 4. Administer first-aid until ambulance arrives

NB: Once police or fire brigade arrive at the school they will determine if other resources such as State Emergency Services (SES) are required to assist.

Critical Incident Team member to liaise with emergency services

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Contact team leader within the hour *Debrief and counseling info as soon as practicable*	5. Staff: Contact Critical Incident Coordinator (Principal Executive Officer / Student Services & Academic Manager) 6. Staff: Give facts of the situation 7. Staff: Receive advice from Principal Executive Officer / Student Services & Academic Manager on debriefing & counselling 8. Manage incoming inquiries (and outgoing information via web, phone)
Within 24 hours	Principal Executive Officer / Student Services & Academic Manager - Manage the media Prepare a written statement

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Within 48 hours…Receive briefing from critical incident team	9. Reception: Inform colleagues

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Within 48 hours	10. Principal Executive Officer / Student Services & Academic Manager contacts parents or families / friends of affected persons

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Within 7 days	11. Principal Executive Officer / Student Services & Academic Manager "Incident Report" form

10.3 *ADDITIONAL ACTION (When appropriate)*

Principal Executive Officer / Student Services & Academic Manager will convene brief meeting of the CIT to:

- Discuss intervention plan
- Obtain executive support

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Contact Local Support Personnel

Support Personnel	Name	Telephone
Counsellors	Trauma Counselling Services	

↓

Principal Executive Officer / Student Services & Academic Manager convenes full staff meeting of teaching and administrative staff to:

- Present information
- Discuss action plan
- Allow staff response
- Decide on how students will be informed or given additional information

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Principal Executive Officer / Student Services & Academic Manager will set up a recovery room in the school:

- Provide fluids
- Comfortable chairs
- Support personnel

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Principal Executive Officer / Student Services & Academic Manager will inform students of:

- Facts of the incident
- School actions
- Counselling services
- Allow student discussion or response

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Principal Executive Officer / Student Services & Academic Manager convenes with counsellors / first aid officers to Identify "at risk" students and staff
(CTI will contract professionals, if required)

CTI will counsel students who have experienced trauma and list the students involved

Principal Executive Officer / Student Services & Academic Manager will contact parents or families of "at risk" students and staff

Principal Executive Officer / Student Services & Academic Manager … arrange debriefing for "at risk" students and staff

CTI will organise / contract professional counsellors if required

Principal Executive Officer / Student Services & Academic Manager …Inform all parents via College website

- The facts of the critical incident
- the school's response plans
- possible reaction of students
- sources of help for families
- encourage two-way communication between parents and the school

CIT restores the school to regular routine as soon as practicable

- All staff can help here

Critical Incident Team will obtain updated factual information

- Continue to inform staff, students and parents

Critical Incident Team will continue to monitor well-being of students and staff

All staff to report new information to CIT

Staff may use rapport with students to counsel or refer on to professional body… CIT be informed of all referrals

Recovery time for staff involved

24. ACADEMIC COURSE PROGRESS POLICY

Under Standard 8 of the National Code 2018, CTI implements the DOE-CRICOS Course Progress Policy and Procedures for its vocational education and training (VET) courses and is not required for ESOS purposes to monitor attendance for those courses.

CTI chooses to implement the DOE-CRICOS Course Progress Policy and Procedures and implements the policy and procedures for all of its CRICOS registered VET courses.

Policy

1. CTI will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
2. CTI will assess each student's progress at the end of each compulsory study period.
3. CTI study periods are usually 10-week terms to make an assessment of a student's course progress.
4. Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements over a period of a semester (2 terms, which is approximately 6 months).
5. When a student has not passed or demonstrated competency in 50% (at least competent in 1 term) or more of the course requirements over a semester
6. CTI will initiate its **intervention strategy** for any student who is not making satisfactory course progress at the end of every term, depending on the student's results for every term.
7. The Academic Progress policy is made available to staff and students via Student / Staff handbook and specifies:
    a. procedures for contacting and counseling students;
    b. strategies to assist identified students to achieve satisfactory course progress; and the process which the intervention strategy is activated

Academic Progress & Student Intervention

CTI will maintain and monitor student's academic progress throughout the duration of the qualification. CTI will put in place all required student support services to assist them in achieving the desired results. Students are expected to achieve a minimum of **50% pass rate** in every term. Students failing to do so will be counselled and warned before they are directed to re-enrol into the course or their enrolment cancelled. Students will not be given any extension at the end of the qualification if they have not completed all the required units of competencies.

An intervention strategy could be activated by:

- a letter or an email to the student;
- personal contact with the student by CTI's authorised staff member;

The intervention strategy will specify what additional support will be provided to students at risk of not meeting satisfactory course progress requirements. Strategies for assisting students at risk could include, but are not limited to, the student:

- attending academic skills programmes;
- attending tutorial or study groups;
- receiving individual case management;
- attending counselling;
- receiving assistance with personal issues which are influencing progress;
- receiving mentoring;
- being placed in a suitable alternative subject within a course or a suitable alternative course; or
- a combination of the above and a reduction in course load.

1. **The intervention strategy will include** provisions for:
    a) where appropriate, advising students on the suitability of the course in which they are enrolled;
    b) assisting students by advising of opportunities for the students to be reassessed for

tasks in units or subjects they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency; and

c) advising students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to Department of Home Affairs (DoHA) and cancellation of his or her visa, depending on the outcome of any appeals process.

2. At the end of each compulsory study period, students will be assessed against the course progress policy. If a student is identified for the first time as not making satisfactory course progress, the intervention strategy is implemented. The intervention strategy will be activated no later than the first four weeks of the following study period.
3. However, if CTI identifies that a student is at risk of making unsatisfactory course progress before the end of the study period, CTI will implement its intervention strategy as early as practicable.
4. If a student is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course, CTI will notify the student of its intention to report the student to DoHA for unsatisfactory progress. CTI does this through the written notice.
5. A student is identified as not making satisfactory course progress if their attendance drops below 75% and/or they are not assessed as not yet competent in at least half the units studied each study period.
6. The written notice (of intention to report the student for unsatisfactory progress) will inform the student that he or she is able to access CTI's complaints and appeals process under Standard 8 and that the student has 20 working days in which to do so. A student may appeal on the following grounds:
    a) CTI's failure to record or calculate a student's marks accurately,
    b) compassionate or compelling circumstances, or
    c) CTI has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.
7. Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process.
    a) If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), CTI does not report the student, and there is no requirement for intervention.
    b) If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through the provider's intervention strategy, and the provider does not report the student.
8. Where:
    a) the student has chosen not to access the complaints and appeals processes within the 20-working day period,
    b) the student withdraws from the process, or
    c) the process is completed and results in a decision supporting CTI (i.e. the student's appeal was unsuccessful) then CTI will notify DoHA through PRISMS as soon as practicable of the student not achieving satisfactory course progress.

Procedures for monitoring Academic Progress & managing student Intervention

- Students will have to maintain a **50% pass rate** throughout each study period.
- **The student pass rate / competency will be demonstrated at the end of every study period, once the trainers have submitted the results of the study period to the administration department.**
- **The Student Services & Academic Manager & Office Administration will review all students results and identify and contact students via letter / phone / email who have been marked Not Yet Competent in more than 50% of units (NYC) to make an appointment to discuss their academic progress.**

- However, if CTI identifies that a student is at risk of making unsatisfactory course progress before the end of the study period, the Student Services & Academic Manager will implement CTI's intervention strategy as early as practicable.
- The Student Services & Academic Manager (SSM) will invite the student to a personal interview / counselling session by SMS, email or personal contact after receiving assessment results or after consultation with a trainer to understand the reasons causing low academic progress. The SSM will make recommendations / propose solutions to the students to improve their performance.
- The SSM will make notes of the meeting in the student management system (RTO Manager) for future reference and complete the "Student Intervention" form.
- Students failing to maintain the minimum course progress standard will be issued with **warning letter -1.** The student will be initially given an opportunity to discuss their reasons / problems with the SSM for their failure to achieve the minimum academic progress. This letter provides an opportunity to the student to discuss his/her situation with the SSM. The SSM will counsel the student and seek clarity on the issues and address any of their concerns. If, however there is no further progress, a **second warning** with an intervention strategy is deemed necessary, the SSM will progress the case to the Principal Executive Officer (PEO) who will discusses the issues revolving around student's failure to meet minimum academic progress requirements. The PEO also informs the student that he/she will run a risk of his/her enrolment being cancelled and being reported to DoHA via PRISMS.
- The SSM acts as a point of contact and offers initial and basic support to students on matters and issues that fall within his/her capacity. However, if the SSM considers the needs of professional counselling or support services for the student are not offered by CTI, then CTI will seek or recommend professional counselling agency to the student.
- The PEO will execute measures to rectify the issues to the best of his/her ability and monitor the student's progress in the following study period. This will be recorded in "Student Intervention Form", which will be completed by the PEO & SSM during the meeting and signed by the student.
- However, if the student continues to under achieve in a second consecutive study period and is deemed **Not Yet Competent**, despite attempts by the institution to assist him/her in his/her learning, following confirmation of assessment results, the Principal Executive Officer will issue the student an "Intent to report to DoHA" letter via email, post or personal contact. This letter will state that the student's pass rate is lower than 50% in the current study period and he/she does not meet the minimum requirement as prescribed by DOE-CRICOS course progress policy.
- Students will have the opportunity to access CTI's complaints and appeal process within the next 20 working days of the "**Intent to report to DoHA**" letter being issued to explain the reason why this decision should not be imposed by CTI.
- If the student does not appeal within 20 working days of the "warning letter" issue date, he / she will be reported to DoHA via PRISMS. The PEO will sign off the enrolment cancellation decision.

25. ASSESSMENT

The programs offered by CTI incorporate competency-based assessments. The purpose of assessing competency is to confirm that you can perform to the standards expected in the workplace. Assessment is defined as the process of making judgments about whether competency has been achieved. You will be given the option of providing evidence that you meet the requirements of competency through Recognition of Skills and Experience or you can undertake training and assessment against the competency.

The assessor will advise prior to the commencement of training how the competency is to be assessed. Assessment will generally be progressive and involve more than one assessment item for each competency. Assessment items can include, but are not limited to: projects, case studies, oral questions, assignments, portfolios, written examinations, role plays, practical demonstrations or observation of activities.

Fulltime status of students

Students are not required to be enrolled full-time in their final semester, where the student has been required to repeat units. Students also can be classified as full-time student if they are enrolled in a single (final) unit in their final semester of their qualification.

Assessment Resit / Resubmissions

As a full-time student, you have 2 submissions, any resubmissions after submission 2 will incur a resit fee of $50 per unit. If a student is still deemed Not Yet Competent (NYC) after submission 4, then the student will have to re-enrol into the specific unit / cluster of unit and pay the pro-rata tuition fees.

Additional Cookery exam resit fee- $500 + cost of consumables for the exam.

A resit fee of $100 will apply to the following Hospitality Units:
SITHFAB005- Prepare and serve espresso coffee
SITHFAB004- Prepare and serve non-alcoholic beverages
SITXFSA001- Use hygienic practices for food safety

Resubmissions will only be granted if the trainer considers that you have made a genuine attempt at the first submission.

Late Assessments

- If a student fails to make any submission or resubmissions by the scheduled date LATE FEE of $50 applies.
- Assessment items must be submitted to the assessor BY THE DUE DATE specified for a result to be recorded, unless an extension has been granted.
- Extensions will only be granted due to personal illness, or for other extenuating circumstances. Formal requests for extensions must be submitted to your teacher in writing 48 hours prior to the scheduled deadline.
- Length of extension is at the discretion of the teacher
- A doctor's certificate must be produced to verify illness (or other documentary evidence, where applicable).

Assessment Items

- You are responsible for complying with the procedures for assessment item submission and collection.
- To avoid plagiarism, you must properly acknowledge all information sources and demonstrate use of sourced content through contextualisation.
- If you have submitted your assessment item by the due date, and it is assessed as requiring additional work you can request an opportunity to resubmit the item. Only one resubmit will be granted for each assessment item.

Student requiring any further details are welcome to discuss this with the Student Services & Academic Manager or the Principal Executive Officer.

Examinations

- You will be given at least two weeks' notice of examinations.
- If you are late for an examination more than 20 minutes, you may be refused entry.
- Unless approved by the supervisor prior to the examination, you will not bring into an examination any devices capable of conveying information about the examination such as: mobile phones, notebook computers, electronic organisers, electronic dictionaries, calculators, textbooks and program notes. Please ensure that mobile phones are turned off during the examination time.
- During an examination session you will not:
    - Communicate by word or otherwise with any person other than the supervisor
    - Assist any other person to communicate with another person
    - Willingly receive a communication from any person except with the approval of the examination supervisor.
- If in the opinion of the supervisor your behaviour is disturbing or distracting any other student, the supervisor may require you to leave the examination.
- If you consider that your performance in an examination has been adversely affected by illness, disability, bereavement or other exceptional circumstances you may apply for special consideration.
- Special examination arrangements can be considered for students with disabilities, temporary incapacity or students who have been hospitalised during the examination period. Students who cannot attend the scheduled examination due to hospitalisation should apply to the Student Services & Academic Manager for a deferred examination, supported by appropriate documentary evidence. Candidates with special needs are appropriately accommodated.

***NOTE**: Permission to re-sit an assessment will only be granted if the assessor considers that you have made a genuine attempt at the first assessment.*

Assessment Feedback

- You have the right to receive written feedback for an assessment item.
- It is your responsibility to contact the assessor to obtain the result of your assessment item and schedule feedback if you have not received results / feedback within two weeks of your assessment completion.
- You should contact your assessor in the first instance if you are dissatisfied with the result of an assessment item and the feedback given. If the assessor is unavailable, you should contact the student services department.

Alternative Assessment

If you consider you will be disadvantaged, due to a disability or unusual circumstance, you may request an alternative assessment.

These requests:

- Should be submitted directly to the assessor
- Will be verified with staff & academic team
- Shall be approved and documented by the assessor.

The Institute offers flexible assessment procedures tailored according to each individual needs and requirements. If a candidate for assessment has a special need (e.g., disability), he/she needs to inform the Institute/assessor in advance to ensure that the need will be met during assessment.

Deferred Assessment

- You can apply to the Student Services & Academic Manager in writing for a deferred assessment giving the reason for the request.
- The application is to be made at least seven days prior to the due date of the assessment, except:
    - in emergency circumstances
    - in cases of serious illness or injury where you will need to provide a medical certificate. If the assessment date has passed, the application must be made within three working days of the concluding date on the medical certificate.
- If the Student Services & Academic Manager is satisfied that you were unable because of illness or other exceptional circumstances to complete an assessment task, they may allow a deferred assessment.

Results & Awards - Final Results

Your final results will be issued to you on the completion of study for a competency or group of competencies. If a student only completes a part of the units within a qualification then a "Statement of Attainment" will be issued to the student reflecting the unit completed. It will list the code and name of the competency and the result you achieved. Students are requested to apply for this before leaving.

Interim academic transcripts

You can apply to receive an Interim Transcript (charges apply) anytime during your course. It will list the code and name of the competency and the result you achieved. Interim transcript cannot be used as a proof of academic achievement.

Issuing of Awards

A "Completion Certificate" & Transcript of Units completed is issued upon successful completion of your course. Your award will be issued within 21 days of the institute becoming aware that you are eligible to receive the award.

Note: A student cannot receive an award, transcript or statement of attainment with a USI verified by CTI.

Awards are issued to students who complete the necessary requirements. However, if a financial debt is owed to the institute at the time, your award will be withheld until the debt is cleared.

Replacement awards can be obtained to:

- recognise a name change
- replace a damaged award or
- replace a lost award

NOTE: *Additional copies of awards cannot be issued, that is, you can't have more than one copy of an award at any given time.*

You must officially apply for replacement award(s) from the Institute. You must include the original award with your application or a witnessed Statutory Declaration, declaring the circumstances if the original has been lost or destroyed. You will need to include a certified copy of evidence of name change if necessary.

26. ATTENDANCE MONITORING

Policy

An accurate record of academic performance and attendance will be kept for each student.

A student is only allowed to defer commencement or suspend studies of a course on medical grounds (with a doctor's certificate) or other exceptional compassionate circumstances (such as death in the family). Where a student defers commencement or suspends studies on any other grounds without CTI's prior approval, CTI will report the student to DHA via PRISMS, as not complying with the visa conditions.

Attendance of all students at Canterbury Technical Institute (CTI) will be monitored monthly. Study periods are divided into terms. Please contact the institute for detailed breakdown on terms for all qualifications. As per DoHA regulations, overseas students are required to study with a minimum of 20 contact hours per week on a full-time basis. CTI classes are Mon, Tue & Wed or Wed, Thur & Fri. Student cannot choose class hours & days and will have to abide to CTI's time & training schedule. Please note that all programs are in full-time mode and cannot be undertaken part-time or via distance education.

The CTI roll is a legal document that records the attendance of students. As it is a legal document it is to be treated with care and must not leave the Canterbury Technical Institute Premises.

Procedures

1. All trainer/assessors will use the same standard roll document. These roll documents are legal documents and must not leave the CTI premises.
2. All trainer/assessors are provided with a class roll when the study period commences.
3. CTI trainer/assessors will check the attendance during each session, attendance will be taken at the beginning of each session.
4. The trainer/assessor will check and verify that the attendance roll filled is correct and accurate before submitting to MyCTI. Clarity and accuracy are important in marking attendances because the incorrect information can lead to student visa cancellations.
5. Following is the key, for an attendance marking:

a) P (Present) – if a student is present all session / day
b) A (Absent) – If a student is absent all session / day
c) L (Late) – If a student attends class more than 30 minutes after the commencement time
d) E (Excused) – If a student has been excused from class due to being sick (a medical certificate to be provided) emergency reasons or on compassionate grounds

6. The Student Services & Academic Manager is responsible for the checking, monitoring, reporting and collating data regarding attendance.
7. Trainer/assessors are required to notify the Administration Coordinator when a student fails to attend regularly.
8. Student Services Department will monitor attendance monthly.
9. Students will receive a friendly reminder if they are fall below 75% attendance for that month. Students will receive 2 friendly reminders that it is important to maintain satisfactory attendance. Once a student reaches 3 months with attendance below 75%, they will receive an official warning.
10. The Student Services & Academic Manager will discuss with regards to the students at risk of failure and visa cancellation with the Principal Executive Officer.
11. Students are advised to arrange their holidays during the semester breaks.
12. Medical Certificate from a registered medical practitioner is required from students who are absent for more than two days due to illness.
13. A receipt for medical or hospital fees cannot be accepted in lieu of a medical certificate. Letters of explanation for student absences other than illness should be provided to Student Services so that acceptable absences may be credited towards attendance.

CTI has adopted the DOE-CRICOS Course Progress Policy for VET overseas students. CTI has also adopted internal policy to monitor the attendance of each student.

Student Services & Academic Manager and the office administration staff will be responsible for entering and monitoring weekly student attendance.

The attendance of each student enrolled with CTI will be monitored as attendance is necessary for good course progress. DOE Course Progress Policy does not require the College to report unsatisfactory attendance under the conditions of the overseas student visa. However, as part of our academic support and monitoring, our internal policy is that all students must attend classes and we record attendance at every class.

Leave

The Student Services & Academic Manager in conjunction with the Principal Executive Officer may consider granting the student special leave for compassionate reasons if evidence is supplied for approval.

Illness

In cases of illness, students must provide certified documents (i.e. Medical Certificate) from a registered Medical Practitioner. The documents must state the reason for their absence and the dates they were deemed unfit for class. The documents must also clearly state the Medical Practitioner's contact details. Students must make a copy of these documents and write their student number on the copy before submitting it to their teacher for filing. The students must keep the original documentation in the event of an audit or appeal.

27. COMPLETION WITHIN EXPECTED DURATION

CTI's policy is to ensure that all students complete the qualification that they are enrolled in within the expected duration as specified on the student's COE. CTI will only consider extending a student's study if they fall under the conditions specified in Standard 9 of the National Code.

CTI will review each student's case based on the evidence and reasons submitted by the student if the student is either requesting a deferment or if he /she is not expected to complete the course within the expected duration. CTI will only amend / extend the duration of the COE only if the student has compassionate **or compelling circumstances**, which are beyond the control of the student and which have an impact upon the student's program progress or wellbeing. These could include, but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents;
- Major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student's studies; or
- A traumatic experience which could include:
    - Involvement in, or witnessing of a serious accident;
    - Witnessing or being the victim of a serious crime.
    - When this has impacted on the student. (Note these cases should be supported by police or psychologists' reports)
- Where the registered provider was unable to offer a pre-requisite course/unit; or
- Inability to begin studying on the program commencement date due to delay in receiving a student visa.
- **Where there is a variation in the student's enrolment load, which may affect the student's expected duration of study in accordance with 9.2, CTI will record this variation and the reasons for it on the student file. CTI will correctly report the student via PRISMS and/or issue a new CoE when the student can only account for the variation/s by extending his or her expected duration of study**
- **CTI may allow the student to undertake no more than 25 per cent of the student's total course by distance and/or online learning. However, CTI will not enroll the student exclusively in distance or online learning units in any compulsory study period.**

***Note**: CTI does not consider family engagements & marriage to be a compassionate or compelling circumstance, which is beyond the control of a student. CTI recommends that students plan their family engagement / weddings during study period breaks. Students are encouraged to discuss their individual cases with the Student Services & Academic Manager (SSM) / Principal Executive Officer (PEO) before making any arrangements.*

- An intervention strategy has been implemented to assist the student to successfully complete the course of study
- An approved deferment or suspension has been granted under Standard 13.

Where a student is applying for an extension to the duration of the course as specified on the COE relevant documentation must be presented to the PEO or SSM for approval.

28. LEAVE APPLICATION / COURSE CANCELLATION / COURSE SUSPENSION / COURSE DERFERMENT

CTI will consider “approved leave” / course deferment / cancellation conditional to the student’s circumstances at the time when students makes the request. CTI will consider approving leave / deferment / course cancellation to student on compassionate and medical grounds. In case of any other situation or requirement, the Student Services & Academic Manager will evaluate the situation on a case by case basis and make the decision of approving / denying students request for leave / deferment / cancellation.

Leave of Absence

CTI expects its students to plan their course of study without any interruption based on the study period dates and break periods. However, CTI does understand where this is not possible CTI makes reasonable provision for students who cannot do so to temporarily suspend their studies

Student cannot request leave/s of absence until they have officially commenced their course of study. Request for leave should be made via a “Student Request” form and be submitted to the Student Services & Academic Manager.

CTI will consider all leave application based on DHA rules on the basis of compassionate or compelling circumstances. Students must realize that a request for Leave / Course Deferment / Cancellation will affect their student visa and / or the duration of their course of study. This information will be provided by the Principal Executive Officer through the orientation program and also when making the application for leave.

Students will normally be required by DHA to leave Australia for the period of the Leave of Absence where it exceeds 28 days. Students should be aware of their visa durations and must make appropriated arrangement to renew / extend their visa prior to leaving Australia.

Approved Leave of absence will not be considered as an “absence” and will not affect the student’s overall attendance percentage. The students’ needs to contact CTI and make arrangements prior to returning to CTI with regards to the course timetable and possibility of continuing their course from where they stopped. If a student fails to report to campus after the period of approved leave of absence, following efforts by CTI administration staff to contact the student, CTI will report the student to DHA via PRISMS as "student notified cessation of studies". CTI is not obliged to notify the student of the intent to report nor to allow 20 working days for an appeal.

Course Cancellation

Course cancellation may be initiated by either the student or CTI.

Student Cancellation

- Students wishing to cancel their enrolment must complete a “Student Request” form and submit to the Student Services & Academic Manager or Principal Executive Officer.
- Students wishing to cancel their enrolment prior to completing 6 months of study in their principle course must provide a letter of offer from an alternative provider. This is required under Standard 7 of the National Code and further information can be gained from CTI’s ‘Transfer between Providers Policy / Procedure’.
- All application documentation for the cancellation will be kept on the students file and DHA shall be notified via PRISMS of the decision to cancel the enrolment as a result of the student’s request.
- CTI will regard a student who fails to re-enroll in a study period as having abandoned their course and thereby deemed to have notified CTI of their cessation of studies. The student's cessation will be reported on PRISMS, which may result in their visa being cancelled.

Provider Cancellation / Suspension

CTI has the ability to suspend / cancel a student’s enrolment on the following grounds:

Misbehavior

This may include but is not limited to:

Acts of discrimination, sexual harassment and vilification or bullying, and/or acts of cheating or plagiarism. Such acts of misbehavior will be classified into one of two categories.

Academic Misconduct (refer to ***page 68***) & Behavioural Misconduct (refer to ***page 69***)

- CTI may cancel the enrolment of a student who does not pay fees when they are due.
- Should CTI initiate the suspension or cancellation of a student's enrolment, it will notify the student of its intention and allow the student 20 working days to access the complaints and appeals process, unless extenuating circumstances relating to the welfare of the student apply.

PLEASE REFER TO SECTION 14: CTI'S COMPLAINTS & APPEALS PROCEDURES

- If a student appeals a decision to suspend or cancel his or her studies CTI will not report the student on PRISMS until the internal appeal process is completed, unless extenuating circumstances apply. The student's enrolment will be maintained until the internal appeal process is completed.
- Extenuating circumstances may include medical concerns, severe depression or psychological issues, endangers or threatens to endanger other students, or is at risk of committing a criminal offense. Claims of extenuating circumstances need to be supported by evidence.
- CTI will report the students changed enrolment status on PRISMS once the internal process is complete, even if the student pursues an external appeal process.
- Student Services & Academic Manager (SSM) and / or the Principal Executive Officer (PEO) is responsible for ensuring students are reported on PRISMS when a decision is made to suspend or cancel their studies and for ensuring that all relevant correspondence and documentation is retained on the student's files.

Application procedure for Leave / course cancellation / course suspension / course deferment

A student's study duration will only be extended where it is clear that the course cannot be completed in the expected duration as specified on the COE:

- Student will make a written application requesting the PEO/ SSM for leave / deferment / cancellation.
- Student must attach all necessary evidence, while requesting for leave / deferment / cancellation. (*For example, medical certificates /death certificates in case of deferment due to death in the family. Airline ticket if student intends to cancel his course and return to country of origin*)
- The application will detail the following content:
    - Reason for leave / deferment (Medical / Compassionate / Bereavement / Parental / Family / Personal / Work related) or cancellation
    - Dates (start date & end date with date of return to the institution)
    - Details of what the study / course responsibilities are on the date(s) leave is requested for (*not applicable if applying for course cancellation*)
    - What arrangements the student would make to cover / catch up while absent (*not applicable if applying for course cancellation*)
- The written application will be reviewed by Student Services & Academic Manager and the student will be advised with the copy of the "leave / deferment / cancellation application" signed and authorised by PEO/SSM confirming on the top "Approved" or "Denied".
- An intervention strategy has been implemented to assist the student to successfully complete the course of study.
- **CTI will Inform the student that deferring, suspending or cancelling his or her enrolment may affect his or her student visa; and**
- An approved deferment or suspension has been granted under Standard 13
- A copy of the same will be retained in the student's personal file.
- **CTI will notify the Secretary of DOE via PRISMS as required under section 19(1) of the ESOS Act where the student's enrolment is deferred, temporarily suspended or cancelled.**

29. TRANSFER BETWEEN REGISTERED PROVIDERS

Transfer from CTI to another provider and vice-versa for International Students

Under Standard 7.1, CTI will not knowingly enroll a student wishing to transfer from another registered provider prior to the student completing six months of his or her principal course of study. The principal course is the highest qualification in a package of courses.

The only exceptions to this are where:

a. the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
b. the original registered provider has provided a release in PRISMS;
c. the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government or ESOS agency that prevents the student from continuing his or her course with that provider
or
d. any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.
e. Also, for reasons as stated in the National Code 2018 Standard 7.2:

7.2.2.1 the overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with that registered provider's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements)

7.2.2.2 there is evidence of compassionate or compelling circumstances

7.2.2.3 the registered provider fails to deliver the course as outlined in the written agreement

7.2.2.4 there is evidence that the overseas student's reasonable expectations about their current course are not being met

7.2.2.5 there is evidence that the overseas student was misled by the registered provider or an education or migration agent regarding the registered provider or its course and the course is therefore unsuitable to their needs and/or study objectives

7.2.2.6 an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.

Unless any of the conditions in National Code Standard 7.1 apply, CTI will not enroll a student before he or she has completed six months of the principal course. Importantly, cancellation is not equal to a letter of release as it is not one of the exceptions outlined in Standard 7.1. For best practice purposes, CTI will alert any student requesting cancellation of their course, without a release on PRISMS, to the serious visa implications of course cancellation.

In the event that a student applies to study at CTI and **has previously studied / completed** a relevant course with a registered provider in Australia then CTI would require the student to submit the following prior to accepting the student:

- A certificate confirming his course completion and / or
- A transcript detailing all the units completed within the qualification and
- Confirmation of good attendance record at the previous registered provider and
- Confirmation that the student has made all necessary payments towards fees at the previous registered provider

The student requesting a transfer has an accurate understanding of what the transfer represents to their study options, or that they still owe CTI course fees for their current qualification or that it is suspected that they are seeking transfer only to avoid being reported to Department of Home Affairs

(DHA) for failure to meet academic progress or attendance. The Principal Executive Officer will make the final decision as to whether to **grant / refuse** a letter of release for any student.

Procedure for assessing transfer applications from students wishing to transfer OUT of CTI

1. Students make a written request (e-mail is satisfactory) at reception to transfer to another provider.
2. The student must provide a valid offer of enrolment from the new institution.
3. With these documents sighted, the Principal Executive Officer will assess the transfer request considering the following points:
    a) The student is fully aware of the study issues involved in the transfer
    b) The student is not simply trying to avoid being reported to DHA for unsatisfactory course progress
    c) The student has been provided with advice on CTI's procedures for applying for course transfer, including the need to formalize the request in writing stating the reasons for which they desire to transfer their course enrolment to another provider.
    d) The student has provided sufficient evidence that the transfer is to their advantage
    e) The student has been advised their request may take up to 5 working days to assess.
    f) **An application for transfer where a transfer is considered detrimental to the student's academic progress may be refused**
4. If the reasons as above are satisfactory and in accordance with policy, the release will be granted at no charge to the student and will be recorded in PRISMS. The student will also be advised of the need to contact DHA and obtain a new visa if the course they transfer to is not a Higher Education/VET course.
5. The Student Services office report student's termination of studies through PRISMS
6. If any of the points are unclear, they should be referred to the Student Services & Academic Manager (SSM) to interview the student to gain a fuller understanding of the circumstances.
7. The SSM will make a recommendation to the Principal Executive Officer if they believe the request should be refused or alternatively grant the letter of release. The Principal Executive Officer will inform the student in writing of a negative outcome with reasons and inform the student of his or her right to appeal the decision within 20 working days in accordance with Standard 10 of the National Code 2018 and CTI's complaints and appeals procedures.
8. Also, as stated in the National Code 2018 Standard 7.2, a student will be released for reasons when:

    7.2.2 circumstances in which the registered provider will grant the transfer request because the transfer is in the overseas student's best interests, including but not limited to where the registered provider has assessed that:

    7.2.2.1 the overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with that registered provider's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements)

    7.2.2.2 there is evidence of compassionate or compelling circumstances

    7.2.2.3 the registered provider fails to deliver the course as outlined in the written agreement

    7.2.2.4 there is evidence that the overseas student's reasonable expectations about their current course are not being met

    7.2.2.5 there is evidence that the overseas student was misled by the registered provider or an education or migration agent regarding the registered provider or its course and the course is therefore unsuitable to their needs and/or study objectives

    7.2.2.6 an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.

Notes:

- All requests, considerations, decisions and records of release will be placed on student's file, and
- The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the refund policy independent of this policy.

30. STUDENT DISCIPLINE

Policy

CTI will at all times conduct its dealing with students in a fair and equitable manner, complying with specific requirements of the code of conduct and other relevant legislation in order to ensure equitable outcomes for both CTI and its customers.

CTI provides its students adequate access to appropriate guidance, support systems and welfare services. In doing so, CTI will ensure:

a) Students and the public are protected from any physical, psychological, moral or emotional harm which may result from the teaching programmes or related activities;
b) Teaching and management staff proactively implement intervention strategies if skill gaps of student achievement is identified;
c) Support and guidance are appropriate to the mode of delivery for each particular course of study;
d) Guidance, support systems and welfare services are made known to students;
e) Any necessary health and safety procedures are made known to students.

Rules and Regulations

Rules and regulations that govern student behaviour are necessary in order to maintain a safe learning environment.

The Manager – Student Services will facilitate the regulations, and disciplinary Procedures relating to all programmes, through the Student Handbook.

Rules and regulations are provided to all students during their first day of study.

Rules and Regulations are commonly known by all teaching staff and enforced at all times, being communicated and explained in a manner that is empowering and non-threatening to students.

Students will be dealt with in a fair and equitable manner, should any of the rules and regulations be broken.

Managing Student Discipline

The Principal Executive Officer (PEO) will carry out disciplinary procedures and issue warnings to students.

The PEO, with the assistance of the Student Services & Academic Manager (SSM), will carry out dismissal procedures or suspend a student from their program.

All Serious Offences must be reported to the PEO/ SSM as soon as possible. The report may be verbal, but must be followed up in writing in the form of a report.

Disciplinary & Dismissal Procedures

An offence involving the rules and regulations can lead to dismissal, even instant dismissal. If you carry out a serious offence, CTI will carry out the following process:

Procedure:

a) CTI will ensure that all the relevant facts are available. This may involve interviewing other personnel or students;
b) Give the student the opportunity to explain;
c) Consider the student's performance, duration on the programme and past actions, including any warnings or reprimands issued in the past by their teaching staff;
d) Issue a verbal warning to a student who breaches CTI rules. The PEO/SSM will be informed immediately after the warning is given. (Any staff member can issue a verbal warning)

e) The PEO/SSM will issue a written warning to a student after two verbal warnings have been given, or on any occasion in which a student breaches a rule, likely to lead to dismissal or suspension
f) After a written warning has been issued, further breaches of CTI rules may result in suspension or dismissal at the discretion of the management and training team.
g) CTI will make decisions that is supported and justified, based on objectivity (actual performances and behaviour);

Not with standing the above, instant suspension or dismissal may occur if a student:

h) Attends any CTI course, while processing or under the influence of alcohol and drugs
i) Poses a physical threat to CTI staff, students or property.

Where a dismissal occurs, all facts are kept confidential, unless the PEO deems the student to be a risk to CTI and it students and staff. In an instance such as this, information will be disclosed only to reduce or manage such risks.

Students have the right to appeal the decision of dismissal in accordance to the complaints and appeals policy and procedures.

The PEO/SSM can suspend a student immediately should their behaviour cause any risks to CTI staff and / or other students.

31. CANCELLATION OF QUALIFICATION OR STATEMENT OF ATTAINMENT

The Institute may cancel an award if it was issued in error or it was found that the award was based on false or misleading representations. If the Institute cancels your award, you will be advised in writing.

You must return the cancelled award to the institute within 21 days of receiving written notice from the institute. You have the right to appeal this decision through the Principal Executive Officer.

Misconduct

Student misconduct includes student academic misconduct and behavioural misconduct.

Academic Misconduct - Cheating, Plagiarism and Collusion

Academic misconduct is a very serious academic offence. The penalties for academic misconduct include but are not limited to:

- Failing the assessment.
- In some cases, police may be notified
- Resit fee of $50 will apply

Academic misconduct includes but is not limited to cheating, plagiarism, collusion, and falsifying documentation or results. The following actions are considered to be examples of academic misconduct:

- Giving or receiving assistance during an examination or assessment that has not been agreed to by the teacher.
- Obtaining information about an examination before it is held, except for information provided to all the class by the teacher.
- Copying from another person's examination paper.
- Stealing, buying or obtaining in any other way, all, or part, of an examination before it is administered.
- Using any sources of information during an examination or assessment that has not been agreed to by the teacher.
- Substituting for another person to take an examination.
- Allowing another person to substitute for you in taking an examination.
- Giving your password to another person to enable that person to log on and undertake any academic activity, including assessment, on your behalf.
- Using another person's password in order to log on as that person and engage in any academic undertaking, including an assessment, on their behalf.
- Working with other students to produce work in groups that have not been agreed to by the teacher. This is called collusion.
- Making up or falsifying data in experiments or other research.
- Altering the record of any grade or result.
- Giving untrue information in order to obtain exemptions from program requirements.
- Bribery in any form. This includes offering or giving institute staff member money or any other benefit as a means of influencing them or their decisions.
- Handing in someone else's work as your own. This includes anything that you may have obtained from the internet or from books.
- Copying published or unpublished material without proper acknowledgement
- Using or developing another person's ideas without acknowledging them
- Using the work of other students (with or without their permission) and claiming it as your own.
- You should not engage in any activities that can be considered to be academic misconduct or do anything that is intended to assist any other person in an act of academic misconduct. It should be noted that:
    - if a trainer or examination supervisor believes that a student is involved in academic misconduct, the student will be instantly informed of such but will be allowed to finish the examination/assessment item

- the matter will be referred to the Principal Executive Officer for appropriate action.

Behavioural Misconduct

Behavioural misconduct is broadly defined as actions that breach the Student Responsibilities and Obligations listed in this document or impair the reasonable freedom of other persons to pursue their studies and participate in the activities of the institute.

Examples of behavioural misconduct include but are not limited to:

- failure to comply with any student rule of the institute
- breaches of any institute policy including, but not limited to harassment (including sexual harassment), intellectual property, occupational health and safety, and use of computing and electronic resources
- stealing, destroying, impairing the accessibility of, or defacing any part of the institute library collection
- refusing or failing to identify oneself truthfully
- failure to comply with any lawful order that was given by an employee of the institute in order to ensure the safety of any person and the orderly conduct of learning programs and other activities of the institute
- any act or failure to act that endangers the safety or health of any other person
- actions that impair any persons' participation in a legitimate institute activity or, by act or omission disrupts the peace or good order of the institute
- conduct which unduly disrupts or interferes with a class, a meeting or any other official activity within the institute
- acting in a way that causes students or staff or other persons within the institute to fear for their personal safety
- assault or attempts to assault any other person or cause any person to hold reasonable fear for their safety or physical or psychological well being
- stealing, destroying or deliberately damaging institute equipment or premises
- making a false representation or declaration regarding a matter affecting your student status
- being under the influence of prohibited drugs and/or substances including alcohol while on institute premises or while participating in an institute related activity
- unauthorised possession of a weapon on institute premises or while participating in an institute related activity.

How to lodge a misconduct complaint

- An Institute employee or student may report an alleged occurrence of misconduct by forwarding a signed, written account of the incident(s) to the Principal Executive Officer (PEO) or Student Services & Academic Manager (SSM).
- The PEO/ SSM can provide you with advice on options for the resolution of a particular complaint and can provide assistance with a written statement, if required.

Consequences of Misconduct

Note: Where State or Commonwealth laws appear to have been breached, the matter will be referred to the police or other appropriate authority.

A member of the teaching staff, a librarian in charge of the library, or a senior administration officer may, in respect to any misconduct by a student committed in a class, laboratory, library, facility or premises under their management or control:

- immediately suspend the student from attendance at such class or from use of such laboratory, library, facility or premises for a period not exceeding 24 hours as may be determined

If a suspension action is taken that officer shall:

- advise the designated officer immediately
- provide a written statement, which details the circumstances of the suspension.

Following receipt of advice of an act of misconduct, the designated staff must advise the student in writing of the alleged incident of misconduct. The student has five working days to make oral or written representations regarding the alleged incident of misconduct.

After this period, the designated staff may:

- modify or dismiss the charge
- reprimand and warn the student against repetition of the breach of discipline
- suspend the student from attending classes for a period not exceeding 14 days which shall include any period of suspension imposed under point (i)(a) of this section
- suspend the student from using all facilities and/or services, including library borrowing and computer access rights
- recommend to the Principal Executive Officer that further action be taken, or
- any combination of the above.

The designated institute officer must provide the student with a written statement detailing the decision within five working days of the decision being made.

Following receipt of advice from the designated institute officer, the Principal Executive Officer may review the circumstances and may:

- determine further appropriate action
- suspend or exclude the student from the institute for a specified period of time or
- expel the student.

The student must be informed of their right to appeal the decision.

Misconduct Appeals

If you have been found guilty of misconduct you can appeal the decision or the decision process in writing to the Principal Executive Officer or Student Services & Academic Manager. The Director will refer your appeal to the Misconduct Review Panel.

- A date for the Review Panel meeting will be set as quickly as possible and you will be notified of the time, date and venue in writing.
- If required, the institute will provide an interpreter or you can bring a support person to assist you during the meeting.
- Misconduct Review Panel members include
    - the Institute Director or delegated officer,
    - an institute staff member from an unrelated teaching area of the institute and
    - a member of the management team or delegated officer from your area of study that was not involved in the matter being reviewed.
- You have the right to be accompanied by a representative and you may call witnesses, or you can provide a written submission instead of attending the meeting. You can ask CTI staff to support you through this process.
- If you do not attend the meeting or provide a written submission, the panel may assess the matter and where necessary impose a penalty as if you had participated.
- The panel will advise you in writing of the decision within two working days of the date of the decision.
- The decision of the Misconduct Review Panel shall be final.

32. STUDENT RECORDS AND FACILITIES

Student Records

Records Management Policy

The CTI Records Management Policy is written to ensure the integrity, accuracy and currency of records.

CTI adheres to its legal obligations to provide a quality service to both internal and external clients; each individual student file reflects the history of each student.

All CTI student records are stored centrally within the Student Services Department. The student services department manages these records. All current records are located in the student services department. Non-current records (graduated students and discontinuing students) are scanned and electronically stored onsite.

Confidentiality of Student Records

This information should be read in conjunction with the CTI's 'Privacy Policy'.

a) Exceptions to Disclosure of Student Records & Information

Any release of information pursuant to a legal requirement or authority, which under legislation or the common law is permitted.

Federal and State Acts, require the release of confidential information and therefore override confidentiality policies. If a CTI staff member receives a request or demand of this nature it should be referred to the Principal Executive Officer.

Information given will be to the extent requested by the agency.

b) Emergencies

Student Record Information may be released to a relevant emergency service, the student's legal representative or other relevant person in the event of an accident or emergency or where the student is unable to manage his/her own affairs. It is very important to establish the bonafides of the person requesting the information but unnecessary delays must be avoided.

Authority to release information in an emergency should be obtained from the Principal Executive Officer(PEO), unless to do so would cause unreasonable delay in the circumstances.

If the PEO is unavailable, the Student Services & Academic Manager must be contacted. After hours problems should be referred to the PEO. Following are the contact numbers for after hour's emergency requirements to request student records / information.

PEO (Rahul Fernandes) +61 413 222 969 (1st point of contact)
Student Services & Academic Manager – (Andrea Sequeira): +61 452 631 250 (2nd point of contact)

c) Student Access

A student may apply in writing and gain access to his/her Student Record Information. The request will be made to the PEO. All information regarding clients will not be disclosed to any third-party unless there is a written consent from the client authorising the third-party to act in behalf of the client,

CTI will ensure that:

- Electronic and paper records are stored on a secure location including backup copies for retention and retrieval purposes to enable the re-issue of a qualification or statement of attainment if required, for a period of 30 years, and transfer of these records consistent with contractual, legal, and state or territory registering body requirements in the event of closure of CTI,
- All information gathered by CTI regarding clients will be safeguarded and disposed of as per legal, ethical and statutory requirements,

CTI keeps student records for administrative and legislative purposes

These will include:

- filed enrolment forms
- confirmation of enrolments
- assessments
- letters issued
- attendance / academic progress letters
- RPL results issued
- qualifications register
- all academic correspondence to the student
- fee invoice/statements/paid/refunds, and
- DHA correspondence

ID card

All students must ensure that they have a valid Student ID Card. You are required to fill up the ID Card form from the Reception. Your photo will be taken in the Institute and the ID card will be issued within five working days. Any lost Student ID cards must be reported to the administration before a request is made for a replacement ID card. You will be charged $15 for a replacement Student ID Card.

Change of address

Please ensure at all times that the Institute has your current address on file. As per immigration laws, it is mandatory to provide the right address to the education institute and report within 7 days for change of address. If you have changed your address, you will be required to fill up the Change of Address from and submit to the Reception.

CTI is required to confirm your contact details at least every 6 months including address, mobile and email address.

Documents

Students can request from Students Services for Enrolment letter, interim transcripts, attendance etc at the cost of $ 15 per letter.

Student Facilities

Mobile Phones

Mobile phones are permitted on Institute campus. However, mobile phones must be turned off/muted while the student is in the classroom, workshops or in the computer lab.

Training rooms/workshops/laboratory

CTI offers training rooms, computer laboratories and workshops fully-equipped with the necessary equipment, appliances and tools to enhance student-learning experience.

Student Common Room

The facilities for use by the students in the common room include a hot/cold water dispenser, microwaves, fridges, chairs and tables. Food and drinks can be consumed in the student common area only.

Internet

The Institute computer lab is open during the Institute break as well as during session breaks for students to use the Internet.

33. OCCUPATIONAL HEALTH & SAFETY AND EMERGENCY PROCEDURES

Occupational Health and Safety

As a student, it is your right to study in a healthy and safe environment and to be provided with information about hazards as well as opportunities for training and supervision to minimise these hazards.

As a student, it is your responsibility to co-operate with Canterbury Technical Institute in its legislative responsibility to secure the health and safety of other students and staff to ensure the safe working practices of your colleagues. The Occupational Health and Safety policy ensures that a safe and healthy environment is provided for all students and employees in the Institute.

All accidents, whether injury producing or not, must be reported to the Student Services Office. The reporting of injuries enables us to investigate and eliminate hazards and unsafe work practices, thus ensuring safe work conditions for students.

Always remember to:

- Use safe work practices
- Ensure the equipment you and your student's use is safe.
- Speak up if you see an unsafe condition or work practice.
- Seek advice from the Manager – Student Services
- Assist your Institute to promote a safe workplace.

Emergency Procedures

Canterbury Technical Institute is committed to taking reasonable care of health and safety of its students and staff and will comply with all regulations of the Occupational Health and Safety Act 1983. This handbook contains a campus map showing fire exits. For level 1 & level 8, there are two fire exits on each level- one near the reception and the other near the ladies' toilet. Both the exits are within 20 metres from the farthest point.

Fire exit plans will be displayed in all rooms, the foyer area and hallways of the Institute. Firefighting equipment is available at locations marked on the campus map.

CTI will maintain safety on the campus:

- by providing and maintaining equipment and systems that are safe;
- by providing information, instruction, training and supervision necessary to insure health and safety of students and staff; and
- by maintaining safe entrances and exits.

The QLD Occupational Health and Safety legislation aims to protect the health, safety and welfare of people at work and lays down general requirements, which must be met at places of work in QLD. Canterbury Technical Institute is committed to fulfilling its responsibilities under the Act. Further information is available from WORKCOVER by telephoning: 1300 362 12.

Steps for evacuation in case of emergency

At times, situations may arise when the Institute needs to be evacuated, and in such situations the following steps must be followed:

- All staff and students will evacuate on hearing the evacuation alarm (Whoop, Whoop Whoop sound)
- Lecturers will take charge of the room
- Students accompanied by their lecturer will exit in an orderly manner by the fire stairs, shown on the floor plan displayed in each room. Please refer to the floor plans in the Appendices
- Personal effects only are to be taken as learning / training equipment can impede evacuation
- After the floor is evacuated admin staff will report to the Principal Executive Officer/ Student Services & Academic Manager to advise all clear and exit the building

- Students and lecturers will assemble in the undercover area no further than Ely Lane off Adelaide Street
    - Refer to map in the Appendices

CTI Off Campus Work Experience Insurance Policy

CTI students are covered by its work cover policy while undertaking any group work experience outside the CTI campus / registered premises. However, if you intend to apply for work experience with any employer, CTI strongly recommends all its students apply for work experience related insurance. For further information please contact reception.

CTI Off Campus Excursion Procedure

Prior to an off campus visit the supervising trainer is required to complete a risk assessment for the course related activity using the CTI Excursion Planner Form.

The requirement is to complete the Excursion Planner Form only once, subsequent visits to the same sight do not require a separate form.

CTI students participating in course related excursions or industry visits are required to complete a Student Excursion Form this covers basic medical condition and/or medication information the supervising trainer may need to be aware of.

Students scheduled to make multiple visits to the same venue such as Commercial Cookery students completing practical kitchen sessions off CTI campus need complete a Student Excursion Form only once prior to the first occasion.

For venues where multiple visits are scheduled such as Commercial Cookery off campus kitchen visits the supervising trainer is required to complete the CTI CARA Form (Curriculum Activity Risk Assessment) prior to the activity.

On completion of the CARA Form the off-campus activity is signed for approval by the Principal Executive Officer.

For venues where multiple visits are scheduled the students will be required to complete any relevant on-site inductions prior to commencement of the activity.

34. CHANGE OF OWNERSHIP OR MANAGEMENT

CTI will advise ASQA via the ASQANET portal of any prospective changes to the ownership as soon as practicable prior to the change taking effect and CTI will advise ASQA via the ASQANET portal of any prospective or actual change to the high managerial agents (as defined in Section 5 of the ESOS Act) of the registered provider as soon as practicable prior to the change taking effect or within 10 working days of the change taking effect, where the change cannot be determined until it takes place.

CTI will provide ASQA with information on the new owner or high managerial agent for the purpose of making an assessment under section 9(6) of the ESOS Act.

35. PREMISES RELOCATION POLICY

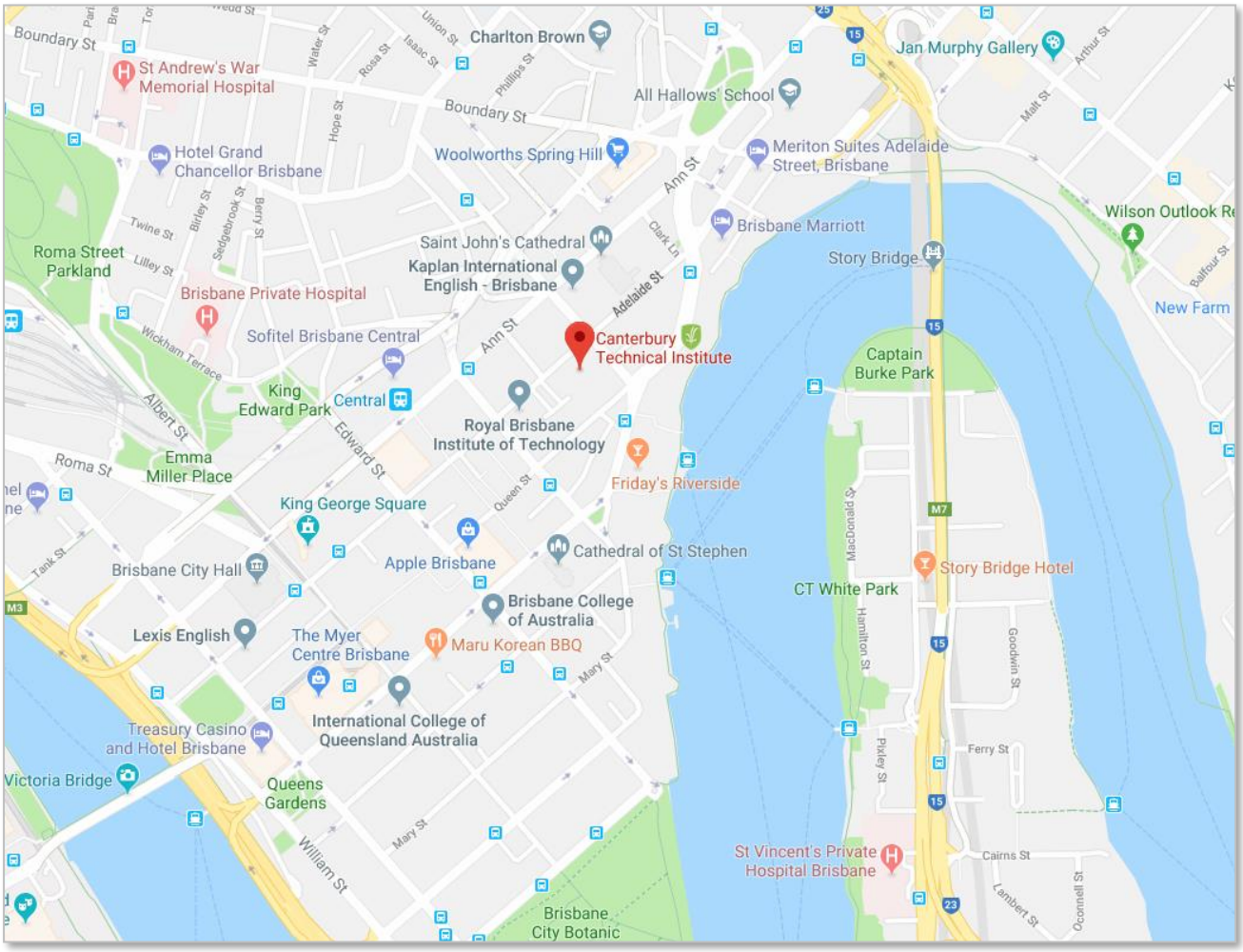
CTI will notify ASQA and students of any intent to relocate (including the head office and campus locations). Notification will take place at least 20 working days before relocation occurs. All changes to arrangements made will be approved by ASQA prior to the changes being made.

All students who have been issued a CoE to study the designated course (whether they have arrived in the country or not) will be notified of the intention to relocate premises

CTI will notify staff and students in any of the following ways:

- Written memo to staff and students
- Notices on prominent display boards around the campus
- Announcement in the class
- Email / SMS notification to all staff and students

APPENDIX A – CAMPUS LOCATION



CANTERBURY TECHNICAL INSTITUTE

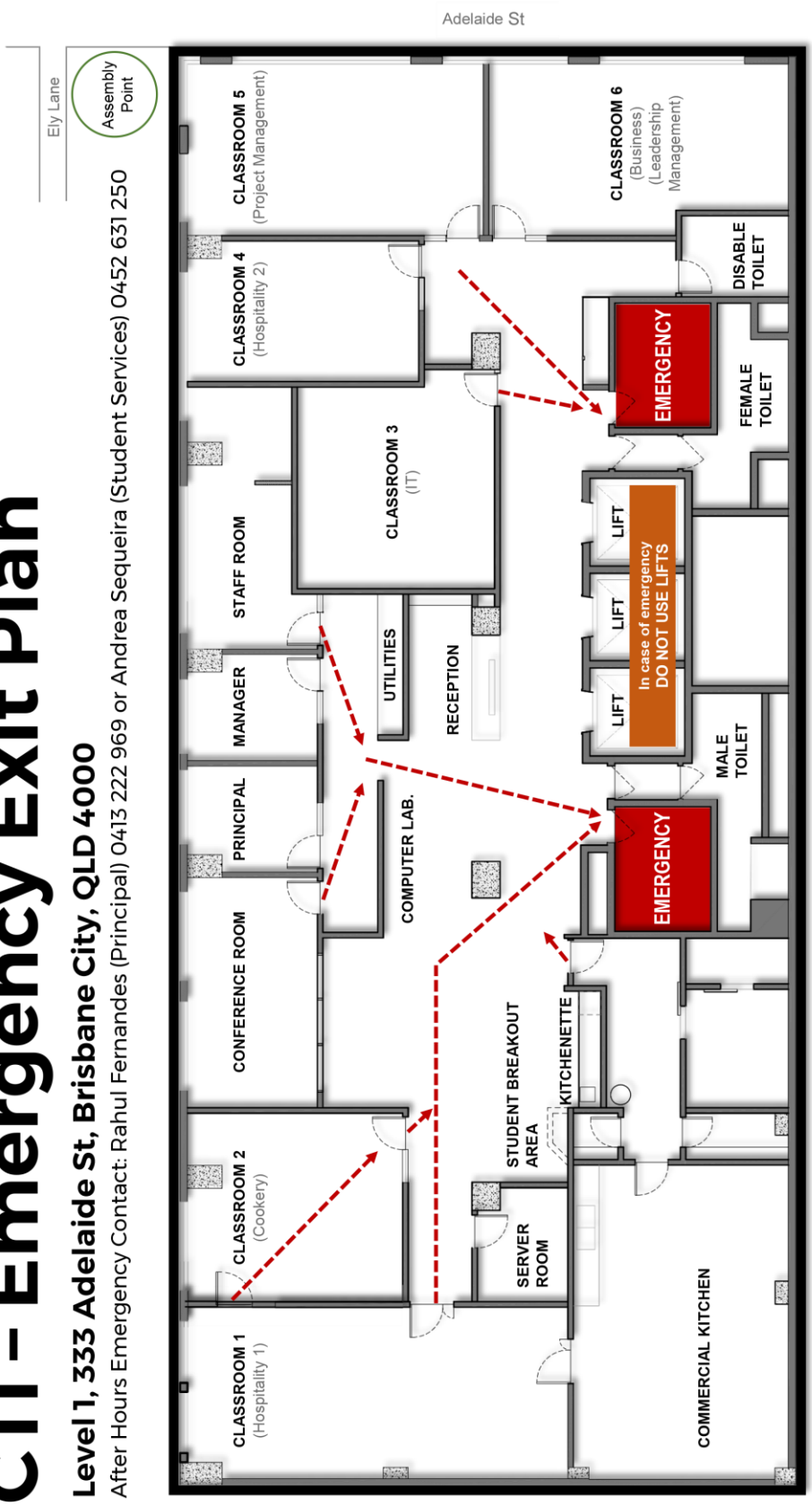
Level 1 & 8
333 Adelaide St.
Brisbane QLD 4000
Tel: 07 3123 4055

APPENDIX B – EMERGENCY EXIT PLAN

CTI – Emergency Exit Plan

Level 1, 333 Adelaide St, Brisbane City, QLD 4000

After Hours Emergency Contact: Rahul Fernandes (Principal) 0413 222 969 or Andrea Sequeira (Student Services) 0452 631 250



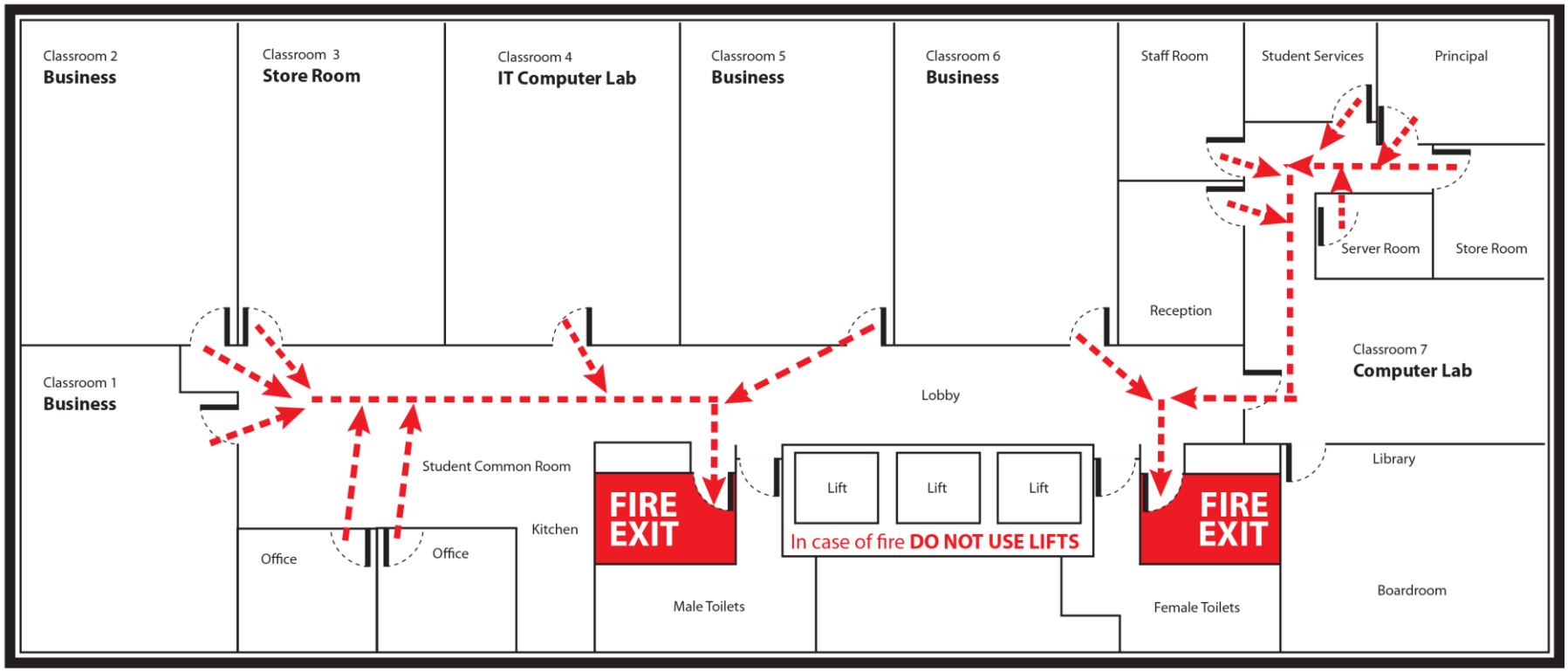
As you leave the building turn left and walk straight to the corner of **Adelaide St** and **Ely Lane** for the assembly area.

IF YOU HAVE ANY QUERIES WITH REGARDS TO EVACUATION PROCEDURES OR PERSONAL SAFETY IN THE EVENT OF AN FIRE ALARM, PLEASE CONTACT THE STUDENT SERVICES MANAGER / PRINCIPAL.

CTI - Fire Exit Plan

Level 8: 333 Adelaide St, Brisbane Q 4000

After Hours Emergency Contact: Rahul Fernandes (Principal) 0413 222 969 or Andrea Sequeira (Student Service) 0452 631 250



As you leave the building turn left and walk straight to the corner of Adelaide and Ely Lane for the assembly area